



OF CENTRAL ILLINOIS

CAPCIL

Community Action Plan 2023

Community Needs Assessment

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COMMUNITY ACTION PARTNERSHIP OF CENTRAL ILLINOIS

Serving Logan, Mason, Menard, Fulton, Piatt, and DeWitt Counties.

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	It is the mission of CAPCIL, in partnership with community stakeholders, to empower low-income persons and other vulnerable populations of all ages, through the creation and implementation of poverty-fighting initiatives for those in crisis and those who seek a life of lasting independence.	
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Community Action Plan Summary

To comply with Head Start and the Community Services Block Grant (CSBG) standards, entities must complete a Community Needs Assessment (CAP), as a condition to receive funding. The ROMA Cycle is utilized in the development of the Community Action Plan. This process includes the Community Needs Assessment as well as Strategic Planning to ensure that all programs offered by Community Action Partnership of Central Illinois (CAPCIL) align with the mission of the agency, meet the needs of the low-income persons in the service area, and do not duplicate existing services.

CAPCIL continues its holistic approach to not only have consumers participate in more than one work program within CSBG, but in more than one department in our agency. This approach continues to not only better serve consumers, but also to improve the agency's ability to document outcomes into reportable data. CAPCIL strives to continually improve in the areas of service delivery and documentation.

CSBG as well as Head Start continues to implement a 5-point Likert scale to assess consumers. Eligible consumers are paired with a Personal Development Coach to work with the families to create opportunities for personal growth and critical thinking thus forming a strong foundation for the family to cultivate on. The 2021 Community Action Plan will highlight the "grow me" concept that will be re-introduced to consumers this year.

This plan and assessment are preceded by surveys and focus groups among our consumers, business partners, community members, and staff/board members. It will address the needs identified by our community, service delivery system for the low-income population, linkages, and outreach, how CAPCIL coordinates with other agencies, innovative efforts being used by CAPCIL to strengthen families, how our programs support youth and healthy families, and the outcomes we hope our consumers will achieve. The data collected is proof that CSBG and Head Start are necessary resources in all our counties. The following plan will outline how CAPCIL intends on fighting the war on poverty, offering a hand up, developing the local economy, and becoming the number one source for self-sufficiency in Central Illinois.

Our Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Mission Statement

It is the mission of CAPCIL, in partnership with community stakeholders, to empower low-income persons and other vulnerable populations of all ages, through the creation and implementation of poverty-fighting initiatives for those in crisis and those who seek a life of lasting independence.

Vision Statement

Our vision is to see low-income individuals who endeavor an escape from poverty, or to mitigate its hold, recognize their own power to create and act on opportunities that improve their circumstances with the support of their communities and individuals within.

Guiding Principles

1. Compassion – To approach the poverty battle with a genuine concern for the suffering and overwhelming grip of poverty.
2. Accountability – To take ownership and hold oneself and others responsible for actions.
3. Transparency – To be easily accessible, committing to clear expectations and the sharing of information and knowledge.
4. Innovation – To seek out new ideas, more effective means, and improved methods for operating the organization and serving our customers.
5. Service – To see and to act upon the needs of others out of compassion and understanding.
6. Collaboration – To be committed to the spirit of working with others in order to produce something bigger than that which can be accomplished alone.
7. Gratitude – To feel and show an appreciation for others and for the resources afforded oneself and the organization.
8. Fiscal Responsibility – To create, optimize, maintain, and responsibly steward the resources available to oneself and the organization.

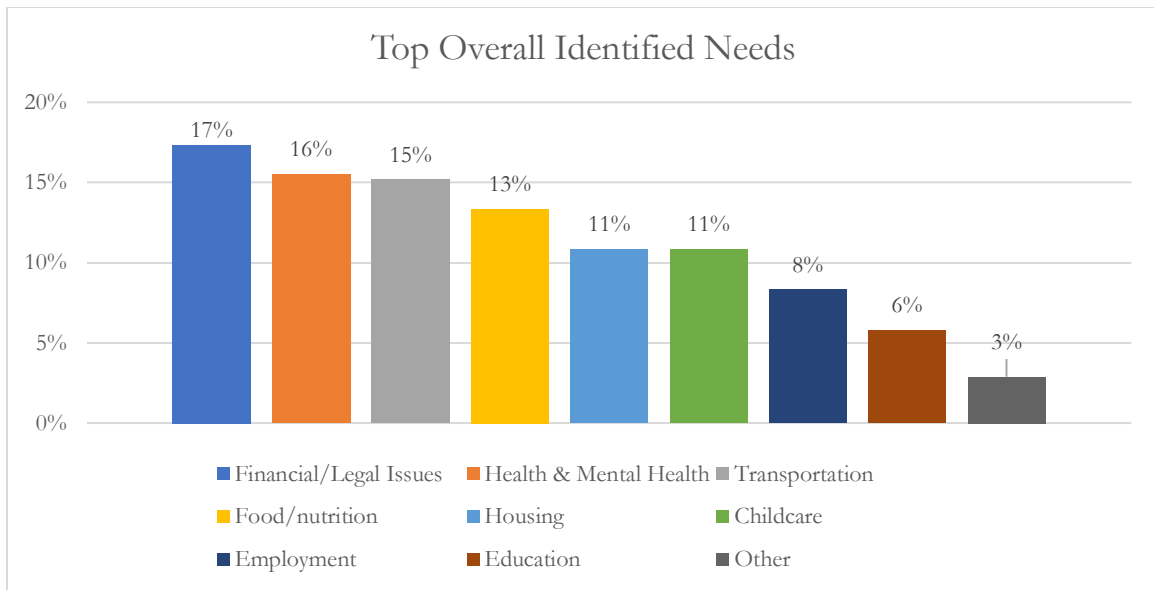
**THE MOMENT YOU TAKE
RESPONSIBILITY
FOR EVERYTHING
IN YOUR LIFE IS THE MOMENT
YOU CAN CHANGE
ANYTHING IN YOUR LIFE.**

~HAL ELROD

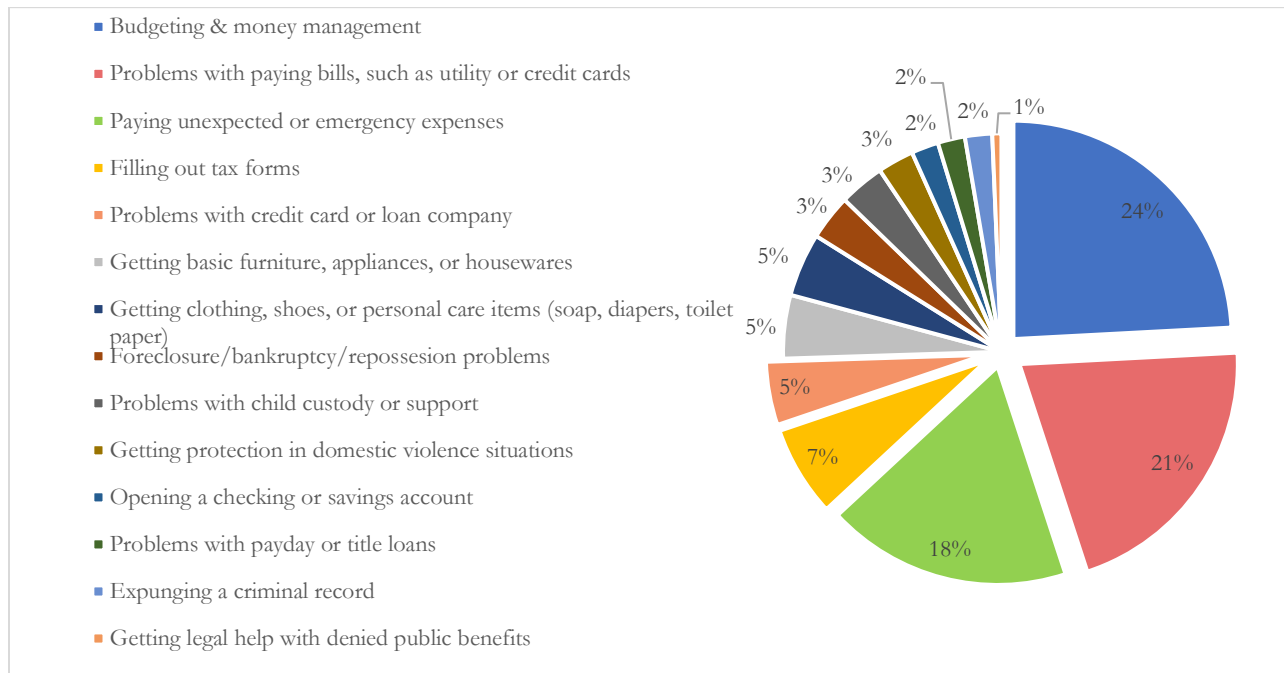
Needs Assessment

2023 Client and Community Member Surveys

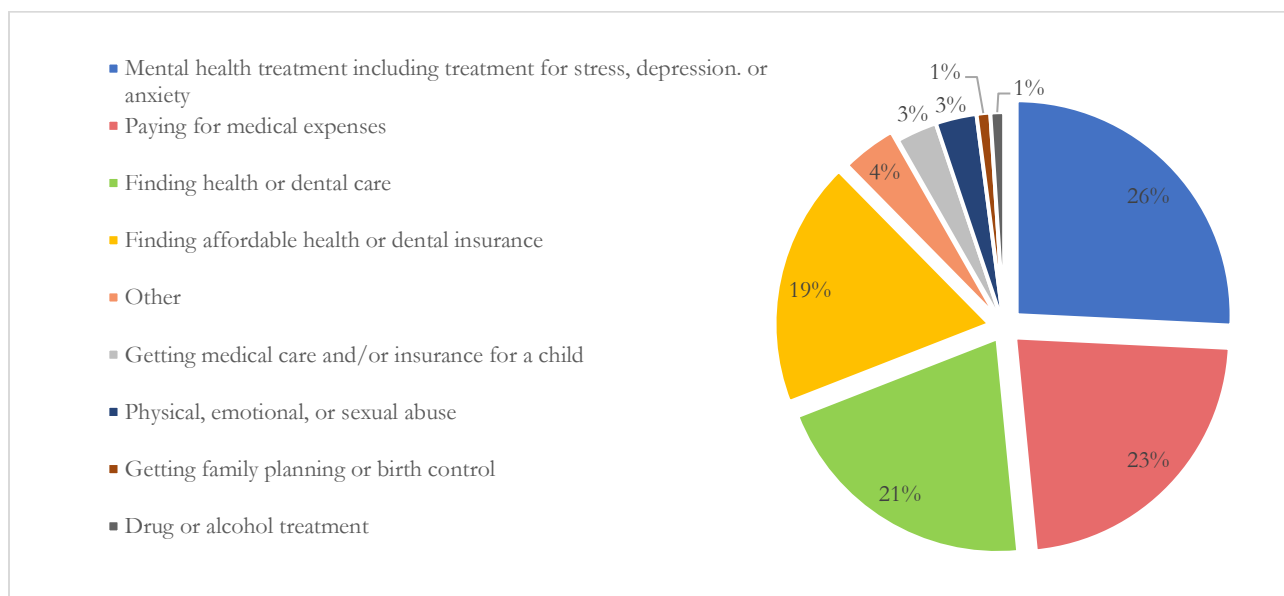
We surveyed 150+ customers, community members, and staff/board members in our service area in 2022. The quantitative data that was collected indicates that the Self-Sufficiency programming that CAPCIL provides continues to not only align with the mission, but also with the needs of the low-income in our communities. However, initial data does indicate that the needs in our communities might be shifting. The data shows an increased emphasis on housing and mental health than in previous years, which is in line with what our staff has been seeing anecdotally. We as an agency are paying close attention to the changing economic environments of the communities, we serve to make sure we are able to adjust to the needs of our communities. As we begin to settle as a society into this post COVID-19 world, we will continue to gather data and feedback from our customers and communities to assess what are truly the current needs and barriers of our low-income residents and what are just temporary disruptions.



Financial/Legal Needs

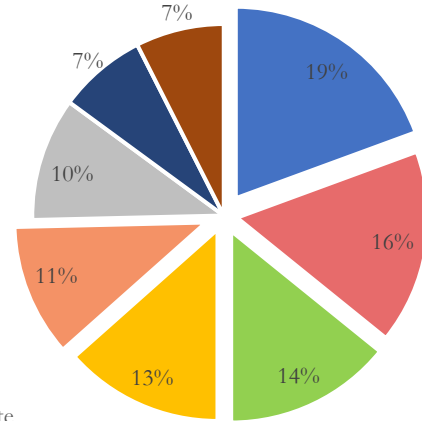


Physical & Mental Health



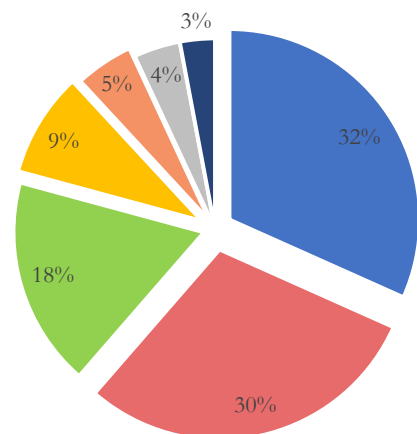
Family Needs & Transportation

- Having access to transportation
- How to help a child coping with emotional issues
- Buying a dependable car
- Learning how to set goals and plan for your family
- Paying for car insurance, registration or license fees
- Paying for car repairs
- Disciplining a child more effectively
- Talking to a child about inappropriate behavior/addressing a child's inappropriate behavior



Food & Nutrition

- Getting food or food assistance
- Learning how to shop and cook for health eating or dietary restrictions (e.g., gluten free)
- Getting meals delivered to your home for a senior or disabled individual
- Getting access to senior congregate meal sites (meals served in group setting)
- Obtaining breastfeeding education and assistance
- Other
- Getting nutritious foods during pregnancy



Housing Needs

- Paying rent or mortgage, rent deposits/application fees

- Finding affordable housing

- Yard work, snow removal, laundry, or house work

- Finding home repair services

- Making home more energy efficient

- Qualifying for a loan to buy a home

- Down payment/closing costs to buy a home

- Finding emergency shelter

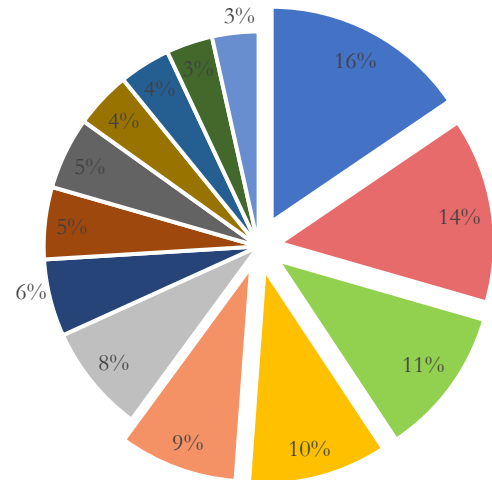
- Learning basic home repair/property maintenance skills

- Renter/tenant rights and responsibilities education

- Home updates/changes for a person with disabilities

- Other

- Home ownership education



Childcare Needs

- Paying for child care

- Finding affordable, quality, licensed child care in a convenient location

- Finding evening, nighttime, weekend or before/after school child care

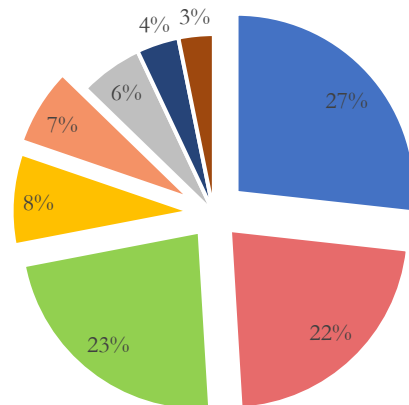
- Paying for school supplies, fees, or activities

- Finding child care for children ages 0-3

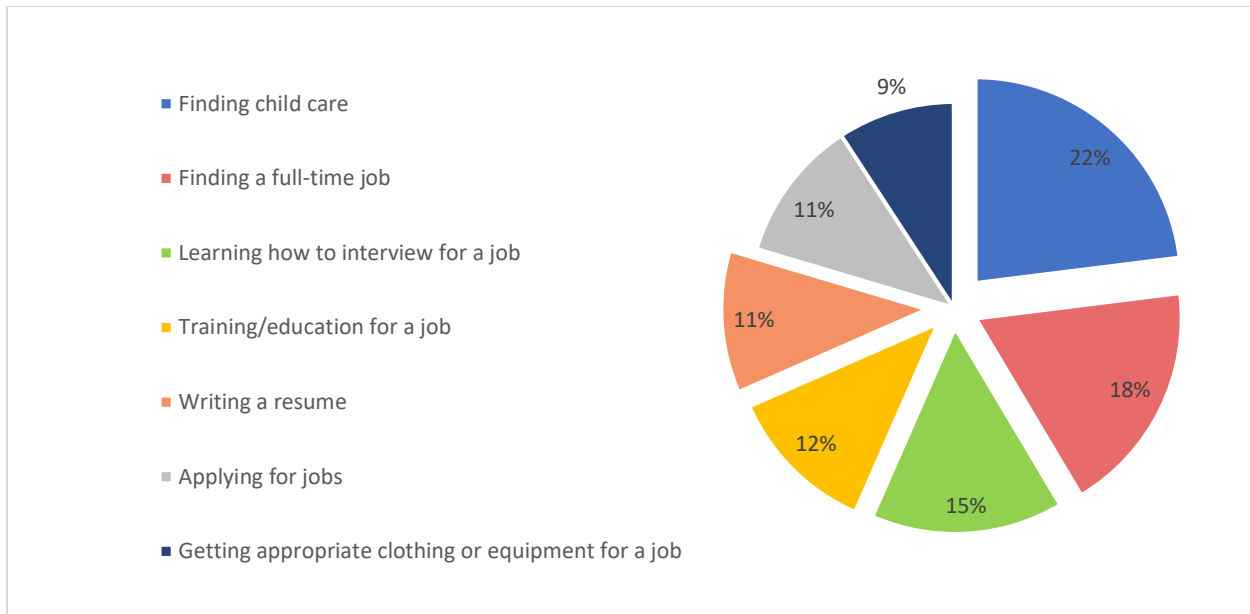
- Screening for early intervention services (speech, developmental, mental, physical)

- Finding quality preschool for children ages 3-5

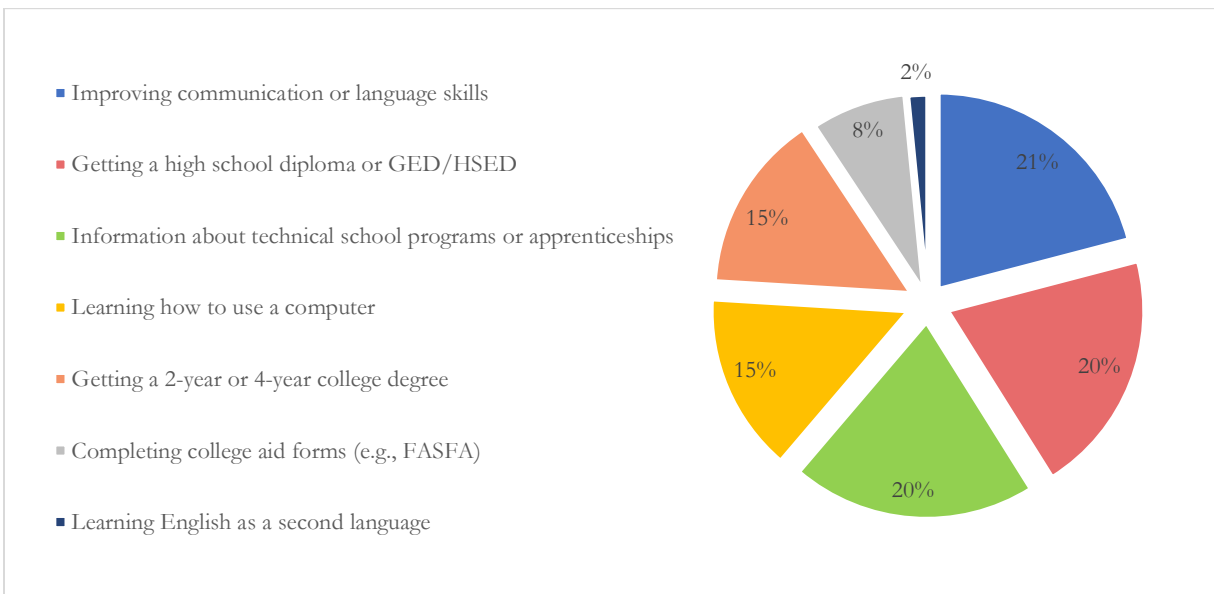
- Caring for children ages 0-3 at home



Employment Needs



Adult Educational Needs

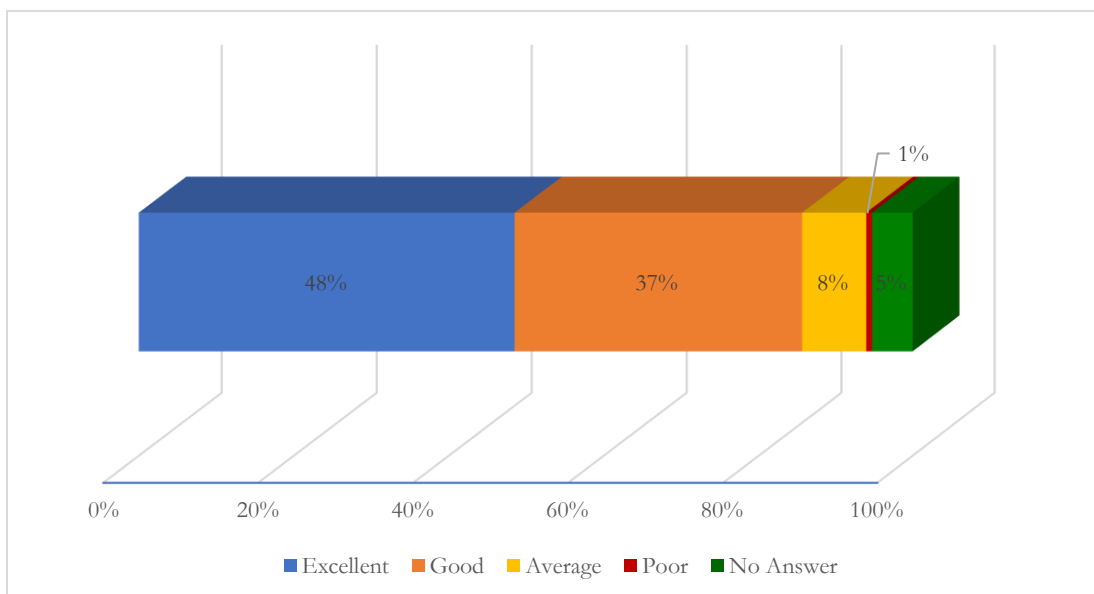


The survey results also indicated a need for continued emergency based services in the areas of food/nutrition, affordable childcare, and utility assistance. CAPCIL continues to provide a limited amount of emergency services by way of the food pantry, LIHEAP, and Weatherization. The Head Start and Early Head Start programs allow for free educational based child care services for our low-income populations as well as components to grow healthy families. CAPCIL offers a food pantry co-op approach in DeWitt, Logan, Mason, Menard, & Piatt Counties that help individuals learn how to stick to a budget when shopping. The co-op also helps to address the mental health needs of our community by giving individuals an opportunity to feel empowered by getting involved in a productive activity that provides for their own needs and is also in service of others.

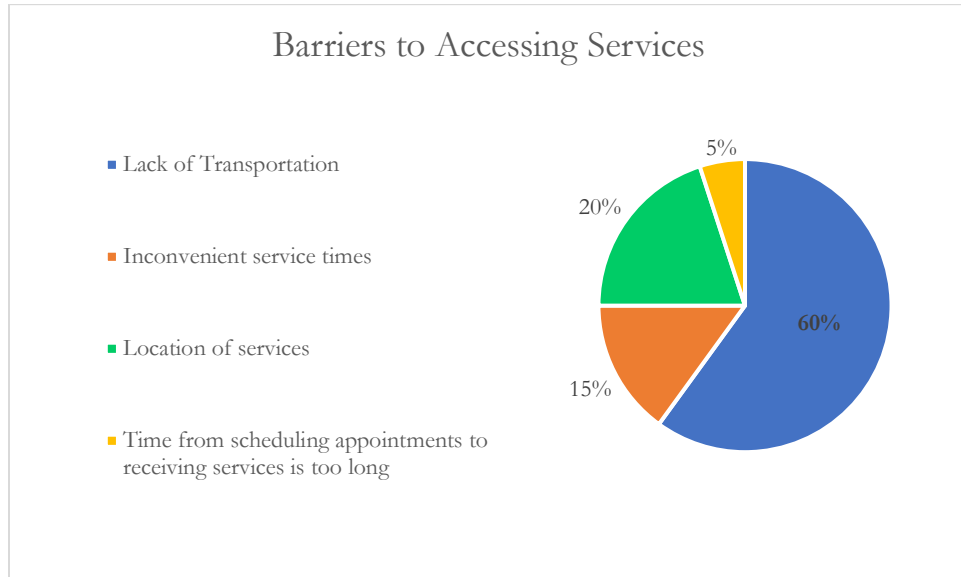
live people health needs issues fighting paying bills sleep job
 dogs barking kids Finding stress house Money things
 none Trains nothing music bills night Worry quiet going
 neighborhood neighbors family children N

Customer Satisfaction

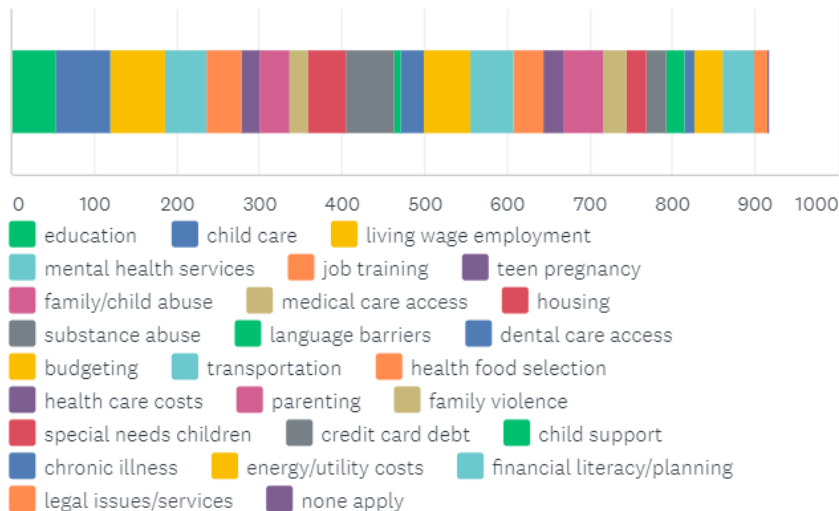
We also asked responders their opinions of how we as an agency did at serving the needs of the low-income individuals in the communities we serve. Overall, we received positive reviews from participants about the quality of our staff and services we provide. When asked “how would you rate the services you received” or “how well does CAPCIL meet the needs of low-income residents”, the majority of responders indicated that the service provided by CAPCIL is excellent, with 86% responding that CAPCIL’s service is good or better.



We also asked what were the greatest barriers that individuals and families experienced when trying to access services. The majority of the issues cited by participants was lack of or issues with transportation.



As part of our process, we surveyed local business owners/partners and community members to assess their opinions on poverty and need for services. The results from the 2021 survey supported that the existing programs offered by CAPCIL align with the identified needs of community members as well as identifying specific gaps. Please note the following survey responses:



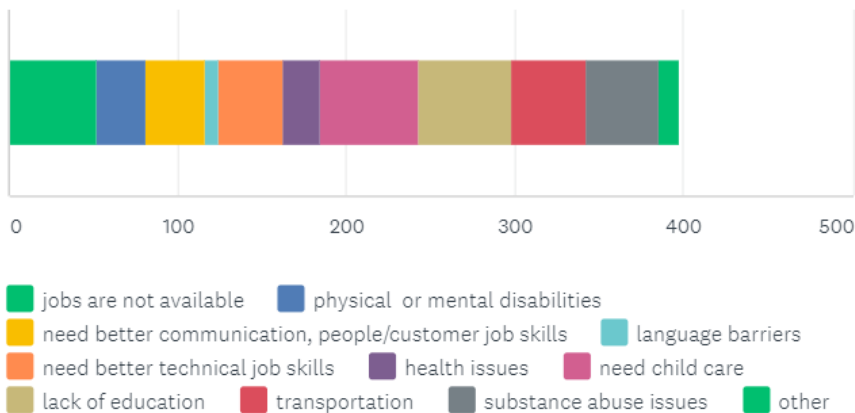
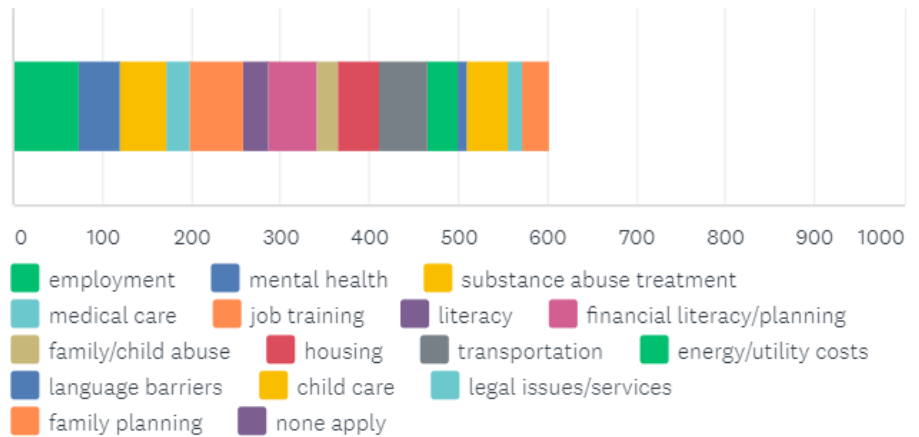
Greatest Challenges for Low-Income

Top 5 Responses:

- Childcare (79%)
- Living wage Employment (78%)
- Substance Abuse (67%)
- Budgeting (66%)
- Education (64%)

Needs of Low-Income to be Self-Sufficient

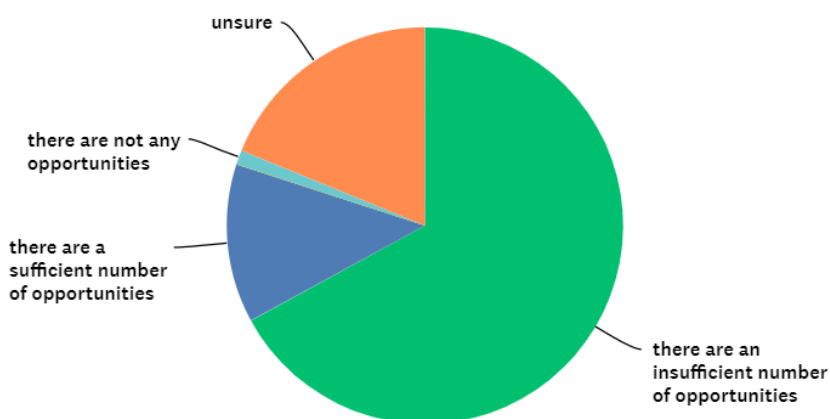
Top 5 Responses:
 Employment (88%)
 Job Training (74%)
 Transportation (63%)
 Financial Literacy/Planning (63%)
 Substance Abuse Treatment (61%)



Full-Time Living Wage Job Barriers

Top 5 Responses:
 Need Childcare (68%)
 Lack of Education (65%)
 Jobs not Available (61%)
 Substance Abuse Issues (52%)
 Transportation (52%)

Are there full-time living wage employment opportunities available?

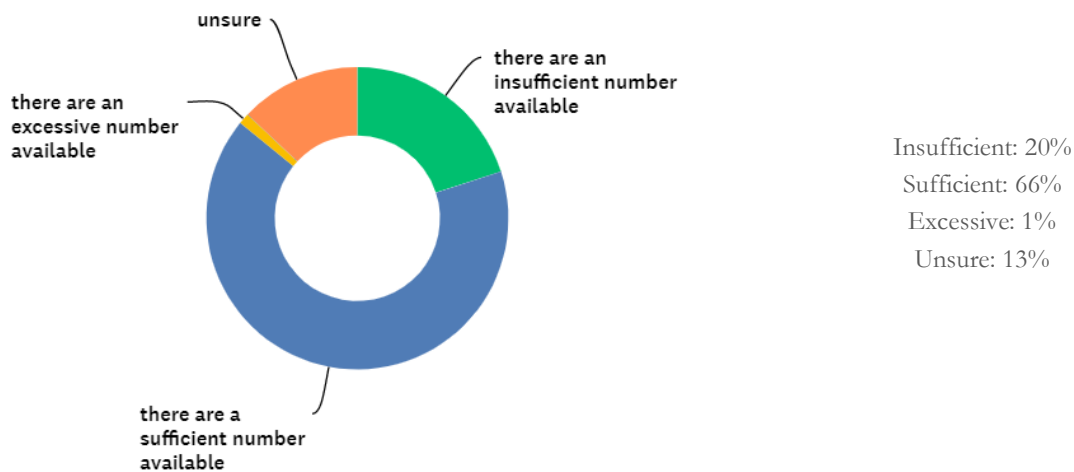


Unsure (19%)
 No Opportunities (1%)
 Sufficient Opportunities (13%)
 Insufficient Opportunities (67%)

Childcare Availability



Are Pre-School programs (including Head Start) for low-income families available?

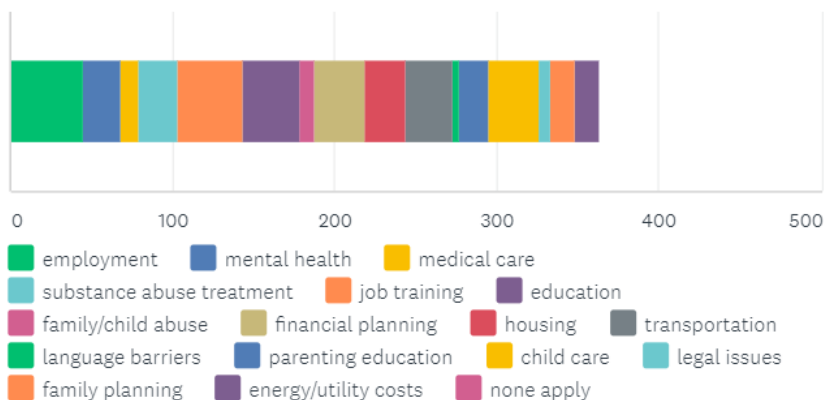


The community members surveyed identified that there is a lack of public transportation, dental services for the low-income, youth activities for the low-income, and emergency shelters in their community.

skills substance abuse education good poverty many
Lack education work lack Generational jobs
employment cycle families people higher support

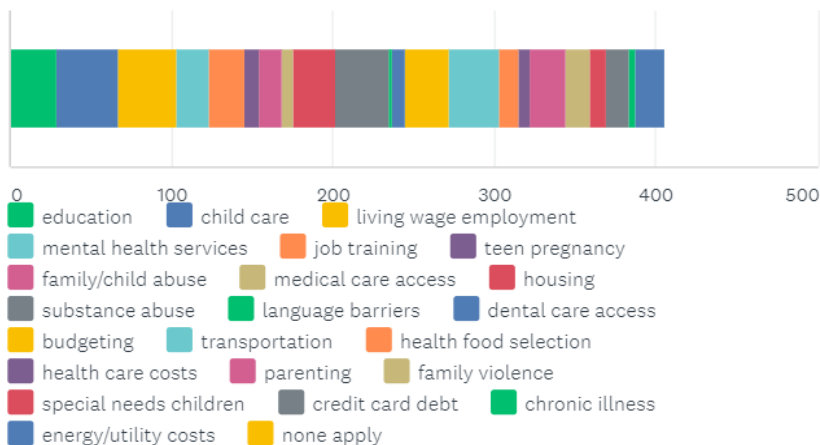
CAPCIL staff members as well as the Governing Board members were also surveyed. The perception and opinions provided by the CAPCIL staff members is of high importance as they are the ones on the front lines interacting with our customers daily and providing aide in times of crisis. The results mirrored that of the community members. Please note the following survey responses:

Needs of Low-Income to be Self-Sufficient



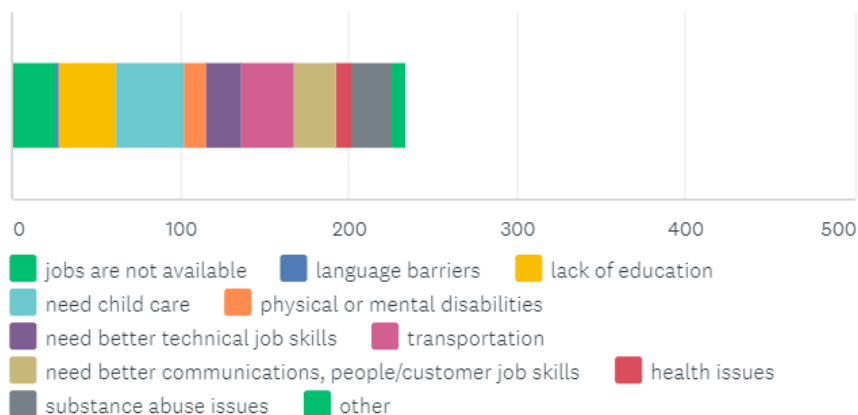
Top 5 Responses:
 Employment (92%)
 Job Training (84%)
 Education (71%)
 Financial Planning (63%)
 Childcare (63%)

Greatest Challenges for Low-Income



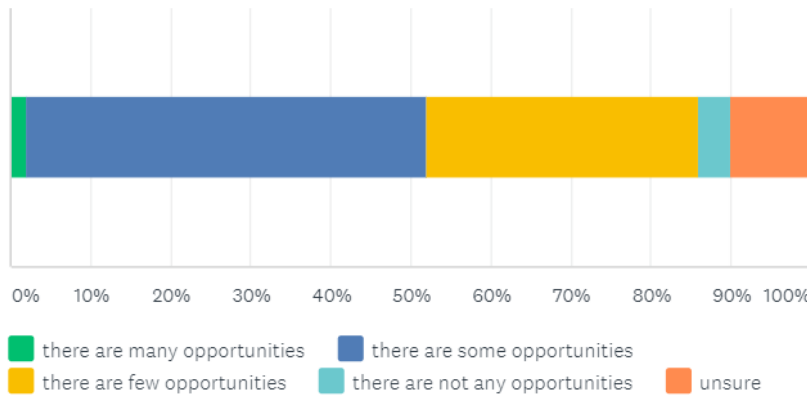
Top 5 Responses:
 Childcare (78%)
 Living wage employment (73%)
 Substance Abuse (67%)
 Transportation (63%)
 Education (59%)

Employment Barriers



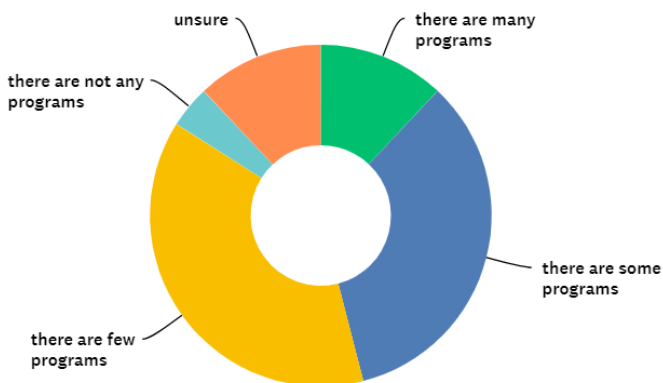
Top 5 Responses:
 Childcare (80%)
 Lack of Education (69%)
 Transportation (63%)
 Jobs Skills (51%)
 Jobs are not Available (51%)

Are there Full-Time Living Wage Opportunities Available?



Many Opportunities: 2%
 Some Opportunities: 50%
 Few Opportunities: 34%
 No Opportunities: 4%
 Unsure: 10%

Childcare was identified as one of the top 5 needs and/or barriers for low-income families.

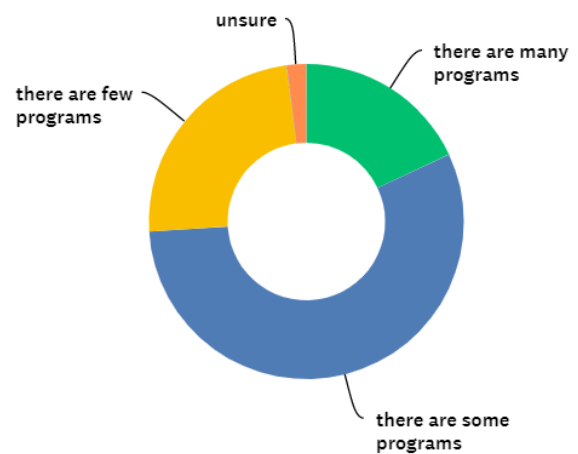


Are there childcare programs for low-income families available in your community?

Many (12%)
 Some (35%)
 Few (37%)
 None (4%)
 Unsure (12%)

Are there Pre-School programs (including Head Start) for low-income families available in your community?

Many (18%)
 Some (55%)
 Few (24%)
 None (0%)
 Unsure (2%)



2022 Community Member Responses in Focus Group

In 2022, we collected qualitative data for our Community Needs Assessment by conducting focus groups throughout our 6-county service area. While there were differences noted across our entire services area, overall common themes did arise among the survey responses regarding the needs and roadblocks for the low-income. While a few of the top items, such as childcare and transportation, continue to remain serious obstacles, overall wellness, focusing on mental health and substance abuse issues and housing concerns were noted as top concerns across all six counties. The following outlines the qualitative data collected and the top “Why’s” behind the needs or barriers.

Housing

- LACK OF SAFE & AFFORDABLE HOUSING
- RENT IS TOO HIGH AND RISING FASTER THAN WAGES
- LARGE WAITLISTS FOR LOW-INCOME OPTIONS
- NO EMERGENCY HOUSING
- LACK OF STARTER HOMES OR OPTIONS FOR SINGLES

Mental Health & Wellness

- LACK OF OR NO LOCAL AVAILABILITY OR ACCESS
- WHERE ACCESS IS AVAILABLE THE COSTS ARE TOO HIGH
- LACK OF TRANSPORTATION OR ABILITY TO GET TO TREATMENT CENTERS
- PROCESS IS LENGTHY, DIFFICULT, & EXPENSIVE – PEOPLE JUST GIVE UP

Childcare

- HIGH COST OF QUALITY CARE
- LACK OF OPENINGS AND AVAILABILITY
- LACK OF EVENING/WEEKEND AVAILABILITY
- NOT ENOUGH SUMMER OR AFTER SCHOOL PROGRAMS FOR OLDER KIDS

Substance Abuse

- SELF-MEDICATING MENTAL ILLNESS
- LACK OF RESOURCES: TREATMENT FACILITIES, SUPPORT GROUPS, SAFE HOUSES, ETC
- LACK OF MENTORING FOR YOUTH
- COVID EXACERBATED EXISTING ISSUES
- LACK OF ALTERNATIVE ACTIVITIES FOR ADULTS AND TEENS

Transportation

- OVERALL LACK OF PUBLIC TRANSPORTATION, ESPECIALLY IN RURAL LOCATIONS
- LACK OF RELIABLE VEHICLES
- LONG COMMUTES FOR LIVING WAGE JOBS
- CURRENT ECONOMIC DISRUPTIONS ARE DRIVING UP COSTS AND STRAINING SUPPLIES: UNSTABLE AND RISING GAS PRICES, LOW PRE-OWNED INVENTORY, SUPPLY CHAIN ISSUES DRIVING UP NEW VEHICLE AND MAINTENANCE COSTS.

In previous focus group discussions, the subject of lack of motivation was noted as being discussed in all 6 counties in some way. This discussion ranged from welfare enabling poor lifestyle choices, welfare work exemptions, lack of desire to change, or lack of family engagement/mentoring. The 2022 focus groups expressed high levels of concern for the increased costs of everyday items due to families already feeling the negative affects of the increasing inflation levels. There were some references to the recently high levels of government assistance being “handed out” leading to a lack of motivation for people to go back to work after the COVID hiatus. COVID continues to play a disruptive role in the everyday lives of people living in our communities. If these disruptions are permanent or will be able to “naturally work themselves out” will remain to be seen.

The CAPCIL service area has a high rate of generational poverty. Many of our customers want to provide a better life for themselves and their families, but they do not know what that better life looks like? How can you dream of owning your own home when all you have experienced is a public housing complex? And does growing up in poverty affect the way you think and behave?

The Hand Up Project

Up until COVID the data collected through the Community Needs Assessment, left us with the conclusion that the self-sufficiency programming offered by CAPCIL should meet both the wants and needs of our customers. At the surface level it is logical to think that in order to “break free from the cycle of poverty”, one must get and keep a job, continue their education, create a financial plan, and build wealth.

Upon review of the data collected through the Community Needs Assessment, it appears that the self-sufficiency programming offered meets both the wants and needs of the customers. At the surface level it is logical to think that in order to “break free from the cycle of poverty”, one must get and keep a job, continue their education, create a financial plan, and build wealth. So, if CAPCIL is offering a bundle of necessary services, why are the services underutilized? The question then becomes, what are we as an agency missing?

It was suggested that we were trying to fight poverty at the surface level, not at the actual root cause. So, we took Strategic Planning as an opportunity to conduct a root cause analysis to identify the **Why?** The mindset of the customer living in poverty was identified as the root cause we want to address. Scientific research supports the idea that poverty impairs the development of the executive function in the brain. According to the Center on the Developing Child at Harvard University, “executive function and self-regulation skills are the mental processes that enable us to plan, focus attention, remember instructions, and juggle multiple tasks successfully. The brain needs these skills to filter distractions, prioritize tasks, set and achieve goals, and control impulses.”

As human beings we are born with the potential to develop these skills, so what happens when the support needed to build these skills is not provided? Well, the result is that the critical skills never develop. Beth Babcock, EMPATH CEO and Frontiers of Innovation associate, has shared successes of new coaching models that allow clients in poverty to practice and rebuild their executive functioning skills. We believe with work, every person possesses the capacity to change their frame of mind to allow oneself the ability to take ownership of and understand their circumstances, develop critical thinking skills, thus resulting in the ability to make better future choices.

To support this endeavor, the service of case management will be approached from a “coaching” perspective. Each Head Start and Hand Up Project participant will be assigned a Personal Development Coach and will be introduced to the “Grow Me” concept. “Grow Me” is 52 weeks of enriching activities that provide opportunities for the customer to evolve and learn how to set themselves up for future successes. Each week has 4 components, the “Grow Me” concept (theme for the week), the “Seed” (learning goal), the “Science” (supportive research), and the “Cultivation” (activity).

The coaches will have regular connections with the participants to encourage them to get to a place where they are able to develop personal goals that are driven through internal motivation.

It is the hope through this process that the participants learn that they are not assigned a place in life and that they can chart their own course. That they recognize growth produces wins, but also brings pain, and that they accept both. That they choose to meet challenges with curiosity, develop their character, and focus on what they generate not the amount of time they put in.

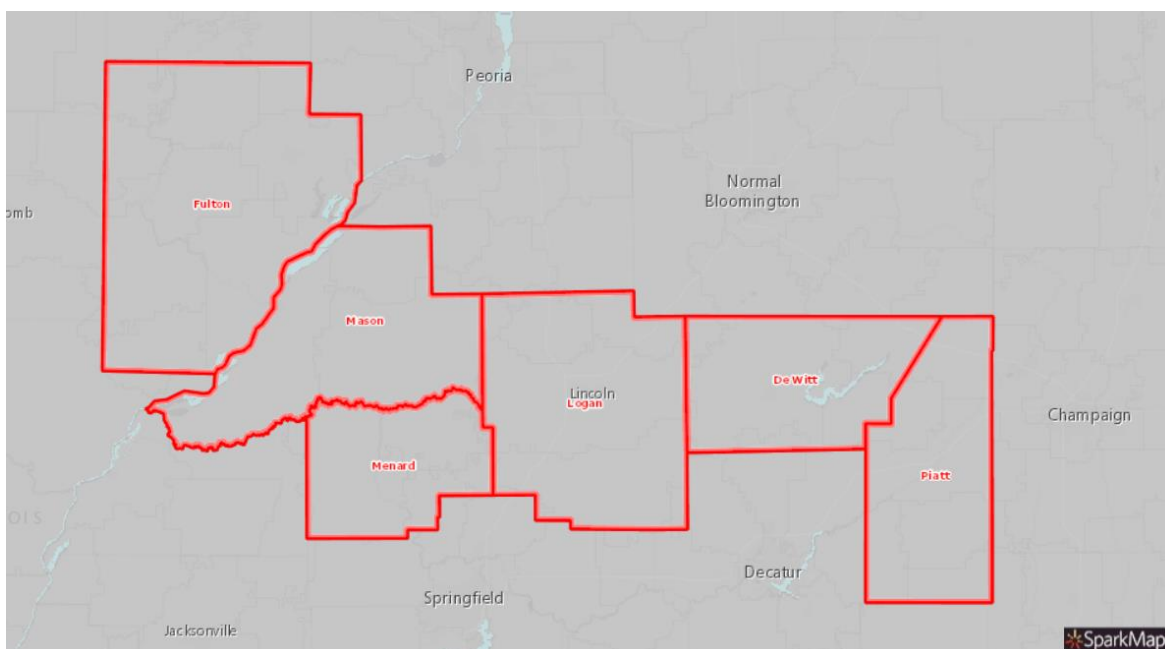
Statistics

The following section will analyze the changes in the demographic and statistical characteristics of CAPCIL's six county service area. The outcome statements and intended work programs are then developed according to the needs indicated. During the data collection process, it became clear that COVID might have negatively affected the reliability of the census data for key demographic populations for our analysis. Regarding the 2020 census data [usafacts.org](https://www.usafacts.org) had the following disclaimer, "The Census Bureau found high nonresponse rates last year, particularly among people with lower income, lower educational attainment, and people less likely to own their home. This skewed the reported data so much that it couldn't be corrected by the Bureau's traditional methods of accounting for population differences in these underlying populations." Census data is still the most comprehensive and reliable data we have to evaluate the current condition of our service area. We take this information into consideration and realize that the numbers related to the individuals in our key customer base, could be higher than what is currently being reported.

To obtain the following data, CAPCIL relied upon the US Census Bureau and American Community Survey (ACS) to determine the community need of the service area.

Demographic Analysis

CAPCIL's service area consists of six rural areas stretching across the middle portion of the state. These counties include DeWitt, Fulton, Logan, Mason, Menard, and Piatt.

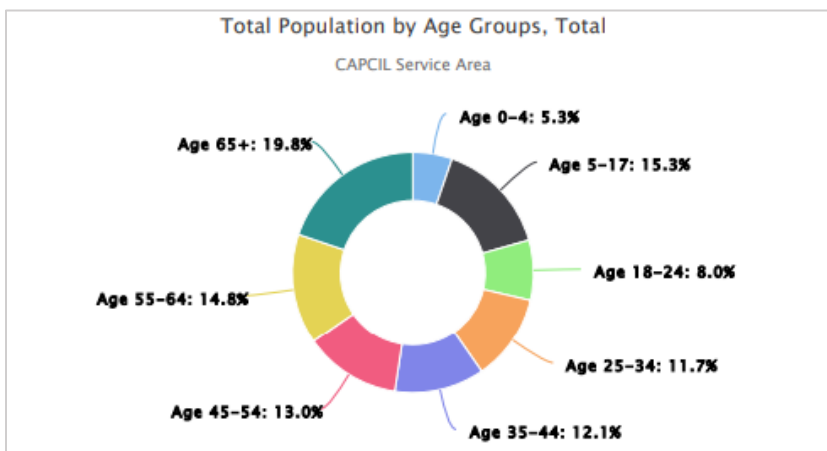
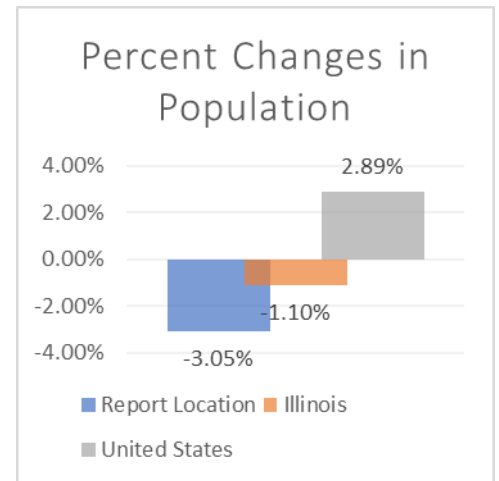


According to the 2021 Census population estimates, the population for each county in CAPCIL's service area is as follows:

DeWitt-15,341 Fulton-33,197 Logan-27,992

Mason-12,881 Piatt-16,753 Menard-12,164

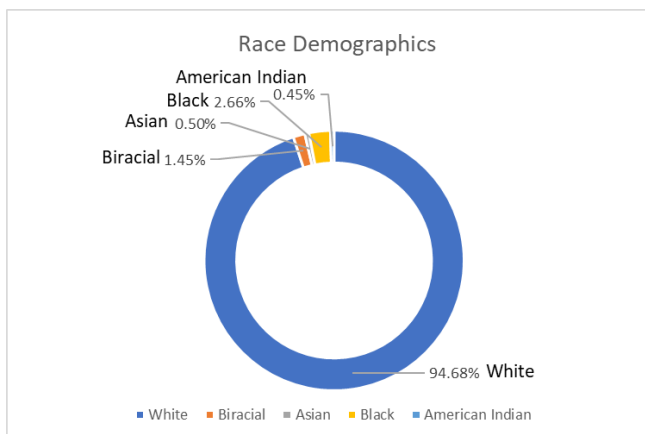
A total of 118,328 persons live within the 3,175 square miles of this service area. Many communities within CAPCIL's service area have less than five hundred residents. The total population for the service area declined at a rate of -3.05%, decreasing from 122,061 persons in 2020 to 118,328 persons in 2021.



The chart to the left depicts total population by age groups for the CAPCIL service area. Age 65+ makes up the largest percent with children 5-17 years the second largest

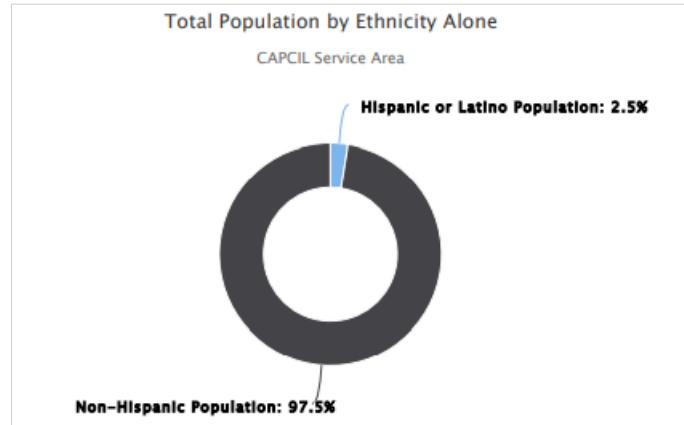
According to the 2021 US Census Bureau estimates, the population of children ages 0-4 for each county in CAPCIL's service area is as follows:

DeWitt- 5.5% = 844 Fulton- 4.5% = 1,494 Logan- 4.9% 1,372 Mason- 5.1% = 657
Piatt-5.6% = 938 Menard- 5.1% = 620

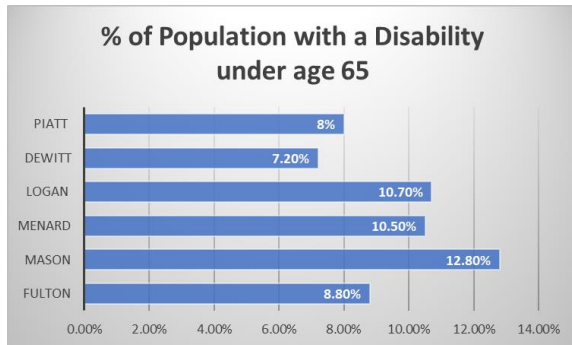


The chart to the left depicts race as reported during the 2020 census data. The majority of the CAPCIL service area is predominantly White. Everything else is substantially lower, with Black making up the next largest category.

The chart to the right identifies the languages spoken at home in our service area. The statistics obtained through US Census data indicate that English is the predominate language spoken in the homes within our service area, with approximately 97%. Below are statistics of the percentage of Bilingual and non-English speaking homes in the service area per county.

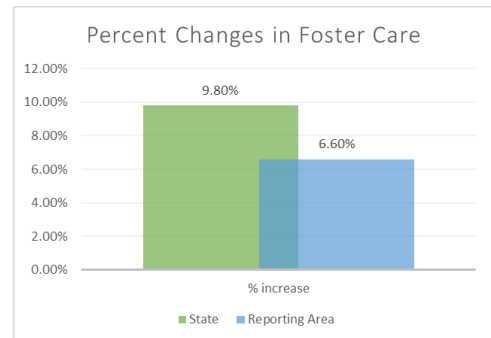


DeWitt-2.82% Fulton-3.08% Logan-3.46% Mason-1.16% Piatt-1.41% Menard-1.56%



The graph to the left highlights the percentage of individuals in our service again with a disability. The breakdown of disability data for children, especially those under the age of 5 is not widely available for our service area. According to the US Census data the percentage of children with a disability in the US has increased between 2008 and 2019, from 3.9% to 4.3%. The State of Illinois ranges between 3.6% and 4.0% of children with disabilities according to the U.S. Census Bureau, 2019 American Community Survey.

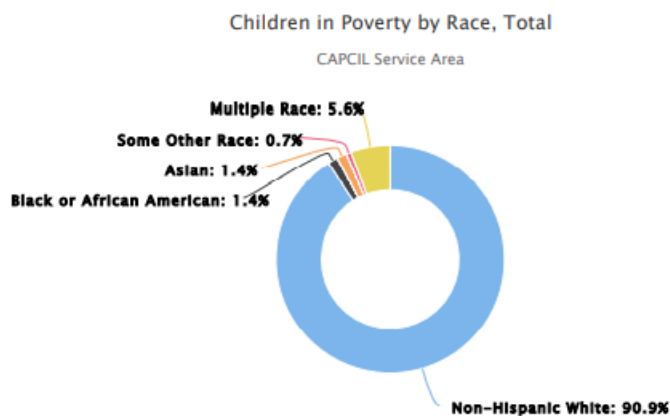
The Head Start program is available to all children 0-5 years of age that are currently in the Foster Care System. In 2022, there are currently 20,652 children (0-21 years of age) in foster care in the State of Illinois either residing in traditional foster homes, relative placements, group homes, or institutions. This has increased by 9.8% between 2020 and 2022. According to the Illinois Department of Children and Family Services the number of children as of July 31, 2022, in the foster care system for each county in CAPCIL's service area is as follows:



DeWitt-40 Fulton-155 Logan-105 Mason-72 Piatt-53 Menard-29

Total births in our service area decreased from 2019 to 2020 by 9%. According to the 2020 IDPH, the number of births per CAPCIL service counties and race are as follows:

	Total Births	NH White	NH Black	NH Other	Hispanic
DeWitt	155	137	4	3	11
Fulton	307	298	4	3	2
Logan	242	224	9	2	7
Mason	128	125	1	1	1
Menard	116	111	0	1	4
Piatt	161	155	2	2	2



There are 3,638 or 14.74% children (ages 0-17) living in poverty in the CAPCIL service area. The graph to the left indicates the % by race. The statistics below outline the total number of children living in poverty in the service area per county according to the US Census data:

DeWitt-490 Fulton-1,284 Logan-645 Mason-644 Menard-309 Piatt-266

Poverty Rate

According to the 2020 ACS 5-Year Estimates, the number of people living in poverty is 12.8% for the entire United States (up 2.3% from the 2019 estimates) and 12% for the state of Illinois. The statistics for the CAPCIL service area indicate that 11% of the entire population are living in poverty.

100% of Poverty in 2020

De Witt - 1,594 individuals / 10.3%

Fulton – 4,972 individuals / 14.6%

Logan – 2,515 individuals / 10.1%

Mason – 2,059 individuals / 15.5%

Menard – 923 individuals / 7.6%

Piatt – 936 individuals / 5.7 %

100% of Poverty in 2019

De Witt – 1,768 individuals / 11.3%

Fulton – 4,769 individuals / 14.7%

Mason – 1,911 individuals / 14.3%

Logan – 2,323 individuals / 9.3%

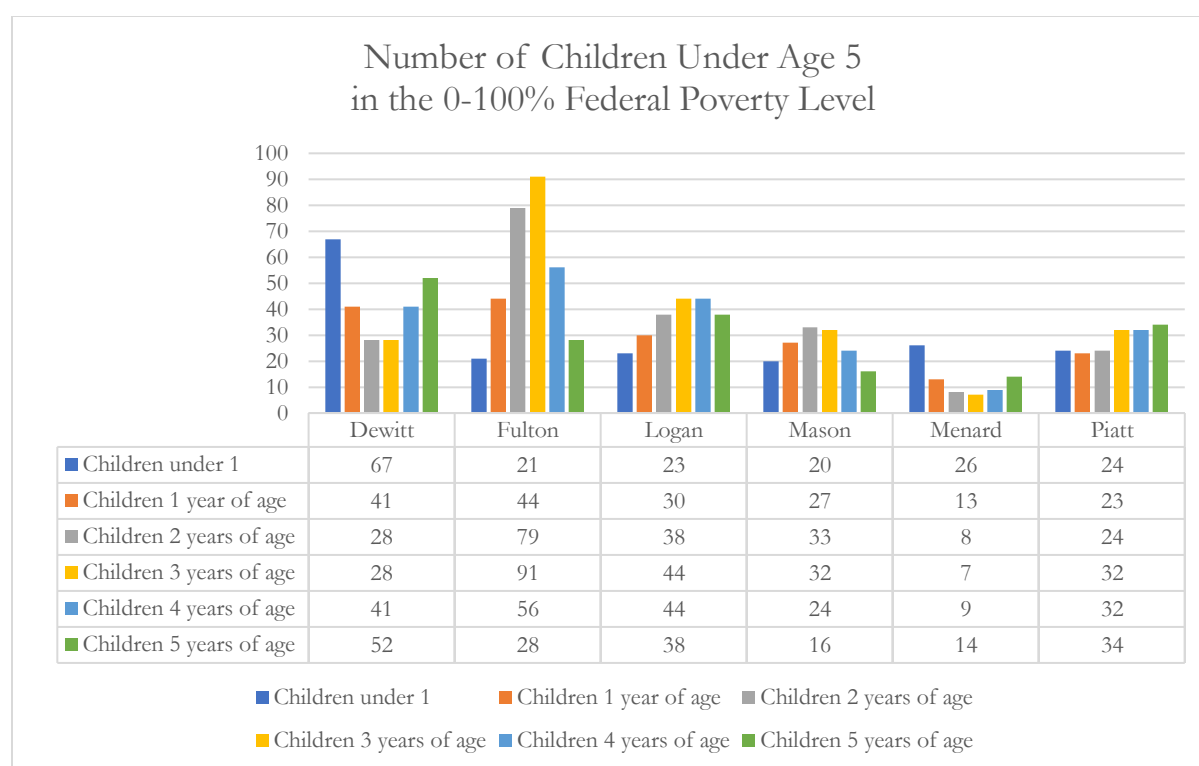
Menard – 1,127 individuals / 9.3%

Piatt – 846 individuals / 5.2%

Total number of children 5 years and under in CAPCIL service areas according to IECAM Illinois using 2020 Census data are as follows:

DeWitt- 1,133 Fulton- 1,818 Logan- 1,846 Mason-759 Menard-830 Piatt-1,213

The chart below represents the total number of children under the age of five in the 0-100% Federal Poverty Level:



Totals of children under the age of five living in the 0-100% Federal poverty level by county according to IECAM Illinois and 2020 estimates are as follows:

DeWitt- 257 Fulton- 319 Logan- 217 Mason-152 Menard-77 Piatt-163

The Head Start and Early Head Start programs currently serves the following % of the 0–4-year-old population in the 0-100% Federal poverty level in each county in our service area:

DeWitt-16% Fulton-40% Logan-46.5% Piatt-11.6% Mason-31.5% Menard-14.7%

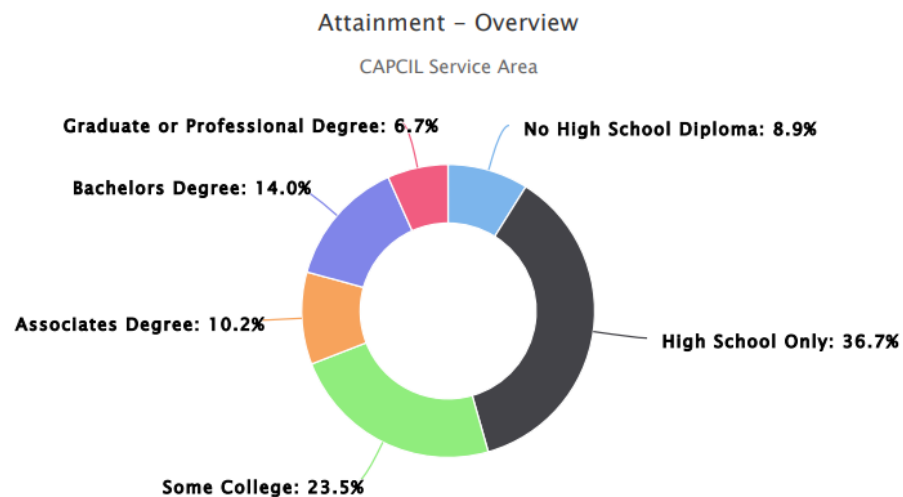
Graduation Rate

Demographic data that analyzes family types and educational attainment levels is beneficial to CAPCIL's research process regarding community needs. The statewide population without a high school level education is 10.3% according to the US Census Bureau. The percent of the population without a high school level education for CAPCIL's service area is as follows:

DeWitt-7.3% Fulton-10.7% Logan-10% Mason-10.9% Menard-4.8% Piatt-6.2%

Without a high school diploma or GED, it becomes almost impossible to get a job with a living wage. Often there are free classes provided to help consumers prepare for GED testing, but the test modules can cost up to \$200. This is a roadblock facing many of our consumers because they cannot front the cost of the test.

The graph to the right focuses on educational attainment for the CAPCIL service area. 36.7% of the population has only a high school diploma and only 14% have a bachelor's degree.



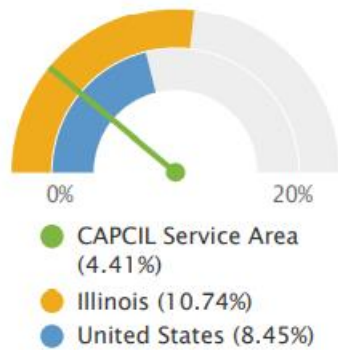
Educational Opportunities for Ages Birth to Five

The chart on the next page indicates the Child Care Capacity per county in our service area according to IECAM Illinois fiscal year 2021.

	ISBE/PFA	ISBE PFA Expansion	Head Start	Licensed Centers (3-5)	Licensed Exempt Centers (3-5)	Family Child Care Homes (3-5)	Early Head Start	Licensed Centers (0-3)	Licensed Exempt Centers (0-3)	Family Child Care Homes (0-3)
DeWitt	200	0	34	0	26	28	8	0	0	19
Fulton	348	10	99	163	19	14	29	136	0	8
Logan	30	0	71	35	60	40	36	30	0	59
Mason	252	20	40	98	0	13	8	33	0	13
Menard	140	0	15	80	0	44	9	66	0	33
Piatt	181	0	19	53	0	17	0	43	0	21

Transportation

Percentage of Households with No Motor Vehicle



Transportation continues to be one of the top 5 barriers identified for the low-income population in the communities served. This barrier is addressed by the agency in two ways: The Hand-Up Project and CAPCIL Transit. The Hand-Up Project supports customers to explore the root cause of why they are having transportation issues and then resolve the problem through goal setting. The agency also continues to provide CAPCIL Transit On-Demand services in both Logan and Mason Counties for the senior and disabled populations with the public side of transportation being administered by another provider. CAPCIL Transit receives funding from Area Agency on Aging Lincolnland, the United Way, Eaton, the Logan County Tax Referendum, as well as various donors. The program offers rides to all seniors for a suggested donation only. CAPCIL Transit is still able to provide services to anyone at a low rate if the transport does not take away from the senior citizen population. CAPCIL Transit maintains service contracts MOU's with the local Veteran Services and Abraham

Lincoln Memorial Hospital's Senior Solutions program. CAPCIL Transit will begin receiving funding through the FTA to expand services for out-of-town medical appointments. For 2019, CAPCIL Transit provided 4,002 transports in Logan and Mason Counties.

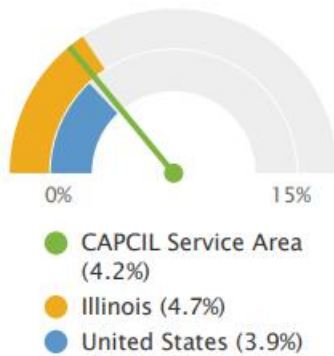
Energy Assistance

CAPCIL is the provider for 5 of the 6 counties in our service area for Energy Assistance Programs (LIHEAP, Weatherization, and PIPP). In Fulton County, the local health department administers the Program. 50% of the customers surveyed in 2021 stated that getting financial assistance with utility bills is the basic need that they and their family could use help with.

Energy Services began work in 2018 to bring Weatherization back to the agency in its entirety. These efforts were successful and in 2019 Weatherization services began being administered in house. In 2021, the LIHEAP program served 2098 households in the five-county service area and enrolled 454 households into the PIPP program.

The goal of the Energy Services Department is to assist participants with urgent energy needs, but also to partner with customers to break free from the cycle of poverty. This goal is achieved by offering every participant the opportunity to engage in the full scope of services that CAPCIL offers, including the food pantry co-op and the Hand-Up project, as well as referring them to our partner agencies for services that CAPCIL doesn't provide. The Energy Service staff referred 585 individuals in 2021 to a variety of community partners and other self-sufficiency programs.

Unemployment Rate



Unemployment

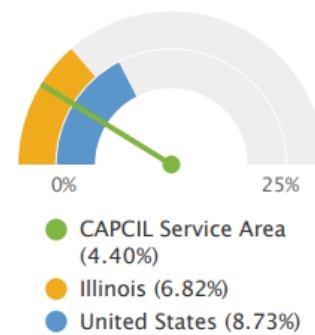
The Unemployment Rate for each of the six counties in CAPCIL's service area, according to the US Department of Labor, has declined by 1.1% since July 2021. Prior to 2015, CAPCIL had not played an active role in assisting consumers with gaining employment, with exception to our Foster Grandparent Program that offers a stipend to income eligible seniors. By offering job skills training classes, opportunities for work experience through volunteerism, and academic/training/GED scholarships we hope to assist in reducing these percentages over time.

Healthcare

In the report area 4.40% of the total civilian non-institutionalized population are without health insurance coverage. The rate of uninsured persons in the report area is less than the state average of 6.82%. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contribute to poor health status.

While all counties that are served have at least one health clinic and/or hospital in the county, there is a growing need for outpatient mental health and substance abuse services. All CAPCIL customers continue to have these needs met through referrals to other community resources.

Uninsured Population, Percent



Report Area	Female Population Age 15-19	Teen Births, Rate per 1,000 Female Population Age 15-19
CAPCIL Service Area	25,273	22.0
De Witt County, IL	3,289	21.6
Fulton County, IL	6,569	30.9
Logan County, IL	6,414	20.9
Mason County, IL	2,889	26.3
Menard County, IL	2,527	11.1
Piatt County, IL	3,585	12.0
Illinois	2,861,219	17.8
United States	72,151,590	19.3

Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via County Health Rankings. 2014-2020. Source geography: County

Nutrition

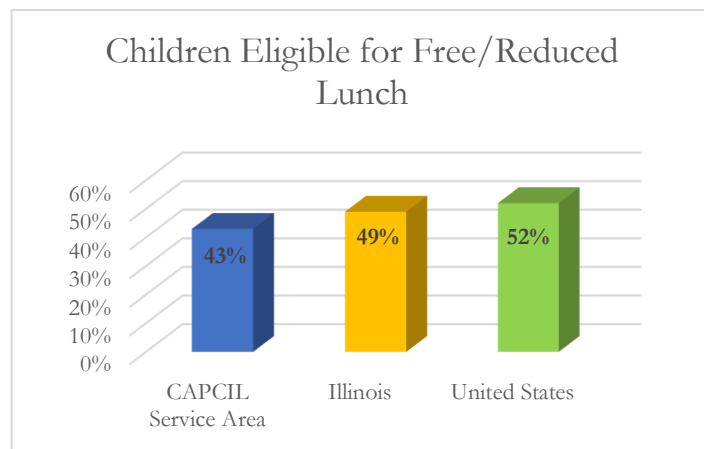
There are several public assistance programs in the state of Illinois for food including DHS's SNAP program, and free/reduced lunch rates for school aged children. The USDA Food and Nutrition Service administers several programs

that provide healthy food to children including the National School Lunch Program, the School Breakfast Program, the Child and Adult Care Food Program, the Summer Food Service Program, the Fresh Fruit and Vegetable Program, and the Special Milk Program. Administered by State agencies, each of these programs helps fight hunger and obesity by reimbursing organizations such as schools, childcare centers, and after-school programs for providing healthy meals to children.

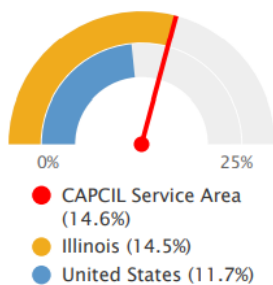
The Head Start program operates in all 6 counties and these children receive all or a combination of breakfast, lunch, and snack. To be creditable, meals served to children must meet the Child and Adult Care Food Program meal pattern requirements.

The percentage of children who are eligible for Free/Reduced Lunch Program per county in 2019-2020 was:

DeWitt-47.5%
Fulton-49%
Logan-47%
Mason-47.6%
Menard-34.9%
Piatt-30.8%



Percentage of Total Population Receiving SNAP Benefits



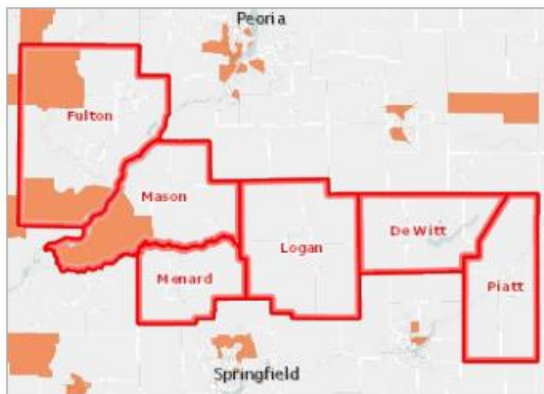
There is a total of 17,554 (14.6%) households receiving SNAP benefits in the CAPCIL service area. The percentage of individuals that receive SNAP benefits per county is as follows:

DeWitt-15.7% Fulton-16.0% Logan-15.9% Mason-19.4% Menard-10.8% Piatt-7.1%

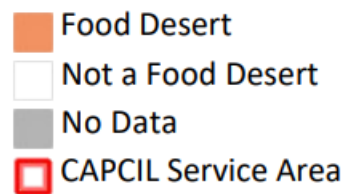
CAPCIL's service area has multiple food pantries and/or food banks available for those in need. Since late 2017, CAPCIL has been taking a different approach to address the food insecurity issue in the service area through the development of the Dignity Isle Pantry. The Dignity Isle Pantry, previously located in only DeWitt and Logan Counties, takes a co-op style approach, and allows for each family to have 2 emergency trips annually. The Dignity Isle Pantry will be expanding across the entire CAPCIL service area in 2021 to allow for increased access for our customers. Access to the pantry is provided by way of the Volunteer Services Department. For every 2 hours that a co-op member gives to the agency, they receive an "85 point" shopping trip in the pantry. Volunteer hours can be earned through performing various activities at the agency or by participating in the Hand-Up Project classes. This co-op style approach is designed to educate and encourage food stability for those who face food insecurities and desire opportunities for self-sufficiency.

The food co-op service provided by CAPCIL continues to be a resource to the local communities. CAPCIL relies on the donations of churches, clubs, schools, individuals, and other service organizations to keep the shelves of the food pantries stocked. CAPCIL is also a recipient of products through Midwest Food Bank as well.

The Senior Nutrition program provided by CAPCIL is an essential program to both Logan and Mason Counties. Senior Nutrition prepares and delivers 5 nutritionally balanced meals each week to home bound seniors and disabled individuals age 60 and over. Congregate sites also provide an opportunity for seniors and the disabled age 60 and over to meet in a social setting to share a meal. The congregate meals occur Monday through Friday at the advertised sites in both Logan and Mason Counties. For some seniors, these 5 meals are the only meals with adequate nutrition that they receive each week. During the COVID-19 pandemic, Congregate Meals services were suspended. Those individuals involved with the Congregate Meal program were transitioned to the Home Delivered Meal program to continue services. The Congregate Meal sites will open back up in accordance with state mandates.



Parts of Mason and Fulton County have neighborhoods that are considered food deserts. The USDA Food Access Research Atlas defines a food dessert as any neighborhood that lacks health food sources due to income level, distance to supermarkets, or vehicle access. The report area has a population of 10,600 living in food desserts and 4 census tracts classified as food deserts by the USDA.



Housing

Nearly 20% of the households in CAPCIL's service area have housing costs that are 30% or more of their total household income.

Adequate housing is a significant expense for most households and preliminary data indicates that finding safe and affordable housing within CAPCIL's service area is becoming a greater challenge for the low-income population. When housing accounts for an excessively large portion of a household's budget, then families must do without when it comes to other life essentials and financial obligations which leads to a life driven by financial crisis. CAPCIL works with Housing Directors, Realtors, and Landlord Associations to advocate for the low-income through referrals. CAPCIL continues to work with homeless prevention through the intake process by offering referrals to other programs in the service area. CSBG Cares grant funding was utilized to provide rental and mortgage assistance to those affected by the COVID-19 pandemic through September of 2021.

According to the ACS data from 2016-2020 18.80% of the CAPCIL service area had households where their housing costs are 30% or more of the total household income.

DeWitt-19.24%

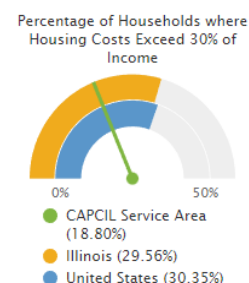
Fulton – 19.61%

Mason- 19.55%

Logan- 19.64%

Menard-14.41%

Piatt- 18.03%

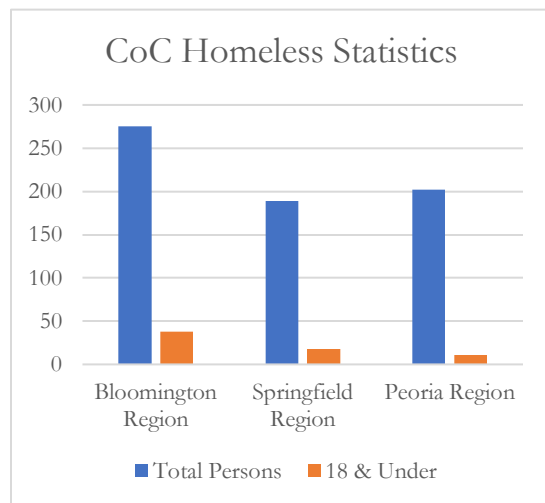


The median household income in the State of Illinois for the previous 5 years (2016 – 2020) was \$68,428, which is notably higher than the average CAPCIL client income of \$0-20,000 a year. The median household income in the Community Action service area during the same timeframe was as follows:

Fulton-\$52,243	DeWitt-\$57,727	Logan-\$58,122
Piatt-\$73,668	Mason-\$50,883	Menard-\$77,550

CAPCIL is taking a different approach, an approach that promotes self-sufficiency and not becoming dependent on public housing assistance. If consumers engage in the CSBG life cycle, change the way they view poverty, and increase their income to a living wage, they will be able to afford the non-subsidized rental units available and no longer experience the effects of being cost burdened.

The statistics obtained to report on the homeless population in the service area were obtained through HUD 2021 Continuum of Care. These statistics lump the State of Illinois statics into regional areas. Below is a chart of the regions in which CAPCIL’s service area falls.

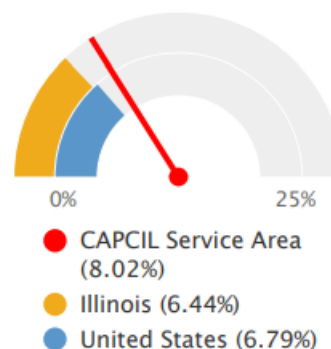


When addressing homeless situations, staff perform a screening of the family or individual to assess their particular situation. Staff then refers them to the Hand-Up Project, where they are assigned a Case Manager who tries to assist them with finding the right resources to meet their most pressing immediate needs either through CAPCIL services or outside referrals. If the customer is CSBG eligible, the case manager is available to assist and support the family/individual through the steps they are taking to stabilize. If the individual/family is able to stabilize and remains in contact, they are given the opportunity to engage in the Hand-Up Project self-sufficiency services. CAPCIL will continue to offer information and referral to those seeking rental and mortgage assistance, as well as offering them an opportunity to engage in other services offered.

Disengaged Youth

This indicator reports the percentage of youth age 16-19 who are not currently enrolled in school and who are not employed. The report area has a total population of 6,036 between the ages, of which 484 are not in school or employed.

Population Age 16-19 Not in School and Not Employed, Percent



Description of the Service Delivery System

Overview

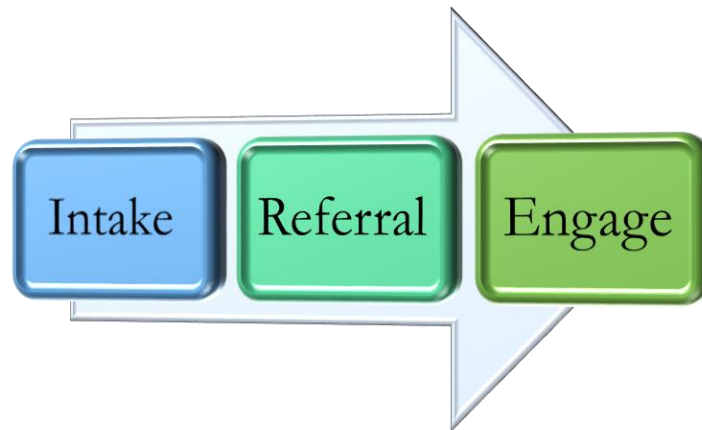
Our focus is to link families with appropriate services and to provide dedicated support, opportunities for growth, and coaching systems on the consumer's journey to self-sufficiency. CAPCIL's intake workers attempt to assess the needs of the entire family/household for all customers. The family/household is then supported them by providing them with all appropriate services based on eligibility, interest, and need. We provide eligible customers with a dedicated support worker through the Personal Development Coach role focusing on a holistic approach to combat poverty and its root causes.

CAPCIL has established working agreements and networks within each of its 6 counties. When a customer's need is beyond the scope of work provided by CAPCIL, these agreements assist staff in providing customers with information and referrals to other agencies. CAPCIL partners with entities such as the Salvation Army, Churches, Chambers of Commerce, community groups, WIOA, etc. to provide the very best resources and options for our consumers. CAPCIL's networking approach has led to more collaboration as well as less duplication of services.

CAPCIL continues to improve its Service Delivery model to meet and exceed the assurances. The process continues to be efficient, specific, outcome-driven, and integrated for maximum efficiency.

Intake

The Client Intake Process remains the point of entry for all customers at CAPCIL. The Intake Coordinator determines the appropriate action for all incoming calls and visits based on the information provided by the customer. The Intake Coordinator updates the client/household information in CAP60 or creates a CAP60 profile. Referrals are then generated to the appropriate Program Intake Coordinators. If LIHEAP, PIPP, or Transportation appointments are needed, the Intake Coordinator schedules those appointments. Additional referrals (internal and external) are also provided to the customers based on the customer's needs and/or request for services.



Service Provider Engagement



Case Management services are provided to those customers who are either participating in CSBG services OR are enrolled in Head Start/Early Head Start services. The case management services are provided from a coaching perspective by way of the Personal Development Coach (PDC), Case Managers, or Family Educators. Eligible customers are linked with a “Coach” at which point a Comprehensive Assessment is completed to determine a baseline of family functioning prior to the implementation of personal development services. Routine connections between the Coach and customer begin at this point, with the level of frequency being determined by an analysis of the engaged customer’s needs and willingness/availability to engage. Coaches work with their customers over the course of their engagement to establish and accomplish goals that will help the customer work towards self-sufficiency. Coaches also work with customers who are willing to participate in the “Grow Me” application and support the customers’ journey through the process. During this 52-week growing journey the customer will engage in activities that promote self-exploration, accountability, and personal growth to prepare them to make better choices in the future. The customers will continue to have the opportunity to engage in additional self-sufficiency programming offered to help them achieve the goals they have established for themselves.

Description of Linkages

It is the responsibility of all CAPCIL staff to provide applicable resources for the customer, and the customer’s responsibility to utilize the resources provided. Community Action continuously reaches out to maintain a comprehensive list of faith-based organizations, education providers, health/mental health providers, and other social services agencies in order develop, maintain, and support the work of our collaborative partners. We currently have 404 collaborative partners in our database, that are available to all staff to utilize. Utilization of the Cap 60 database enables the agency to track all internal and external referrals provided to the customer base. In 2021 there were 1,212 internal and external referrals completed. While this is a notable decrease from 2019, much of the beginning of 2021 was still significantly affected by COVID distancing and mandates. Available services remained significantly disrupted, which

negatively affected referrals to outside agencies. We have begun to see a gradual shift back to pre-COVID activities and collaborations. Many of our collaborators have signed Memorandums of Understanding and/or Linkage Agreements that are revisited every 3 years, but automatically renew annually unless otherwise specified. In each of our Collaborative Partners entry, we include the following: Name of the Organization, Contact Information, Counties serviced by the Agency, Description of Services available, contact person's email, and Notes that help to best use the services.



Coordination

CAPCIL partners with other agencies to provide essential services to the families and individuals within our service area. Cooperative relationships continue to exist between the Illinois Department of Human Services, Workforce Innovation and Opportunity Act (WIOA), Housing Authorities, schools, local Mental Health, Salvation Army, Illinois Department of Public Health, Illinois Department of Children and Family Services, faith-based organizations, and many other agencies and service providers. The sharing of information regarding the services they provide and the needs of the clients they serve is important. This is a way of assuring how both the short and long-term needs of the low-income population are met. Interaction between all organizations is essential for a coordinated service delivery system. This interaction helps to eliminate duplication of services and ensures comprehensive care for the low-income population.

The centralized database, CAP 60, is customized to meet the needs of our agency with an emphasis in Self-Sufficiency, Outcomes, and Productivity. The Intake Process continues to allow us to focus on the customers, gain a comprehensive understanding of their family dynamic and economic status, and to properly refer them to providers both inside and outside CAPCIL.

The Hand Up Project

Once a consumer has been referred to the Hand Up Project, the Personal Development Coach or Case Manager (Coach) then schedules and conducts the Intake appointment. At the appointment, qualification is determined, documentation collected, and the assessment process begins. The Coach also explains in detail the Hand Up Project, the services offered, and the “Grow Me” concept. If the consumer agrees to the commitment required by the Hand Up Project, then a formal case is established with a Coach. The role of the Coach is to work with customers to teach them how to develop the critical skills necessary to set them up for a successful future.



This journey begins with a Comprehensive Assessment that is utilized by both the customer and the Coach. The customer utilizes the assessment scores to identify areas of their life that they want to focus on improving. The Coach then provides referrals as necessary for the customer to achieve the goals they have established for themselves. The Coach and the customer will work together through the 52-week “Grow Me” application while connecting on a regular basis.

CAPCIL utilized the Community Assessment and Focus Group meetings to determine gaps in services as well as existing assets in our service area. The CSBG Services offered at CAPCIL continue to fill those gaps and rely heavily on the collaborative relationships with Faith-based organizations, business partners, education providers and other social service agencies.

Description of Innovative Community and Neighborhood-Based Initiatives

CAPCIL is committed to reviewing and reevaluating its Community Information Profile. We complete an annual assessment that allows us the opportunity to reexamine the evolving needs in our service communities. The assessment includes both a demographic examination, quantitative data obtained from authoritative sources like the US Census Bureau and the US Department of Labor. An additional tool that CAPCIL uses to stay attuned to the community’s

needs is to have an Agency-wide commitment to participating in local community service boards.



Interaction between employees of the various state agencies and other providers working with client families are regarded as essential. These inter-agency meetings bring representatives of social service organizations together on a regular basis to discuss activities and facilitate an open communication system.

Collaboration, coordination, and cooperation between social service providers are vital in rural areas as resources are often scarce. CAPCIL participates in a variety of local groups throughout the service area designed to facilitate a coordinated approach towards social services. These partnerships, coordinating councils and coalitions, exist for sharing information between agencies and maximizing the total resources and effect we can have on our communities. CAPCIL’s staff are encouraged to participate on local boards and committees who have missions consistent with that of CAPCIL. Information on the activities of these

groups is shared with program directors and is disseminated to appropriate CAPCIL staff members.

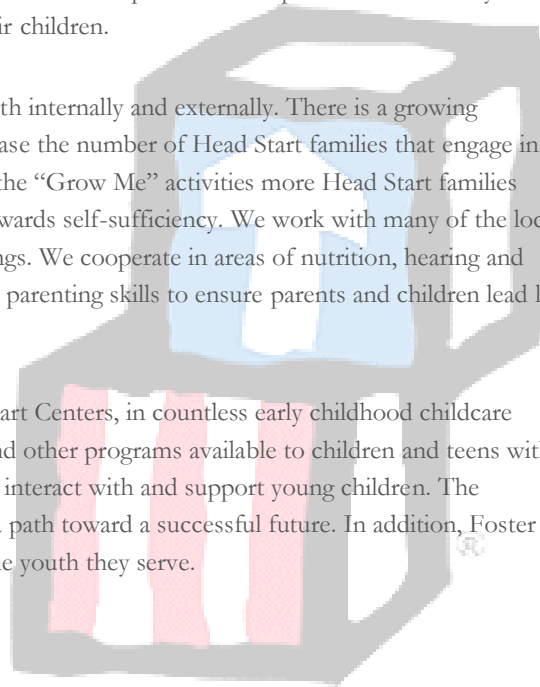
Youth Programming

Our Head Start Programs are offered throughout the 6 counties in our service area. The Head Start Program will be added a full day classroom to Menard County for the 2020-2021 school year. Head Start will have a total of 12 Centers serving the 3-5-year-old population in both full and half-day settings. Due to the COVID-19 Pandemic, Home Based Head Start 3-5-year-old services are provided as an option. Early Head Start services will continue to be provided in both a home-based and center-based option for the 0-3-year-old population as well as pregnant mothers. There are 4 classrooms for center-based services and home-based services are available in 3 out of the 6 counties.

The Head Start program offers educational services to the enrolled children, but the program also services the entire family through the Family and Community component. This unique approach not only provides quality education to prepare the child to enter the traditional school district, but also supports the family to achieve/maintain a self-sufficient lifestyle. All Head Start families will be paired with a Personal Development Coach and will be introduced to the “Grow Me” application with weekly activities and connections. The hope is that the parents develop the skills necessary to make positive life choices and then model those healthy habits for their children.

We have countless partnerships forged through this program both internally and externally. There is a growing relationship between Head Start and CSBG. The goal is to increase the number of Head Start families that engage in the Hand-Up Project. The hope is that with the implementation of the “Grow Me” activities more Head Start families choose to participate in the Hand-Up Project classes to work towards self-sufficiency. We work with many of the local school districts to assist with Health and developmental screenings. We cooperate in areas of nutrition, hearing and vision support. Head Start promotes adult literacy and proactive parenting skills to ensure parents and children lead lives as lifelong learners.

Our Foster Grandparent Program has volunteers in the Head Start Centers, in countless early childhood childcare centers, YMCA organizations, Church after school programs, and other programs available to children and teens with disabilities. The Foster Grandparent Program enables seniors to interact with and support young children. The participants provide the comfort and love that sets children on a path toward a successful future. In addition, Foster Grandparents also act as role models, mentors, and friends to the youth they serve.



Outcome

The CAP and Community Needs Assessment evaluated the needs of low-income households, addressed the resources that were available and identified new gaps and needs that are to be addressed. The outcomes below map out what CAPCIL, by means of work programs and outcome measures, will continue to do to alleviate these needs in our service area. The goals for each work program will address at least one National Performance Indicator as designed by the National Association for State Community Service Programs (NASCSPP).

The CSBG programs will continue to be used to fill gaps and services (identified as problem statements) that have a measurable impact on poverty. The achievements will continue to be monitored by both outcomes of the service plan and the achievement of the National Performance Indicators. The results will be documented, and Community Action will report the results quarterly.

The 2022 CSBG work programs and the intended outcome measure are listed according to the CSBG program categories:

Employment Strategies – NPI: C2.01.A.1 Number of jobs created to increase opportunities for the low-income; NPI: C2.01.A.3 Number of living wage jobs created in the identified community

ACTIVITY that supports CAPCIL Community Goals: Small business job creation in the service area.

This 36-month community-based work program will form an Economic Development Coalition to ensure that small businesses receive advocacy, promotion and support in order to thrive in our service area and from that success create new jobs. CAPCIL will assist coalition members in building a business mission and defining customer base, help develop performance management systems that work in the small business forum, create and teach business process management systems that maximize efficiencies and increase profits, build knowledge in social media marketing practices, assist with e-commerce and retail endeavors, create and nurture apprenticeship and internship opportunities in small business communities, and help create new jobs.

Adult Education Program – NPI: 02.07 Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma

ACTIVITY that supports CAPCIL Agency Goals: Provide an opportunity to achieve a General Education Degree to progress towards living wage employment or higher education.

As stated earlier in this assessment, many of our consumers never completed high school. Through CSBG we have provided a scholarship program to help consumers cover the costs of the testing modules to obtain their General Education Degree (GED) or High School Equivalency as well as obtaining their certificate/transcripts. For a customer to be eligible for the GED scholarship they must 1) be income eligible for CSBG and 2) be enrolled in the Hand-Up Program and engaged with a Coach.

Nutrition and Food/Meals – NPI: 05.02 Individuals who demonstrated improved physical health and well-being

ACTIVITY that supports CAPCIL Agency Goals: Provide individuals with the opportunity to learn how to stick to a budget when shopping, while simultaneously reducing their overall household expenses. As well as support positive mental health by giving individuals an opportunity to feel empowered by providing for their own needs.

All members of the community are welcome to participate in the co-op. Participants will receive 85 points a week to be used to shop in the co-op pantry after they conduct 2 hours of community service.

Education Financial Aid Assistance –NPI: 02.11 Individuals who made progress to a post-secondary degree; NPI: 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of education or vocational skills

ACTIVITY that supports CAPCIL Agency Goals: Progress on the self-sufficiency journey by completing a vocational certification program or post-secondary degree to better the lives of the individual and their family.

CSBG Scholarship Program is offered to CSBG eligible consumers to obtain their certification/licensing/post-secondary education. This scholarship can be used toward tuition, books, travel, or anything needed to help them advance in their education. For a customer to be eligible for the scholarship they must be income eligible for CSBG and be enrolled in the Hand Up program and engaged with a Coach.

Case Management - NPI: 05.03 Individuals who demonstrated improved mental and behavioral health and well-being; 05.09B Adults (18+) with no recidivating event for six months; 07.01.A Individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains (Individuals); 07.01.B Individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains (Family); 04.02 Households who obtained safe and affordable housing.

ACTIVITY that supports CAPCIL Agency Goals: Improve family functioning through supportive services.

CAPCIL offers Case Management Services for CSBG and Head Start clients through the Personal Development Coach (PDC) and Case Managers role. The objective of this work program is to establish personal development relationships and assist CSBG/Head Start families in everyday life challenges. Using a brain science approach with personal sessions, assessment materials and web-based tools, the Coaches will raise a standard of restored change in essential life skills training with these families.

Referrals- NPI: 06.01C Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage

ACTIVITY that supports CAPCIL Agency Goals: Obtain assistance through CAPCIL grants, or other means to meet immediate and urgent family and individual needs.

CAPCIL provides assessment, information, and appropriate referrals to internal and external resources for all customers. Once customers are enrolled in CSBG services we will determine if they are also eligible for WIOA services.

Agency Capacity Building Activities – NPI: 00.02 Hours of Agency Staff in capacity building activities

ACTIVITY that supports CAPCIL Agency Goals: Preparing the agency for the future.

To continue to flourish and serve our consumers to the best of our ability, we must have fully equipped staff. CAPCIL has been involved in strategic planning sessions, training seminars, and applicable professional development. CSBG staff will continue to receive trainings and certifications to effectively administer CSBG work programs.

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Appendix

2021 Survey Data

2021 Focus Group Data