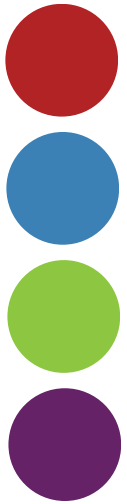


2023



Community

Needs

Assessment

McLean and Livingston Counties



**Mid
Central
Community
Action**

Educate, Equip, and Empower

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Purpose

The purpose of conducting a Community Needs Assessment for McLean County and Livingston County is to provide valuable insights into the specific challenges and opportunities faced by these communities. By systematically gathering and analyzing data on demographics, social issues, economic conditions, and existing resources, we can gain a comprehensive understanding of the unique needs of the residents.

The analysis allows us to identify disparities in access to essential services, healthcare, education, and employment opportunities. It also highlights the strengths and assets of the community, helping to harness existing resources for the betterment of residents.

Through engagement with stakeholders and community members, a needs analysis fosters collaboration and inclusivity. It empowers local organizations, policymakers, and service providers to develop targeted solutions that address the root causes of problems and cater to the real needs of the people.

Moreover, a well-executed needs analysis serves as a guiding tool for resource allocation and strategic planning. It ensures that limited resources are utilized effectively and efficiently to maximize the impact of interventions.

By recognizing the significance of community engagement and data-driven decision-making, a Community Needs Assessment becomes the foundation for creating a sustainable, equitable, and resilient environment where the well-being of every individual is considered and prioritized.

Additionally, the Community Needs Assessment is conducted as a requirement for the development of our Community Services Block Grant (CSBG). The Community Needs Assessment assists MCCA in writing our work programs for our CSBG and partners with other agencies to ensure services are offered that will continue to improve our community.

In summary, conducting a Community Needs Assessment for McLean County and Livingston County is crucial to *Educate, Equip, and Empower* our communities while shaping evidence-based initiatives, promoting social cohesion, and fostering positive change to enhance the overall quality of life for the residents of these communities.

Secondary Demographics

Evaluation Techniques Using Secondary Data Sources:

For our evaluation, we utilized secondary data sources such as the United States Census Bureau American Community Survey and the McLean County Health Needs Assessment, both from 2022. We analyzed demographics from both McLean County and Livingston County, according to the United States Census Bureau, including age, sexual identity (male/female), race, employment status, and income. By comparing this data to the demographic makeup of survey respondents, we aimed to identify any disparities or shortcomings in our survey sample.

This comparative analysis allowed us to gain insights into potential underrepresented groups and ensure that our findings and recommendations are more comprehensive and inclusive.

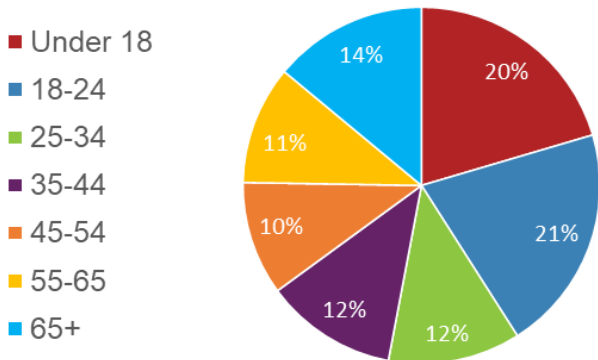
By understanding these differences, we can tailor our interventions and initiatives to better address the specific needs of the entire community.

USCB Demographics for McLean and Livingston Counties

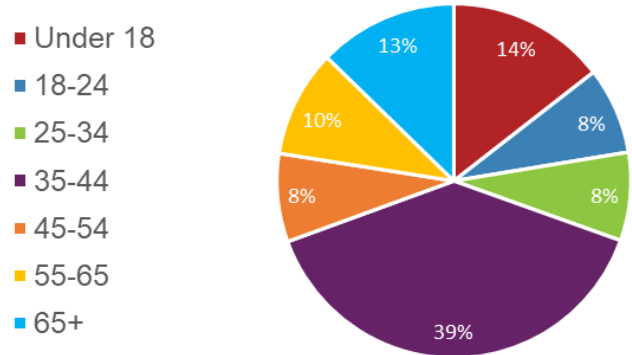


01. Age Makeup

McLean County Age Makeup



Livingston County Age Makeup



Age	Number	Percent
Under 18	36,152	20%
18-24	36,348	21%
25-34	21,251	12%
35-44	21,165	12%
45-54	18,258	10%
55-65	19,058	11%
65+	24,711	14%

Age	Number	Percent
Under 18	7,865	14%
18-24	4,300	13%
25-34	4,377	8%
35-44	21,165	39%
45-54	4,376	8%
55-65	5,315	10%
65+	6,909	13%

** USCB broke age out into 15-19 as well as Under 18 so the totals of 15 and 24 year olds included those 15-18 in addition 19-25

As can be seen above, McLean County was very heavy on those under 24, making up over 40% of the population while the other age groupings were similarly proportioned.

Livingston County had the highest population density from ages 35-44. Under 24 made up the second highest population grouping.

This shows that both McLean and Livingston Counties have relatively young populations.

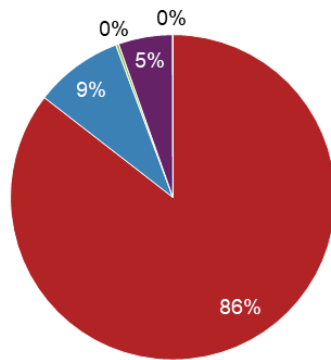
USCB Demographics for McLean and Livingston Counties - cont.



02. Race Makeup

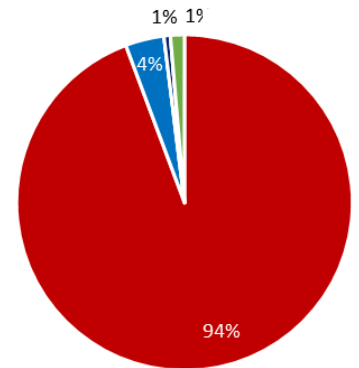
McLean County Identity by Race

- White
- Black or African American
- American Indian and Alaska Native
- Asian
- Native Hawaiian and Other Pacific Islander



Livingston County Identity by Race

- White
- Black or African American
- American Indian and Alaska Native
- Asian
- Native Hawaiian and Other Pacific Islander



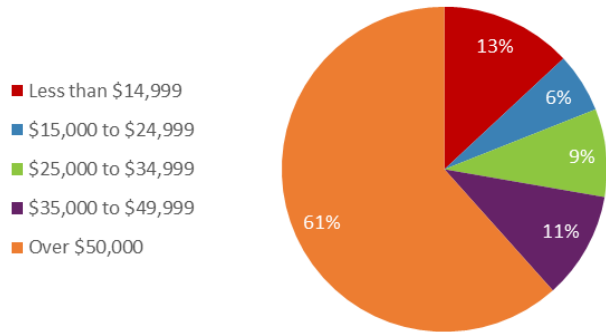
Race Identity	Number	Percent
White	136,220	86%
Black or African American	14,025	9%
American Indian and Alaska Native	448	0%
Asian	8,602	5%
Native Hawaiian and Other Pacific Islander	38	0%

Race Identity	Number	Percentage
White	32,743	94%
Black or African American	1,292	4%
American Indian and Alaska Native	0	0%
Asian	215	1%
Native Hawaiian and Other Pacific Islander	0	0%

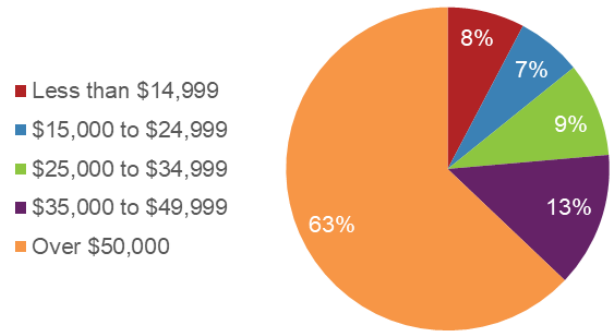
USCB Demographics for McLean and Livingston Counties - cont.

03. Income

McLean County Incomes



Livingston County Incomes



Household	Households	%
Less than \$14,999	9,004	13%
\$15,000 to \$24,999	4,087	6%
\$25,000 to \$34,999	6,026	9%
\$35,000 to \$49,999	7,342	11%
Over \$50,000	42,458	61%

Household Income	Households	%
Less than \$14,999	753	8%
\$15,000 to \$24,999	634	7%
\$25,000 to \$34,999	918	9%
\$35,000 to \$49,999	1,316	13%
Over \$50,000	6,140	63%

MCCA Compiled Demographics

Distribution Techniques for MCCA Surveys

The evaluation of the Community Needs Assessment survey employed a comprehensive and diversified data collection approach to ensure a thorough understanding of the needs and demographics of the communities we serve. The survey was designed by the Department of Commerce and Economic Opportunity and administered by Mid Central Community Action utilizing the SurveyMonkey platform.

To reach a wide audience, the survey link was shared with our client and donor database, via Constant Contact, ensuring input from those directly connected to the organization.

The survey was also promoted on various social media platforms, including Facebook, Instagram, and LinkedIn, extending the reach to a broader segment of the community. Additionally, staff created flyers and postcards with QR codes with direct links to the sites and posted them in prominent areas around town such as community boards, DHS, churches, libraries, and other government agencies.

Recognizing the importance of inclusivity, paper copies of the survey were also distributed to individuals without internet access or who preferred a physical format, as well as local churches. These paper responses were later entered into SurveyMonkey, allowing for seamless integration of both online and offline data.

The survey remained open for responses from July 1, 2022, until July 30, 2023, providing ample time for the community members to participate and share their valuable insights. As part of a series of surveys, the Community Services Survey - Community Members stood out as the only one capturing demographics, making it a key source for understanding the diverse characteristics of the communities.

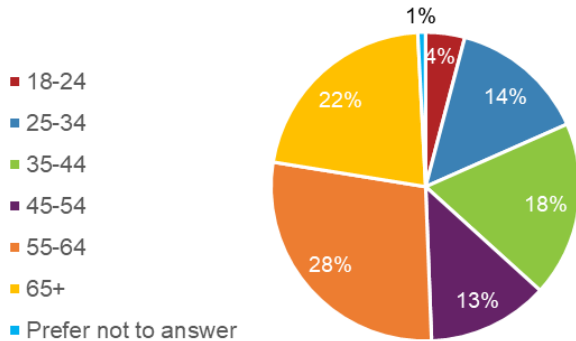
By employing this comprehensive approach, the Mid Central Community Action team gathered valuable data to inform their staff and tailor their services to better meet the needs of the community. The findings of this survey would serve as a crucial foundation for designing impactful initiatives and programs that address the communities priorities and challenges effectively.

MCCA Demographics for McLean and Livingston Counties

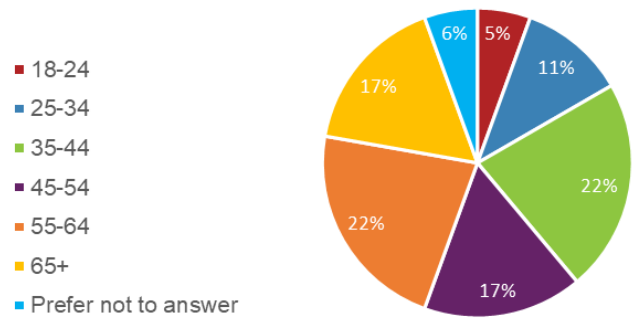


01. Age⁺ Makeup

McLean County Age Makeup



Livingston County Age Makeup



Age*	Number	Percent
18-24	10	4%
25-34	35	14%
35-44	45	18%
45-54	31	13%
55-64	69	28%
65+	53	22%
Prefer not to answer	2	1%

Age**	Number	Percent
18-24	1	5%
25-34	2	6%
35-44	4	22%
45-54	3	17%
55-64	4	22%
65+	3	17%
Prefer not to answer	1	6%

*Age makeup was calculated based on those of legal age who participated in the survey

*McLean county had 245 responses, 196 chose to skip this question

**Livingston County had 18 responses, 9 chose to skip this question

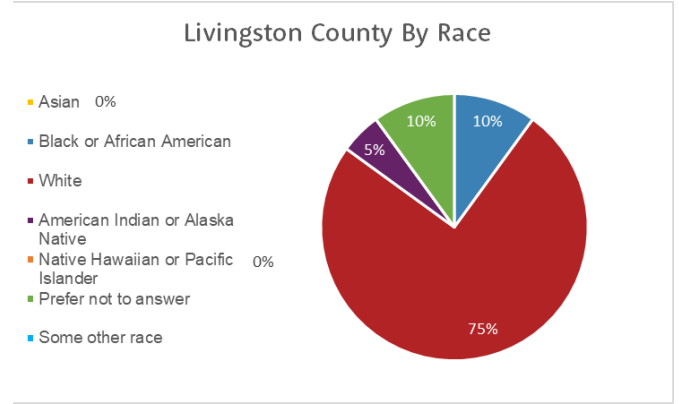
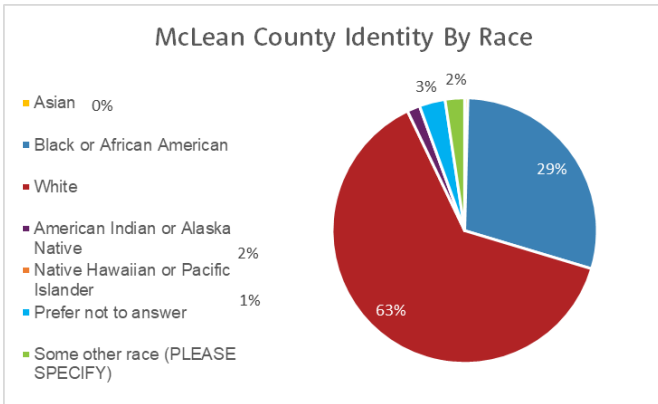
As can be seen above, McLean County, in contrast the USCB survey, was very heavy on responses for those over 55, making up 50% of the survey responses.

Livingston County had a closer margin (though still not representative of the actual population) to the actual population makeup reported by the USCB with 39% of respondents over 55 and 37% of respondents between ages 35-54.

MCCA Demographics for McLean and Livingston Counties - cont.



02. Race+ Makeup



Race Identity*	Number	Percent
Asian	1	0%
Black or African American	74	29%
White	160	63%
American Indian or Alaska Native	4	1%
Native Hawaiian or Pacific Islander	0	0%
Prefer not to answer	8	2%
Some other race	6	2%

Race Identity**	Number	Percent
Asian	0	0%
Black or African American	2	10%
White	15	75%
American Indian or Alaska Native	1	5%
Native Hawaiian or Pacific Islander	0	0%
Prefer not to answer	2	10%
Some other race	0	10%

*Hispanic/Latino/Latinx was not captured in the general make up of race categories

**McLean county had 245 responses, 196 chose to skip this question

**Livingston County had 18 responses, 9 chose to skip this question

Both McLean County and Livingston Counties had an overwhelming amount of people who identified as White who responded to this survey. The second highest category was for those identifying as Black for both counties, though Livingston County had a much smaller percentage of respondents identifying as such.

A second question asked respondents were of Hispanic, Latinx, or Spanish origin, though it was not an option for the general race question. Only 4% of respondents said yes, all residing in McLean County.

MCCA Demographics for McLean and Livingston Counties - cont.

Income

McLean County

Annual Income*	Responses	Percent
Less than \$15,950	47	19.11%
\$15,950-\$21,550	30	12.20%
\$21,551-\$27,150	22	8.94%
\$27,151-\$32,750	10	4.07%
\$32,751-\$38,350	15	6.10%
\$38,351-\$43,950	6	2.44%
\$43,951-\$49,550	10	4.07%
\$49,551-\$55,150	10	4.07%
\$55,151-\$59,630	3	1.22%
\$59,631-\$64,110	9	3.66%
More than \$64,110	63	25.61%
Prefer not to answer	20	8.13%
Don't know	1	0.41%

*McLean county had 245 responses, 196 chose to skip this question
 **Livingston County had 18 responses, 9 chose to skip this question

Livingston County

Annual Income**	Responses	Percent
Less than \$15,950	5	27.78%
\$15,950-\$21,550	2	11.11%
\$21,551-\$27,150	2	11.11%
\$27,151-\$32,750	1	5.56%
\$32,751-\$38,350	0	0.00%
\$38,351-\$43,950	2	11.11%
\$43,951-\$49,550	1	5.56%
\$49,551-\$55,150	2	11.11%
\$55,151-\$59,630	0	0.00%
\$59,631-\$64,110	0	0.00%
More than \$64,110	1	5.56%
Prefer not to answer	2	11.11%
Don't know	0	0.00%

Mid Central Community Action broke income into much narrower numbers than USCB. As can be seen above, Livingston County had a significantly higher percentage who responded, and who fell into the lowest income bracket, than McLean County.

Additionally, McLean County had a much higher percentage of respondents who fell into the highest income bracket.

Demographic Data Discrepancies

The discrepancy between the demographic information from the US Census Bureau and the data collected from our own Community Needs Assessment (CNA) responses was surprising and significant. The US Census Bureau data is generally considered to be a comprehensive and reliable source, capturing a wide range of demographics within a specific geographic area, such as McLean and Livingston Counties.

However, when we compared the Census data to our CNA responses, we noticed substantial differences in several key demographic categories. These differences might have arisen due to various factors, such as sampling methods, response bias, or limitations in our outreach efforts. It is also likely that certain population segments were underrepresented or not adequately captured in our CNA survey.

Of the 473 surveys that both McLean and Livingston Counties responded to, only 245 of those chose to answer the demographic questions, as is reflected in the following charts.

Demographic Data Discrepancies - McLean County

Age Makeup

US Census Bureau Data

Age	Number	%
18-24	36,348	21%
25-34	21,251	12%
35-44	21,165	12%
45-54	18,258	10%
55-65	19,058	11%
65+	24,711	14%
Under 18	36,152	20%

MCCA Respondents

%	Number	Age
4%	10	18-24
14%	35	25-34
18%	45	35-44
13%	31	45-54
28%	69	55-64
22%	53	65+
1%	2	Prefer not to answer

As you can see above, the percentages differ drastically between Census Bureau makeup and those responding to our survey in identifying as living in McLean County. However, of the 441 surveys that McLean County residents took, only 245 responded to this question, 196 skipped this question in the survey.

Race Makeup

US Census Bureau Data

Race Identity	Pop.	%
White	136,220	79.71%
Black or African American	14,025	8.21%
Asian	8,602	5.03%
American Indian and Alaska Native	448	0.26%
Native Hawaiian and Other Pacific Islander	38	0.02%

MCCA Respondents

%	Pop.	Race Identity
81.63%	160	White
37.76%	74	Black or African American
0.51%	1	Asian
2.04%	4	American Indian or Alaska Native
0.00%	0	Native Hawaiian or Pacific Islander

While the percentages of those identifying as white was similar, respondents from all other races didn't track with those who responded to our CNA.

Demographic Data Discrepancies - McLean County, cont.

Income

US Census Bureau Data

Household	Households	%
Less than \$14,999	9,004	13%
\$15,000 to \$24,999	4,087	6%
\$25,000 to \$34,999	6,026	9%
\$35,000 to \$49,999	7,342	11%
Over \$50,000	42,458	61%

MCCA Respondents

Annual Income*	Responses	%
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\$15,950-\$21,550	30	12.20%
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\$27,151-\$32,750	10	4.07%
\$32,751-\$38,350	15	6.10%
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\$43,951-\$49,550	10	4.07%
\$49,551-\$55,150	10	4.07%
\$55,151-\$59,630	3	1.22%
\$59,631-\$64,110	9	3.66%
More than \$64,110	63	25.61%
Prefer not to answer	20	8.13%
Don't know	1	0.41%

There was a difference in the way the US Census Bureau categorized income brackets and the way that the Community Needs Analysis categorized income brackets. For our analysis, the income categories were passed down from Community Action National in the survey they presented and we distributed.

Demographic Data Discrepancies - Livingston County

Age Makeup

US Census Bureau Data

Age	Number	%
18-24	4,300	13%
25-34	4,377	8%
35-44	21,165	39%
45-54	4,376	8%
55-65	5,315	10%
65+	6,909	13%
Under 18	7,865	14%

MCCA Respondents

%	Number	Age**
5%	1	18-24
6%	2	25-34
22%	4	35-44
17%	3	45-54
22%	4	55-64
17%	3	65+
6%	1	Prefer not to answer

While the percentages above aren't as drastic for Livingston County as they were for McLean County, the biggest discrepancy lies in those over 35. Similar to McLean County respondents, of the 18 surveys that Livingston County residents took, only 18 responded to this question, 9 skipped this question in the survey.

Race Makeup

US Census Bureau Data

Race Identity	Number	%
White	32,743	91%
Black or African American	1,292	4%
American Indian and Alaska Native	0	0%
Asian	215	1%
Native Hawaiian and Other Pacific Islander	0	0%

MCCA Respondents

%	Pop.	Race Identity
83%	15	White
11%	2	Black or African American
0%	0	American Indian or Alaska Native
.05%	1	Asian
0%	0	Native Hawaiian or Pacific Islander

While the percentages of those identifying as white was similar, respondents from all other races didn't track with those who responded to our CNA.

Demographic Data Discrepancies - Livingston County, cont.

Income

US Census Bureau Data

MCCA Respondents

Household Income	Households	%
Less than \$14,999	753	8%
\$15,000 to \$24,999	634	7%
\$25,000 to \$34,999	918	9%
\$35,000 to \$49,999	1,316	13%
Over \$50,000	6,140	63%

Annual Income**	Responses	%
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\$27,151-\$32,750	1	5.56%
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\$43,951-\$49,550	1	5.56%
\$49,551-\$55,150	2	11.11%
\$55,151-\$59,630	0	0.00%
\$59,631-\$64,110	0	0.00%
More than \$64,110	1	5.56%
Prefer not to answer	2	11.11%
Don't know	0	0.00%

Again, note that there was a difference in the way the US Census Bureau categorized income brackets and the way that the Community Needs Assessment categorized income brackets. For our analysis, the income categories were passed down from Community Action National in the survey they presented and we distributed.

Overall Hardship Results

This in-depth analysis explores divergent county needs through three surveys: Stakeholder Perspectives: Community Concerns in Livingston and McLean Counties, Community Concerns in Livingston and McLean Counties (answered by clients), and a Satisfaction Feedback survey from MCCA graduates. Stakeholder engagement increased over 300% from the previous year, allowing the evaluation of a greater part of the communities. While survey responses and demographics play a pivotal role, the focal point is the discernment of the top three needs for each county.

McLean County		Biggest Hardships
1. Financial Issues	2. Health/ Mental Health	3. Housing
35%	24%	15%

Livingston County		Biggest Hardships
1. Housing	2. Financial Issues	3. Employment Concerns
38%	34%	19%

Surveys Dispersed		June 30, 2022 - July 30-2023
• Community Services Survey - Community Members	• Community Services Survey - Stakeholders	• Client Satisfaction Survey
473	69	162

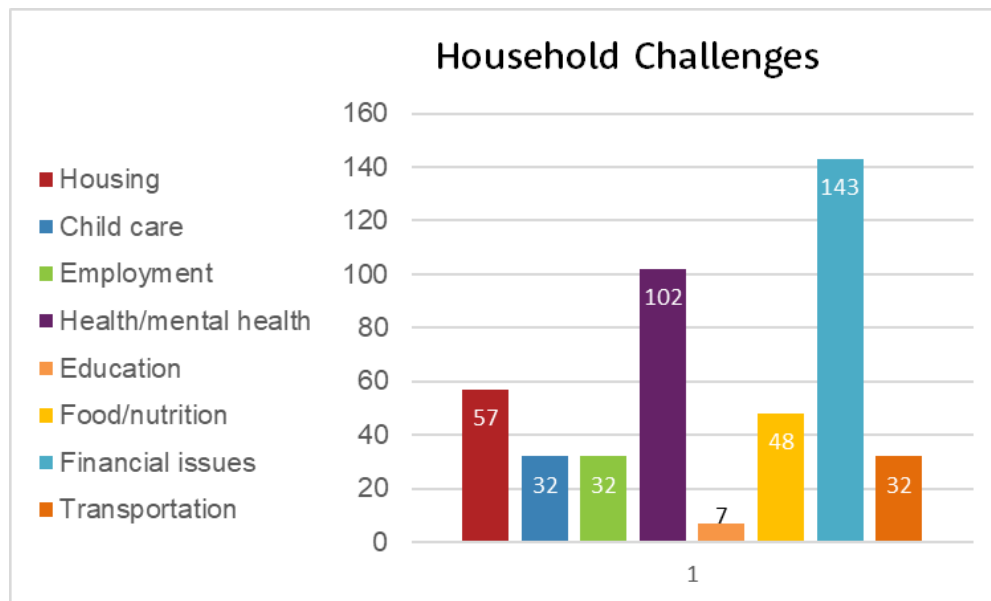
Primary Hardships

McLean County

When asked:

In the past 12 months, what is the single greatest challenge you and your household have experienced?

Of the 402 who answered this question (39 skipped), respondents were asked to choose only ONE option. Below are the results.



*49 respondents said they had not experienced any hardship, 43 chose "other", majority of those with a write in response noted paying for utilities.

In Brief:

The analysis highlights the most significant hardships faced by McLean County respondents, providing valuable insights into their pressing needs. Financial hardships emerge as the foremost struggle, access to health and mental health services follows closely, but housing stands out as a third paramount concern, with respondents consistently ranking it as a primary struggle.

Interestingly, our stakeholders' perceptions align with these findings; stakeholders recognize the critical nature of housing difficulties, financial constraints, and health/mental health issues as their clients' primary hurdles.

Primary Hardships

McLean County



01. Financial Issues

Of the financial issues respondents noted, the top three in order were as follows: problems with paying bills (overwhelmingly with 84 responses), budgeting and managing money, and paying unexpected or emergency expenses.

Of those, 46% were able to get help paying bills, and 41% were able to get help budgeting and managing money.

However, 41% of respondents were not able to get help paying unexpected or emergency expenses because they did not know who to contact.



02. Access to Health/Mental Health Services

Of the health/mental health issues respondents noted, the top three in order were as follows: finding health or dental care, paying for medical expenses, and mental health treatment.

Respondents noted that 46% of those seeking help in finding mental health treatment were able to find help.

Conversely, of those looking for help with finding health or dental care and those looking for help to pay for medical expenses, only 29% and 23% of respondents, respectively, were able to find the help they needed.



03. Housing

Of the housing issues respondents noted, the top three in order were as follows: finding affordable housing, finding home repair services, and paying rent/mortgage, rent deposits or application fees.

The least encouraging number was from those needing assistance with finding affordable housing with just 12% of people finding help.

Paying for rent/mortgage, deposits, or application fees and finding home repair services were at 33% and 34%, respectively.

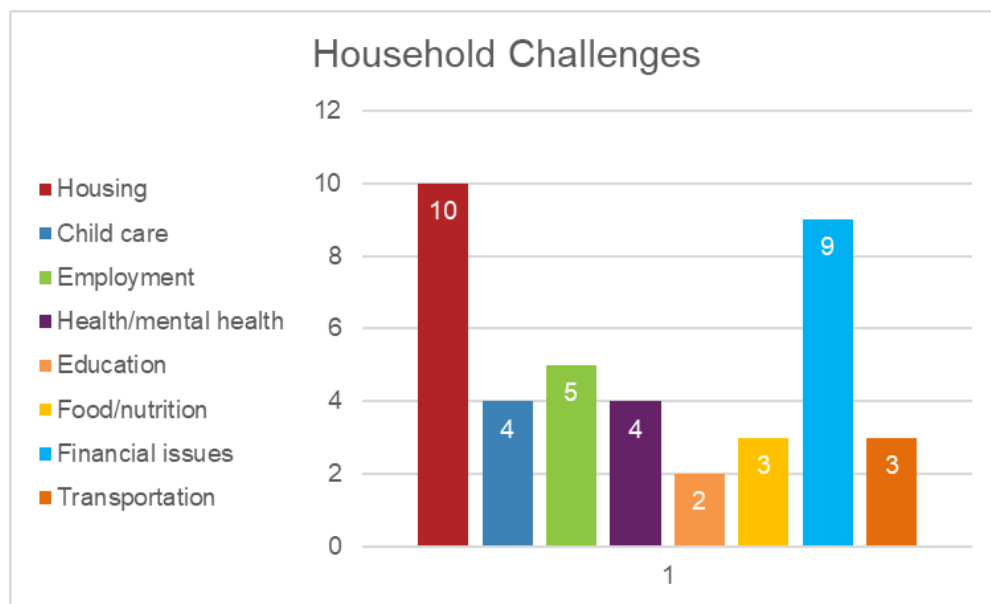
Primary Hardships

Livingston County

When asked:

In the past 12 months, what is the single greatest challenge you and your household have experienced?

Of the 26 who answered this question (1 skipped), respondents were asked to choose only ONE option. Below are the results.



*49 respondents said they had not experienced any hardship, 43 chose "other", majority of those with a write in response noted paying for utilities.

In Brief:

Through our survey analysis, we have identified the predominant hardships faced by Livingston County respondents, highlighting a clear hierarchy: housing, financial issues, and employment. The third struggle, employment, emerges as a notable concern, although stakeholders did not perceive it as significantly challenging.

Stakeholders do concur on the importance of housing and financial issues as key challenges among their clients. However, their differing perspective on the need for help with employment suggests that the stakeholders are out of touch on this issue, particularly in Livingston County, where employment emerges as one of the most pressing concerns.

Primary Hardships

Livingston County



01. Housing

Of the housing issues respondents noted, the top three in order were as follows: finding affordable housing, and paying for mortgage/rent and application fees (tied for top with 50% of respondents noting needing help), followed by those needing assistance with household duties such as yard work, snow removal, laundry, house work, etc.

Of those, 57% were able to get help paying for rent or mortgage, and 33% of respondents were able to get help with household tasks.

Only 14% of respondents who needed help with finding affordable housing were able to get help.



02. Financial Issues

Of the financial issues respondents noted, the top three in order were as follows: problems with paying bills (53%), budgeting and managing money (35%), and paying unexpected or emergency expenses (35%).

Respondents fared much better with getting help, noting that 75% of those seeking help with budgeting were able to find help, and 50% noted finding help with paying bills.

Survey respondents overwhelmingly reported a lack of assistance when facing unexpected bills, with a striking zero percent indicating they had found any form of support.



03. Employment

Of the employment issues respondents noted, the top three in order were as follows: finding a full-time job, finding child care, and getting appropriate clothing or tools for a job.

While 40% of individuals reported receiving assistance in securing full-time employment, an alarming zero percent indicated receiving any support for essential needs such as child care, clothing, or job-related tools.

Stakeholder Survey Results

Overall Hardships

The 2022-2023 Community Services Survey engaged stakeholders, specifically individuals associated with Mid Central Community Action (MCCA), our board of directors, donors and funders. Notably, a significant third of these stakeholders are from non-profit organizations that are committed to assisting individuals of all racial backgrounds facing low-income challenges.

The primary objective of this survey was to gather insights into the perspectives of these stakeholders, capturing their perceptions of the needs within the community. This data serves as a critical comparative tool. By contrasting these stakeholder perceptions with the survey responses collected directly from community members, we can discern alignment or divergence in our understanding of community needs. This comprehensive approach ensures a holistic view, guiding MCCA's strategies to effectively address the identified challenges and provide tailored services that genuinely resonate with the communities we serve.

Biggest Hardships

Stakeholder Observed

1. Housing

50%

2. Health/Mental Health

16%

3. Financial Concerns

14%

Hardships with Least Difficulty

Stakeholder Observed

ZERO of the following had any votes as being an issue for McLean and Livingston Counties.

Employment, Education, Food and Nutrition

Primary Hardships

Stakeholder Observed



01. Housing

Of the housing issues respondents noted, the top three in order were as follows: finding affordable housing (92% of responses), paying rent/mortgage, rent deposits or application fees (69% of responses), and finding emergency shelter (29% of responses).

Stakeholders did not feel that making a home more energy efficient, finding home repair services, or home ownership education were primary concerns or hardships for McLean County and Livingston County community members, with less than 5% of respondents selecting these options.



02. Access to Health/Mental Health

Of the access to health/mental health issues respondents noted, the top hardship stood out with nearly 80% of respondents feeling that mental health concerns, including treatment, was a major hardship. Following with 50% were paying for medical expenses and finding health or dental care.

For stakeholders, the least pressing issue was getting family planning or birth control, with zero percent selected, followed by getting medical care and/or insurance for a child with just 3%.

Though getting help for physical, emotional, or sexual abuse was one of the bottom three selected, it still received 12% of the responses.



03. Financial Issues

Of the financial issues respondents noted, the top three in order were as follows: problems with paying bills (67%), budgeting and managing money (65%), and paying unexpected or emergency expenses (61%).

Stakeholders did not feel that filling out tax forms or foreclosure/bankruptcy/repossession issues were current hardships with zero respondents choosing these options, and only 3% felt that problems with payday or title loans were a hardship.

Stakeholder Observed

Least Concerning Hardships

Stakeholders' perspectives on the ease of accessing employment, education, and food and nutrition services provide an interesting paradox. While these fundamental resources may be more readily available within the communities, stakeholders' emphasis on the issues contained within these categories underscores the complex reality faced by individuals.

For instance, regarding employment, stakeholders might acknowledge that job opportunities are accessible, yet their votes highlight persistent concerns such as reliable transportation for work and interviews or the challenge some individuals encounter in navigating online job applications. This suggests that while the concept of employment itself may not be a primary obstacle, the intricacies of securing and maintaining employment demand dedicated attention.

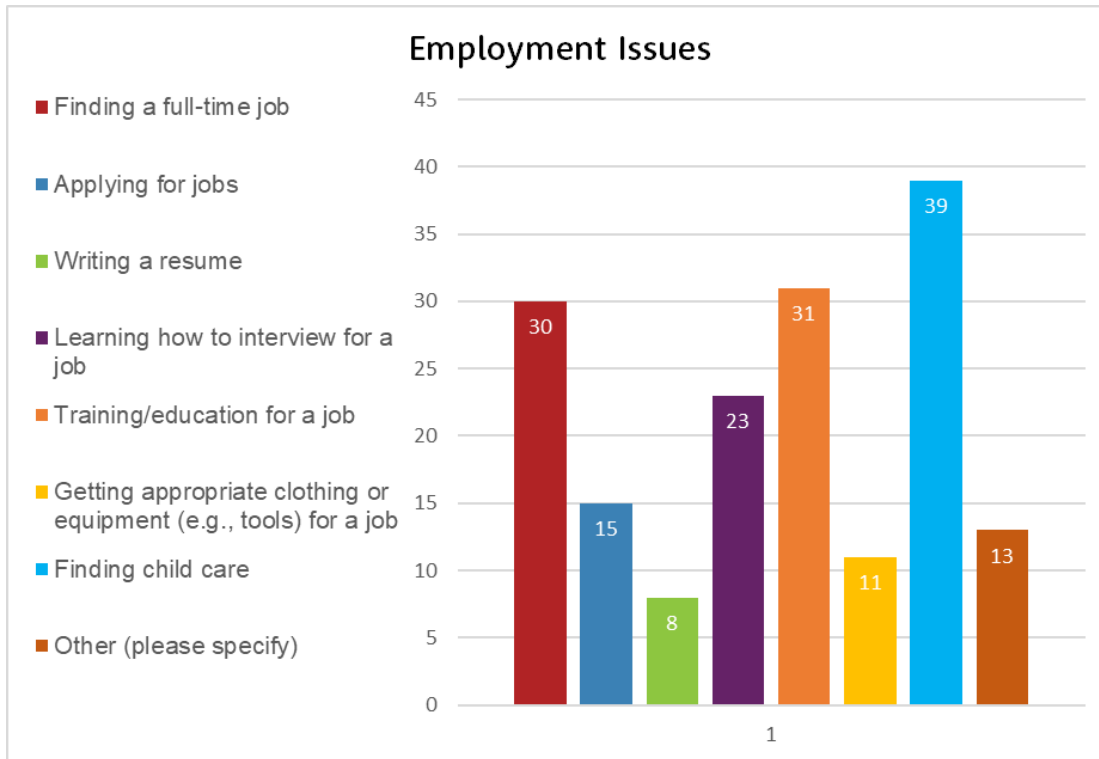
Similarly, stakeholders recognizing the relative ease of accessing education doesn't negate the significant issues that may exist within this realm. Their heightened votes within this category might signal underlying problems such as the quality of education, access to specialized resources, or support for continuing education opportunities. Regarding food and nutrition, the perception of accessibility might not capture the complexities of food insecurity, dietary health, or the availability of nutritious options within certain communities.

In essence, stakeholders' emphasis on specific challenges within these seemingly accessible categories underscores the multifaceted nature of community needs. It highlights the importance of not only evaluating broad access but also delving deeper into the nuances of each domain to create comprehensive strategies that truly uplift and empower community members.

Stakeholder Observed

Least Concerning Hardships Highlighted

01. Employment



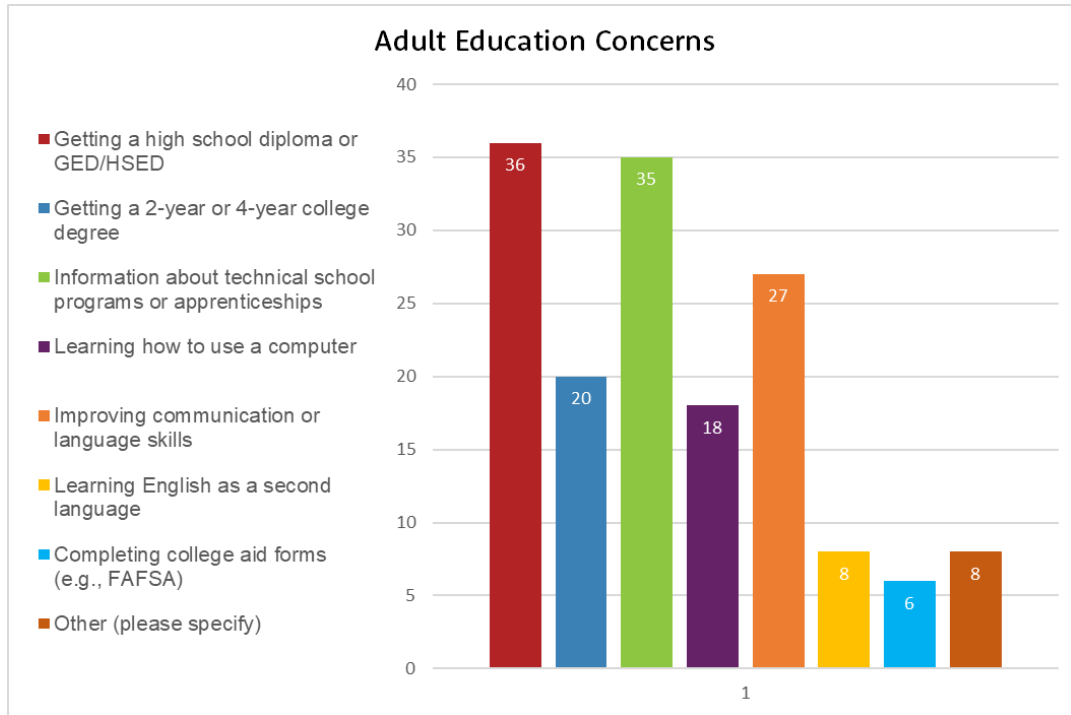
While employment was noted as the least concerning issue to stakeholders, a notable 20% of stakeholders opted for the "other" category, shedding light on additional dimensions of challenges faced by community members. These included issues such as transportation barriers affecting work and interviews, the struggle of accessing online application processes, and the pursuit of jobs that offer livable wages.

This underscores the diverse and intricate range of barriers individuals encounter, emphasizing the need for comprehensive strategies that address both conventional and emerging challenges in employment accessibility.

Stakeholder Observed

Least Concerning Hardships Highlighted

02. Adult Education



Despite stakeholders ranking adult education as the second least pressing concern overall, a closer examination of their responses reveals nuanced challenges within this category. Nearly 60% of stakeholders expressed a significant concern over the lack of available assistance for individuals seeking to attain their GED or high school diploma. Additionally, 57% highlighted a notable absence of information regarding apprenticeships and technical schools, indicating a gap in opportunities for skill development and vocational pathways.

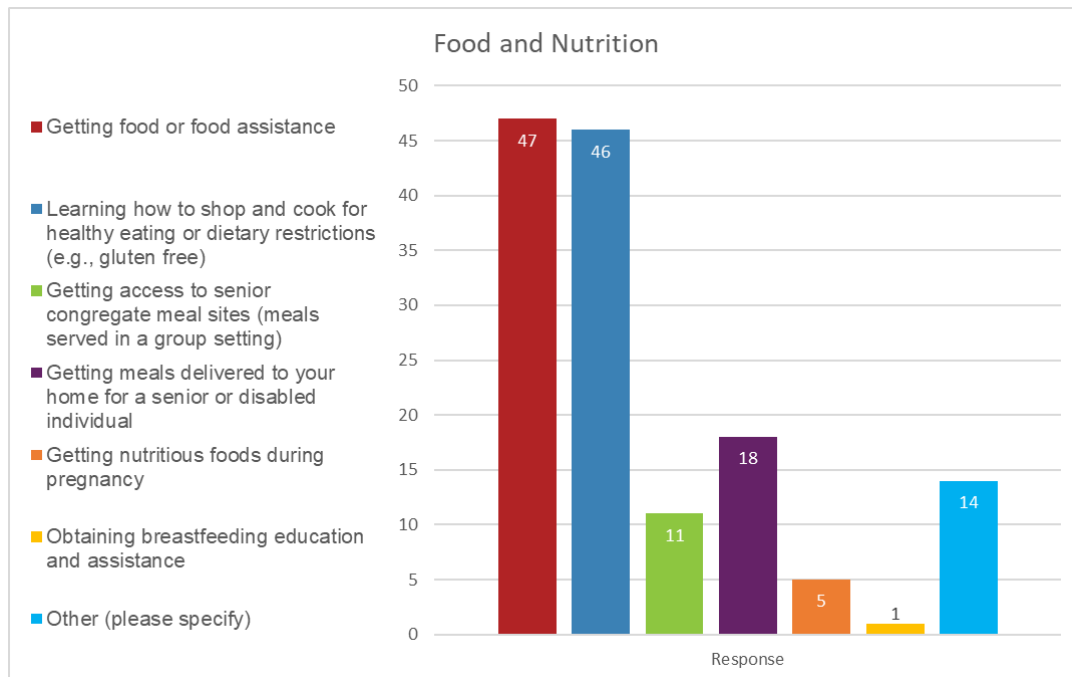
Stakeholders also underscored the importance of effective communication skills, with 45% expressing the need for improved access to resources in this realm. This suggests an awareness of the crucial role that communication skills play in workforce readiness and overall community advancement.

These insights illustrate the value of delving beyond broad categorizations to understand the specific intricacies of each issue. Even when a topic is perceived as less pressing in general, the detailed concerns voiced by stakeholders shed light on essential areas that warrant targeted attention and strategic intervention.

Stakeholder Observed

Least Concerning Hardships Highlighted

03. Food and Nutrition



Although stakeholders ranked food and nutrition as the third least pressing concern overall, a deeper analysis reveals intricate challenges within this category. A substantial 77% of stakeholders identified a significant gap in assistance for accessing quality food. Furthermore, 75% highlighted the need for increased resources to educate individuals on shopping for and cooking nutritious meals, especially when considering dietary restrictions.

Also noteworthy, 30% of stakeholders emphasized the importance of improved access to meal delivery services for seniors or disabled individuals. This finding indicates a recognition of the specific needs of vulnerable populations and the potential benefits of providing convenient and nutritious food options.

Client Satisfaction Survey

The primary objective of the Client Satisfaction Survey was to conduct a comprehensive evaluation of Mid Central Community Action's services. This evaluation encompassed assessing the effectiveness, quality of assistance, and educational support provided by our programs. The survey aimed to gauge participants' satisfaction levels with the services they received.

The survey helped us to measure the impact of our initiatives and better understand the overall experience and impression we left on our clients. The feedback collected through the survey serves as a valuable tool in guiding our ongoing efforts to create positive, impactful, and transformative experiences for our community members.

Surveys Dispersed

• Surveys Initiated

162

• Surveys Completed

100%

• Average Time to Complete

41S

Clients Utilized

• Bloomington Office/Zoom

152

• Pontiac Office

7

• Mayors Manor

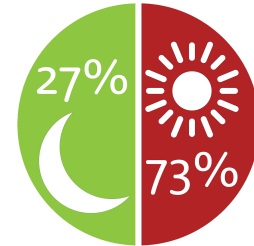
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Client Satisfaction Survey

MCCA staff were welcoming



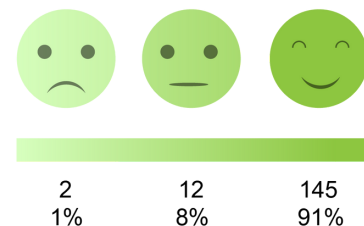
Client appointment preference



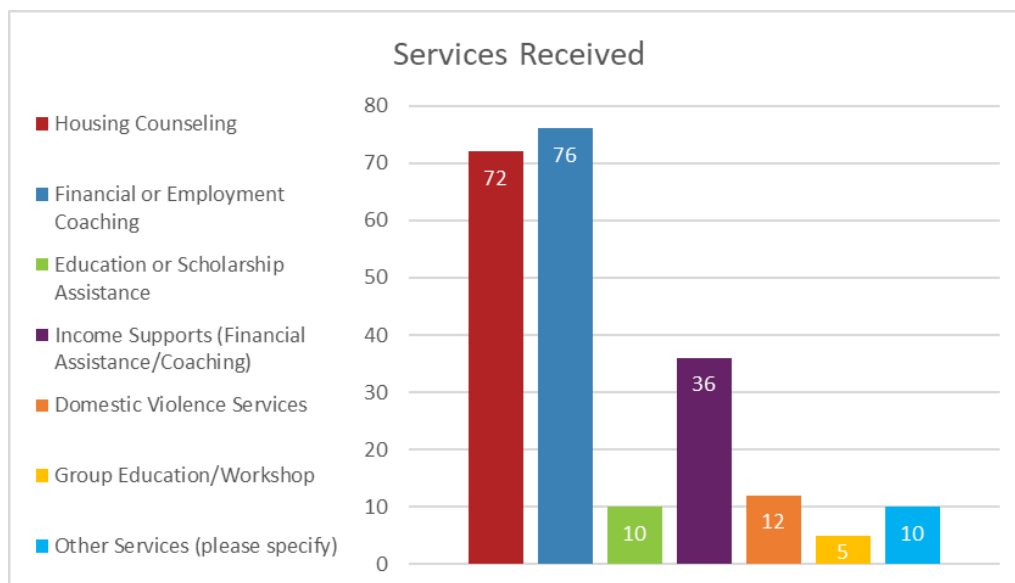
MCCA Staff Treated Me With Respect



Clients would recommend MCCA



Feedback from our recent survey highlights overwhelming client satisfaction with MCCA's services and interactions with the MCCA Staff. Clients were not only pleased with their experiences but also affirmed that they received the necessary help. The majority expressed a strong likelihood of recommending MCCA to others, showcasing their confidence in our personalized and effective approach to *Educate, Equip, and Empower*.



Conclusion

The conducted surveys have provided invaluable insights into our service offerings, their effectiveness, and identified areas where community needs are still unmet. These findings emphasize the importance of refining our services to better address these gaps. Notably, the surveys underscored the necessity of focusing more on surveying Livingston County to gain a more accurate understanding of the rural population's needs.

While the needs in Livingston County diverged significantly from those in McLean, respondents from both areas expressed satisfaction with the assistance provided, highlighting a sense of care and respect, and would recommend Mid Central Community Action's services to others. It was also evident that stakeholders were well-informed about issues in McLean County but lacked a comprehensive understanding of the challenges faced by Livingston County.

It's worth noting that the survey respondents may not have fully represented the true demographic composition of McLean and Livingston Counties. Therefore, future survey efforts should be tailored to capture a more accurate and inclusive cross-section of the population, ensuring a well-rounded understanding of community needs and preferences.

Limitations

The sample was skewed, with only 6% of respondents from Livingston County and the majority from McLean County. A gender imbalance existed, with 77% of respondents identifying as female. Additionally, responses from those over 55 years old were overrepresented. The surveys online nature may exclude those without online access. We only had four respondents from those whose primary language at home was non-English, leaving out a significant percentage of our population. Moreover, only 56% of the 473 respondents completed the survey, spending an average of 6 minutes and 27 seconds.



Mid Central Community Action

Educate, Equip, and Empower

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