



**IMPACT**  **DUPAGE**  
DRIVING DUPAGE FORWARD

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# Be in the Know:

## DuPage County Resources for Community Services

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# Intake and Referral

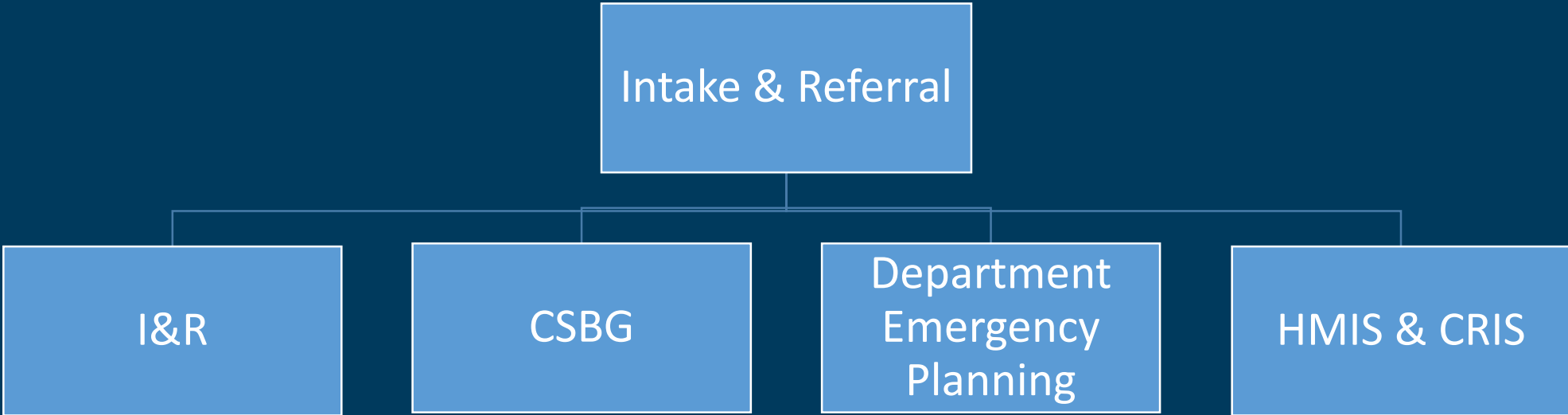
**Intake and Referral (I&R)**

**Community Service Block Grant (CSBG) Programs**

**Department Emergency Planning**

**Homeless Management Information System (HMIS)**

**Community Resource Information System (CRIS)**





# Intake and Referral

## What is Intake and Referral?



- DuPage County's central clearinghouse for social service information
- Provides **all** individuals and agencies with resources, there are no eligibility requirements
- Trained Information and Referral Specialists helps to identify a client's need(s) through a comprehensive assessment, and links them to the appropriate services.
- Staff access and utilize CRIS for resource referrals





# Intake and Referral

- Assessment
- Crisis Intervention
- Advocacy
- Follow Up
- Community Outreach
- Emergency Preparedness and Disaster Response





# Intake and Referral

- Basic Need Vouchers
- Medical Payment Assistance (DPMAP)
- Ride DuPage
- Affordable Care Act Applications
- Medicaid/SNAP/AABD /TANF
- Medicare
- Screenings for Senior Services Programs





# Information Management

## Community Resource Information System (CRIS)

[www.dupagecris.org](http://www.dupagecris.org)

- Self-help resource database
- Resources, events, and news as it relates to basic human and economic needs for those with low to no income
- Mapping, texting, and email features
- Ability to report incorrect information and recommend resource or event additions

## Homeless Management Information System (HMIS)

[www.dupageco.org/HMIS](http://www.dupageco.org/HMIS)

- Federal, State and local homeless program and data management
- Support staff providing training, reporting, software and help desk management.
- Provides data to inform local, state, and federal policies
- Works in collaboration with the DuPage Continuum of Care



# Community Resource Information System (C.R.I.S)

- Go to [www.dupagecris.org](http://www.dupagecris.org)

The screenshot shows the top navigation bar of the Dupage County C.R.I.S. website. It includes the Dupage County logo, the text 'DUPAGE COUNTY C.R.I.S. Community Resource Information System', and a menu with links for 'Find Resources', 'Community Events', 'Community News', 'Overview', 'DuPage County Website', and 'Contact Us'. There is also a 'Select Language' dropdown menu.

Below the navigation bar, the text reads: 'Welcome! Use the form below to find services. If you have an emergency or if you need to speak to someone contact us at 800.942.9412.'

The main content area is titled '1 Please choose a location.' and contains three dropdown menus for 'County', 'City', and 'ZIP Code', each with 'Optional' selected. To the right of these menus are two radio button options: 'Include all providers covering this area, regardless of where they are located (recommended)' (which is selected) and 'Include only providers that are actually located in the selected area'. A link 'Click here to skip this step.' is located below the dropdown menus.

At the bottom of the form area, there are two buttons: 'Go directly to the Advanced Search' and 'Access your account or Resource Groups'.





# Senior Services

Senior Intake and Referral

Adult Protective Services

Ombudsman

Community Care Program

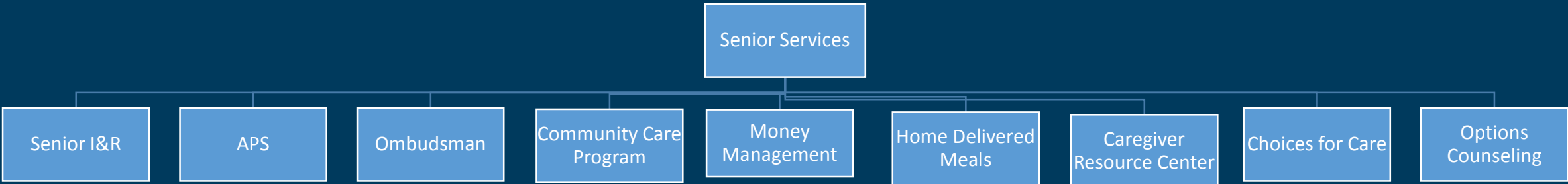
Money Management

Home Delivered Meals

Caregiver Resource Center

Choices for Care

Options Counseling



**DUPAGE**COUNTY



# Senior Services Programs

- Senior Intake & Referral
- Options Counseling
- Community Care Program
- Money Management
- Home Delivered Meals
- Caregiver Resource Center
- Choices for Care
- Adult Protective Services
- Ombudsman





# Adult Protective Services

## Abuse, Neglect & Exploitation

Services to victims of abuse, neglect, and financial exploitation.

## Self-Neglect

Services to adults with physical or mental impairments, or a diminished capacity, to perform essential self-care tasks that threaten his/her own health and housing.

Confidential

(Client & Reporter)

Serves age 60+

18-59 with Disability

Self-Determined

Domestic Setting

**Call DuPage County Intake & Referral (630) 407-6500**

**The Illinois Department on Aging (800) 252-8966**

**APS After Hours Hotline (866) 800-1409**





# Long Term Care Ombudsman

## Ombudsman:

**Person who acts as a citizen representative**

**Protects rights of individuals 18+ in**

**Skilled Nursing facilities**

**Licensed Supportive facilities**

**Licensed Assisted Living facilities**

**Under 18? Contact Illinois Department of Public Health 1-800-252-4343**

## Reasons to Call:

- Report a problem or concern
  - Family Conflict
  - Unanswered Call Lights
  - Improper Handling
- Get answers to questions:
  - Resident rights
  - Facility services or standards
  - Transfer or discharge



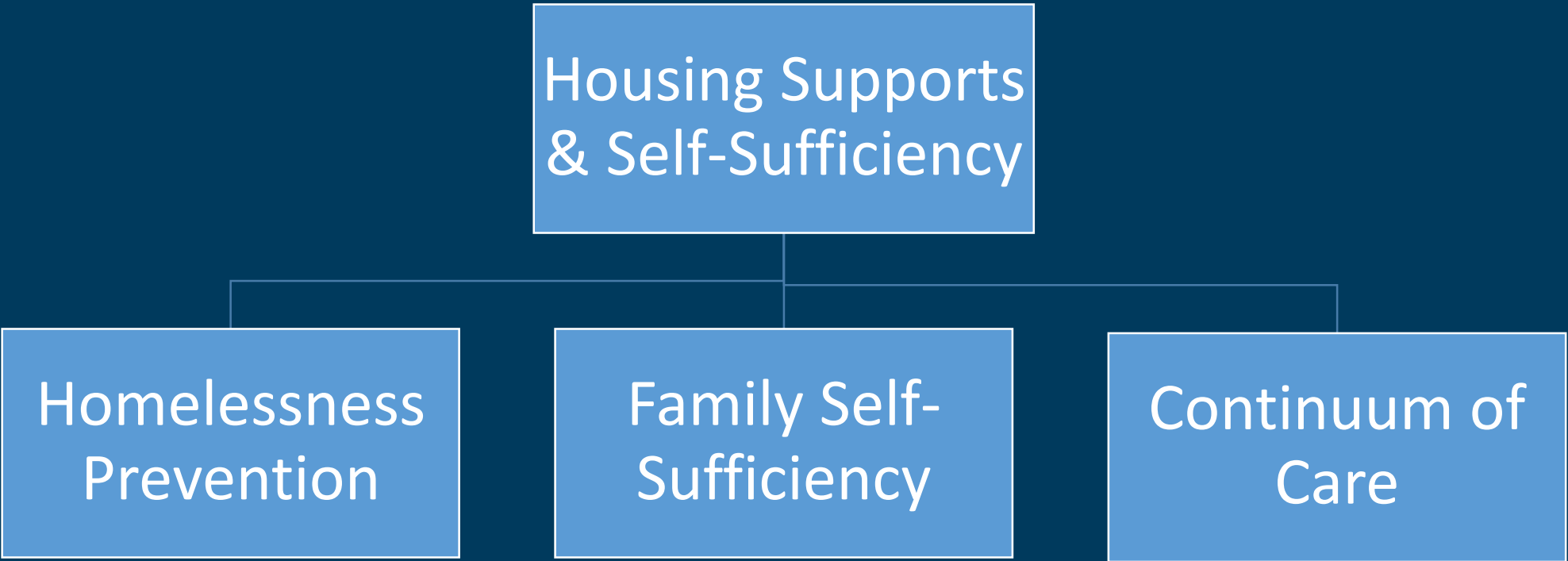


# Housing Supports & Self-Sufficiency

**Homelessness Prevention & Rehousing**

**Housing Stability Case Mgt & Family Self-Sufficiency**

**Continuum of Care Planning**





# Homelessness Prevention

- **Categories of Risk**
  - Literally Homeless
  - Otherwise Homeless
  - At-risk of Homelessness
- **Financial Assistance**
  - Rent/mortgage
  - Security deposit
- **Referrals**





# Family Self-Sufficiency

- **Program Overview**
- **Intake/Referral Process**
- **Personal Development Plan**
  - Employment/Educational
  - Economic
  - Family
- **Supportive Services**
- **Connection to Resources**





# Continuum of Care (CoC)



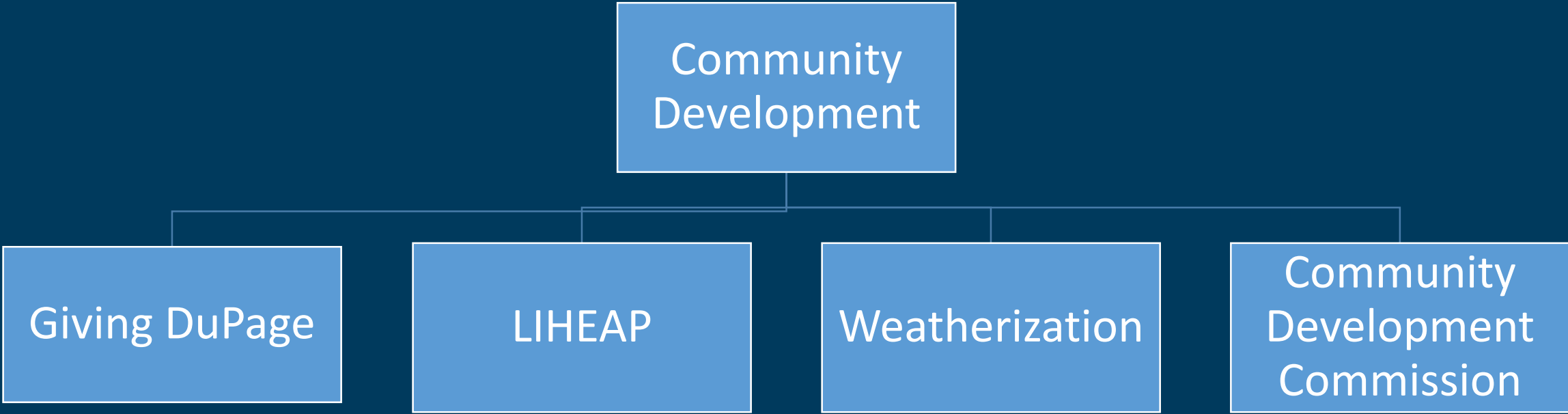
- **Local planning body**
- **Assess and prioritize HUD funds**
- **Work with local homeless service providers**
  - Set priorities
  - Collect/analyze data
  - Measure outcomes







# Community Development





# Giving DuPage





# Giving DuPage

**Mission:** promote giving and volunteering in DuPage County



**Role:** connect volunteers & donors with local opportunities to give back





## Nonprofit Capacity Building: Volunteer Resources

### Volunteer Portal

[givingdupage.org/volunteer](http://givingdupage.org/volunteer)

- 1,514 volunteer connections in 2018
- Average of 4 volunteers per day
- Connected over 10,000 volunteers since 2006

VOLUNTEER SEARCH PORTAL



Volunteer • In-Kind Donations  
NonProfit Events & Jobs

### Giving Guide

- publication in partnership with the Daily Herald, circulation is 25K DuPage subscribers
- Published in September
- Print version of the Volunteer Portal





## Nonprofit Capacity Building: Volunteer Resources

### Board Match Program

Recruit, match, place & train prospective board members for nonprofit service – DO YOU WANT TO SERVE?





# Giving DuPage



## Nonprofit Capacity Building: Training & Professional Development

### Executive Director Network

Quarterly leadership training for Nonprofit Executive Directors

### NIU Civic Leadership Academy

Nonprofit certification courses attended by 455 organizations since 2015



# DUPAGECOUNTY



# Giving DuPage



## Nonprofit Capacity Building: Training & Professional Development

### Annual Training Workshop

Host a large training workshop or conference with 250 attendees



Keynote Speaker & Interactive Workshop by Joan Garry  
[givingdupage.org/workshops](http://givingdupage.org/workshops)



# Giving DuPage



## Connecting People to Community & Purpose



### Create Awareness

Weekly radio nonprofit segment focused on volunteer needs of local orgs

### Big Year 2020

Stay tuned for Giving DuPage Day....



Countywide Volunteer Recognition event honoring 150 volunteers every year







# Energy Assistance

**LIHEAP**

**PIPP**

**Furnace**

**ComEd Hardship**



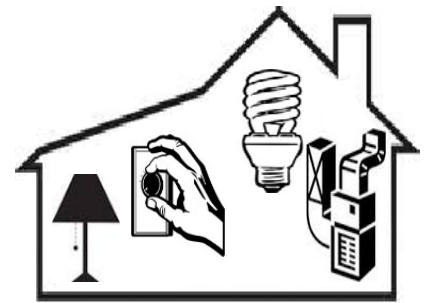
**DUPAGECOUNTY**



# LIHEAP

## What is LIHEAP?

- Low Income Home Energy Assistance Program
- Assists eligible households with gas and/or electric bills
- Eligibility is determined by household size, income, and type of fuel used
- Program year and priority periods vary

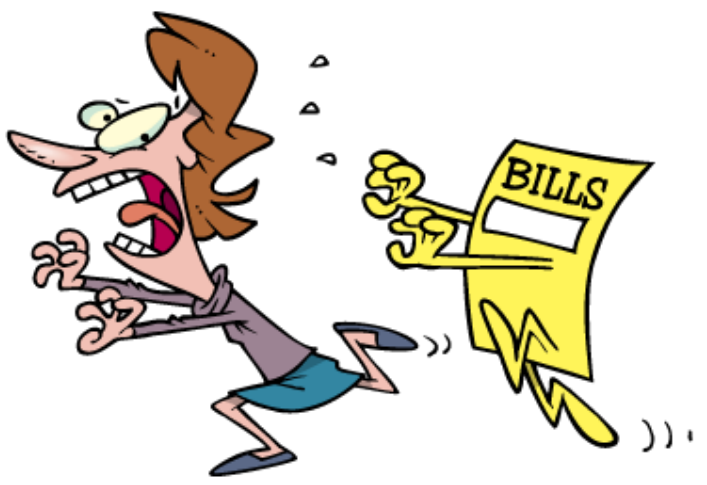




# LIHEAP – How households are helped

## PIPP (Percentage of Income Payment Plan)

- Alternative way to receive assistance besides traditional LIHEAP
- Client is enrolled in budget bill with utility company that offers a fixed payment each month determined by income and usage
- Limited enrollment period





# LIHEAP – How households are helped

## Furnace Assistance Component

- Offers emergency repairs or replacement of heating unit to eligible homeowners whose heating systems are NOT operational or have been determined unsafe

## ComEd Residential Hardship

- Based on ComEd's specific eligibility criteria
- Income –eligible, residential customers can apply for a grant based on need and availability of program funds





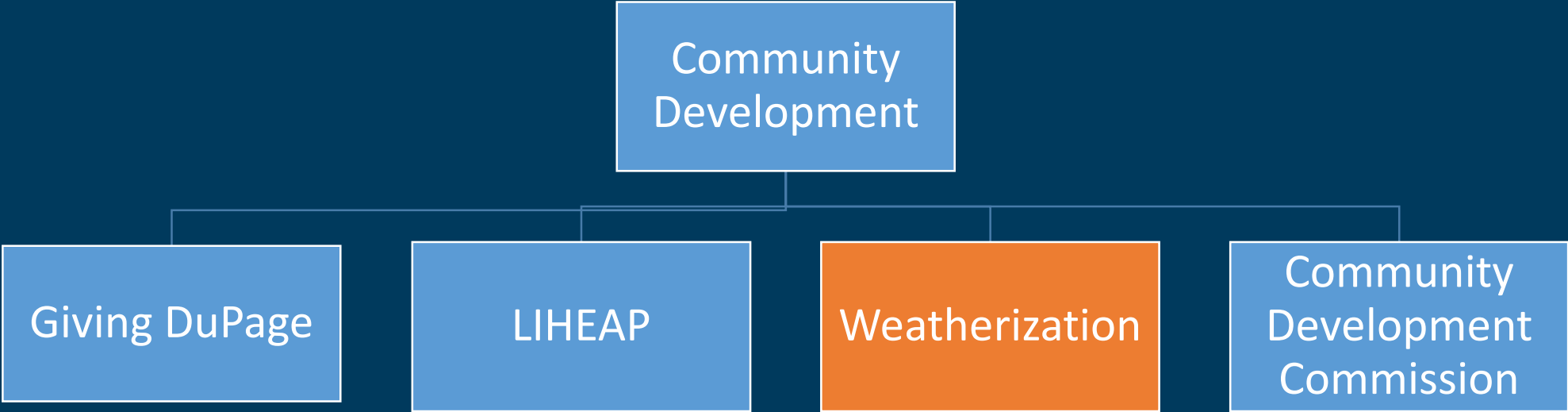
# Weatherization

**What is it**

**Who Qualifies**

**Who determines work**

**What do they assess**

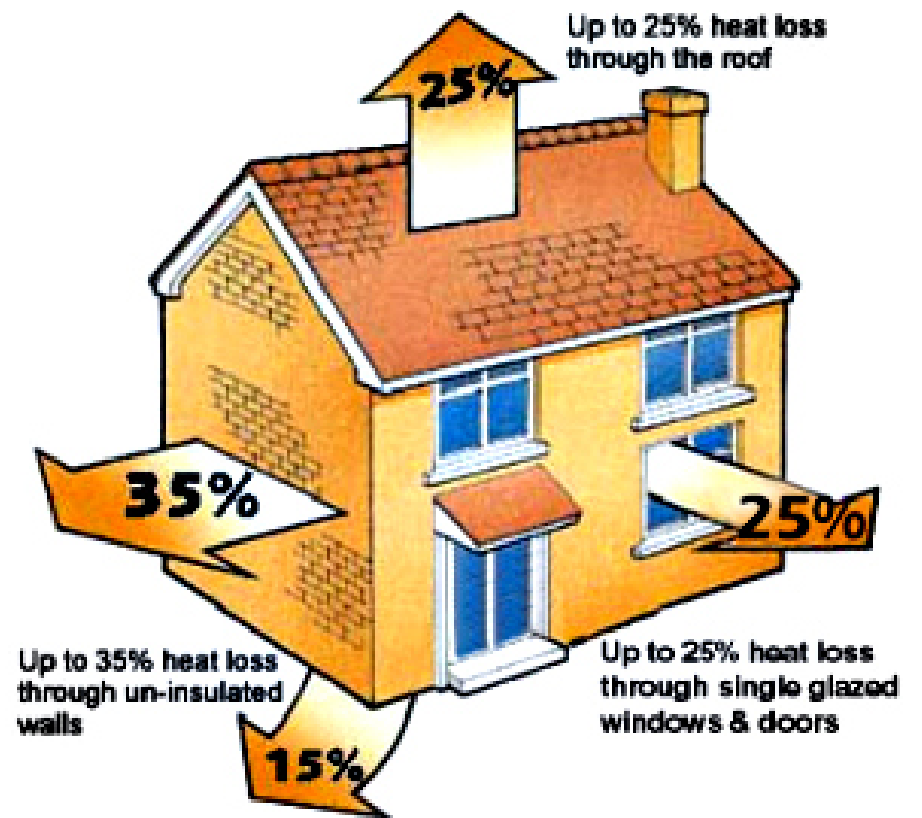




# Weatherization

## What is Weatherization?

- Weatherization is the process of making changes to an existing residence to save fuel and make the home more comfortable
- The goal is to save 20% to 30% of the current energy usage, lowering the utility bills





# Weatherization

## Who Qualifies?

- Homeowners
- LIHEAP approved
- Eligible Residents of Multifamily
- Low-income households
- Priorities are seniors and disabled clients

## Who does not Qualify?

- Renters
- Condos with common entryway (shared hallway)
- Homes for sale or in foreclosure
- Homes weathered in past 10 years

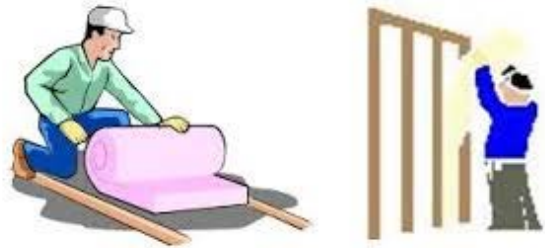




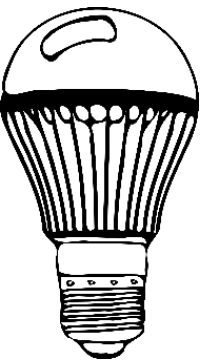
# Weatherization

## What do they look at?

- Weather stripping
- Water heaters
- Furnaces
- Light bulbs
- Carbon Monoxide detectors and smoke detectors



- Insulation in attic, walls, & crawl space
- AC Units (window, wall and central)
- Refrigerators
- Doors, windows, & sliding doors (limited)







# Community Development Commission





# Community Development Commission

The Community Development Commission is responsible for administering Federal funding that is awarded annually to entitlements by the Department of Housing and Urban Development (HUD). Estimated funding administered each year is \$6 million dollars, and an additional \$1 million dollars from DuPage County

Community Development Block Grant (CDBG)

Community Development Block Grant – Disaster Recovery *(not an annual allocation)* (CDBG-DR)

HOME Investment Partnerships Program (HOME)

Emergency Solutions Grant (ESG)

Human Service Grant Fund – *(DuPage County Funds)* (HSGF)



# Community Development Block Grant (CDBG)

## Single Family Rehabilitation Program

- Grant of up to \$15,000 to Repair Code Violations, Health, and Safety Structural Issues
- Low-moderate Income Households Eligible and Preference is Given to Special Populations
- Home Must be Owner Occupied and not Exceed the value limits as prescribed by HUD.
- Funds also Available for Lead Paint Abatement





# Community Development Block Grant (CDBG)

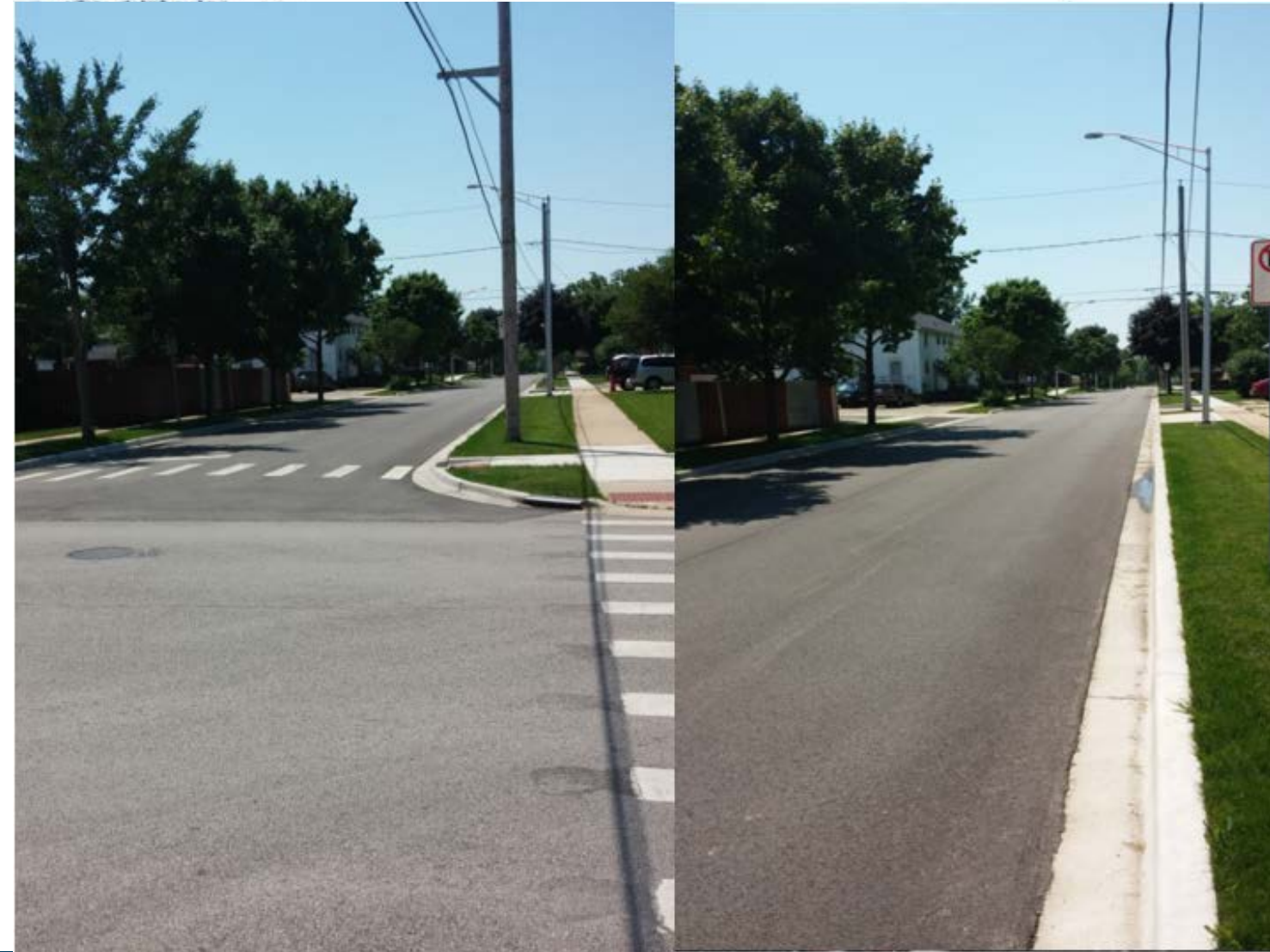
## Activities Include:

- Public Service – up to 15% for agencies that assist low income & special needs populations
- Capital Improvements – construction & rehab of public facilities that serve a low income population
- Neighborhood Investment - infrastructure projects & neighborhood resource centers in low to moderate income neighborhoods

## City of West Chicago – Wood Street Reconstruction

Infrastructure reconstruction project benefiting a low-moderate neighborhood

- Total Project Cost: \$856,984
- CDBG Funding: \$261,495
- Project provided new sewer lines, sidewalks, and repaved street





# Community Development Block Grant Disaster Recovery (CDBG-DR)

- \$31,526,000 for Disaster Recovery Projects Related to April 18, 2013 Flooding Event
- Roughly 47 Residential Flood Prone Properties to be Purchased and Converted to Open Space
- 3 Watershed Plans Completed for Future Stormwater Projects
- 15-20 Infrastructure Projects Primarily Benefitting Low-Income Neighborhoods

## Village of Carol Stream – Armstrong Park

- CDBG-DR Funding: \$9,460,000
- Two Reservoir System to Reduce Pollution
- Partnership with DuPage Stormwater Department





# HOME Investment Partnerships Program (HOME)

Activities include:

- First-time homebuyer down payment assistance
- Acquisition & Rehabilitation of affordable housing
- New Construction of affordable housing – rental & homebuyers
- Tenant Based Rental Assistance

## **Alden Senior Living Project**

New Construction of an Affordable Independent Living Building for Seniors ages 62 & older

- HOME funding: \$1,200,000
- 92 affordable units created





# Emergency Solutions Grants (ESG)

## Ending Homelessness Through The Five Components of ESG:

- **Street Outreach** – Unsheltered persons are engaged by outreach teams to connect them with emergency shelter, housing, or critical services & provide urgent, non-facility-based care.
- **Emergency Shelter** – Individuals & families are provided safe temporary housing and essential services to obtain and sustain permanent housing.
- **Homeless Prevention** – At risk persons are assisted in sustaining housing with financial assistance and case management services.
- **Rapid ReHousing** – Individuals & families are re-housed using a housing first model and case management services.
- **HMIS** – **Homeless Management Information System** is a national system for tracking homelessness.





# Human Service Grant Fund (HSGF)

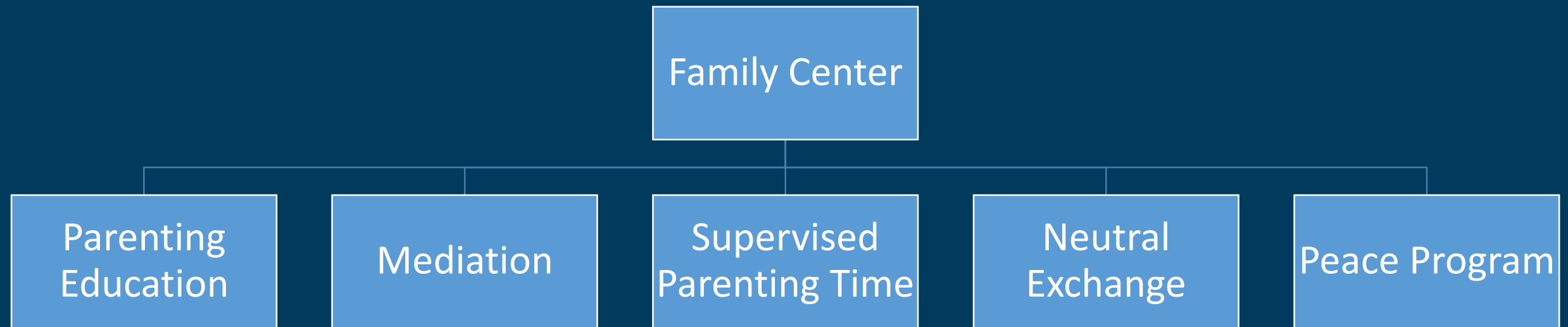
- Historically, up to \$1,000,000 dollars is provided from the DuPage County Board
  - Promotes self-sufficiency and help families and achieve independence
  - Ensure protection of children and other vulnerable residents
  - Maximize prevention opportunities to strengthen families well being
- Eligible organizations must be not for profit and with at least a three year presence in DuPage County
- Upwards of 60 agencies are awarded an average of \$17,000
- Estimated 80,000 persons served annually







# Family Center





# Who do we serve?

- Families in transition
- Families in which parents live separately
- Never-married families and divorcing families who are in court for parenting time, decision making and child support
- Families with orders of protection and a history of domestic violence
- Families with substance abuse, child abuse and/or anger issues
- High conflict families





# Where we are located

- Our address is 422 N. County Farm Road
- We are between the train tracks and Care Center on West side of County Farm Road
- We have two entrances, two parking lots and two waiting rooms
- We are open 7 days a week
- We are a child-friendly, safe environment





# What do we do?

- We educate parents about the effects of their break up on their children (**Parent Education**)
- We mediate schedules of parenting time and who will make what decisions about the children (**Mediation**)
- We supervise time between parents and their children when there is a court order to do so (**Supervised Parenting Time**)
- We transfer children between their parents for parenting time and help parents communicate (**Neutral Exchange**)
- We provide conflict management groups for parents (**PEACE**)





# How to Contact

## Phone:

**(630) 407-6500**

**1-800-942-9412 (Toll Free)**

**(630) 407-6502 (TDD)**

## Email:

**Intake and Referral : [csprograms@dupageco.org](mailto:csprograms@dupageco.org)**

**Community Resource Information System: [CommunityPoint@dupageco.org](mailto:CommunityPoint@dupageco.org)**

**Senior Services: [seniorsvcs@dupageco.org](mailto:seniorsvcs@dupageco.org)**

**Housing Supports and Self-Sufficiency: [housing@dupageco.org](mailto:housing@dupageco.org)**

**Community Development: [Communitydevelopment@dupageco.org](mailto:Communitydevelopment@dupageco.org)**

**Giving DuPage: [givingdupage@dupageco.org](mailto:givingdupage@dupageco.org)**

**Family Center: [familycenter@dupageco.org](mailto:familycenter@dupageco.org)**



# IMPACT DUPAGE

DRIVING DUPAGE FORWARD

## VISION

**Impact DuPage** is committed to **creating a common understanding of community needs, gaps, and priorities that will advance the well-being of the DuPage County community.**

## **STEERING COMMITTEE MEMBERS**

DuPage County Health Department  
DuPage Federation on Human Services Reform  
DuPage County Public Defender's Office  
United Way of DuPage/West Cook  
AMITA Health  
DuPage County Community Services  
Edward-Elmhurst Healthcare  
DuPage Health Coalition

Metropolitan Family Services DuPage  
People's Resource Center  
Northwestern Medicine  
DuPagePads  
DuPage Foundation  
DuPage Medical Group  
Advocate Good Samaritan Hospital  
Prairie State Legal Services  
workNet DuPage



2019-2021

# STRATEGIC ISSUES



## Behavioral Health

How do we strengthen prevention and treatment of behavioral health issues for residents of DuPage County?



## Health Status Improvement

How do we build a person-centered model of healthcare that is efficient and effective, creates meaningful access to care for all, and demonstrably improves health status?



## Affordable Housing


How do we develop affordable housing that meets the demographic profile of the county?

# IMPACT DUPAGE COMMUNITY DASHBOARD

## Community Dashboard

### Community Health Dashboards

Learn about your community's health and wellness. Compare indicators for your community against state averages, county values, and target goals. Discover areas of excellence and improvement in your community.

 Search by Keyword

Find an Indicator 

OR

Find a Location  



#### Build a Custom Dashboard

Search for indicators by location, topics, age group, classification, subgroup, or comparison.



#### Hospitalization Data

View indicators about hospitalization and ER rates in DuPage County



#### Social Determinants of Health Dashboard

View indicators that relate to social determinants of health such as the economy, education, social environment, safety, and transportation.



#### All Data

This dashboard contains data for all indicators at all locations

# CONTACT US

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