Be in the Know:
DuPage County Resources for Community Services

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Intake and Referral (I&R)

Community Service Block Grant (CSBG) Programs

Department Emergency Planning

Homeless Management Information System (HMIS)

Community Resource Information System (CRIS)
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

DUPAGE COUNTY
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
Community Resource Information System (CRIS)

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

- 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
Go to [www.dupagecris.org](http://www.dupagecris.org)
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
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
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
- LIHEAP
- Weatherization
- Community Development Commission
**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
- 1,514 volunteer connections in 2018
- Average of 4 volunteers per day
- Connected over 10,000 volunteers since 2006

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

Giving DuPage
Board Match Program

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

Nonprofit Capacity Building: Training & Professional Development

Annual Training Workshop

Host a large training workshop or conference with 250 attendees
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
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 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

Who does not Qualify?
• Renters
• Condos with common entryway (shared hallway)
• Low-income households
• Priorities are seniors and disabled clients
• 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)
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.

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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
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
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
• 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
Community Resource Information System: CommunityPoint@dupageco.org
Senior Services: seniorsvcs@dupageco.org
Housing Supports and Self-Sufficiency: housing@dupageco.org
Community Development: Communitydevelopment@dupageco.org
Giving DuPage: givingdupage@dupageco.org
Family Center: familycenter@dupageco.org
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.
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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?
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.

- **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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