2023

Community Needs Assessment Report

COMMUNITY FOUNDATION OF THE FOX RIVER VALLEY

DUNHAM FOUNDATION

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Primary Area of Concern (Nonprofit Survey)

Mental/Behavioral Health	56.3%
Transportation	38.3%
Inequity in jobs, health, housing	36.9%
Homelessness/affordable housing	34%
Food insecurity/hunger	25.2%
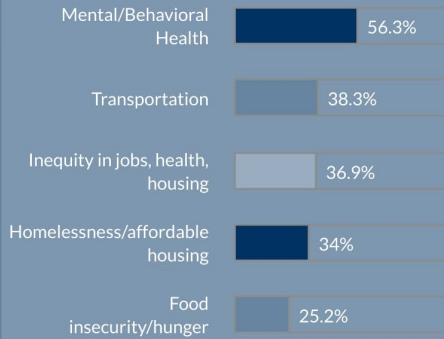
Primary Area of Concern (Community Survey)

Access to mental/behavioral health services	41.8%
Safe and affordable housing	33.1%
Homelessness and affordable housing	31.5%

(scale: 0, 20, 40)
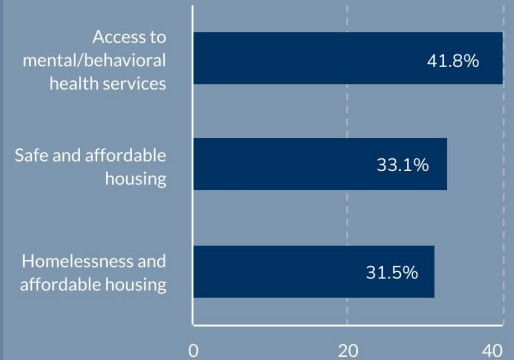
Key Informant Interviews

- Influx of demand for healthcare/mental healthcare
- Compounding trauma for families: working & low-income families disproportionately affected
- Inequities amongst opportunities children have:
  - schools with more funding located in wealthier areas of town, offer more after school programming, field trips, better funded classrooms

Focus Groups

- Access to health services
- Childcare & early childhood education
- Economic concerns
- Food insecurity
- Gaps in knowledge/awareness of community resources
- Housing
- Mental Health
- Transportation

SECONDARY DATA & ENVIRONMENTAL SCAN

Alcohol & Drug Use

Healthcare Access & Quality

Housing & Homelessness

Mental Health & Mental Disorders

Other Conditions

Environmental Scan/Literature Review

Economic Concerns

Early Childhood Education

Nonprofits needs

KANE & KENDALL COUNTY

Introduction & Purpose

This report presents the findings of a comprehensive Community Needs Assessment (CNA) conducted in Kane and Kendall counties in Illinois, from 2022-2023. The CNA was designed to systematically identify the needs and resources of the community, using a variety of data sources, including data indicators, interviews, surveys, and focus groups with community stakeholders. The purpose and scope of the assessment were defined, and a target population and geographical area were determined. Data was gathered from various sources, analyzed, and synthesized to identify trends, patterns, and gaps in the data.

Through a comprehensive analysis, the Community Needs Assessment identified key needs and resources within the community, offering an opportunity to develop effective strategies to address them. The assessment report will be shared with the community and relevant stakeholders to support communication and collaboration. The assessment also provided insight into the services offered by various organizations, including nonprofits, social services, government agencies, and behavioral health/mental health services. The CNA's ultimate goal is to provide an impartial understanding of the community's needs and resources, allowing for effective strategies to be developed and progress to be monitored through tracking and evaluation activities.

This report includes a description of:

- The community demographics and population served;
- The process and methods used to obtain, analyze and synthesize primary and secondary data;
- The significant needs in the community, taking into account the needs of uninsured, low-income, and marginalized groups;
- The process and criteria used in identifying certain needs as significant and prioritizing those significant community needs.

Project Goals

The central goals of the CNA include the following:

Understand the impact of services provided by different organizations in Kane and Kendall Counties and examine if there are dependencies on these services and support systems.

Find any gaps in services and areas of need.

Learn about the funding and challenges faced by nonprofits and how policies affect their operations.

Determine if services are equally available to all racial and ethnic groups and if everyone feels included and able to access them.

Examine the services provided by different organizations such as nonprofits, schools, government agencies, healthcare organizations, arts groups, and humanitarian organizations.

Acknowledgements

The tireless efforts of dedicated individuals and organizations working towards community improvement have been essential to the success of this valuable work. The Community Foundation of the Fox River Valley (CFFRV) and Dunham Foundation (DF) are grateful for the participation of many committed local partners and external stakeholders, whose invaluable contributions of time and expertise were crucial in guiding the development of this Community Needs Assessment.

Foundations

THE COMMUNITY FOUNDATION OF THE FOX RIVER VALLEY (CFFRV)

Established in 1948 by a small group of philanthropists, the Community Foundation of the Fox River Valley (CFFRV) connects people who care with causes that matter. CFFRV is a collection of individual funds and resources given by local citizens to enhance and support the quality of life in the Fox River Valley of Illinois. The mission of CFFRV is to provide effective and rewarding ways for donors to fulfill their philanthropic objectives.

CFFRV is a tax-exempt public charity that allows individuals, businesses, and other nonprofit organizations to establish permanent endowment and temporary funds within the confines of one large foundation. CFFRV funds are used to provide grants to nonprofit organizations and scholarships to area students throughout its primary service area of the Greater Aurora Area, Kane and Kendall counties in Illinois, and beyond, with the support of a committed Board of Directors and many volunteers.

For more information on the Community Foundation of the Fox River Valley, please visit its website at www.cffrv.org

DUNHAM FOUNDATION (DF)

John C. Dunham was raised in Aurora, IL, after his family relocated from Pennsylvania. As an adult, John grew his father's company, Equipto, into a world-renowned space utilization business in the city that he cherished.

The Dunham Foundation was established in 1996 to "make the world a more comfortable, safer place for mankind to live and prosper." The Foundation became active shortly after John passed away in 2006, with the first grants awarded in 2007.

Honoring John's love of education – and his life and career as an entrepreneur, manufacturer, and mentor – the Dunham Foundation strives to honor his vision for building a healthy, thriving community. We are committed to providing positive, multi-generational support to all individuals and families in the greater Aurora area. We believe that this support lays the groundwork for successful generations to come and builds infrastructure for a community where all can thrive.

The Dunham Foundation (DF) invests in the areas of Education, Economic Growth, and Community, investing more than $55 million through over 700 grants to 210 nonprofits serving the communities in the Dunham Foundation Service Area.

For additional information on Dunham Foundation, please visit its website at www.dunhamfoundation.org.

Consultants

The Community Foundation of the Fox River Valley and Dunham Foundation engaged with Conduent Healthy Communities Institute (HCI) to conduct the Community Needs Assessment. HCI collaborates with clients nationwide to improve community health outcomes through needs assessments, strategy
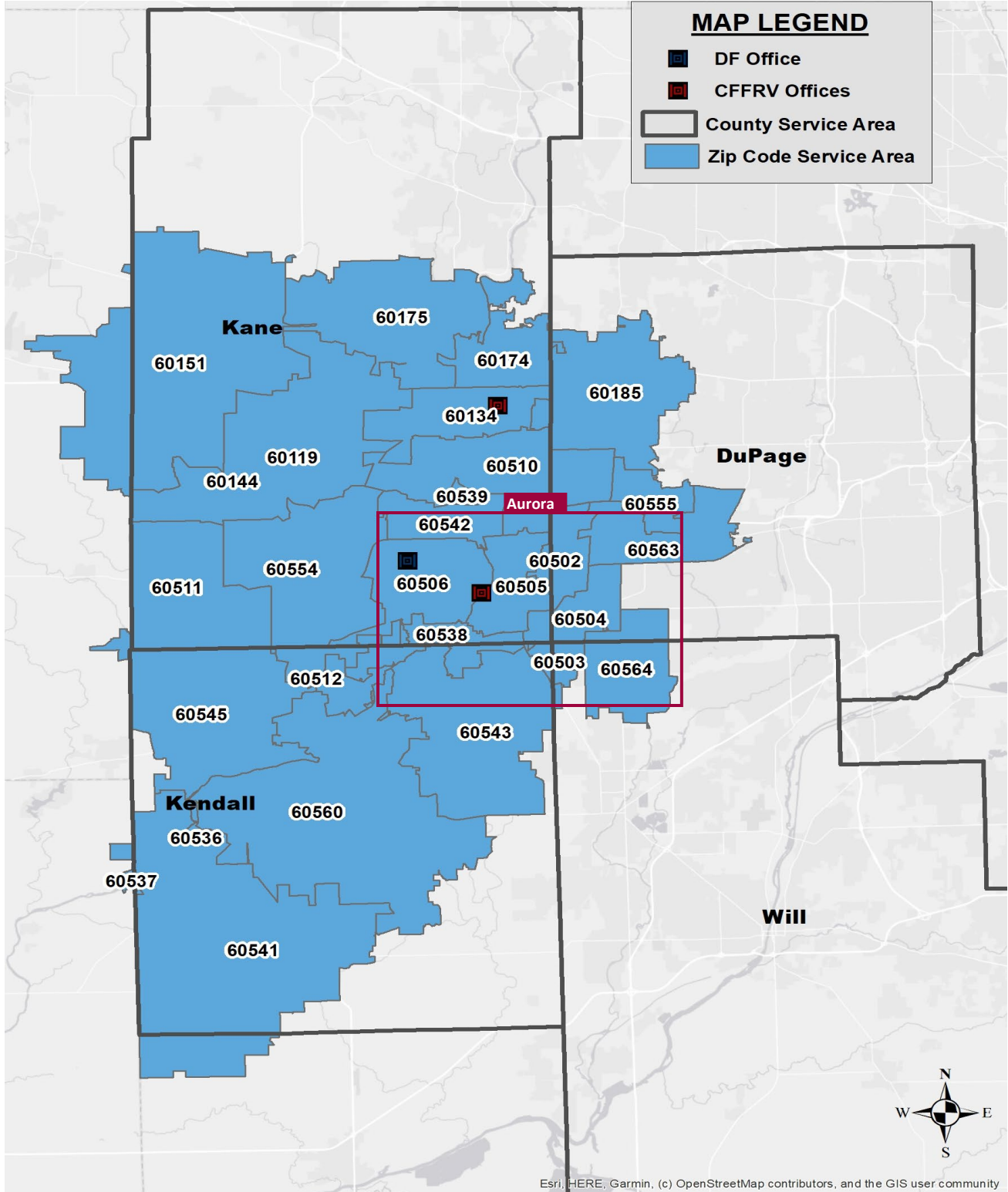
development, intervention program identification, monitoring system establishment, and performance evaluation implementation. To learn more about Conduent Healthy Communities Institute, please visit www.conduent.com/community-population-health.

The following HCI team members contributed to the development of this report: Maudra R. Brown, MPH CHES APM PAHM, Public Health Consultant; Olivia Dunn, Community Data Analyst; Gautami Shikhare, Research Assistant, MPH; Era Chaudhry, Senior Professional Services Analyst; and Dari Goldman, MPH, Senior Project Specialist.

Service Area

The service area for The Community Foundation of the Fox River Valley and Dunham Foundation is defined within Kane County and Kendall County, both in practice and for the purposes of this assessment. Figure 1 illustrates the CFFRV & DF Service Area. Secondary data utilized in this assessment was collected at the county level and compared against national, state, and comparison county figures, as well as Healthy People 2030 goals when available.

Figure 1. CFFRV & DF Service Area

MAP LEGEND
- DF Office
- CFFRV Offices
- County Service Area
- Zip Code Service Area

Kane
DuPage
Kendall
Will
Aurora

60175
60151
60174
60185
60134
60119
60510
60144
60539
60555
60542
60502
60563
60554
60506 60505
60511
60504
60538
60503 60564
60512
60543
60545
60560
60536
60541
60537

Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community

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Demographics

The demographics of a community significantly impact its well-being profile, encompassing physical, environmental, and social factors. Different racial, ethnic, age, and socioeconomic groups may have unique needs and require varied approaches toward community improvement efforts. The following section explores the demographic profile of The Community Foundation of the Fox River Valley and Dunham Foundation.
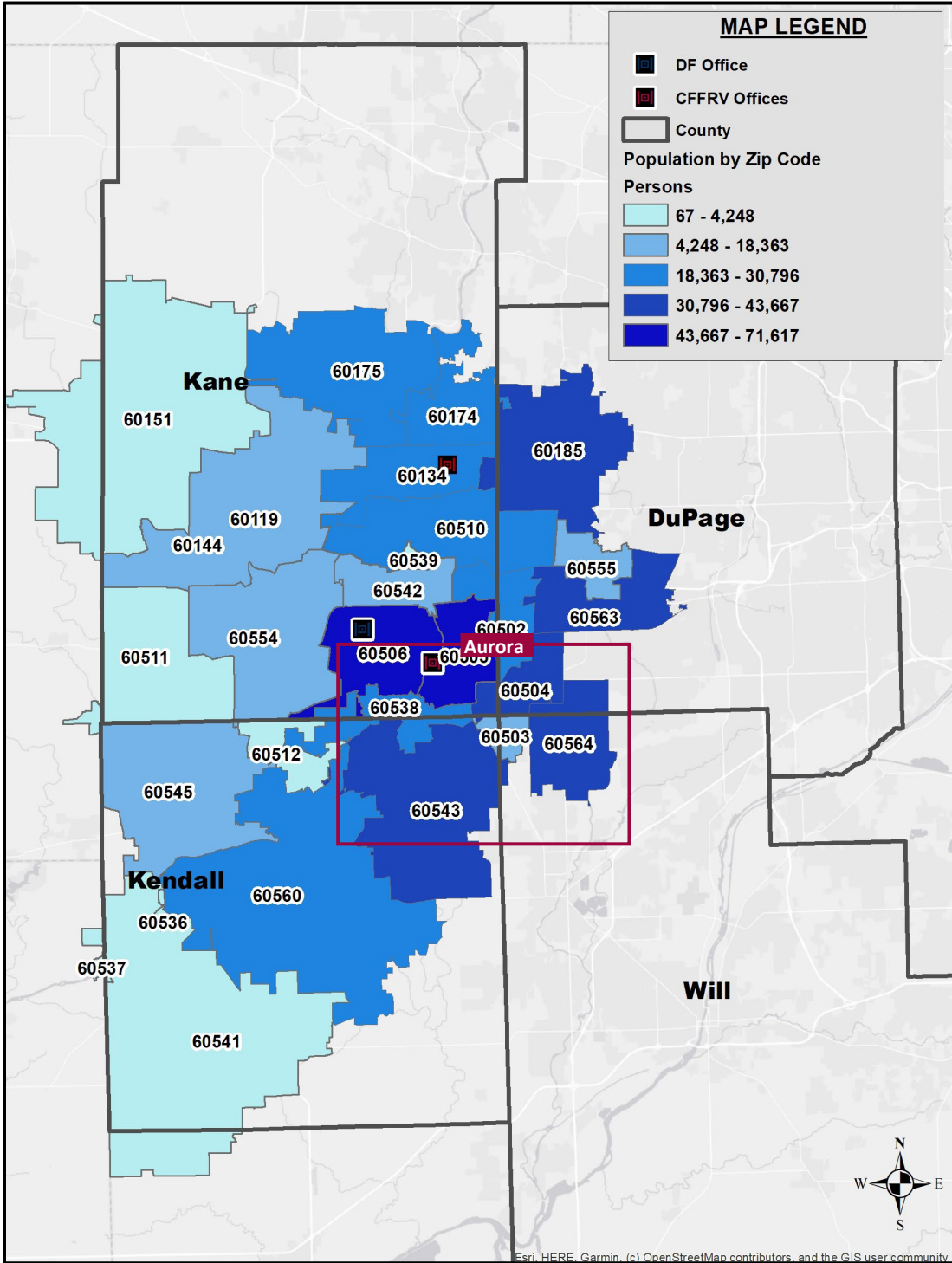
Demographic Profile

All demographic estimates are sourced from American Community Survey (ACS) (2016-2020) data unless specified. Conduent HCI platforms include several national indicators at various geographic levels from the American Community Survey. The American Community Survey is an ongoing survey that provides vital information on a yearly basis about the nation and its people. It is the premier source for detailed population and housing information, and therefore, provides very robust and relevant data related to health and factors that affect community well-being.[1]

Population

According to ACS (2016-2020), population estimates, Kane County and Kendall County have an estimated population of 531,756 and 127,583 persons, respectively. Figure 2 shows the population breakdown for The Community Foundation of the Fox River Valley and Dunham Foundation by ZIP code. The numerical population size for each ZIP code is provided in Appendix F.

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[1] Conduent Healthy Communities Institute. American Community Survey (ACS). American Community Survey (ACS) – Conduent Healthy Communities Institute (healthycities.org)

Figure 2. Population Size by ZIP Code

MAP LEGEND

▣ DF Office
▣ CFFRV Offices
▢ County

Population by Zip Code
Persons

- 67 - 4,248
- 4,248 - 18,363
- 18,363 - 30,796
- 30,796 - 43,667
- 43,667 - 71,617

Kane

60175
60151
60174
60185
60134
60119
60510
60144
60555
60539
60542
60563
60554
60502
60511
60506   60505 Aurora
60504
60538
60503   60564
60512
60543
60545
60560
Kendall
60536
60537
Will
60541

DuPage

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Age

Figure 3 displays the age group distribution of the population in Aurora, Kane County, and Kendall County. Aurora and both counties exhibit proportions that are slightly higher than the national and state averages for the age groups 'below 5', '5-14 years', and '15-19 years'. Additionally, Aurora and Kendall County have a higher percentage of young individuals aged '20-44 years' compared to the state and national figures.

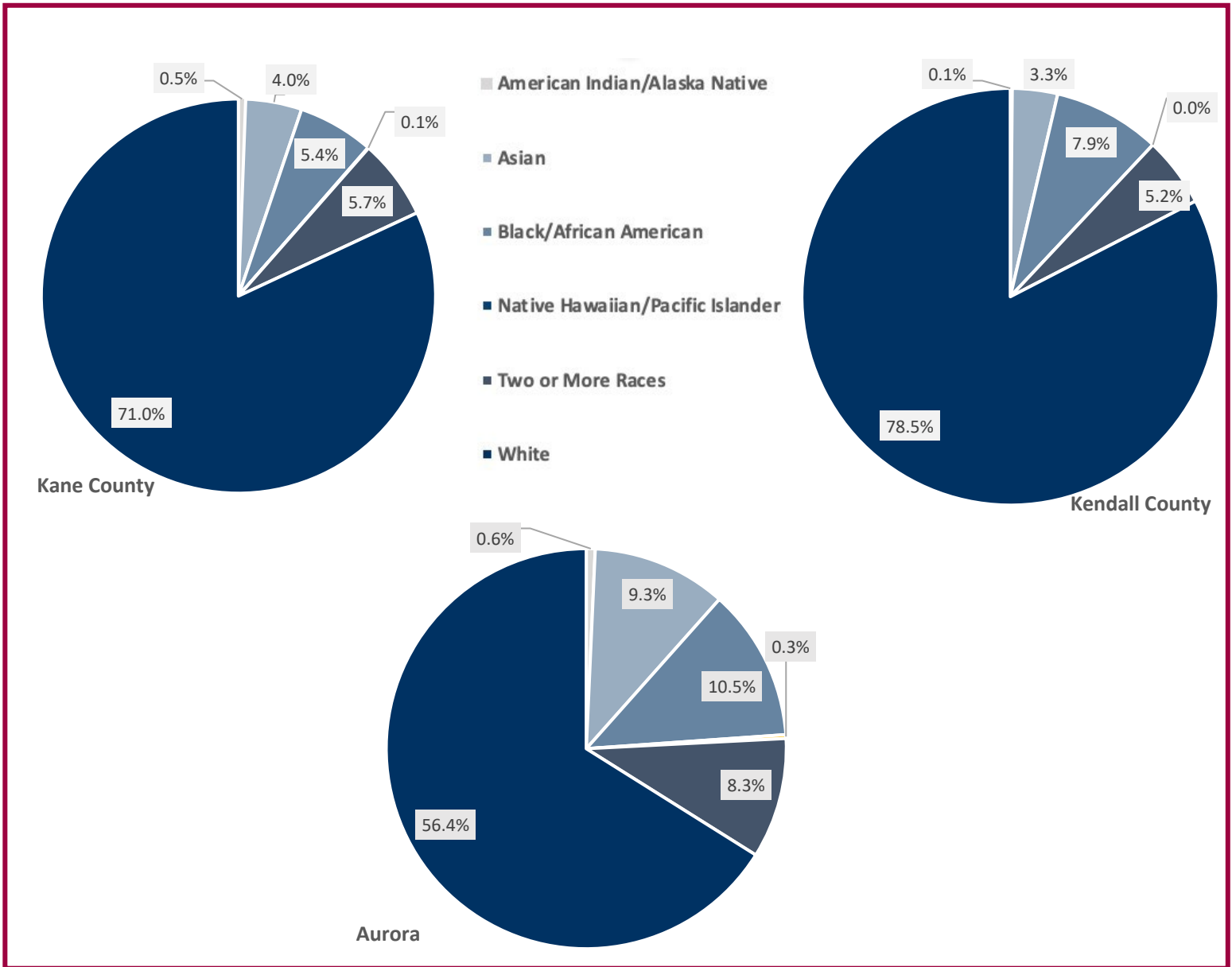**Figure 3. Percent Population by Age: Aurora, County, State, and U.S.**
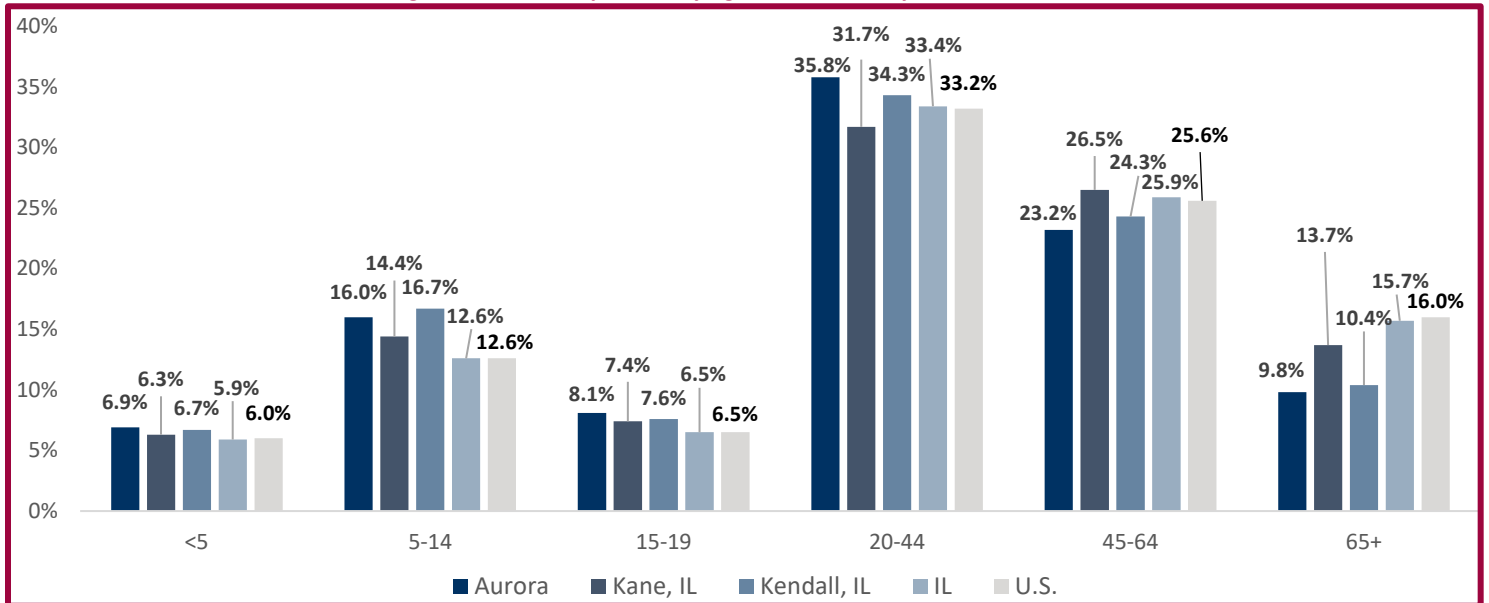
*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

Race and Ethnicity

Considering the racial and ethnic composition of a population is important in planning for future community needs, particularly for schools, businesses, community centers, healthcare, and childcare. Analysis of social and economic determinants data by race and ethnicity can also help identify disparities in housing, employment, income, and poverty.
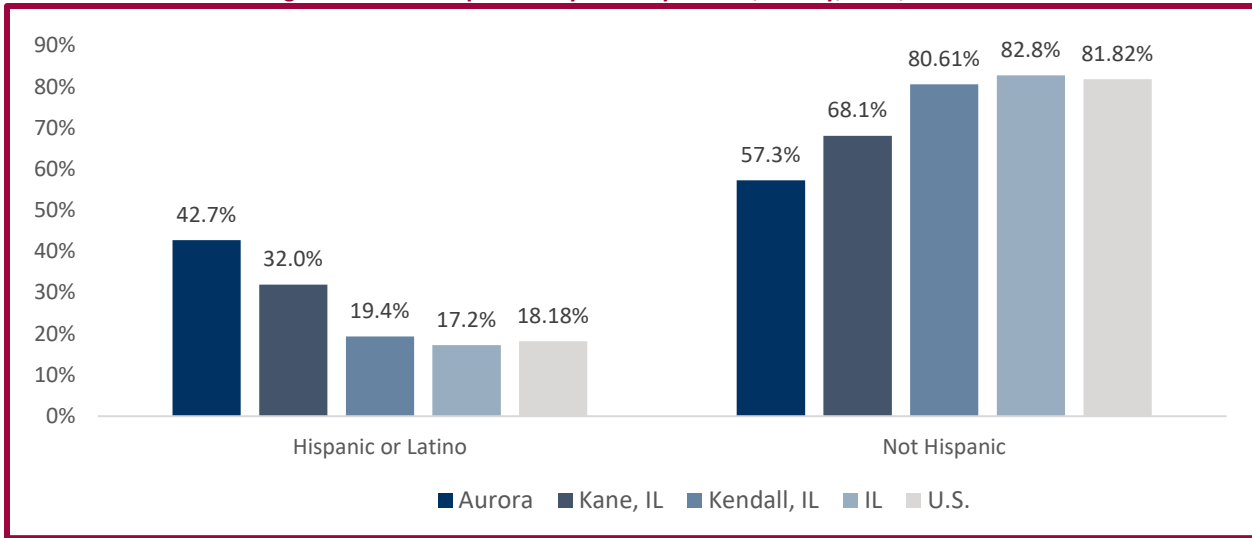
The racial makeup of Kane County, Kendall County, and Aurora shows 71.0%, 78.5%, and 56.4% of the population identifying as White, as indicated in Figure 4.

Figure 4. Percent Population by Race: Kane County, Kendall County, and Aurora

Legend:
- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Pacific Islander
- Two or More Races
- White

Kane County
- 0.5%
- 4.0%
- 5.4%
- 0.1%
- 5.7%
- 71.0%

Kendall County
- 0.1%
- 3.3%
- 7.9%
- 0.0%
- 5.2%
- 78.5%

Aurora
- 0.6%
- 9.3%
- 10.5%
- 0.3%
- 8.3%
- 56.4%

*Aurora, and County values- American Community Survey (ACS) (2016-2020)

Figure 5. Percent Population by Ethnicity: Aurora, County, State, and U.S.

|	Hispanic or Latino	Not Hispanic
Aurora	42.7%	57.3%
Kane, IL	32.0%	68.1%
Kendall, IL	19.4%	80.61%
IL	17.2%	82.8%
U.S.	18.18%	81.82%

*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

Language and Immigration

Understanding countries of origin and difficulty in speaking the English language can help inform the cultural and linguistic context. According to the American Community Survey, 25.6% and 17.3% of residents in Aurora and Kane County were born outside the U.S., which is higher than the state value at 13.9% and national value at 13.5%. Whereas; 10.1% of residents in Kendall County were born outside the U.S., which is lower than the state value at 13.9% and national value at 13.5%.

Figure 6. Percent Of Foreign National/Migrants: Aurora, County, State, and U.S.

Aurora	Kane, IL	Kendall, IL	IL	U.S.
25.6%	17.3%	10.1%	13.9%	13.5%
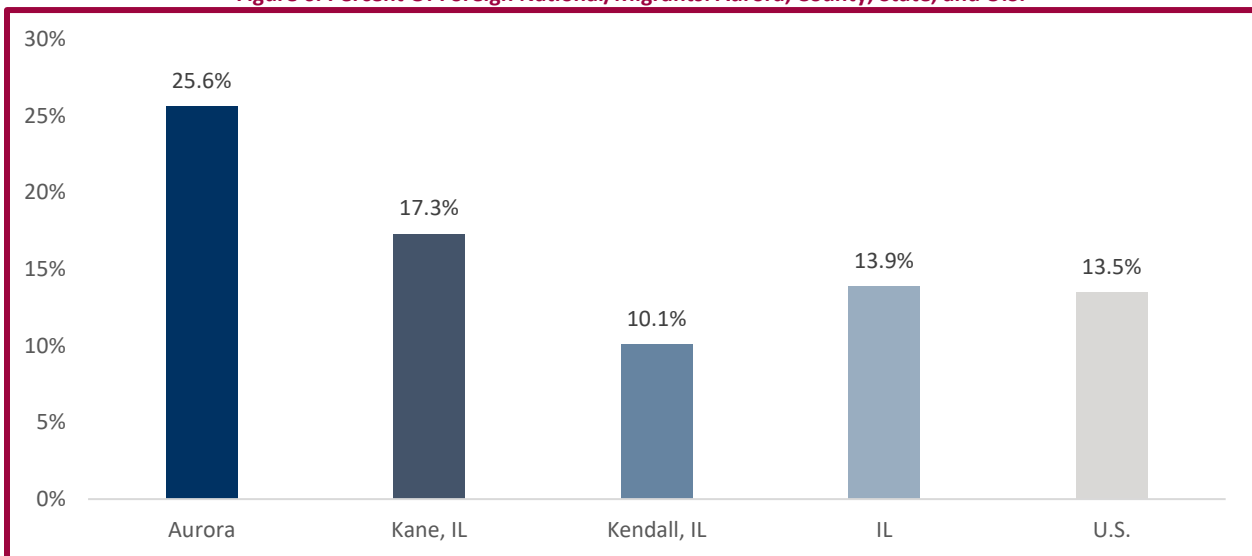
*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

The indicator Linguistic Isolation shows the percentage of households in which every member aged 14 years or older has some difficulty speaking English. Households that are linguistically isolated may have difficulty accessing services that are available to fluent English speakers. The data (Figure 7) indicate that only 1.9% of households in Kendall County are linguistically isolated which is less than both the state and national percentages. However, Aurora (7.7%) and Kane County (4.3%) have a higher percentage of households that are linguistically isolated.

Figure 7. Linguistic Isolation: Aurora, County, State, and U.S.
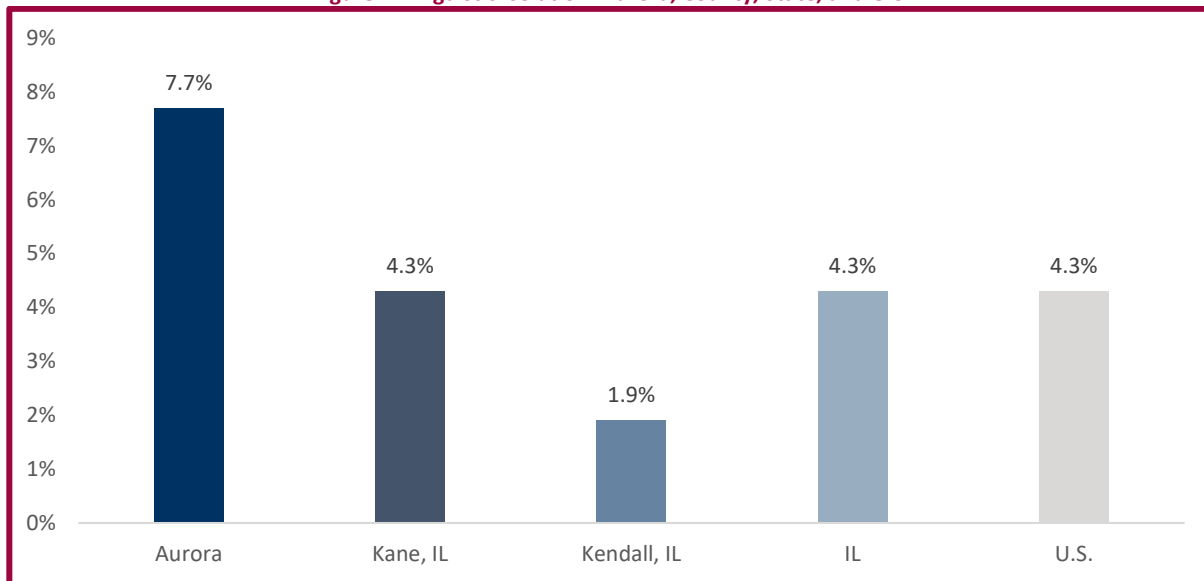
*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

Social & Economic Determinants

This section explores the economic, environmental, and social determinants impacting Kane and Kendall communities. Social determinants are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. The Social Determinants of Health can be grouped into five domains. Figure 8 shows the Healthy People 2030 Social Determinants of Health domains (Healthy People 2030, 2022).

Figure 8. Healthy People 2030 Social Determinants of Health Domains


Geography and Data Sources

In this section, the data is presented with consideration to the geographic level available, such as ZIP code and/or county, depending on the availability of data. Where possible, comparisons are made with county, state, and/or national values to provide context. It is important to note that county-level data might not fully capture the nuances at the ZIP code level, as different communities may have varying conditions. Analyzing indicators at the ZIP code level can reveal disparities that may not be apparent when examining data at a broader level. The estimates used in this report are primarily sourced from the American Community Survey (ACS) (2016-2020), unless otherwise specified.

Income

The association between income and morbidity and mortality has been demonstrated, with impacts on community stemming from multiple factors including clinical, behavioral, social, and environmental factors. Individuals with higher income tend to have longer life expectancies and a decreased likelihood of developing conditions such as heart disease, diabetes, obesity, and stroke. Poor community well-

being may also restrict income by limiting individuals' capacity to work.[2] The Median Household Income for Aurora is $74,659, for Kane County is $83,374 and for Kendall County is $96,854, which is higher than the state value of $68,428 and national value of $64,994 (Figure 9).

Figure 9. Median Household Income: Aurora, County, State and U.S. Comparisons
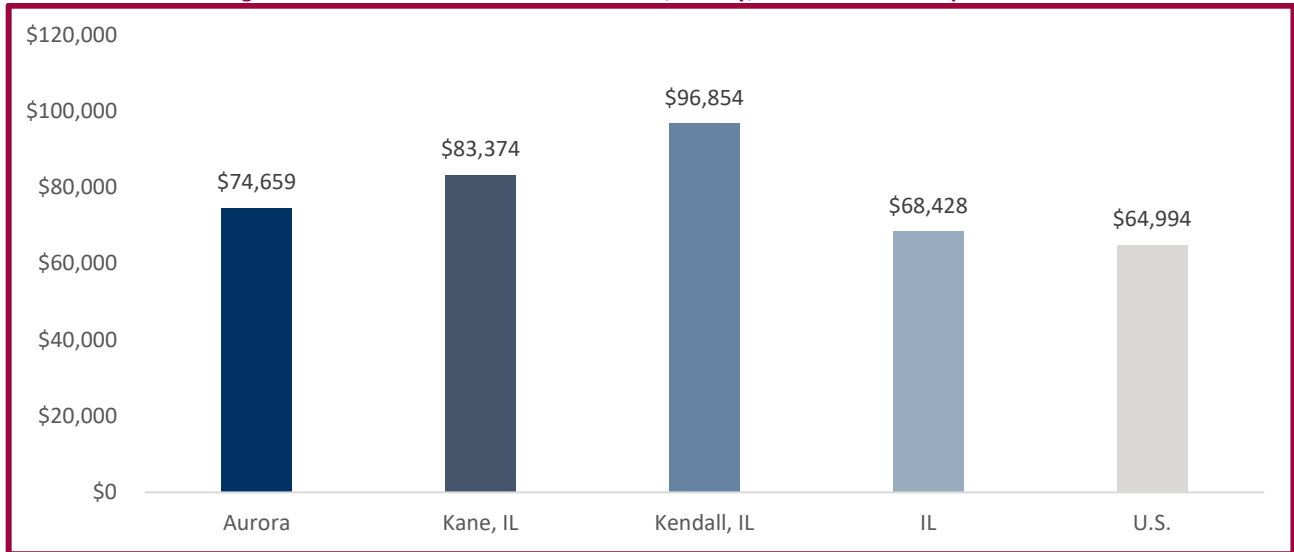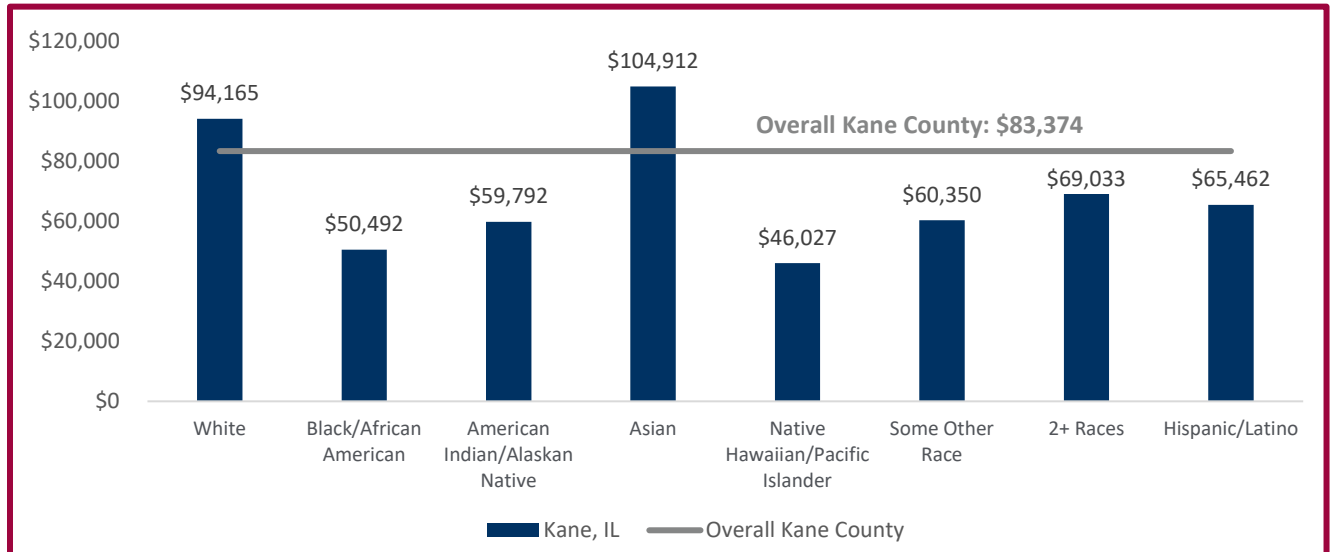

*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

Figure 10 shows the Median Household Income by race and ethnicity for Kane County. Two groups – White and Asian – have Median Household Income above the overall median value ($83,374). All other races have incomes below the overall value, with Native Hawaiian/Pacific Islander populations having the lowest Median Household Income at $46,027, Black/African American populations at $50,492, American Indian/Alaskan Native populations at $59,792, and Hispanic/Latino populations at $65,462.

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[2] Robert Wood Johnson Foundation. Health, Income, and Poverty. https://www.rwjf.org/en/library/research/2018/10/health--income-and-poverty-where-we-are-and-what-could-help.html

Figure 10. Median Household Income by Race/Ethnicity: Kane County

Figure 11 shows the Median Household Income by race and ethnicity for Kendall County. Two groups – White and Asian – have Median Household Income above the overall median value ($96,854). All other races have incomes below the overall value, with Some Other Race populations having the lowest Median Household Income at $66,982.

Figure 11. Median Household Income by Race/Ethnicity: Kendall County
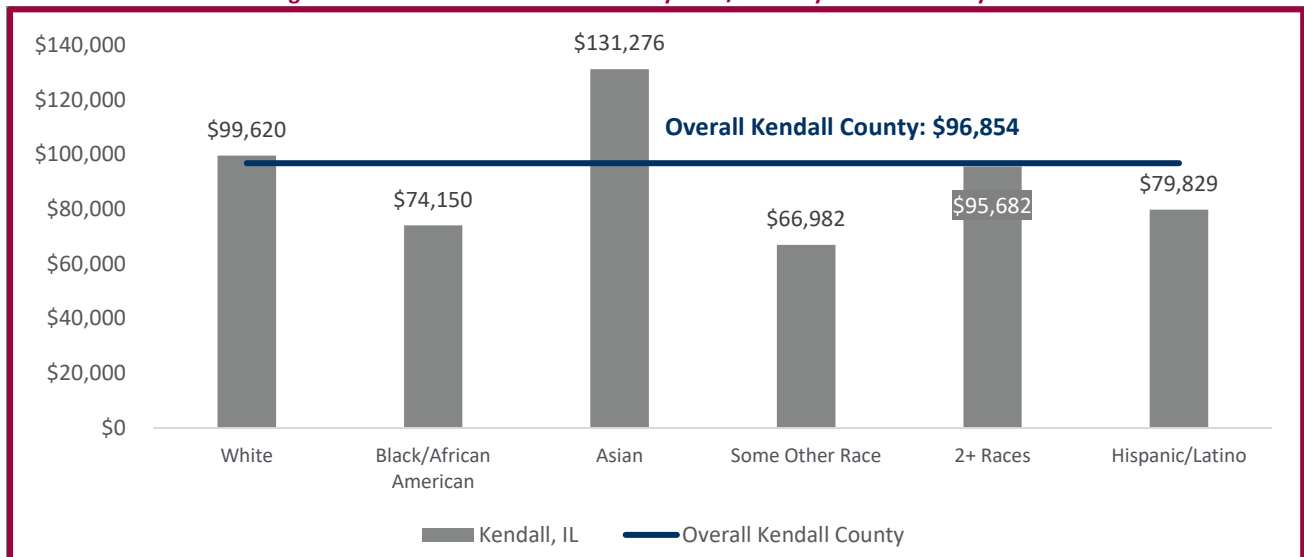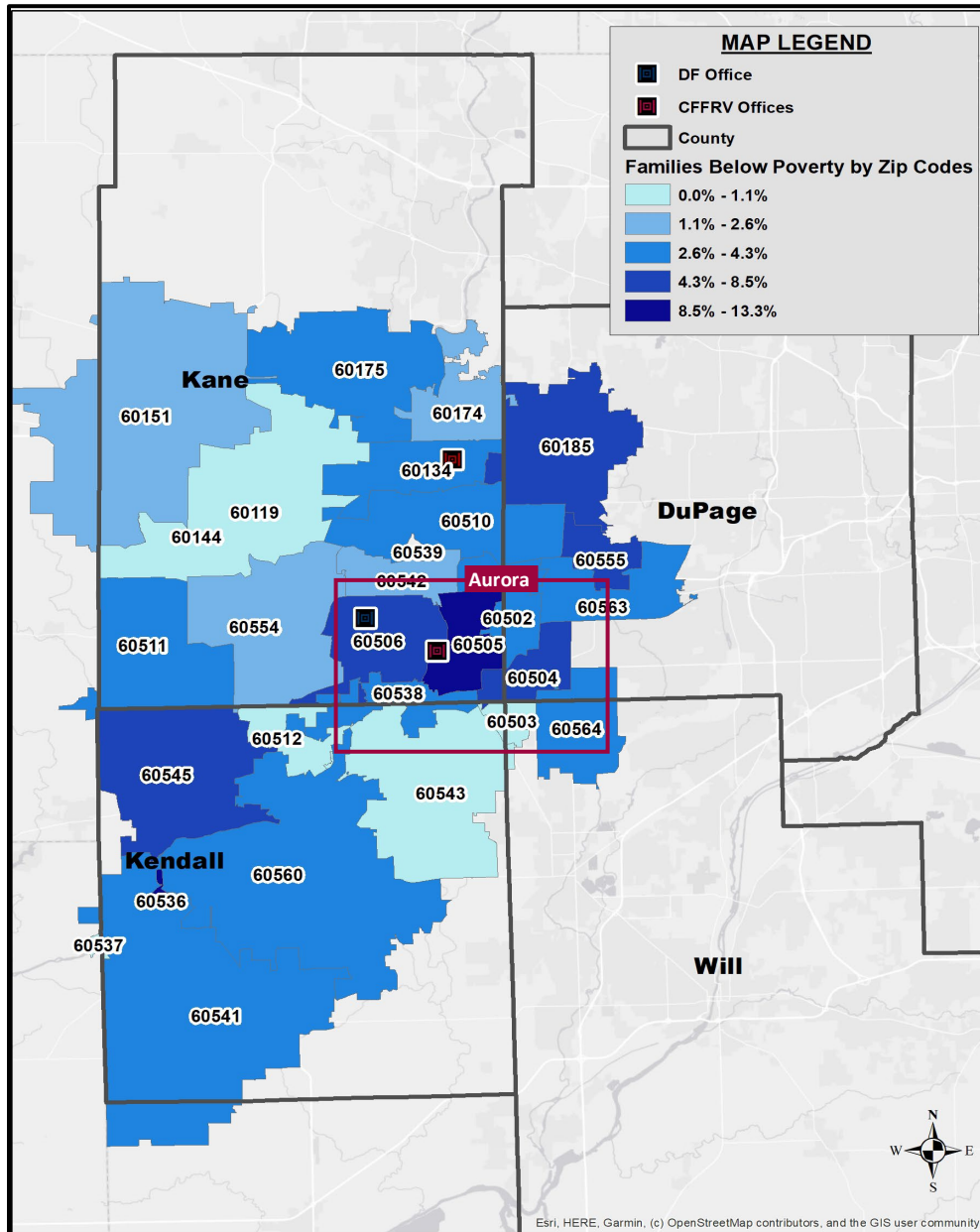
Poverty

The Census Bureau sets annual federal poverty thresholds that vary based on the size of a family and the ages of its members. Individuals living in poverty often face barriers to accessing community resources such as healthcare, healthy food, stable housing, and opportunities for physical activity. As a result of

these disparities, those living in poverty are at a greater risk for experiencing negative outcomes and premature death from preventable diseases.[3]

Figure 12 shows the percentage of Families Living Below Poverty Level by ZIP code. The darker blue colors represent a higher percentage of Families Living Below Poverty Level, with ZIP codes 60505 (Aurora) and 60536 (Millbrook) having the highest percentages at 13.3% and 11.5%, respectively. Overall, 6.2% and 3.0% of families in Kane County and Kendall County, respectively, live below the poverty level, which is lower than both the state value of 8.4% and the national value of 9.1%. The percentage of families living below poverty for each ZIP code is provided in Appendix F.

Figure 12. Percent Families Living Below Poverty Level: ZIP Code

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[3] U.S. Department of Health and Human Services, Healthy People 2030. https://health.gov/healthypeople/objectives-and-data/browse-objectives/economic-stability/reduce-proportion-people-living-poverty-sdoh-01

Employment

A community's employment rate is a key indicator of the local economy. An individual's type and level of employment impacts access to healthcare, work environment, behaviors, and overall well-being. Stable employment can help provide benefits and conditions for maintaining good health. In contrast, poor or unstable work and working conditions are linked to poor physical and mental health outcomes.

Unemployment and underemployment can limit access to health insurance coverage and preventive care services. Underemployment is described as involuntary part-time employment, poverty-wage employment, and insecure employment.[4]

Type of employment and working conditions can also have significant impacts on health. Work-related stress, injury, and exposure to harmful chemicals are examples of ways employment can lead to poorer well-being.

Figure 13 shows the population aged sixteen and over who are unemployed. The unemployment rate for Kane County (4.3%) and Kendall County (3.5%), is lower than the state value at 4.4% and higher than the national value of 3.4%. The unemployment rate for Kendall County is 3.5% which is lower than the state value of 4.4% and slightly higher than the national value of 3.4%.

Figure 13. Percent Population 16+ Unemployed: County, State and U.S. Comparisons
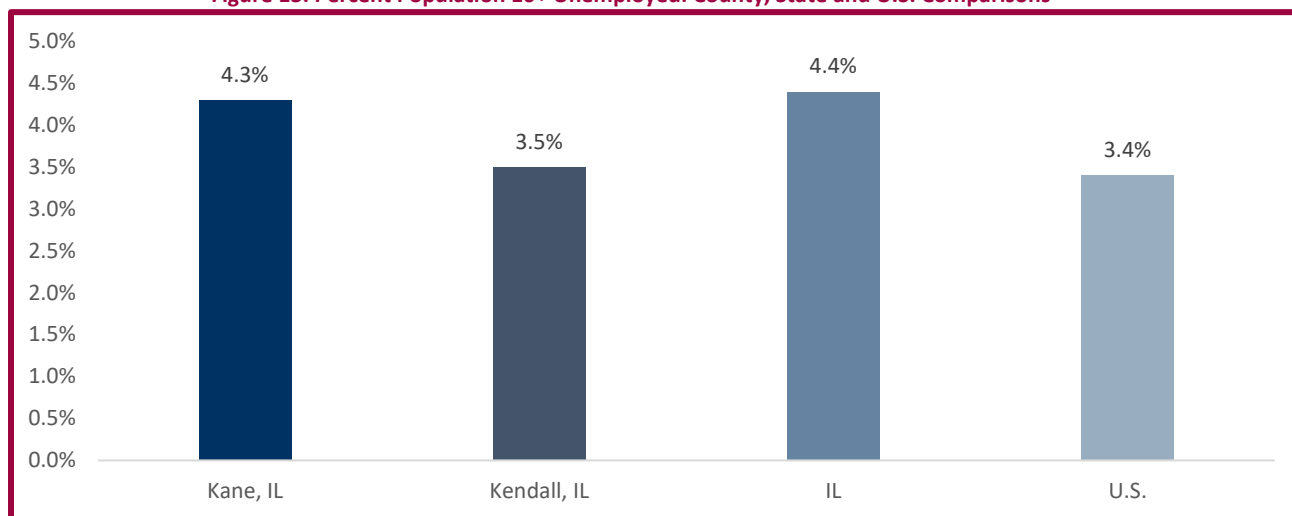
*County, State, and U.S. values- U.S. Bureau of Labor Statistics (November 2022)

Education

Education is an important indicator for health and well-being across the lifespan. Education can lead to improved health by increasing health knowledge, providing better job opportunities and higher income, and improving social and psychological factors linked to health. People with higher levels of education

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[4] U.S. Department of Health and Human Services, Healthy People 2030. https://health.gov/healthypeople/objectives-and-data/social-determinants-health/literature-summaries/employment

are likely to live longer, to experience better health outcomes, and practice health-promoting behaviors.[5]

The Healthy People 2030 national health target is to increase the proportion of high school students who graduate in 4 years to 90.7%. Figure 14.A shows the percentage of students who graduated high school within four years of their first enrollment in 9th grade. While Kane County shows lesser percentage of students with High School Graduation, Kendall County shows a higher percentage of students with High School Graduation when compared to the state and national value.

**Figure 14.A High School Graduation: County, State, And U.S. Comparison**
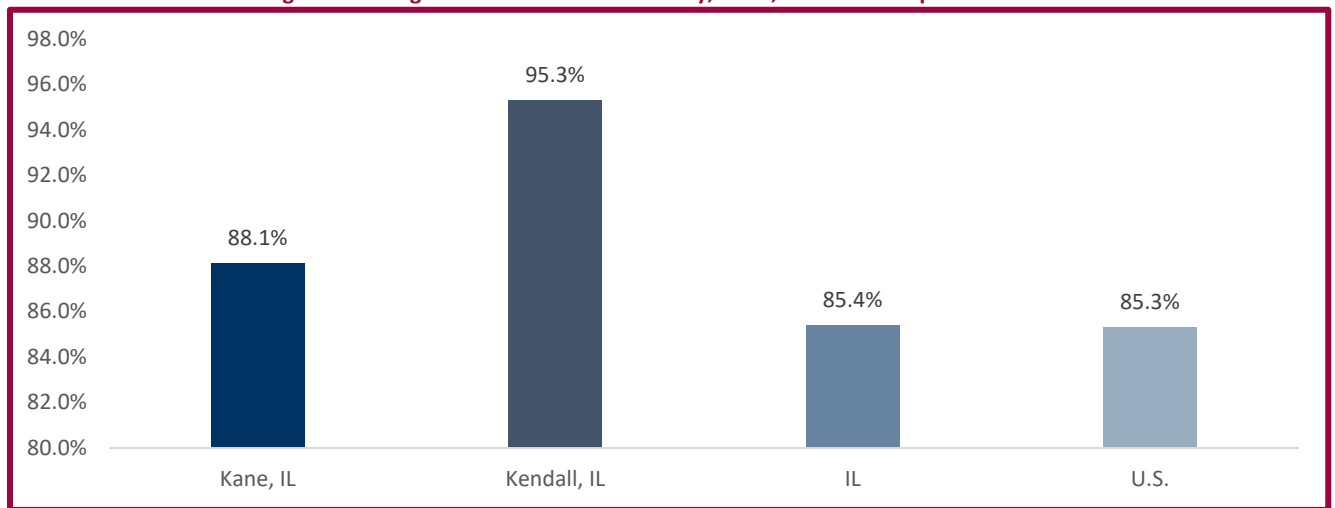
*County, State, and U.S. values- County Health Rankings (2017-2018)

Figure 14.B shows that Aurora has a smaller percentage of people 25+ with a High School Degree or Higher, and with an Associate Degree and Higher when compared to Kane County, Kendall County, state, and national value. Further, Aurora shows a slightly higher percentage of people 25+ with a Bachelor's Degree or Higher when compared to the national value; however, Aurora has lower percentage of people 25+ with a Bachelor's Degree or Higher when compared to Kane County, Kendall County, and state value.

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[5] Robert Wood Johnson Foundation, Education and Health.
https://www.rwjf.org/en/library/research/2011/05/education-matters-for-health.html
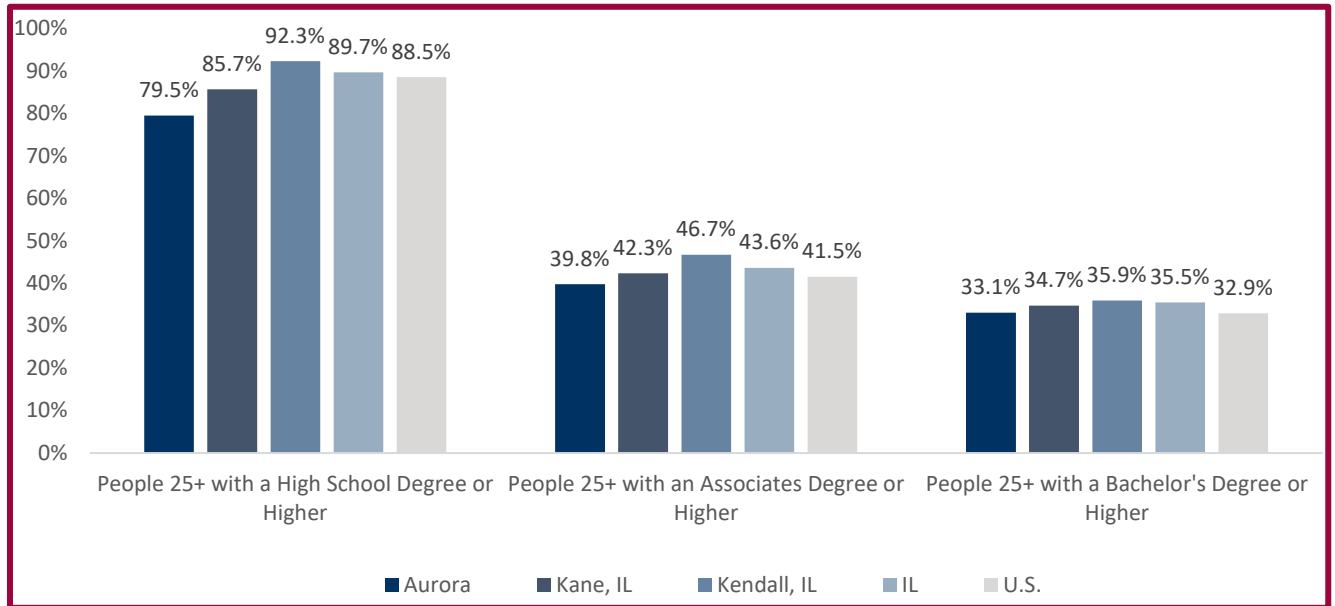
*Aurora, County, State, and U.S. values- American Community Survey (ACS) (2016-2020)

Housing

Safe, stable, and affordable housing forms a fundamental pillar for fostering community well-being. By ensuring a secure and healthy living environment, we can mitigate the potential harm caused by exposure to environmental hazards and toxins within homes.[6]

The data presented in Figure 15 provide insights into the percentage of households facing severe housing problems, encompassing issues such as overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities. Notably, the findings for both Kane County and Kendall County reveal lower proportions of households experiencing these challenges, with 16.4% and 13.2% respectively. Comparing these county figures to the state value of 16.6% and the national value of 17.0%, it becomes evident that households in Kane County and Kendall County are better in addressing severe housing problems.

The lower percentages observed in both counties, in comparison to the state and national values, reflect a positive trend in addressing housing issues. However, it is important to continue monitoring these trends and implementing appropriate strategies to further alleviate housing problems and ensure sustainable living conditions for all residents.

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[6] County Health Rankings, Housing and Transit. https://www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model/health-factors/physical-environment/housing-and-transit

Figure 15. Severe Housing Problems: County, State, and U.S. Comparisons
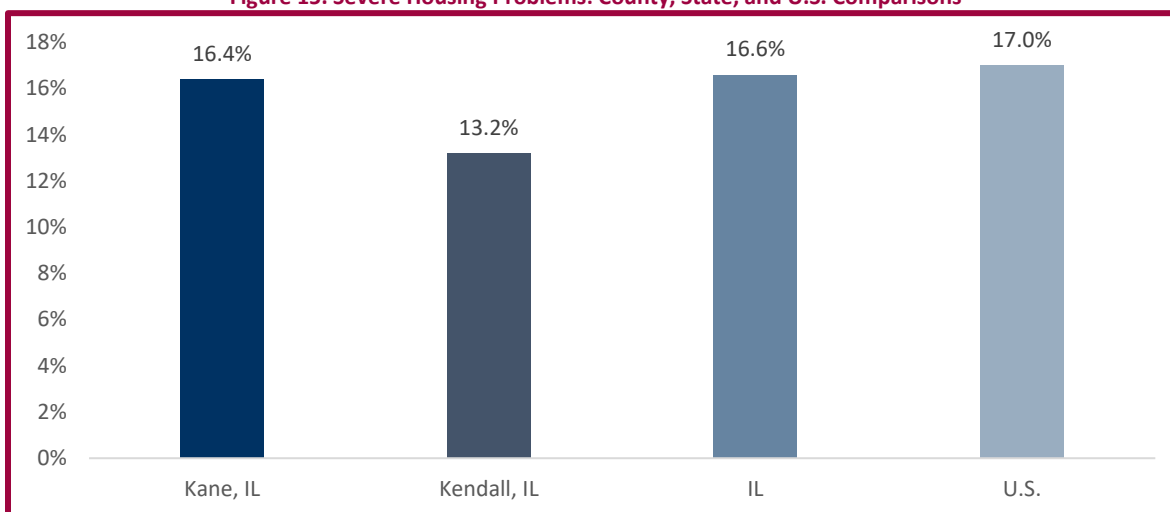
*County, State, and U.S. values- County Health Rankings (2014-2018)

Disparities and Equity

Community disparities were assessed in the secondary data using the Index of Disparity[7] analysis, which identifies disparities based on how far each subgroup (by race, ethnicity, or gender) is from the overall county value. For more detailed methodology related to the Index of Disparity, see Appendix F.

Race, Ethnicity, & Gender Disparities

Table 1 presented below provides a comprehensive overview of secondary data indicators for each county in the service area, focusing on race, ethnicity, and gender disparities as measured by the Index of Disparity. The analysis of the Index of Disparity for the CFFRV and DF service areas sheds light on the existence of disparities among specific populations in relation to poverty-related indicators.

Within both counties, certain populations are found to be disproportionately affected by various poverty-related indicators, such as Children Living Below Poverty Level and People Living Below Poverty Level. These findings reveal the need to address the underlying factors contributing to these disparities and work towards creating equitable opportunities and outcomes for all individuals within the community.

By identifying and highlighting these disparities, the Community Needs Assessment report aims to bring attention to the inequities faced by certain populations, providing a foundation for additional targeted interventions and initiatives that promote inclusive growth and reduce disparities in poverty-related outcomes. This information is crucial for stakeholders, policymakers, funders, and service providers to collaborate and develop strategies that address the specific needs of disproportionately impacted populations.

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[7] Pearcy, J. & Keppel, K. (2002). A Summary Measure of Health Disparity. Public Health Reports, 117, 273-280.

Table 1. Indicators with Significant Race, Ethnicity, and Gender Disparities

Legend: ● Kane County ○ Kendall County

	American Indian/Alaska Native	Black/African American	Hispanic/Latino	Male	Native Hawaiian/Pacific Islander	Other Race	Two or More Races
Age-Adjusted Death Rate due to Cancer		○		● ○			
Age-Adjusted Death Rate due to Coronary Heart Disease				● ○			
Age-Adjusted Death Rate due to Kidney Disease		●					
Age-Adjusted Death Rate due to Lung Cancer				●			
Age-Adjusted Death Rate due to Prostate Cancer		●					
Age-Adjusted Death Rate due to Suicide				●			
All Cancer Incidence Rates				●			
Children Living Below Poverty Level		● ○					
Life Expectancy		● ○					

	Kane County	Kendall County

Legend: ● = Kane County, ○ = Kendall County

	American Indian/Alaska Native	Black/African American	Hispanic/Latino	Male	Native Hawaiian/Pacific Islander	Other Race	Two or More Races
Mean Travel Time to Work				●			
Median Household Income	●	● ○	○		●	○	
Oral Cavity and Pharynx Cancer Incidence Rate				●			
People 25+ with a Bachelor's Degree or Higher	●		● ○		●	● ○	
People 25+ with a High School Degree or Higher	●		●	●		●	
People 65+ Living Below Poverty Level			●			●	
People Living Below Poverty Level		● ○					
Per Capita Income		○	● ○		●	● ○	○
Persons with an Internet Subscription		●	●			●	
Workers Commuting by Public Transportation	● ○	○	○		●	● ○	

Geographic Disparities

In addition to disparities by race, ethnicity, age, and gender, this assessment also identified specific ZIP codes with differences in outcomes related to economic and social determinants of health. Geographic disparities were identified using the Health Equity Index, Food Insecurity Index, and Mental Health Index. These indices have been developed by Conduent Healthy Communities Institute to easily identify areas of high socioeconomic need, food insecurity, and mental health need. Conduent's Health Equity Index is a measure of socioeconomic need correlated with poor health outcomes. Conduent's Food Insecurity Index is a measure of food access correlated with economic and household hardship. Conduent's Mental Health Index is a measure of social determinants and health factors correlated with self-reported poor mental health. For the indices, all counties and county equivalents, ZIP codes, and some census tracts with a population over three hundred are assigned index values ranging from 0 to 100, with higher values indicating greater need. Understanding where there are communities with higher need is critical for targeting prevention and outreach activities.

Health Equity Index

Conduent's Health Equity Index is a powerful tool that allows us to identify areas with the highest level of socioeconomic need. This information is critical because it can help us understand which communities are at the highest risk for poor health outcomes and require the most attention and support. Zip codes are ranked based on their index value to identify relative levels of need, as illustrated by the map in Figure 16. The following zip codes in the CFFRV and DF service areas had the highest level of socioeconomic need (as indicated by the darkest shades of blue): 60505 (Kane County) and 60506 (Kane County) with index values of 94.6 and 65.5, respectively. Table 2 provides the index values for each zip code. These findings give will help us focus our efforts and resources on these communities to improve health outcomes and address the unique challenges they face. Higher values indicating greater need are darker in color in the map below.

Figure 16. Health Equity Index (2021)

MAP LEGEND

- DF Office
- CFFRV Offices
- County

Health Equity Index

Lowest Needs

Highest Needs

Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community
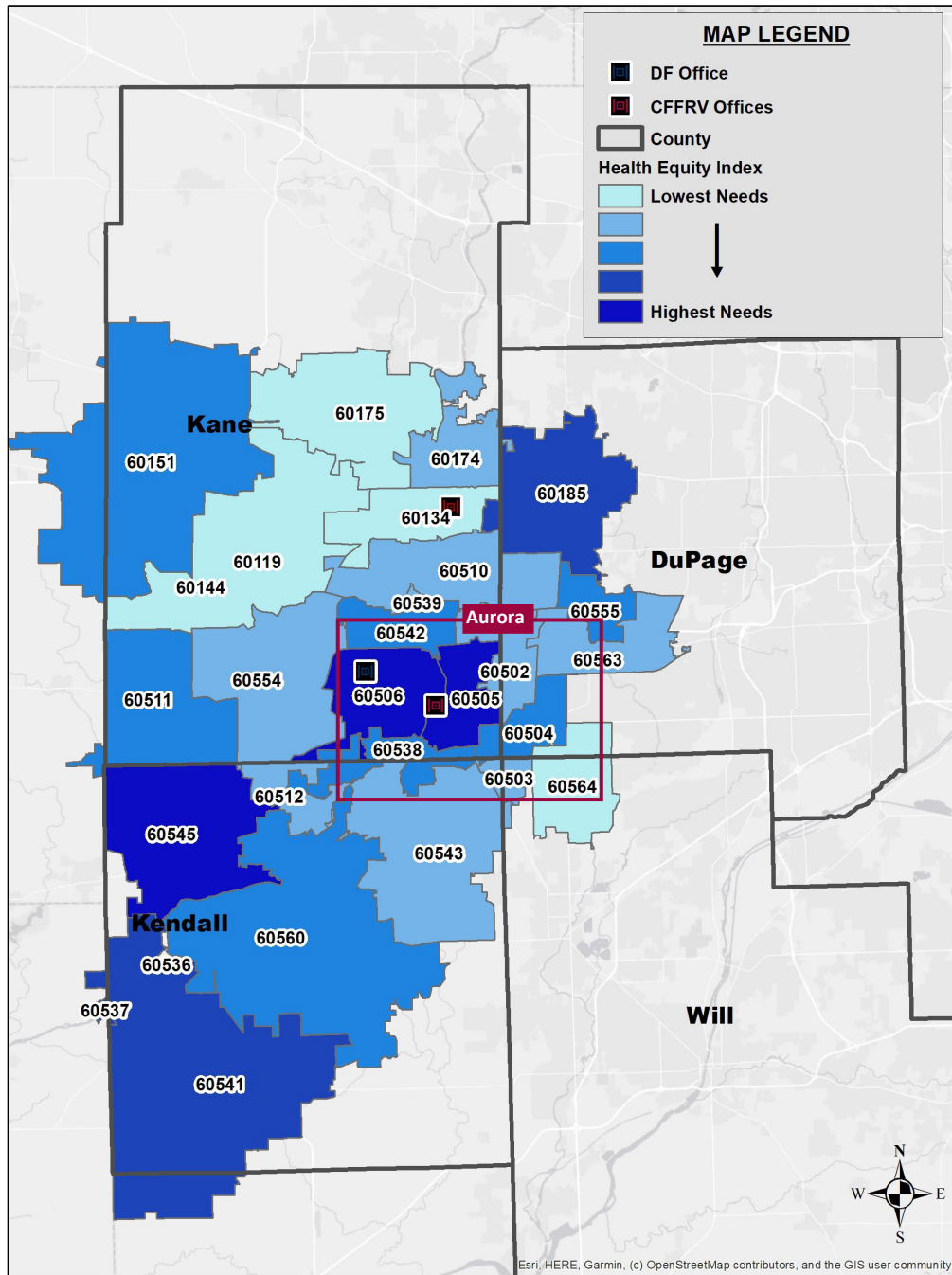
Table 2. Health Equity Index Values by ZIP Code

ZIP Code	County	Health Equity Index Value
60505	Kane	94.6
60506	Kane	65.5
60545	Kendall	63.5
60185	DuPage	40.9
60541	Kendall	32.1
60537	Kendall	30
60538	Kendall	24.7
60555	DuPage	22.4
60511	Kane	19.9
60151	Kane	19.7
60504	DuPage	18.5
60560	Kendall	17
60542	Kane	16.2
60512	Kendall	13.1
60539	Kane	9.4
60543	Kendall	8.6
60554	Kane	8.4
60510	Kane	8.2
60174	Kane	7.7
60502	DuPage	7.1
60563	DuPage	6.8
60503	Will	6.8
60119	Kane	3.6
60134	Kane	3.3
60175	Kane	2.4
60564	Will	1.1

Food Insecurity Index

Conduent's Food Insecurity Index is a valuable tool for identifying areas that face difficulties accessing nutritious and affordable food. The index values identify areas of low food accessibility correlated with social and economic hardship. The map in Figure 17 illustrates the relative levels of need, with the darkest shades of green indicating the areas with the highest levels of food insecurity. The assessment identified that 60505 (Kane County) and 60506 (Kane County) were the ZIP codes with the highest level of food insecurity, with index values of 78.8 and 50.7, respectively. Table 3 provides a comprehensive list of index values for each ZIP code, and we believe that this information can guide the development of targeted interventions to address food insecurity in the community.

Figure 17. Food Insecurity Index (2021)
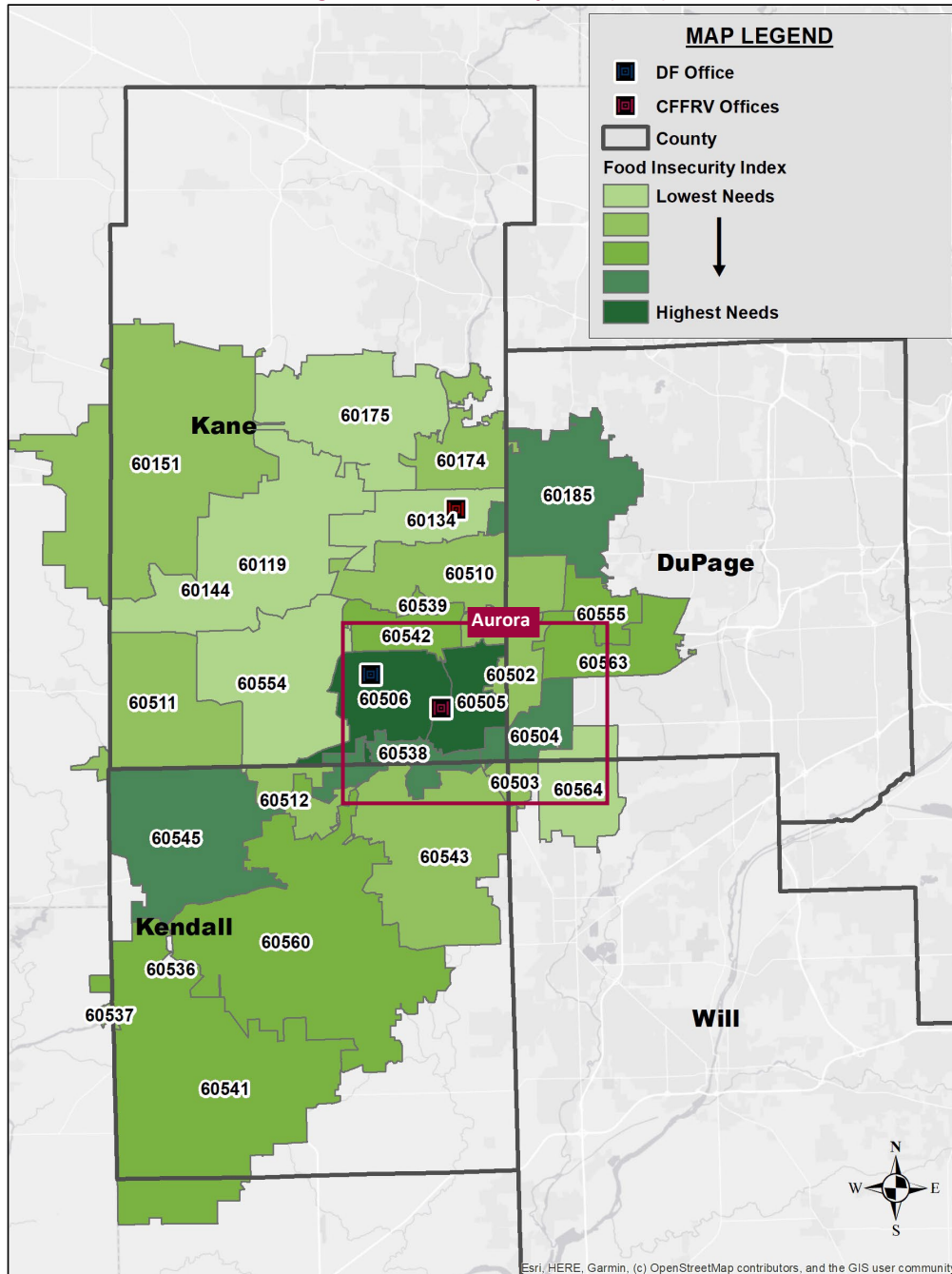
Table 3. Food Insecurity Index Values by ZIP Code

ZIP Code	County	Food Insecurity Index Value
60505	Kane	78.8
60506	Kane	50.7
60545	Kendall	28.2
60504	DuPage	26.6
60185	DuPage	23
60538	Kendall	21.8
60563	DuPage	14.1
60542	Kane	13.7
60541	Kendall	13.5
60560	Kendall	12.3
60555	DuPage	12.3
60539	Kane	11.5
60151	Kane	10.5
60543	Kendall	10.1
60537	Kendall	10
60510	Kane	9.9
60174	Kane	9.4
60502	DuPage	9.2
60512	Kendall	8.5
60511	Kane	8.2
60503	Will	6.7
60134	Kane	3.8
60119	Kane	2.6
60554	Kane	2.5
60564	Will	2
60175	Kane	1.9

Mental Health Index

The Mental Health Index by Conduent is a tool that helps identify socioeconomic and health factors correlated with self-reported poor mental health in communities. By using this index, we can assess the relative levels of need for mental health services in different ZIP codes. Figure 18 provides a map illustrating the distribution of need across the region. The assessment identified that 60506 (Kane County) and 60545 (Kendall County) were the ZIP codes with the highest level of need for mental health services and support, with index values of 54.2 and 44.3, respectively as indicated by the darker shades of purple on the map. Table 4 also provides index values for all other ZIP codes, providing further insight into where resources may be most effectively allocated.

Figure 18. Mental Health Index (2021)
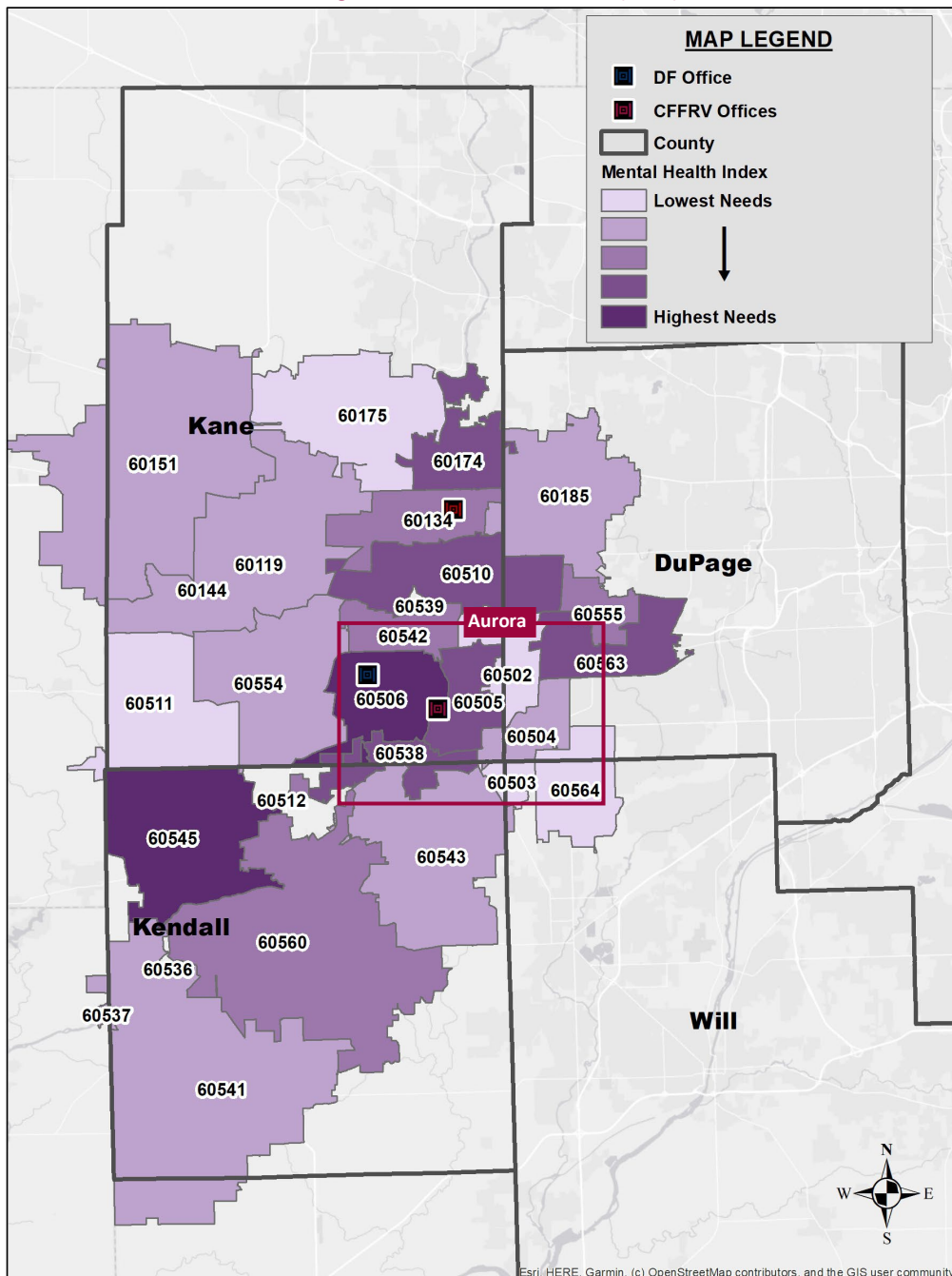
Table 4. Mental Health Index Values by ZIP Code

ZIP Code	County	Mental Health Index Value
60506	Kane	54.2
60545	Kendall	44.3
60505	Kane	36.4
60174	Kane	32.2
60538	Kendall	31.7
60563	DuPage	31.1
60510	Kane	28
60560	Kendall	24.8
60555	DuPage	20
60134	Kane	18.5
60542	Kane	18.2
60541	Kendall	16.1
60537	Kendall	14.8
60543	Kendall	14.8
60185	DuPage	14.6
60119	Kane	14
60504	DuPage	13
60554	Kane	11.8
60151	Kane	10.7
60564	Will	8.5
60511	Kane	6.8
60175	Kane	5.8
60502	DuPage	5.6
60503	Will	5.5

Primary and Secondary Methodology and Key Findings

Overview

The methodology used for this assessment involves two types of data: primary data and secondary data. Primary data is collected directly through surveys, interviews, and focus groups with community members and stakeholders. This type of data provides a firsthand understanding of the needs and experiences of the community and is tailored to the specific needs and goals of the assessment.

Secondary data is obtained from existing sources such as government reports, academic research, and publicly available data sources. Secondary data provides a broader picture of the community and its context, at an elevated level, but may not be as specific or current as primary data. Both primary and secondary data are essential parts in conducting a comprehensive community needs assessment. Primary data provides a detailed understanding of the community, while secondary data provides a broader landscape and helps to validate the findings of the primary data.

We utilized a comprehensive approach to collect and analyze data for the Community Needs Assessment, which included reviewing secondary data from various national, state, and local sources, conducting a literature review, heat & resource mapping, a nonprofit survey with 103 respondents, a community survey offered in English and Spanish with 1,037 respondents, five key informant interviews, and nine focus groups. This extensive collection of data allowed us to gain a diverse and thorough understanding of the community's perspective and lived experience, which has been instrumental in identifying areas of need and developing effective strategies to address them.

DATA SYNTHESIS: SIGNIFICANT COMMUNITY NEEDS

Quality of Life Category	Data Sources	No. of Sources
Housing/Homelessness & Affordable Housing	*Secondary Data, Community Survey, Nonprofit Survey, Qualitative Data*	*4*
Mental Health & People with Disabilities	*Secondary Data, Community Survey, Nonprofit Survey, Qualitative Data*	*4*
Economic Opportunity	*Community Survey, Nonprofit Survey, Qualitative Data*	*3*
Education	*Community Survey, Nonprofit Survey, Qualitative Data*	*3*
Health Care Access & Quality	*Secondary Data, Nonprofit Survey, Qualitative Data*	*3*
Transportation	*Community Survey, Nonprofit Survey, Qualitative Data*	*3*
Food Access & Security	*Nonprofit Survey, Qualitative Data*	*2*

Data Considerations

In any data collection and analysis process, it is essential to acknowledge potential limitations within the data used. During data synthesis, each data source included in this assessment was evaluated based on its strengths and limitations. These considerations should be kept in mind when reviewing this report.

To ensure inclusivity, both primary and secondary data collection methods incorporated a wide range of community indicators, key informants, and focus group participants. While the topics covered in this report encompass a wide range of health and quality of life areas, the depth and scope of data available for each topic may vary.

Secondary data sources were limited by availability, with some topics having more comprehensive sets of indicators than others. Population and demographic data are often delayed in release, and data presented in this report reflects the most recent years available for any given data source. Additionally, geographic variations in data collection techniques and boundaries may result in different levels of localization or availability of data sets. Persistent gaps in data also exist for certain hidden populations, such as the lack of ample secondary data for the LGBTQ+ community. Maternal, Infant, and Child data can vary significantly across states and at the local level as well.

The primary data findings presented in this report are dependent upon the self-selection of key informants and focus group participants. The convenience sample approach used for both surveys may also result in selection bias, limiting the generalizability of the results. While the community survey was conducted in English and Spanish, the nonprofit survey was conducted only in English.

It is important to note that data collection can be biased, and we made efforts to address this in our assessment. For example, we collected data through various sources and methods, including surveys, focus groups, and interviews, to ensure that we captured diverse perspectives and experiences. We also made a conscious effort to reach out to underrepresented groups, such as those with disabilities and those who are non-English speaking, to ensure their voices were heard. Despite these efforts, we acknowledge that there may still be biases in our data, and we will continue to work towards improving our methods and collecting more inclusive and representative data in the future.

Secondary Data Sources & Analysis

The assessment utilized a rich source of secondary data from a community indicator database developed by Conduent Healthy Communities Institute (HCI). This comprehensive database encompasses over two hundred community indicators spanning twenty-four topics related to health, determinants of health, and quality of life. The researchers and analysts at HCI have rigorously collected and analyzed data from national and state publicly available secondary data sources. Each indicator was compared to other communities, national targets, and previous time periods using HCI's Data Scoring Tool, which systematically summarizes multiple comparisons and ranks indicators based on the highest need. These scores range from zero to three, where zero indicates the best outcome and three indicates the worst outcome. This information was used to group the indicators into topic areas for a higher-level ranking of community needs.
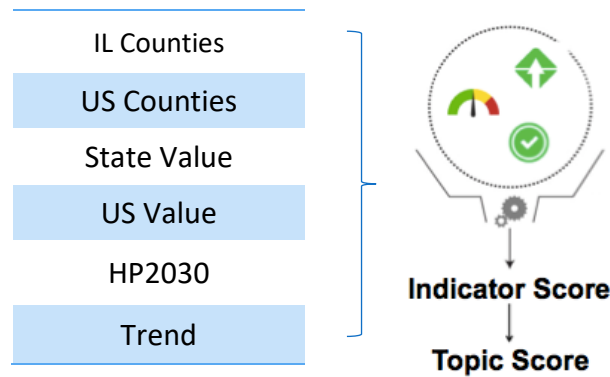
FIGURE 19. SECONDARY DATA SCORING

TABLE 5. SECONDARY DATA TOPIC SCORING, KANE COUNTY

Health and Quality of Life Topics	Score
Alcohol & Drug Use	1.73
Other Conditions	1.57
Health Care Access & Quality	1.56
Older Adults	1.52
Physical Activity	1.46
Heart Disease & Stroke	1.44
Environmental Health	1.42
Immunizations & Infectious Diseases	1.42
Adolescent Health	1.38
County Health Rankings	1.34
Education	1.31
Maternal, Fetal & Infant Health	1.31
Sexually Transmitted Infections	1.31
Community	1.12
Economy	1.09
Children's Health	1.02
Respiratory Diseases	1.01
Cancer	1.00
Wellness & Lifestyle	1.00
Mental Health & Mental Disorders	0.95
Women's Health	0.94
Oral Health	0.94

TABLE 6. SECONDARY DATA TOPIC SCORING, KENDALL COUNTY

Health and Quality of Life Topics	Score
Health Care Access & Quality	1.58
Other Conditions	1.47
Older Adults	1.38
Physical Activity	1.36
Environmental Health	1.33
Immunizations & Infectious Diseases	1.32
Heart Disease & Stroke	1.30
Cancer	1.29
Mental Health & Mental Disorders	1.25
County Health Rankings	1.23
Sexually Transmitted Infections	1.23
Oral Health	1.16
Respiratory Diseases	1.15
Alcohol & Drug Use	1.11
Community	1.09
Adolescent Health	1.06
Maternal, Fetal & Infant Health	1.05
Women's Health	1.03
Children's Health	1.01
Education	1.01
Wellness & Lifestyle	0.93
Economy	0.89

Primary Data Collection & Analysis

To ensure the perspectives of community members were considered, input was collected from Kane and Kendall County community members. Primary data used in this assessment consisted of focus groups, and key informant interviews with community stakeholders, a nonprofit survey, and a community survey. These findings expanded upon information gathered from the secondary data analysis to inform this CNA.

Focus groups

Conduent Healthy Communities Institute engaged with the community through focus groups conducted via phone and video conference to gather valuable insights. Participants were selected based on their expertise in community needs and their work with specific populations. All participants in the focus groups were given two opportunities to participate and the hours were extended to accommodate both focal area and community focus group sessions. Additional invitations were sent to focus groups that had less than five individuals, and key stakeholders were also invited for key informant interviews. Between September and October 2022, a total of fifty-three individuals representing different entities serving Kane and Kendall counties participated in nine focus groups.

Key community organizations who participated in these focus groups include representatives working in the following areas:
1) Economic Opportunities
2) Education
3) Healthcare, Mental Health & Disabilities
4) Housing and Food Insecurity
5) Seniors/Aging
6) Veterans
7) Youth and Family Services

To enhance the accessibility of community voices during the data collection process, donors and an additional community focus group were included, giving those invited to participate multiple opportunities to engage within the data collection process.

The project team developed a focus group guide consisting of a series of questions and prompts about the well-being of residents in Kane and Kendall counties (see Appendix A). Community members were asked about community problems residents are facing, groups in the community facing particular issues or challenges, root causes that have created issues and challenges for community members, barriers preventing residents from accessing services/resources, available resources in the community, and several area-specific questions.

Key Informant Interviews

Conduent Healthy Communities Institute conducted key informant interviews via phone and video conference to collect community input. Interviewees invited to participate were recognized as having expertise in community needs, working directly with select populations, and/or being able to speak to the needs of vulnerable populations. Five individuals participated as key Informants representing different entities serving Kane and Kendall counties. The five key informant interviews took place between October and November 2022.

The questions focused on the interviewee's background and organization, the most critical community problems faced by residents, and barriers of concern in the community. Key informants were also asked to list and describe resources available in the community and although not reflective of every resource available in the community, the list can help to build partnerships so as not to duplicate but support existing programs and resources. A list of questions asked in the key informant interviews can be in Appendix A.

Nonprofit Survey

The nonprofit Survey was developed by the project team to better understand the scope/type of services provided, as well as to gain awareness of the issues nonprofit organizations (NPOs) face in serving those throughout the service areas, including but not limited to the policies that govern their operations, competition for services, etc. Participants were invited to participate through community partners and the nonprofit network. The survey was disseminated to a list of over four hundred individuals at nonprofits serving Kane and Kendall counties, as well as staff that work directly with select populations. The survey was open from June to August 2022 and was offered online utilizing Survey Monkey. There were 103 survey respondents.

Survey questions focused on:
- Scope/types of services provided
- Service Impact
- Capacity
- Funding Sources
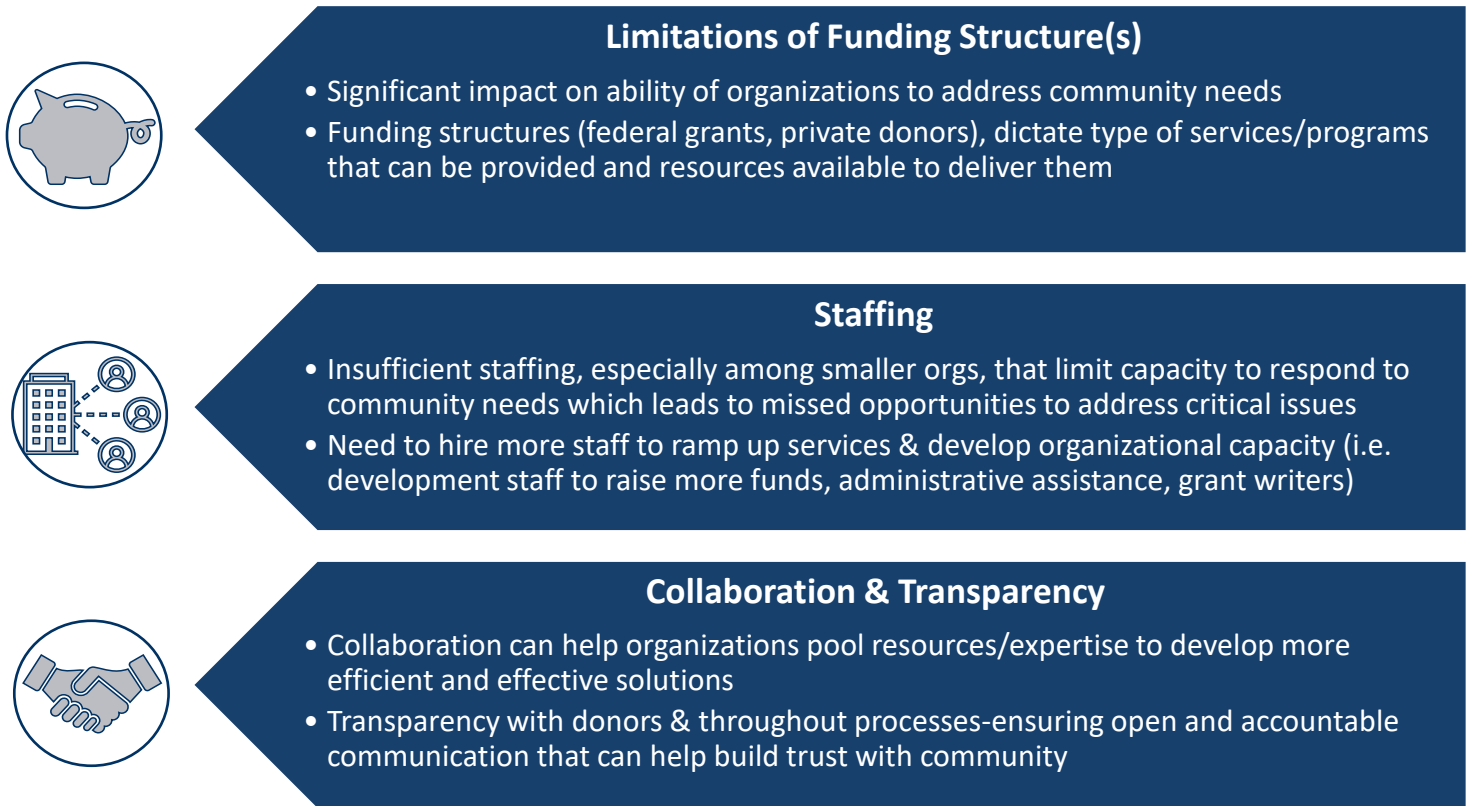- Barriers and Opportunities for Improvement
- Impact

Nonprofit Survey Analysis Results

The three cross-cutting factors that are most prominent during this community needs assessment for nonprofits are:
1. Limitations of Funding (Structures)
2. Staffing (especially among smaller orgs)
3. Collaboration & Transparency

By focusing on these cross-cutting factors, organizations can better understand the complex interplay between funding structures, staffing, collaboration, and transparency, and can work to develop solutions that are effective, equitable, and sustainable.

Figure 20. High Level Themes: Nonprofit Survey

Limitations of Funding Structure(s)

- Significant impact on ability of organizations to address community needs
- Funding structures (federal grants, private donors), dictate type of services/programs that can be provided and resources available to deliver them

Staffing

- Insufficient staffing, especially among smaller orgs, that limit capacity to respond to community needs which leads to missed opportunities to address critical issues
- Need to hire more staff to ramp up services & develop organizational capacity (i.e. development staff to raise more funds, administrative assistance, grant writers)

Collaboration & Transparency

- Collaboration can help organizations pool resources/expertise to develop more efficient and effective solutions
- Transparency with donors & throughout processes-ensuring open and accountable communication that can help build trust with community

Results of survey on services provided by Nonprofit Organizations

According to the findings from the nonprofit survey, a significant majority of nonprofit organizations, specifically 88.4%, are actively delivering essential and impactful services within the service areas. These valuable services encompass a wide range of programs, initiatives, and support that directly contribute to meeting the community's needs and enhancing its overall well-being.

It is noteworthy that many of these nonprofit organizations operate with limited resources, as indicated by their staffing patterns. The survey findings reveal that a considerable number of nonprofits in the service area have between one and five Full-Time Equivalent (FTE) employees. This observation suggests that these organizations are efficiently maximizing their impact despite the constraints they may face, highlighting their dedication and resourcefulness. Their unwavering commitment and innovative approaches contribute significantly to addressing the diverse needs of individuals and families in both counties.

By recognizing and supporting the valuable efforts of these nonprofits, we can foster an environment where they can continue to make a positive difference in the lives of community members. Collaborative partnerships and resource-sharing initiatives can help leverage the strengths and

capabilities of these organizations, enabling them to have an even greater impact in addressing community needs.
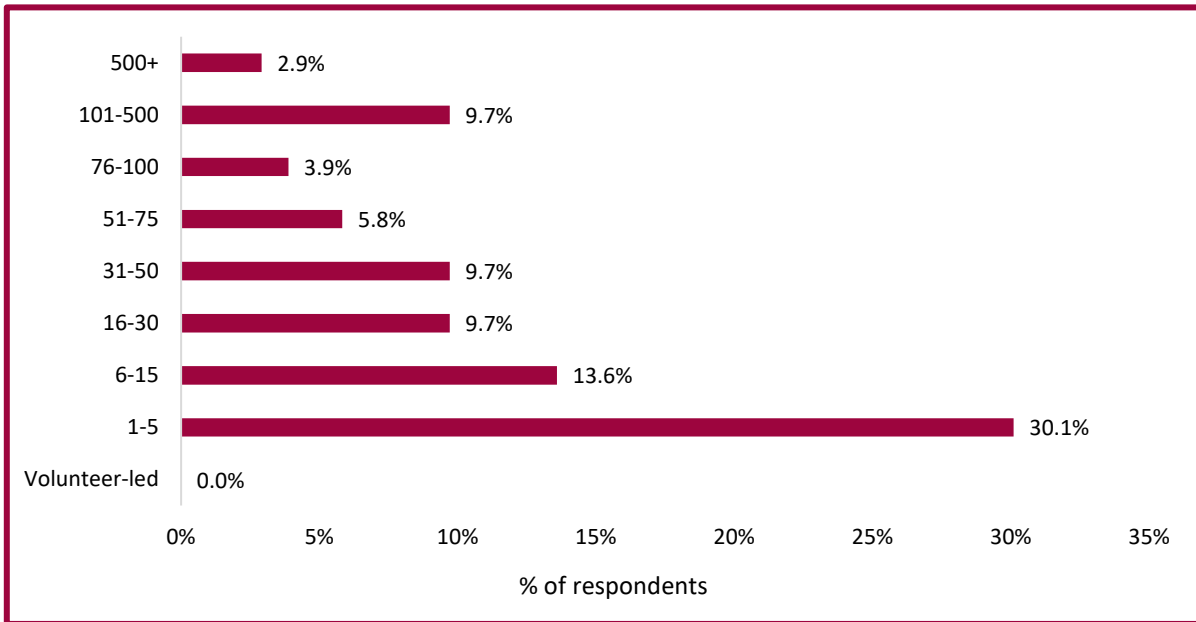
It is important to note that the data reported in the nonprofit survey represents a subset of the nonprofit organizations serving Kane and Kendall counties, as not all organizations chose to participate in the survey. Therefore, the findings may not be representative of the entire nonprofit landscape in the area. However, the high response rate of the survey suggests that the results are likely to be informative and useful for understanding the needs and resources of the nonprofit sector in the community. The data collected in the survey can provide insights into the challenges and opportunities facing local nonprofits and can inform efforts to strengthen the capacity and effectiveness of these organizations in serving the needs of the community.

Figure 21. Location of services provided by Nonprofit Organizations (N = 103)
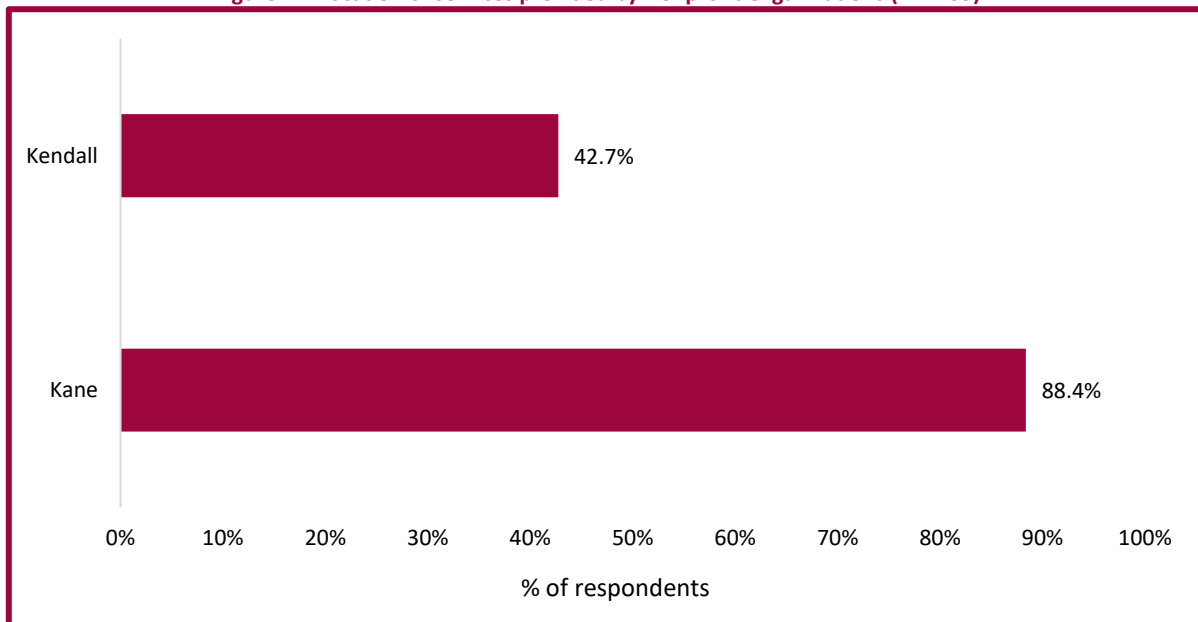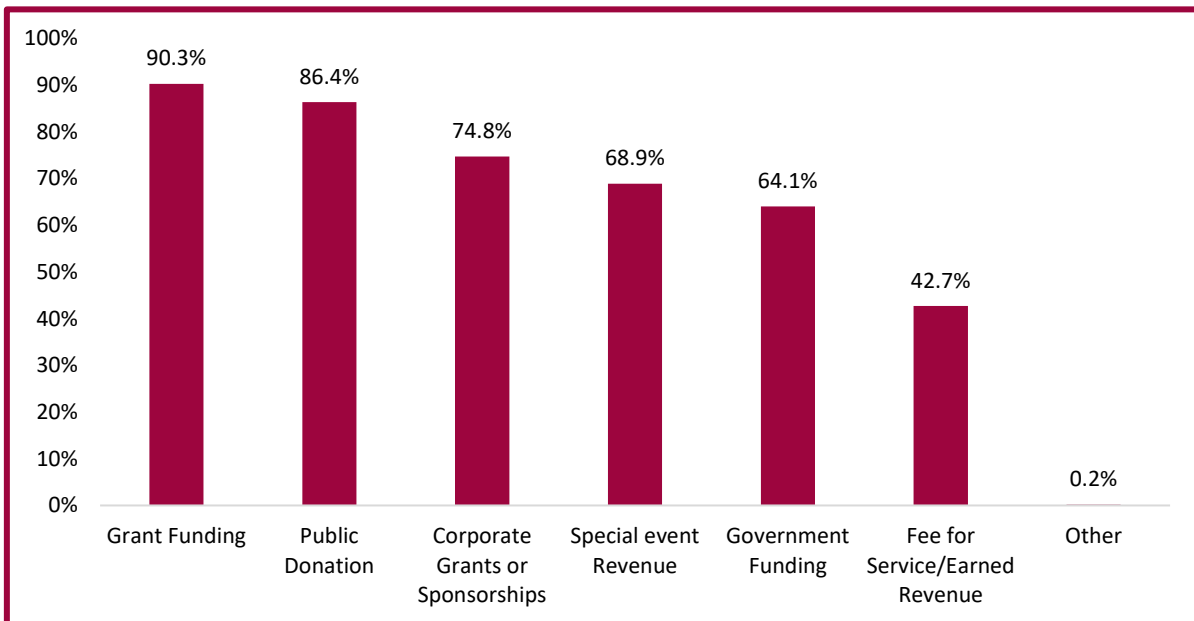

The graph illustrates the geographical distribution of nonprofit organizations' service coverage, revealing that 42.7% of nonprofit respondents to the survey are serving in Kendall County, while a substantial majority of 88.4% of nonprofit respondents to the survey are providing their services in Kane County. This distribution highlights the higher concentration of nonprofit activities in Kane County, indicating a robust presence and active engagement of nonprofits in addressing the community's needs. The data emphasizes the importance of understanding the localized service landscape and tailoring interventions and resources to ensure equitable access to services in both counties.

Figure 22. Number of Full-Time Employees (N = 103)

Figure 22. Number of Full-Time Employees (N = 103)

500+ — 2.9%
101-500 — 9.7%
76-100 — 3.9%
51-75 — 5.8%
31-50 — 9.7%
16-30 — 9.7%
6-15 — 13.6%
1-5 — 30.1%
Volunteer-led — 0.0%

% of respondents

The graph displays the distribution of full-time employees among the nonprofit organizations that participated in the survey. The data reveals that a majority of respondents, comprising 30.1%, have a staff size ranging from one to five employees. Additionally, 13.6% of organizations reported having six to fifteen employees.

Figure 23. Funding Sources (N = 103)

Grant Funding — 90.3%
Public Donation — 86.4%
Corporate Grants or Sponsorships — 74.8%
Special event Revenue — 68.9%
Government Funding — 64.1%
Fee for Service/Earned Revenue — 42.7%
Other — 0.2%

The graph illustrates the funding sources reported by the nonprofit organizations that participated in the survey. The data indicates that a majority of respondents, approximately 90.3%, rely on grant funding as a primary source of financial support. Public donations also play a crucial role, with 86.4% of organizations reporting them as a significant funding source. Additionally, a little over half of the

respondents, representing 74.8%, receive corporate grants or scholarships, while 68.9% generate revenue through special events. Government funding is an essential funding source for 64.1% of the organizations surveyed. These findings show a diverse funding landscape for nonprofits, emphasizing the importance of securing multiple funding streams to sustain their operations and support the community.

Figure 24. Primary Area of Work (N = 103)
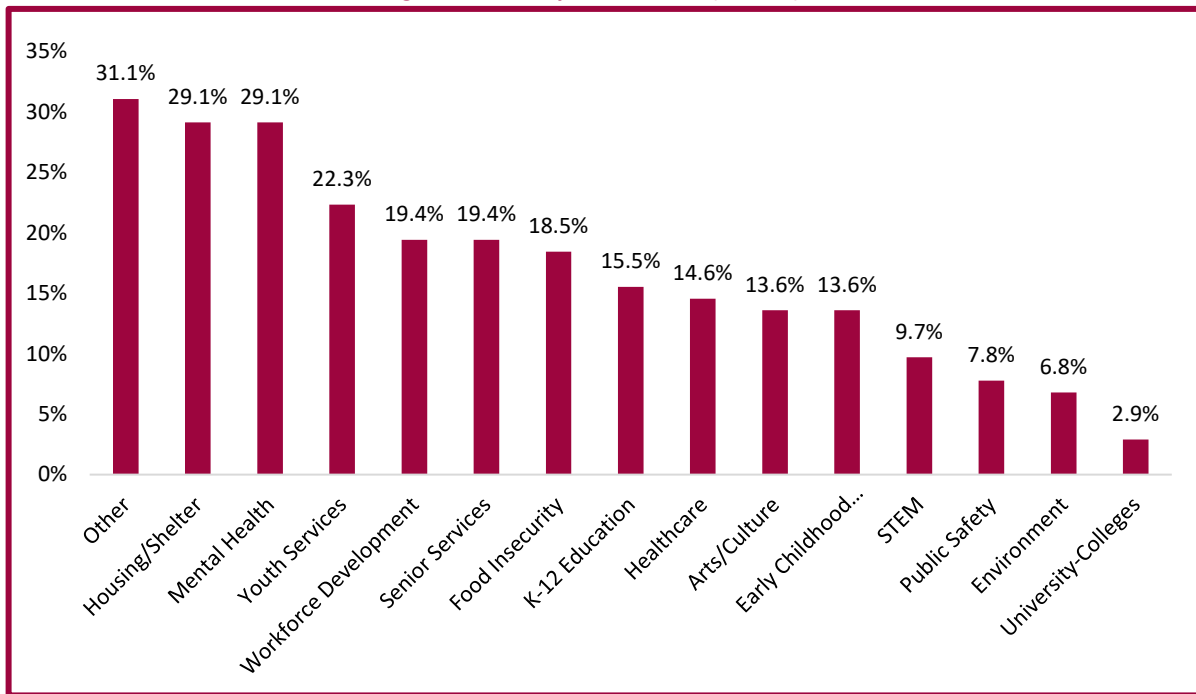
This graph illustrates the primary areas of work for nonprofit organizations that participated in the survey. The data reveals that a meaningful percentage of respondents, 29.1% each, are actively engaged in addressing the critical areas of Housing/Shelter and Mental Health. Furthermore, a sizable number of nonprofit organizations are dedicated to serving the community in Youth Services (22.3%), Workforce Development (19.4%), and Senior Services (19.4%).

Figure 25. Most Significant Barriers to Organizational Capacity (N = 103)

Barrier	Percentage
Fundraising	38.8%
General Operating Cost	32.0%
Board Engagement	26.2%
Data and Evaluation	19.4%
Finance/Budgeting	18.5%
Collaborations or Strategic Partnerships	16.5%
Human Resources Management	15.5%
Technology	15.5%
Volunteer Management	13.6%
Communications	10.7%
Strategic Planning	10.7%
Other	9.7%
Leadership Development	7.8%
Civic Engagement or Advocacy	6.8%
Diversity and Inclusion Efforts	6.8%
Succession Planning	4.9%
Printing Technology	1.9%

Figure 26. Number of Clients/Individuals Served by Nonprofit Organizations (N = 103)

Legend: 1,000+ | 501-999 | 251-500 | 151-250 | 51-150 | 1-50. | Other

- 1,000+: 45.6%
- 501-999: 10.7%
- 251-500: 9.7%
- 151-250: 10.7%
- 51-150: 13.6%
- 1-50: 5.8%
- Other: 3.9%
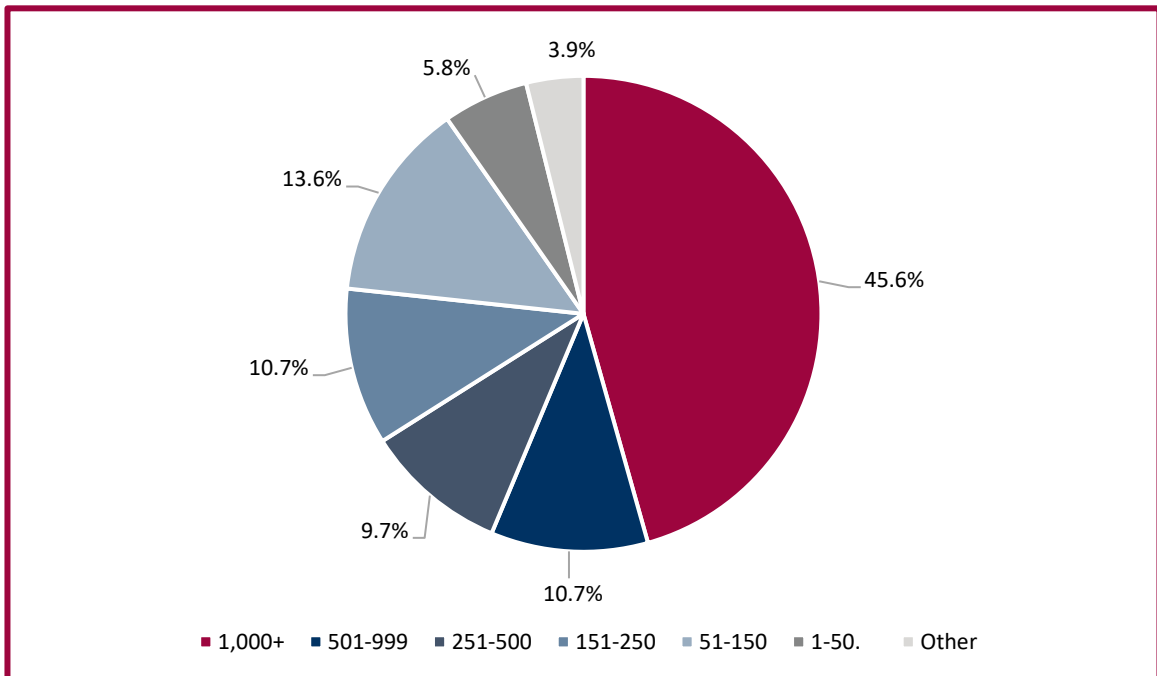
The graph illustrates the Number of Clients/Individuals served by nonprofit organizations that participated in the survey. The survey data showed that 45/6% of respondents, serve number of

clients/individuals exceeding 1,000. This shows the impact these nonprofit organizations have in our community, reaching and providing services to a large number of individuals.

Figure 27. Organization's Annual Operating Budget (N = 103)

- $0 to $99,999
- $100,000 to $499,999
- $500,000 to $999,999
- $1M to $4,999,999
- $5M to $10M
- Over $10M
- Other not listed
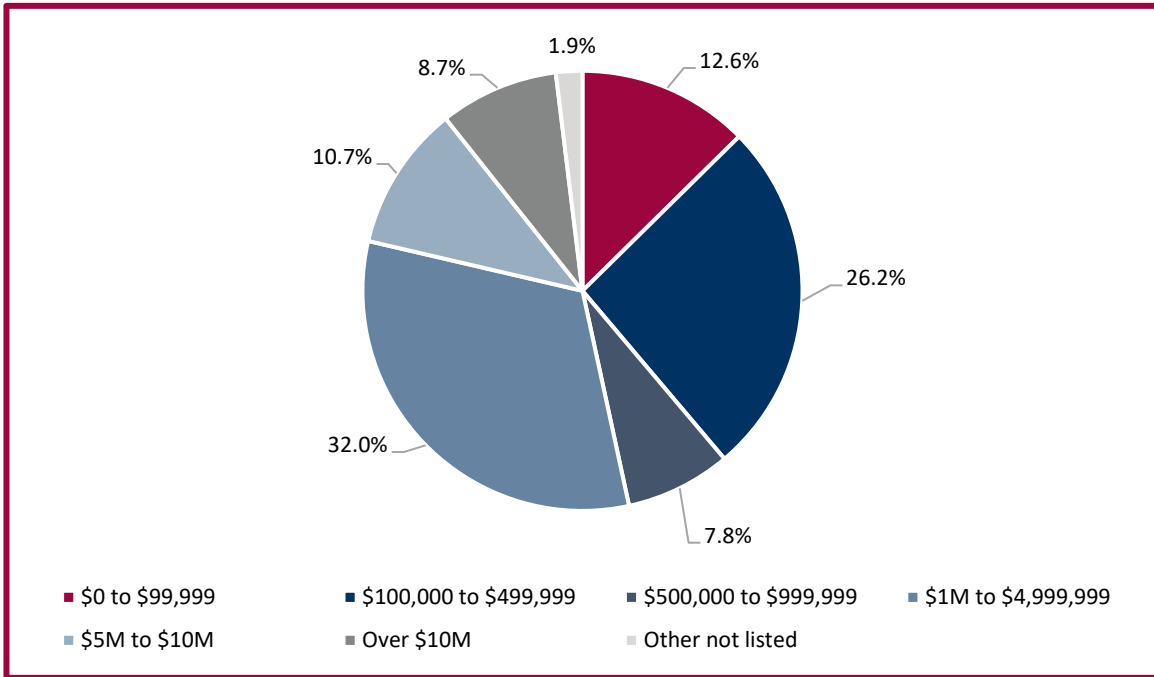
Figure 28. Organization's Annual Operating Budget (N = 103)

	Strongly Agree	Agree	Feel Neutral	Disagree	Strongly Disagree
My organization is connected to resources that increase our ability to provide services in the community.	41.2%	39.2%	14.7%	4.9%	0.0%
Among organizations in our community there is often an overlap of services.	6.8%	30.1%	30.1%	23.3%	9.7%
Service and resource allocation within our community are equitably distributed to those in need.	1.0%	18.5%	41.8%	31.1%	7.8%
Funding opportunities are communicated in an inclusive and equitable manner.	6.9%	38.2%	37.3%	11.8%	5.9%

The top five reasons clients could not access services include the following:

     (1) Cost- too expensive/cannot pay (44.66%)
     (2) Lack of personal transportation (44.66%)
     (3) They did not know where to go (36.89%)
     (4) Language barriers (31.07%)
     (5) Childcare was not available (28.16%)

In addition, the nonprofit survey included a question regarding staffing capacity to fulfill organizational missions. It was found that 52.43% of the survey respondents indicated a lack of sufficient staffing capacity. This highlights the resource limitations faced by nonprofit organizations and emphasizes the need for support and investment in staffing resources to enable them to effectively meet the community's needs.

Understanding these barriers and limitations provides valuable insights for developing strategies and implementing interventions to address them. By collaborating with community stakeholders, nonprofit organizations, and relevant agencies, we can work together to overcome these challenges and ensure that services are more accessible, inclusive, and responsive to the needs of the community.

Figure 29. Staffing Capacity (N = 103)

Do you feel that your organization has the staffing capacity to fulfill your mission?

52.43%

47.57%

■ Yes ■ No
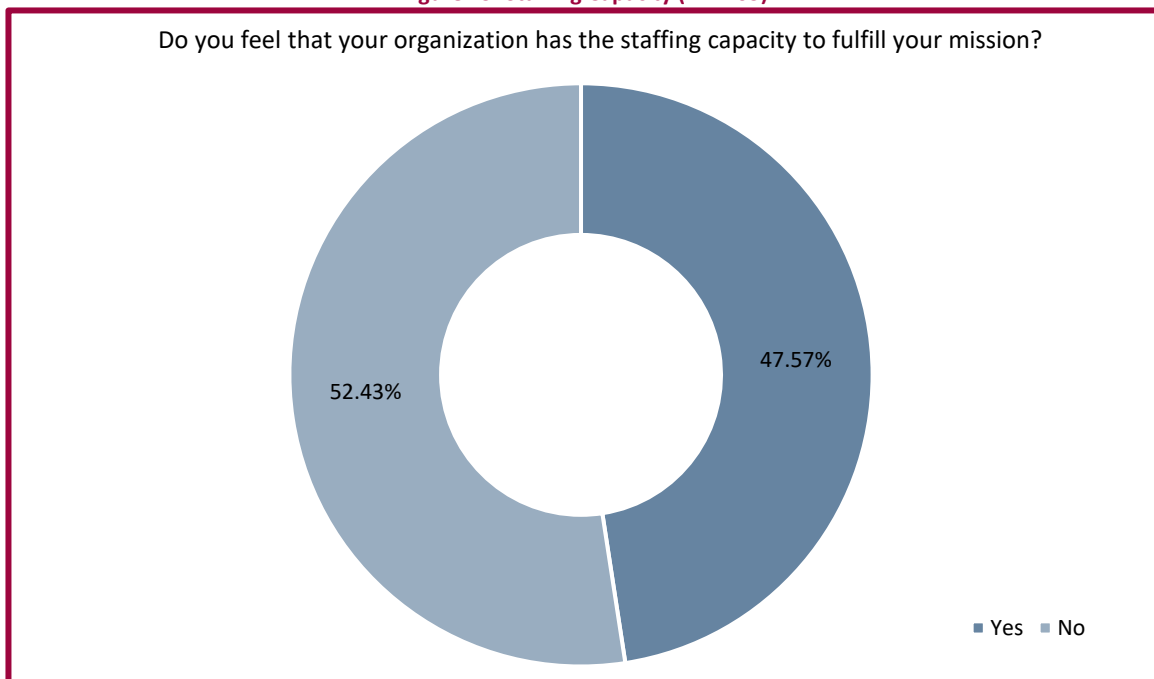
Environmental Scan

The comprehensive environmental scan revealed that there are nonprofit organizations actively serving the residents of Kane and Kendall counties. An environmental scan is a process of gathering information about the external environment that may affect an organization, program, or community. In the context of a Community Needs Assessment, an environmental scan can help identify the available resources and services in the community that can help address the identified needs.

The vast majority of these nonprofits are dedicated to providing essential human and social services, including but not limited to food pantries, homeless shelters, and economic/workforce development. It is worth noting that many of these NPOs are situated in the Aurora area, which is a significant hub for community resources.

These nonprofit organizations are a testament to the level of care and dedication present within the community, and it is clear that these organizations are working hard to address the pressing needs of their constituents. Additionally, the geographic concentration of these organizations in Aurora highlights the importance of accessibility to resources for community members who may not have reliable transportation. By leveraging these resources and building upon the foundation that has already been established, we can take concrete steps towards creating a more equitable and resilient community.

Table 7. Environmental Scan Document Listing

DOCUMENT	AREA OF INTEREST	GEOGRAPHIC LEVEL
2021 Illinois Kids Count Report	Poverty, Economics, Children & Families	State level
Innovation Design Study: Thrive Collaborative Center and Aurora Financial Empowerment Center	Economics, Innovation, Methods Analysis	County
211 Reports and Data (Kane and Kendall Counties)	Community Themes, Referral Networks	County
2022 Aurora Nonprofit Study	Special population study, Organizational, Innovation	County
Transformation Data and Community Needs Report	Healthcare systems, Data sharing	State level
Education Grant Making-Landscape Analysis & Recommendations	Education	County
SPARK: Focus on the First 5 Years	Early Childhood Education	County
Illinois Partners for Human Service	Workforce Development	State level
Illinois Home Visiting: 2020 Statewide Needs Assessment	Home Visiting Assessment	State level
Kendall County Health Department	Resource Directory	County
Kendall County COVID-19 needs assessment	COVID-19, Public Health Response	County
Kendall County Interagency Directory	Resource Directory	County
Kendall County Health Department: Community Action Plan	Needs Assessment, Community and Service Delivery	County
2020-2021 Illinois Kindergarten Individual Development Survey Report	Children, Early Childhood	State level
Forefront COVID-19 in Illinois: Impact on Nonprofits	Special population study, Organizational, COVID-19	State level
SPARK: Parent Resource Guide	Resource Directory	County
Strong Start Bright Future: United Way	Early Childhood Education	County
Waubonsee Community College	Awareness Report	County
Illinois Partners for Human Service	Workforce Development	State level
Youth Services Community Resource Guide	Resource Directory	County
Latino Policy Forum/Illinois Unidos/Chicago Urban League	Special Population, Hispanic/Latino /Black Community Specific	State level

Community Survey

The project team developed the community survey to identify areas of need in the community as defined by those surveyed. Participants were invited to participate through community partners. The survey was open from August to September 2022 and was offered online utilizing Survey Monkey. There were 1,037 survey respondents.

Survey questions focused on:
- Services in the community
- Community racial and ethnic background
- Equity and inclusivity of services within the community
- Barriers and Opportunities for Improvement

Community Survey Analysis Results

The breakdown of the 1,037 survey respondents are as follows. The largest proportion of survey respondents were 65 and over (23.7%), identified as White/Caucasian (73.0%), and identified as Non-Hispanic/Latino (75.2%).

Figure 30. Age of Respondents

N=1,037

Age	Percentage
18-24	6.20%
25-34	10.70%
35-44	19.20%
45-54	18.10%
55-64	22.10%
65 and over	23.70%
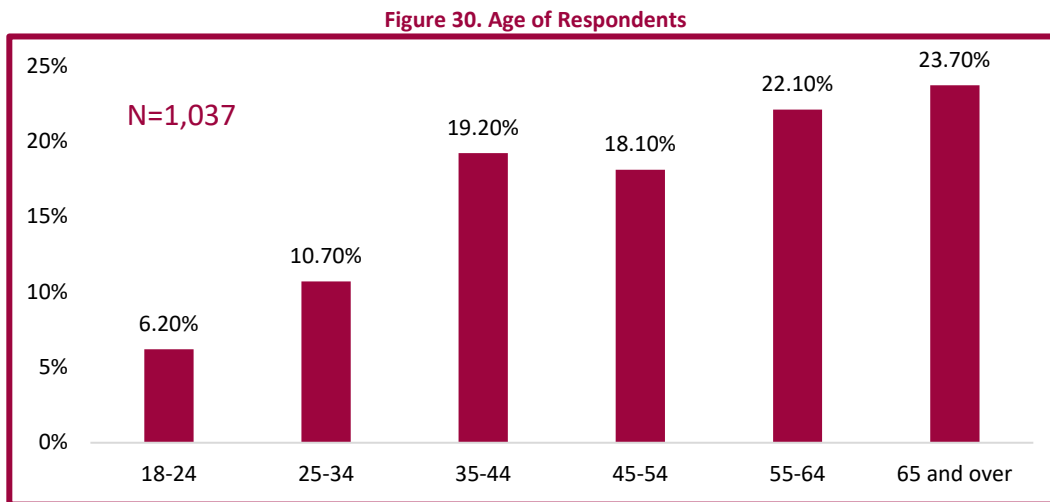
Figure 31. Race of Respondents

N=1,037

Category	Percent
AIAN	1.5%
Asian or Indian	1.5%
Biracial/Multiracial	1.7%
Black or AA	8.5%
Hispanic or Latino	17.4%
Middle Eastern/North…	0.2%
Native Hawaiian or Other…	0.0%
White/Caucasian	73.0%
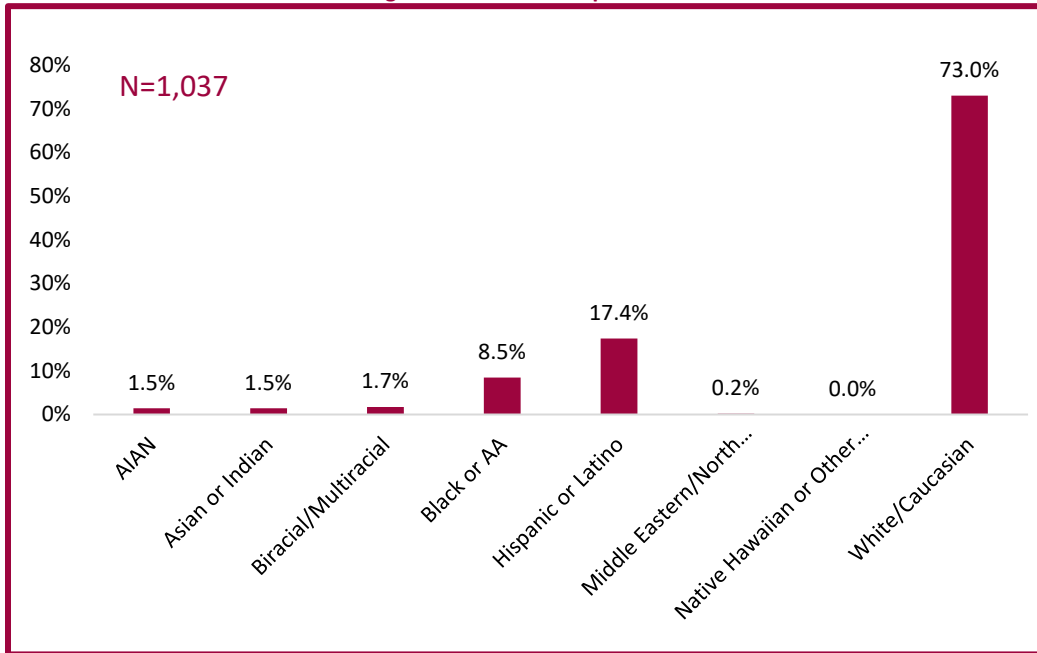
Figure 32. Ethnicity of Respondents

N=1,037

5.90%
18.90%
75.20%

- Non-Hispanic/Latino/Latinx
- Hispanic/Latino/Latinx
- Prefer not to answer
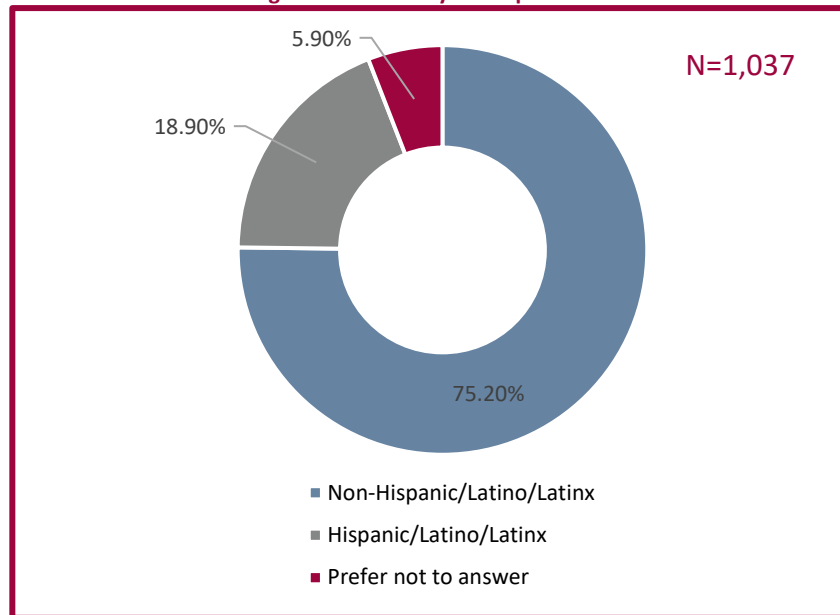
Survey Question Highlights

When asked about the primary areas of concern for the community you live in, the top five responses (N: 1,037) were:

(1) Access to mental/behavioral health services (41.77%)
(2) Safe and affordable housing (33.07%)
(3) Homelessness and affordable housing (31.49%)
(4) Community Safety (30.70%)
(5) Transportation resources (buses, trains, ride shares) (25.95%)

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The primary areas of concern by key demographic groups, and key geographical groups are shown in the tables below.

Table 8. Primary Areas of Concern by Demographic Groups

	ACCESS TO MENTAL HEALTH	HOMELESSNESS & HOUSING	COMMUNITY SAFETY	TRANSPORTATION	DISCRIMINATION	ACCESS TO HEALTHCARE
OVERALL (N = 1,037)	X	X	X	X	-	-
BLACK OR AFRICAN AMERICAN (N = 54)	X	-	X	X	X	-
HISPANIC/LATINO (N = 101)	X	X	X	-	-	X
< $100K (N = 307)	X	X	X	X	-	X

Table 8 highlights the primary areas of concern identified by respondents within the service area stratified by demographics and income of the community survey respondents.

Table 9. Primary Areas of Concern by Geographical Groups

	ACCESS TO MENTAL HEALTH	HOMELESSNESS & HOUSING	COMMUNITY SAFETY	TRANSPORTATION	DISCRIMINATION	ACCESS TO HEALTHCARE
SERVICE AREA POPULATION OVERALL (N = 1,037)	X	X	X	X	-	-
CITY OF AURORA (N = 405)	X	X	X	-	-	-

Table 9 highlights the primary areas of concern identified by respondents living in Aurora, as a stratification of the community survey. The respondents from Aurora selected access to mental health, homelessness and housing, and community safety as their primary concerns. These areas reflect the specific needs and priorities of the Aurora community. The responses from the general population in the

survey, access to mental health, homelessness and housing, community safety, and transportation emerged as the primary areas of concern.

When asked about the primary areas of concern for youth in the community you live in, the top five responses were
(1) Mental Health & Wellness/Anxiety (62.17%)
(2) Social media influence (61.68%)
(3) Bullying/cyber bullying (60.53%)
(4) Drug/Alcohol Abuse (41.28%)
(5) Stress and Time Management (37.17%)

The primary areas of concern for youth by key demographic groups, and key geographical groups are shown in the table below.

Table 10. Primary Areas of Concern for Youth by Demographic Groups

	MENTAL HEALTH & WELLNESS, ANXIETY	BULLYING OR CYBER BULLYING	SOCIAL MEDIA INFLUENCE	DRUG & ALCOHOL ABUSE	STRESS AND TIME MANAGEMENT
RESPONDENTS WITH CHILDREN (N =405)	X	X	X	X	X
BLACK OR AFRICAN AMERICAN (N = 52)	X	X	X	-	X
HISPANIC/ LATINO (N = 95)	X	X	X	X	-
< $100K (N = 288)	X	X	X	X	-

Table 10 highlights the primary areas of concern for youth identified by respondents within the service area stratified by demographics and income of the community survey respondents.

Table 11. Primary Areas of Concern for Youth by Geographical Groups

	MENTAL HEALTH & WELLNESS, ANXIETY	BULLYING OR CYBER BULLYING	SOCIAL MEDIA INFLUENCE	DRUG & ALCOHOL ABUSE	STRESS AND TIME MANAGEMENT	VIOLENCE/GANGS
TOTAL SERVICE AREA WITH CHILDREN OVERAL (N = 608)	X	X	X	X	X	-
CITY OF AURORA WITH CHILDREN (N = 248)	X	X	X	X	-	X

Table 11 provides insights into the primary areas of concern for youth, stratified by respondents from Aurora, within the community survey. Respondents from Aurora expressed concerns related to mental health and wellness, anxiety, bullying or cyberbullying, social media influence, drug and alcohol abuse, and violence/gangs. These areas of concern highlight the challenges and pressures faced by youth in Aurora. The responses from the general population in the survey, mental health and wellness, anxiety, bullying or cyberbullying, social media influence, drug and alcohol abuse, and stress and time management emerged as the primary areas of concern for youth.

Survey respondents were asked if there are resources that their child/family needs that are not available to them (Figure 33). The community needs assessment survey revealed several areas where families and children in the community could benefit from additional resources and support. Respondents identified a need for more affordable programs, mental health resources, education resources, and solutions to barriers to accessing services.

Survey respondents indicated a need for affordable programs outside of typical working hours, job skills training for people with disabilities, after-school programs for teens and children with special needs, and funding for counseling services in schools. Education resources such as tutoring services, college prep/scholarship services, support for Individualized Education Programs (IEP) children and their parents, and funding for social service programs in schools that do not involve the criminal/legal system are also needed.

Transportation, unreliable and unaffordable internet, financial barriers, and employment/job hours were identified as the most significant barriers to accessing needed services and resources in the community. By addressing these challenges, the community can improve access to essential services and support for families and children, promoting overall health and well-being. These overall themes from the community survey respondents' responses on resources needed are listed in the figure below.

Figure 33. Resources Needed

Mental Health Resources
- Funding needed for counseling services in schools
- Trained informal emotional/anxiety support without having to go through a medical referral

Barriers to Resources
- Transportation
- Financial
- Unreliable & unaffordable internet
- Employment/job hours are barriers to bringing children to and from activities

Affordable Programs
- Job skills training for people with disabilities
- After school programs for teens, working parents with no way for children to get there, children with special needs
- Information on available community resources & programs
- Childcare that is affordable before & after school, outside typical working hours, with transportation

Education Resources
- Diverse teachers needed
- Tutoring services, SAT prep, college prep/advice, college scholarships
- Support for IEP children/parents
- School to prison pipeline: social service programs not involving criminal/legal system are needed with funding from local government

Qualitative Analysis: Focus groups and key informant interviews

The facilitators captured detailed notes and transcripts of the key informant interviews and focus group sessions. The text from these transcripts were analyzed using the qualitative analysis program Dedoose®8.0.35 text was coded using a pre-designed codebook, organized by themes, and analyzed for significant observations. The frequency with which a topic was discussed was used to assess the relative importance of that social need to determine the most pressing needs of the community. The findings from the qualitative analysis with the findings from other data sources and incorporated into the Data Synthesis of the CNA Report. Figures 34 and 35 below summarize the findings that were identified from the key qualitative data analysis.

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[8] Dedoose Version 8.0.35, web application for managing, analyzing and presenting qualitative and mixed method research data (2018). Los Angeles, CA: SocioCultural Research Consultants, LLC www.dedoose.com

Figure 34. Qualitative Analysis Findings

Figure 35. Qualitative Analysis Findings

QUALITATIVE ANALYSIS FINDINGS

LITERACY ISSUES WITH CHILDREN NOT READING AT GRADE LEVEL

COVID-19 IMPACT

LEARNING LOSS IS SIGNIFICANT, TEACHERS ARE BURNT OUT AND SCHOOLS AREN'T AFFORDED PROPER RESOURCES TO ADDRESS LEARNING LOSS SYSTEMATICALLY, SOCIAL EMOTIONAL HEALTH NEEDS ARE NOT ADDRESSED DUE TO LACK OF SOCIAL WORKERS

INEQUITIES

AMONGST THE OPPORTUNITIES CHILDREN HAVE. SCHOOLS WITH MORE FUNDING ARE TYPICALLY LOCATED IN WEALTHIER AREAS OF TOWN (HIGHER TAXES) AND OFFER MORE AFTER SCHOOL PROGRAMMING, FIELD TRIPS, BETTER FUNDED CLASSROOMS

KEY INFORMANT INTERVIEW FINDINGS
Top Concerns, Issues, and Needs

AVAILABILITY OF RESOURCES IS A ROOT CAUSE

(COVID-19 MAGNIFIED THIS)

MEETING INFLUX OF DEMAND FOR HEALTHCARE/MENTAL HEALTHCARE

(ALREADY UNDERFUNDED/UNDERSTAFFED)

ACCESS TO GED CLASSES AND ENGLISH AS A SECOND LANGUAGE CLASSES FOR IMMIGRANTS IS NEEDED

COMPOUNDING TRAUMA FAMILIES EXPERIENCE: WORKING & LOW-INCOME FAMILIES DISPROPORTIONATELY AFFECTED

Throughout the community needs assessment, key informants and focus groups identified several areas of concern and needs within Kane and Kendall counties. These include the need for accessible and affordable health services, support for childcare and early childhood education, addressing economic concerns, providing English as a Second Language (ESL) educational resources, reducing food insecurity, increasing awareness of available community resources, addressing housing needs, improving literacy rates, and promoting mental health.

Several influencing factors were also identified, such as the impact of COVID-19, the need to address the increased demand for social services, and the challenge of addressing the inequitable access of available resources with the burden of action often falling on the individual. Additionally, there is a need to develop sustainable resources that can help address these challenges and support the community in the long term. By working together and utilizing the insights gained from this community needs assessment, we can develop and implement effective strategies to address these concerns and improve the overall health and well-being of the community.

Prioritized Significant Community Needs

The prioritization process for data collection and identification of significant community needs was a collaborative effort involving stakeholders from various sectors. The data collected was analyzed to identify patterns and themes that emerged across different topic areas. These patterns were then used to prioritize the significant community needs based on the level of urgency and impact on the community.

To ensure that the data collection process was fair and equitable, efforts were made to mitigate any potential biases. This included engaging a diverse group of stakeholders in the process, collecting data from multiple sources and using a combination of quantitative and qualitative methods. The use of multiple sources and methods helped to ensure that a more comprehensive and accurate picture of community needs was obtained.

For each indicator, there is an indicator score, county value, state value, and national value (where available). Additionally, there are state and national county distributions for comparison along with indicator trend information. The legend below shows how to interpret the distribution gauges and trend icons used. For more information and examples on the icons used, please see Appendix F. Indicators of concern, within this context, refer to specific data points or measurements that highlight areas of significance or priority. These indicators are identified through the analysis of relevant data sources, such as surveys, assessments, or secondary data scoring techniques. They serve as a reference point for challenges and improvement within the community.

Table 12. Gauge and Icon definitions

The compare to distribution gauge measures how your community is doing compared to other communities in your state, the U.S. or region.	
	This gauge indicates the location is in the best 50% of all the similar location.
	This gauge indicates the community value is in the 50th to 25th percentile of all the similar locations.
	Indicates the community value is in the worst percentile of all the similar location.
The square represents a comparison to a trend over time. The trend looks at how the indicator is doing over multiple time periods.	
	This square shows that the indicator is trending up, with significant change over time, and this is not the ideal direction.
	The indicator is trending down with non-significant change over time, and this is not the ideal direction.
	The indicator is trending down, with significant change over time, and this is the ideal direction.
	The indicator is trending down with non-significant change over time, and this is the ideal direction.
	The indicator is trending up, with significant change over time, and this is the ideal direction.
	The indicator is trending up with non-significant change over time, and this is the ideal direction.

Significant Community Need #1: Housing & Affordable Housing

HOUSING & AFFORDABLE HOUSING

- Identified as a high community need from **secondary data, key informants**, **focus groups**, **community survey participants** and **nonprofit survey participants.**

Key Themes from Community Input

- Affordable housing is a need throughout the community: costs continue to rise and wages are not, high rent/utility bills, low income housing that is affordable *and* in safe neighborhoods is needed
- Shrinking amount of multifamily housing/housing that's available and affordable for rentals
- Helping seniors age in place by addressing barriers (out of compliance, repairs they can't afford to pay, homes not conducive to aging), & helping people save toward home ownership (ties in with financial literacy) is needed
- Opportunities are needed for wealth creation: sizable wealth gap & getting people into home ownership may not be enough. Housing with the opportunity to create net wealth
- Housing comes with stability for basically every root cause that might cause somebody to experience homelessness
- Development in the city of Aurora should come with component of affordable housing with 20% of units are affordable units/incentives for developers to provide this

Primary Data

Primary data for this focal area revealed that affordable housing is a need throughout the community as housing costs continue to rise while wages are subsequently not. There is a shrinking amount of multifamily housing and affordable rentals in safe areas. Key informants and focus group participants couched discussions around specific housing needs in the context of intergenerational experiences of poverty, poor housing conditions, and historical redlining. Furthermore, there is a need in the community to help seniors age in place by addressing barriers including housing that is out of compliance, repairs they cannot afford to pay and homes that are not conducive to aging.

Furthermore, focus group participants spoke about the need for opportunities for wealth creation as there is a sizable wealth gap and getting people into home ownership may not be enough because maintaining home ownership can be a challenge for people with no net savings or net worth to be able to draw on. This can prevent people from having the safety net when a crisis comes, and also could prevent them from being able to take advantage of opportunities that may arise to grow or advance their family resources. Affordable housing with the opportunity to create net wealth is a primary concern.

> Housing comes with stability for basically every root cause that might cause somebody to experience homelessness.
> - Focus Group Participant

Secondary Data

Based on the secondary data scoring results, housing/homelessness and affordable housing were identified as top needs in Kane and Kendall counties. This need area is represented by the Economy topic area below. Indicators under the Economy health topic are indirectly related to housing and housing-related problem and provides a bigger picture of the prioritized health topic. The health topics and related indicators are grouped together based on HP 2030 framework and health topics. Using Conduent HCI's secondary data scoring technique, analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within a topic area were categorized as indicators of concern and are listed in Tables 13 and 14 below.

TABLE 13. DATA SCORING RESULTS FOR ECONOMY(HOUSING & AFFORDABLE HOUSING), KANE COUNTY

SCORE	Economy (Housing & Affordable Housing)	Kane County	State	US	State Counties	US Counties	Trend
2.64	Unemployed Workers in Civilian Labor Force (January 2022) *percent*	5.9	5.3	4.4			
2.50	Median Household Gross Rent (2016-2020) *dollars*	1187	1038	1096		—	
2.03	Renters Spending 30% or More of Household Income on Rent (2016-2020) *percent*	49.4	47	49.1			—
2.00	Households that are Asset Limited, Income Constrained, Employed (ALICE) (2018) *percent*	26.4	23	—		—	—
1.86	Overcrowded Households (2016-2020) *percent of Households*	3.3	2.4	—		—	
1.86	SNAP Certified Stores (2017)	0.5	—	—			

SCORE		Kendall County	State	US	State Counties	US Counties	Trend
	stores/ 1,000 population						
1.86	Youth not in School or Working (2016-2020) *percent*	2.1	2	1.8			—
1.58	Severe Housing Problems (2013-2017) *percent*	16.9	16.9	18			
1.58	Social and Economic Factors Ranking (2021)	54	—	—		—	—

SCORE	Economy (Housing & Affordable Housing)	Kendall County	State	US	State Counties	US Counties	Trend
2.67	Median Household Gross Rent (2016-2020) *dollars*	1487.0	1038.0	1096.0		—	
1.92	Renters Spending 30% or More of Household Income on Rent (2016-2020) *percent*	46.9	47.0	49.1			
1.86	SNAP Certified Stores (2017) *stores/ 1,000 population*	0.4	—	—			
1.64	Total Employment Change (2018-2019) *percent*	0.6	0.1	1.6			

From the secondary data results, there were several indicators in this topic area that raise concern for both Kane County and Kendall County. Compared to other counties in Illinois, both counties have higher median households gross rent, and the trend is increasing significantly.

In addition, Renters Spending 30% or More of Household Income on Rent is an area of concern for both counties. In Kane County, 49.4% of renters spend at least 30% of their income, compared to 46.9% in Kendall County.

Significant Community Need #2: Mental Health

MENTAL HEALTH

- Identified as a high community need through **secondary data**, from **key informants**, **focus groups**, **community survey**, and **nonprofit survey participants.**

Key Themes from Community Input

- Accessibility of transportation especially those with disabilities is a barrier to care
- Difficulty navigating the health system
- Financial barriers: increasing costs for treatment/medications, high copays, many people are uninsured
- Providers need to be trauma-informed
- Lack of therapists due to workforce shortages leading to months long waiting lists
- Stigma in accessing care/talking about mental health
- High costs for therapy
- Postpartum depression is a high concern
- Providers need to be trauma-informed
- Lack of services for people with disabilities

Primary Data

Primary data for this need area revealed that months long waiting lists to see a provider, coupled with the lack of therapists in the community and minimal mental health providers in schools has led to the emerging mental health crisis in Kane and Kendall counties. The impact of COVID-19 on mental health, specifically in children, was voiced in both key informant interviews and focus group sessions as a top issue in the community. Key stakeholders working in this space noted that increased anxiety and depression in children due to academic stress and self-esteem issues as well as postpartum depression in mothers is often under-diagnosed leaving people without access to proper counseling, medication, and other resources. Furthermore, there is a need for providers working in the mental health field to be trauma informed.

Primary data also highlighted the frustration of parents and parents of adults with disabilities in terms of the limitations and being able to provide full lives for their children. Specifically, the health issues that they are having preclude them from being able to be equal participants in their children's school lives or even be able to get some kind of meaningful employment.

Community survey results revealed that **57%** of survey respondents reported they do not have access to or are not aware of services for those with special needs/disabilities readily available in their community (N=599). Figure 36 below displays respondents' perception regarding accessibility/awareness of mental/behavioral services (N = 609). Figure 37 shows the barriers to mental health services in the community (N = 585). Cost/perceived cost was the top barrier (65.2%) followed by long waiting lists (57.4%) and limited hours of operation (35.9%).

Figure 36. Respondents' Perception Regarding Accessibility/Awareness of Services (N = 609)

Legend: Accessible, Not Accessible, Unaware of these services

Service	Accessible	Not Accessible	Unaware of these services
Substance abuse / addiction service (detox and rehab)	43.5%	11.8%	44.7%
Psychiatrist	38.4%	26.5%	35.1%
Outpatient Mental Health Services	44.1%	18.1%	37.8%
Eating disorder counseling/treatment	28.0%	11.8%	60.2%
Prevention and Screening Services	35.5%	11.8%	52.7%
Crisis Intervention Services	43.1%	10.0%	46.9%

Figure 37. Respondents' Perception Regarding Barriers to Mental Health Services in the Community (N = 585)

Legend: Often a Barrier, Sometimes a Barrier, Not a Barrier

Barrier	Often a Barrier	Sometimes a Barrier	Not a Barrier
Long waiting lists	57.4%	32.2%	10.3%
Cost/perceived costs	65.2%	29.8%	5.0%
Language/cultural	29.7%	44.9%	25.4%
Limited hours of operation	35.9%	50.3%	13.9%
Lack of transportation	35.3%	43.7%	21.1%
Lack of appropriately trained staff, including cross training on mental health/ substance abuse/addiction issues	32.0%	47.8%	20.3%
Sexual orientation	14.0%	41.8%	44.2%

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Secondary Data

Mental Health and Mental Disorders had the ninth-highest data score of all topic areas in Kendall County, with a score of 1.25. Further analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within the topic area were categorized as indicators of concern and are listed in Table 15 for Kendall County.

TABLE 15. DATA SCORING RESULTS FOR MENTAL HEALTH & MENTAL DISORDERS

SCORE	MENTAL HEALTH & MENTAL DISORDERS	Kendall County	State	US	State Counties	US Counties	Trend
1.92	Depression: Medicare Population (2018) *percent*	17.3	16.7	18.4			
1.50	Mental Health Provider Rate (2020) *providers/ 100,000 population*	102.3	245.3	—			

The secondary data scoring results showed that depression within the Medicare population in Kane County is rising significantly, at 17.3% in 2018. The Mental Health Provider Rate in Kendall County is 102.3 providers/ 100,000 population compared to 245.3 providers/ 100,000 population in the state of Illinois.

Significant Community Need #3: Economic Opportunity

ECONOMIC OPPORTUNITY

- Identified as a high community need from **key informants**, **focus groups**, and **non profit survey participants.**

Key Themes from Community Input

- Economic concerns: inflation/rising costs & wages not keeping up, high cost of living, property taxes increasing, cost of medication/doctor copays, all leads to cycle of generational poverty, financial illiteracy, transportation as a barrier to employment
- Funders serving as the facilitator/convener for organizations to figure out funding for employee benefits (MEWA—multiple employer welfare arrangement)
- Children that don't receive the same opportunities to do sports/clubs affects them developmentally almost always due to financial reasons
- Parents having to make hard financial choices
- Opportunity to partner with libraries and local businesses to increase financial literacy of community members
- Challenges of documentation: high percentage of people who aren't documented to work, leading to a loss of human potential and capacity to engage with jobs that are that are needed, a lot of people who can't afford legal counsel to be able to to pursue immigration process
- Barriers that are not surface level but are directly related to economic mobility
- Low societal value placed on social service positions has led to workforce crisis
- Middle income people/families fall in this gap of making too much money to qualify for services but are barely getting by

Primary Data

Focus group participants and key informants discussed at length about the need to address the myriad of economic challenges community members are facing as costs are rising and wages are subsequently not. Increasing property taxes, rising costs of food, and inflation are all contributing to families struggling economically, disproportionately affecting families of color in Kendall and Kane counties.

Additionally, there was discussion around the complex influencing factors of unemployment including but not limited to the following: jobs do not pay a real living wage, transportation/affordable childcare/ work authorization are all barriers to working, hiring discrimination including ageism, criminal history with cannabis, and the lack of jobs for adults with disabilities. Finally, there is a need to educate the community on financial literacy as a means to upwards economic mobility.

> " One thing we talk about is this middle income of individuals where they don't necessarily qualify for the income-based type services, but they also don't make enough money to actually sustain themselves. So, they're stuck in this rut where they're just barely getting by.
> - Focus Group Participant "

Secondary Data

The analysis of secondary data scoring results revealed that the Economy emerged as a primary need in both Kane and Kendall counties. This need encompasses various aspects such as housing and affordability, as reflected in the Economy topic area discussed earlier. To further explore this need, an in-depth analysis was conducted utilizing Conduent HCI's Secondary Data scoring technique. The aim was to identify specific indicators of concern within the counties. Indicators within a topic area that obtained high data scores were classified as indicators of concern and can be found in Tables 13 and 14 provided above. This comprehensive approach aids in pinpointing areas requiring targeted attention and intervention for addressing economic challenges within the communities.

Significant Community Need #4: Education

EDUCATION

- Identified as a high community need from **key informants**, **focus groups**, and **community survey participants.**

Key Themes from Community Input

- Child care/early childhood education: affordable/accessible child care is a barrier for many working parents, overall lack of awareness of important of early childhood and why it's important to fund programs with more spaces available for children to qualify
- Resources not available include diverse teachers, tutoring, support for IEP children/parents, information on college/career readiness, tutoring, SAT prep, college scholarships
- Schools lack support/understanding for Autism community
- Parent empowered gatherings/community at schools is positive
- Funding systemic solutions not just band-aid solutions that tackle poverty and underfunded schools
- School to prison pipeline: social service programs not involving criminal/legal system needed with funding from local gov.
- Schools with more money provide students with more opportunities
- Classrooms need to be properly funded
- Literacy issues with children not reading at grade level
- Access to GED classes and English as a second language class for immigrants is needed
- COVID-19 impact: learning loss is significant, teachers are burnt out and schools aren't afforded proper resources to address learning loss systematically, social emotional health needs are not addressed due to lack of social workers

Primary Data

Primary data collection participants discussed the impact of COVID-19 on education, both teachers and students. Key informants discussed how educators were overworked, underpaid, and consequently are experiencing burn out. Those subject matter experts highlighted that many children experienced elevated levels of learning loss. Remote learning curtailed developmental growth, showing up with

children having more behavioral issues than they did prior to COVID-19. Discussions also brought themes around schools and systems not having proper resources to address learning loss systematically.

During the data collection period, there was extensive conversation and insight within the key informant interviews and focus groups surrounding the need for funding that tackles poverty and underfunded schools in an authentic way that does not just provide "band-aid" solutions. Key informants mentioned that schools in more affluent areas provide students with more opportunities including after-school clubs, sports, and programming. This often falls along racial/ethnic lines creating disparities in the access children have to critical resources that allow for social and developmental growth.

Secondary Data

Education was identified as a significant community need. Education had data score of all topic areas in Kendall County, with a score of 1.01, and had data score in Kane County at 1.31. Further analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within the topic area were categorized as indicators of concern and are listed in Table 16 for Kane County and Table 17 for Kendall County.

TABLE 16. DATA SCORING RESULTS FOR EDUCATION, KANE COUNTY

SCORE	EDUCATION	Kane County	State	US	State Counties	US Counties	Trend
1.69	Student-to-Teacher Ratio	15.6	14.6	17.3			
1.58	People 25+ with a High School Degree or Higher	85.7	89.7	88.5			

TABLE 17. DATA SCORING RESULTS FOR EDUCATION, KENDALL COUNTY

SCORE	EDUCATION	Kendall County	State	US	State Counties	US Counties	Trend
1.97	Student-to-Teacher Ratio	15.7	14.6	17.3			

The data shows Student-to-Teacher Ratio is a major area of concern for both counties. Additionally, in Kane County there is a low percentage of residents who are People 25+ with a High School Degree or Higher (85.7%).

Significant Community Need #5: Healthcare Access & Quality

HEALTHCARE ACCESS & QUALITY
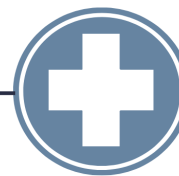
- Identified as a high community need through **secondary data**, from **key informants**, **focus groups**, **community survey**, and **nonprofit survey participants.**

Key Themes from Community Input

- Accessibility of transportation especially for those with disabilities is a barrier to care
- Difficulty navigating the health system
- Financial barriers: increasing costs for treatment/medications, high copays, many people are uninsured
- Healthcare access for veterans who may not quality and healthcare coverage "gap" for community members
- Providers need to be trauma-informed
- Populations most affected: Children, Senior population, people without a private vehicle, homebound individuals

Primary Data

During the CNA process, one of the top needs identified by key informants and focus group participants was accessible and affordable healthcare. Focus group participants spoke about the challenges they face when trying to navigate the healthcare system, including financial barriers such as high copays, increasing costs for treatment and medications, and transportation, especially for people with disabilities. Additionally, there is a coverage gap for many community members, such as Veterans, who do not qualify for healthcare through the VA and those who do not qualify for public insurance but cannot afford private insurance.

Another important theme that emerged from our qualitative conversations with key informants and subject matter experts was the need for providers to be trauma-informed, especially when serving the Veteran population. Trauma-informed training helps healthcare providers recognize the signs and symptoms of trauma in their patients and respond in a supportive and compassionate way. This can improve patient outcomes and make healthcare experiences more positive and healing for those who have experienced trauma.

Secondary Data

Healthcare Access and Quality was identified as a significant community need. Healthcare Access and Quality had the highest data score of all topic areas in Kendall County, with a score of 1.58, and had the third highest data score in Kane County at 1.56. Further analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within the topic area were categorized as indicators of concern and are listed in Table 18 for Kane County and Table 19 for Kendall County.

TABLE 18. DATA SCORING RESULTS FOR HEALTHCARE ACCESS & QUALITY, KANE COUNTY

SCORE	HEALTHCARE ACCESS & QUALITY	Kane County	State	US	State Counties	US Counties	Trend
2.08	Adults without Health Insurance (2019) *percent*	20.3	—	13			—
2.06	Primary Care Provider Rate (2018) *providers/ 100,000 population*	41	80.6	—			
1.92	Adults who have had a Routine Checkup (2019) *percent*	75.3	—	76.6			—
1.92	Persons with Health Insurance (2019) *percent*	89.8	91.3	—			
1.89	Adults with Health Insurance: 18-64 (2019) *percent*	87.3	89.5	—			
1.89	Children with Health Insurance (2019) *percent*	95.6	96.1	—			
1.75	Adults with a Usual Source of Healthcare (2015-2019) *percent*	79.6	—	—		—	—
1.75	Clinical Care Ranking (2021)	91	—	—		—	—

TABLE 19. DATA SCORING RESULTS FOR HEALTHCARE ACCESS & QUALITY, KENDALL COUNTY

SCORE	HEALTHCARE ACCESS & QUALITY	Kendall County	State	US	State Counties	US Counties	Trend
1.92	Adults who have had a Routine Checkup (2019) *percent*	74.3	—	76.6			—
1.92	Adults without Health Insurance (2019) *percent*	16.1	—	13.0			—
1.83	Non-Physician Primary Care Provider Rate (2020) *providers/ 100,000 population*	38.0	90.3	—			↗
1.78	Dentist Rate (2019) *dentists/ 100,000 population*	38.0	80.5	—			↗
1.78	Primary Care Provider Rate (2018) *providers/ 100,000 population*	36.7	80.6	—			↗
1.67	Children with Health Insurance (2019) *percent*	96.3	96.1	—			↗
1.58	Adults with a Usual Source of Healthcare (2015-2019) *percent*	84.2	—	—		—	—
1.50	Adults with Health Insurance: 18-64 (2019) *percent*	92.3	89.5	—			↗
1.50	Mental Health Provider Rate (2020) *providers 100,000 population*	102.3	245.3	—			↗

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The data shows Adults who Have a Routine Checkup is a major area of concern for both counties, where 74.3% of adults in Kendall County and 75.3% of adults in Kane County have had a routine checkup. Additionally, in Kane County there is a high rate of adults without health insurance (20.3%) and a low primary care provider rate at 41 providers/ 100,000 population.

Significant Community Need #6: Transportation

TRANSPORTATION

- Identified as a high community need from **key informants**, **focus groups**, **community survey participants** and **nonprofit survey participants.**

Key Themes from Community Input

- Public transportation is limited and unreliable especially for people with disabilities
- Grants for transportation are a need with many barriers
- Transportation is a barrier to employment/after school programs for children
- Transportation is the biggest issue facing most organizations attempting to serve families and young people in Aurora
- Transportation is a huge barrier as older adults age: issues with getting around and having *reliable* transportation
- How organizations are all set up affects access to services i.e. transportation may cross county lines and if public transportation is set up in one county but doesn't cross to the other, services are limited

Primary Data

Throughout the Community Needs Assessment (CNA) process, transportation emerged as a significant area of concern consistently discussed by key informants and focus group participants. The discussions highlighted the challenges posed by unreliable public transportation systems and emphasized the need for local and city governments to better understand and address the transportation needs of the county.

As community members expressed, transportation was identified as the primary barrier hindering access to essential community resources, services, employment opportunities, and after-school programs for children. Participants stressed that the absence of reliable transportation limits individuals' ability to commute beyond a certain distance, often just a few miles, subsequently restricting their employment options. This, in turn, significantly impacts their financial stability, particularly among those who are unemployed or underemployed. As one participant aptly stated, "Most people who are having difficulty making ends meet is either because they are unemployed or underemployed, and transportation, the ability to get to and from work, contributes to that significantly."

Secondary Data

Based on the community need scoring results, Transportation was identified as top needs in Kane and Kendall counties. This need area is represented by the Community topic area of the secondary data below, which includes some transportation indicators. Using Conduent HCI's Secondary Data scoring technique, analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within a topic area were categorized as indicators of concern and are listed in Tables 20 and 21 below.

TABLE 20. DATA SCORING RESULTS FOR COMMUNITY, KANE COUNTY

SCORE	COMMUNITY	Kane County	State	US	State Counties	US Counties	Trend
2.64	Workers who Walk to Work	1.1	2.8	2.6			
2.31	Mean Travel Time to Work	29.2	29	26.9			
2.19	Solo Drivers with a Long Commute	42.9	41.6	37			
1.72	Workers Commuting by Public Transportation	2.2	8.8	4.6			

TABLE 21. DATA SCORING RESULTS FOR COMMUNITY, KENDALL COUNTY

SCORE	COMMUNITY	Kendall County	State	US	State Counties	US Counties	Trend
2.64	Mean Travel Time to Work	33.7	29.0	26.9			
2.64	Solo Drivers with a Long Commute	51.7	41.6	37.0			
2.36	Workers who Walk to Work	1.0	2.8	2.6			
2.00	Workers Commuting by Public Transportation	1.8	8.8	4.6			

1.69	Workers who Drive Alone to Work	81.6	71.5	74.9			

The data shows Workers who Walk to Work, Mean Travel Time to Work, Solo Drivers with a Long Commute, and Workers Commuting by Public Transportation are areas of concern for both counties with a concerning trend over time. Additionally, in Kendall County there is a higher percentage of Workers who Drive Alone to Work (81.6%).

Significant Community Need #7: Food Access & Food Security

Food access refers to the physical availability and affordability of nutritious food within a community. It encompasses the presence of grocery stores, farmers' markets, and other sources of fresh and healthy food options. Food access also considers the proximity of these food sources to individuals and their ability to obtain nutritious food without significant barriers, such as transportation limitations or high costs.

Food security encompasses a broader concept that goes beyond access. Food security refers to the state in which all individuals within a community have consistent access to sufficient, safe, and nutritious food that meets their dietary needs and preferences. It is not solely dependent on physical access to food but also the economic and social factors that influence food availability.

FOOD ACCESS AND SECURITY
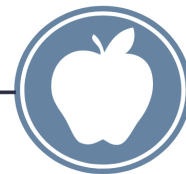
- Identified as a high community need from **key informants**, **focus groups** and **nonprofit survey participants.**

Key Themes from Community Input

- School closures during COVID-19 affected access to hot meals for children
- Stigma in accessing food
- Access to food pantries on a consistent basis is needed by extending hours
- Pantries working to acquire more culturally familiar foods and offer wrap around services

Primary Data

Food Access and Security was a trending area of concern that was frequently discussed by community members. Key informant and subject matter experts discussed that there had been an overall increase in food insecurity amongst families during COVID-19 and that there was stigma seeking assistance from food pantries. Similarly, school closures during COVID-19 affected nutrition as many children depend on school for hot meals. General access to and affordability of healthy food was mentioned, and community members connected these factors to the overall state of the economy and impact of job loss or jobs that did not pay living wages.

Focus group participants working in the food access area recommended extending hours of food pantries on a consistent basis to allow for more community members to access food. Furthermore, food pantries are working to acquire more culturally familiar foods & offer culturally appropriate services that are needed in the community.

Food security is influenced by several factors, including household income levels, employment opportunities, affordability of food, social support systems, and knowledge about nutrition and healthy eating practices. Achieving food security requires addressing not only the physical availability of food but also the systemic issues related to income inequality, poverty, social safety nets, and education around nutrition. Wrap around services, are integrated, person centered approaches that strive to meet the multiple needs of individuals and families by coordinating support across various sectors and service providers. These services help connect communities and allow navigation for families around the resources available in the community. Food access focuses on the availability and affordability of nutritious food, food security encompasses a broader concept that includes consistent access to sufficient, safe, and nutritious food while addressing underlying socioeconomic factors that impact food availability and utilization.

> " We need funding for wrap around services. We service so many here at the pantry that are near eviction or our unhoused but are living with friends or are facing eviction. We need a way to give assistance or connect them with gas cards, etc. We also have huge needs for food in general this year. We have a large increase in need this year and food costs. "
> - Focus Group Participant

Secondary Data

Based on the community need scoring results, Food Access and Security was identified as one of the top needs in Kane and Kendall counties. This need area is represented by the Environmental Health topic area of the secondary data below, which includes indicators related to Food Access and Security. Using Conduent HCI's Secondary Data scoring technique, analysis was done to identify specific indicators of concern across the counties. Individual indicators with high data scores within a topic area were categorized as indicators of concern and are listed in Tables 22 and 23 below.

TABLE 22. DATA SCORING RESULTS FOR ENVIRONMENTAL HEALTH, KANE COUNTY

SCORE	Environmental Health	Kane County	State	US	State Counties	US Counties	Trend
1.97	Grocery Store Density	0.1	—	—			
1.86	SNAP Certified Stores	0.5	—	—			

| 1.67 | Fast Food Restaurant Density | 0.6 | — | — | | | |
| 1.67 | Children with Low Access to a Grocery Store | 5.3 | — | — | | | — |

TABLE 23. DATA SCORING RESULTS FOR ENVIRONMENTAL HEALTH, KENDALL COUNTY

SCORE	Environmental Health	Kendall County	State	US	State Counties	US Counties	Trend
2.00	Grocery Store Density	0.1	—	—			
1.86	SNAP Certified Stores	0.4	—	—			
1.81	Fast Food Restaurant Density	0.6	—	—			
1.67	Children with Low Access to a Grocery Store	4.7	—	—			--

The data shows Grocery Store Density, SNAP Certified Stores, Fast Food Restaurant Density, and Children with Low Access to a Grocery Store are areas of concern with a worsening trend in Grocery Store Density over a period of time for both counties.

Conclusion

The assessment process involved the collection and analysis of both primary and secondary data sources, including surveys, focus groups, and key informant interviews. The primary data was gathered from key informants and community members through surveys and focus groups. The secondary data was obtained from publicly available data sources and synthesized to create prioritization in the community's top needs. The data synthesis process identified significant community needs in various areas, including healthcare access, affordable housing, food security, mental health, and education. Our analysis has highlighted the socioeconomic disparities that exist in certain ZIP codes and provided visual representation and references of this data.

Throughout this process, there was a concerted effort to engage with community members and stakeholders to ensure their perspectives and experiences are represented in these findings. That comprehensive approach has resulted in a nuanced and accurate understanding of the community's needs and resources.

This process further highlighted that the impact of community services on individuals and the community is essential. Access to services such as healthcare, education, affordable housing, food, and transportation can improve the quality of life for individuals and families. These services not only provide immediate relief to those in need but also help to create more equity and sustainability within the community.

Access to healthcare services can help individuals manage chronic health conditions and prevent illnesses, leading to better overall health and increased productivity. Quality education can provide individuals with the knowledge and skills needed to secure better-paying jobs, leading to financial stability and improved living conditions. Access to affordable housing can help families escape homelessness and improve their overall living conditions, leading to better health outcomes and improved educational opportunities for children. Access to healthy and nutritious food can improve overall health and reduce the risk of chronic diseases.

At the community level, the availability of these services can lead to increased social cohesion, reduced crime rates, and improved economic development. When individuals have access to essential services, they are more likely to be engaged and participate in their community, leading to stronger and more resilient communities.

The community needs assessment provided a comprehensive understanding of the challenges faced by the community and has identified the areas of improvement and collaboration building. It is a vital tool that can support the development of strategies that are effective in addressing these challenges. The involvement of community stakeholders and funders will be crucial in achieving this vision. The findings within this assessment can also help to develop the collaboratory foundation that can inform strategic planning efforts and decision-making processes.

Appendices Summary

A. Community Input Assessment Tools

Quantitative and qualitative community feedback data collection tools that were vital in capturing community feedback during this collaborative CNA:

- community survey
- focus group & key informant guide
- nonprofit survey

B. Community Survey Demographics

A comprehensive overview of the demographic characteristics of the individuals who participated in the community survey. It includes data on age, gender, ethnicity, educational background, and other pertinent demographic information. This appendix offers valuable insights into the diverse composition of the survey respondents, shedding light on the representation and perspectives of different segments within the community.

C. Environmental Scan Brief

A concise overview of the findings from the environmental scan conducted as part of the Community Needs Assessment. It presents a snapshot of the current social, economic, and environmental conditions in the community, highlighting key factors that may influence community needs and priorities. The brief includes information on demographic trends, economic indicators, health and social services infrastructure, and environmental challenges.

D. Executive Summary

An overview of the main findings, conclusions, and recommendations of the Community Needs Assessment report. It condenses the key points from each section, including the analysis of data, stakeholder input, and community feedback.

E. Prioritization Tool Kit

This appendix serves as a practical resource for stakeholders involved in the decision-making process regarding community needs and resource allocation.

F. Secondary Data (Methodology and Data Scoring Tables)

A detailed overview of the Conduent HCI data scoring methodology and indicator scoring results from the secondary data analysis.