A map of Elgin, Illinois, showing residential areas, parks, and major roads. The map is overlaid with large, bold, black text. The text reads: "Responding to our neighbors' human needs to ensure a healthy and vibrant community: A Portrait of Human Services in Elgin".

**Responding to our
neighbors'
human needs to ensure
a healthy and vibrant
community:
A Portrait of Human Services in Elgin**

**Elgin Human Services Council
Fall 2017**

Keeping Elgin Strong

Elgin's greatest resources are its people, and our community is at its best when everyone can reach their potential and fully contribute. This state of well-being is built and strengthened by social relationships, community resources, and opportunities to thrive.

Just as buildings are more stable and better able to withstand bad weather when they have a strong foundation, well-being is kept strong with a foundation of social relationships, community resources and opportunities.

This is where human services providers come in. The role these organizations play in our community is not only to repair well-being when it shows signs of breaking down, but also to construct a strong foundation to maintain long-term well-being.

The member organizations of the Elgin Human Services Council are dedicated to building and maintaining that strong foundation. When members of our community have help reaching their full potential, it makes the whole city stronger.

We are 21 local organizations that work together to provide resources, assistance and referrals. ***We respond to our Elgin neighbors' human needs to ensure a healthy and vibrant community.***

Providing residents with the right help at the right time strengthens the fabric of our community, but that's more than any of our agencies could ever do alone. It requires a team. We constantly engage other local leaders from the education, law enforcement, business, and library communities as partners to ensure the well-being of the community.

We are proud to be part of that strong foundation that creates and maintains well-being for all Elgin residents.

In the following pages, we briefly summarize the history of the Elgin Human Services Council, its members and the services they deliver. We also present publicly-available demographic information about Elgin, describe the greater human services ecosystem that exists in Elgin, and discuss the initiatives on which the Council is currently working.

PART I: What is the Elgin Human Services Council?

In December 2015, Grand Victoria Foundation invited human services grantees to participate in an advocacy forum to discuss how the changing landscape was affecting them and how to best prepare for these changes without sacrificing the delivery of high quality services. Reductions and the elimination of some funding sources spurred a new interest in working collaboratively and drove nonprofit leaders to begin discussions about shared interests.

It became evident at that meeting that the human services organizations of Elgin needed to unify their voices to advocate for greater awareness of their services and financial value to the community, while seeking new and alternative funding sources. In early 2016 the group came together to form the *Elgin Human Services Council*.

The Council's mission is to work together as a collective voice to influence and change systems, stabilize and increase resources, and build capacity of human services providers. Its membership includes Executive Directors of 21 Elgin human services agencies. It hopes to continue to expand its membership.

Elgin Human Services Council objectives:

- Establish a venue for collaboration and improvements for human services in Elgin
- Discuss innovative ways to address the needs of Elgin residents in a coordinated way
- Educate each other and the greater Elgin community about human services
- Collaboratively discuss federal, state and local policy issues that have an impact on the human services field in Elgin
- Work collaboratively with city leaders of all types (civic, business, educational, religious)
- Learn from each other and from examples outside of Elgin

The Council is a voluntary initiative; it is not currently a 501(c)3 not-for-profit entity.

For more information about the Council, contact Ms. Karen Oswald, the Council's volunteer coordinator, at koswald@elginliteracy.org.

Elgin Human Services Council: Short descriptions of member's core services

Click Organization Name for Hyperlink to Website

Association for Individual Development	Provides high quality outcomes for people with physical, developmental, intellectual and mental health challenges in areas of housing, employment, community integration, health promotion, recovery and crisis prevention.
Boys & Girls Club Elgin	Core programs and services include: education, career development, sports and fitness, healthy lifestyles, the arts and leadership development to help young people reach their full potential.
Centro de Informacion	Programs and services, mainly to the Hispanic community, include public benefits outreach, community resources, educational seminars, emergency food pantry, parenting skills classes, employment, housing, immigration, naturalization, and DACA services.
Community Crisis Center	Services include crisis hotline, domestic violence, sexual assault, children's services, abuse intervention, economic crisis/homelessness, shelter, community education.
Easter Seals DuPage & Fox Valley	Pediatric experts with a family centered philosophy and the community resource for pediatric delays and disabilities. From first screenings to specialized therapies, providing a wide range of services that help all children live their best life.
Ecker Center	Serving people with mental illnesses with 24/7 emergency intervention, case management, therapy, psychiatry, nursing and residential programs.
Family Service Association	Provides quality, accessible and client-centered counseling services including screening & assessments, school-based therapy, mental health juvenile justice, and family support.
Food For Greater Elgin	Provides food security through 5 weekly, client choice food distributions in its grocery store environment & monthly senior mobile markets. Ensures access to additional resources beyond food through collaborative partners providing classes, services and information in an on-site Community Resource Center.
Girl Scouts of Northern Illinois	Builds courage, confidence and character for girls through programs, partnerships, and camps.
Latino Treatment Center	*Latino Treatment Center is a fully bilingual and bicultural organization which provides outpatient treatment for substance abuse, treatment for family/codependents, individual or group counseling, and adolescent treatment
Literacy Connection	Provides one-on-one and small group adult literacy tutoring, workplace and family literacy, ESL and residentship conversation groups.
Neighborhood Housing Services (NHS) of Fox Valley	Provides assistance in buying, fixing, and keeping a home. Services include 1) homebuyer education classes, 2) pre-purchase assessments, 3) home purchase, refinance and rehab loans, 4) foreclosure intervention and 5) financial education, counseling and coaching.
One Hope United	Provides early learning, child development, community-based family services, placement and residential care.
Open Door Health Center of IL	Regional, patient-centered health care organization providing education, prevention, diagnosis and treatment services to those who have or are at risk for Sexually Transmitted Infections, including HIV/AIDS, in addition to the greater LGBTQ community. Additional services include Behavioral health, case management, & substance abuse.
PADS of Elgin	Provides safe shelter, support services, and advocacy to homeless individuals. Partners with 30 local social service organizations.
Renz Center	Provides substance abuse and problem gambling treatment services, HIV prevention services, teen pregnancy prevention education, employee assistance services for small businesses, and substance abuse prevention education for youth and the community including drug/gang prevention coalition building.
Senior Services Associates	Provides wide range of services for older adults and persons with disabilities, including caregiver assistance, adult protective services, emergency services & home repair, assessment and transportation.
Summit School, Inc.	Provides special education services for students with significant learning difficulties and also provides preschool program for young children with mild developmental delays
United Way of Elgin	Works with the community to seek new solutions to challenging problems, focusing on kindergarten readiness, reading success, college and career readiness, and strong and secure families
Well Child Center	Provides counseling & services for childhood nutrition (WIC) and pediatric dental health through partnerships with health and social service organizations.
YWCA Elgin	Provides economic empowerment, youth services, advocacy, adult education, racial justice and thrift shop.

Elgin Human Services Council by Primary Services Provided



- Dark Red = Community Philanthropy/Social Services
- Red = Family Services
- Orange = Youth Empowerment
- Yellow = Hispanic, Spanish-speaking
- Neon Green = Domestic Abuse
- Light Green = Disability
- Green = Mental Health
- Bright Green = Substance Abuse & HIV Health
- Light Blue = Hunger
- Blue = Housing & Homelessness
- Dark Blue = Literacy
- Purple = Senior Services

In 2016, the Council conducted a survey of its members to collect information that illustrates the economic impact the human service sector has on the community.

ELGIN HUMAN SERVICES COUNCIL Economic Impact Statement

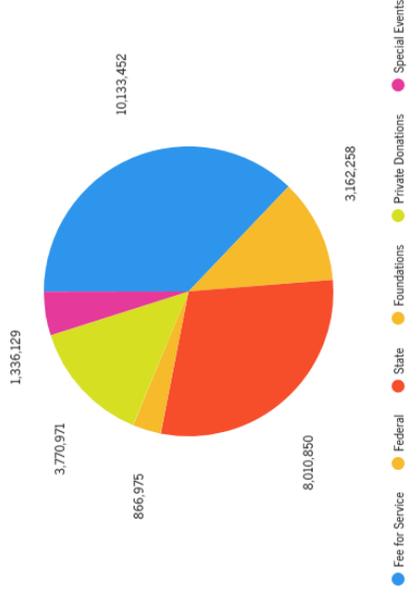
1 Providing jobs

- ✓ 437 more than full-time employees
- ✓ 135 part-time employees
- ✓ \$698,910 in retirement contributions and \$1,450,730 in health benefits

2 The business of improving lives

-  \$27,280,635 in revenue
-  \$26,421,076 in expenses

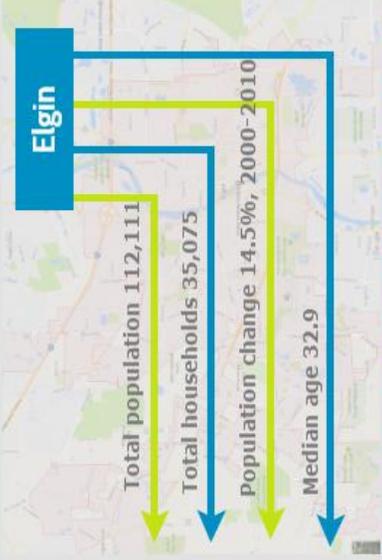
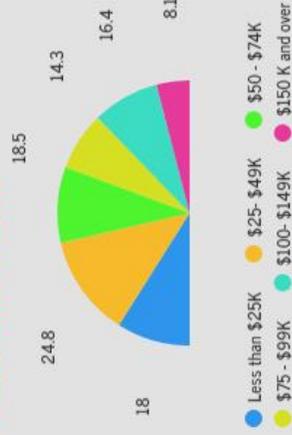
3 Public-Private Partnerships



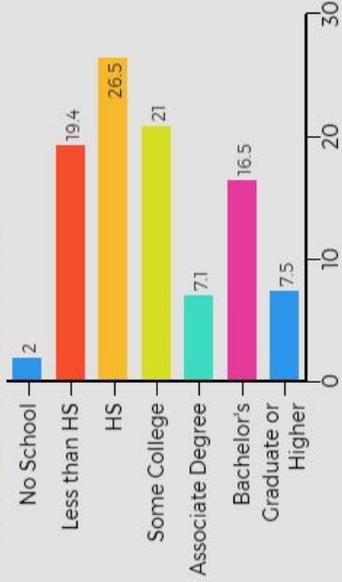


Elgin Data Snapshot

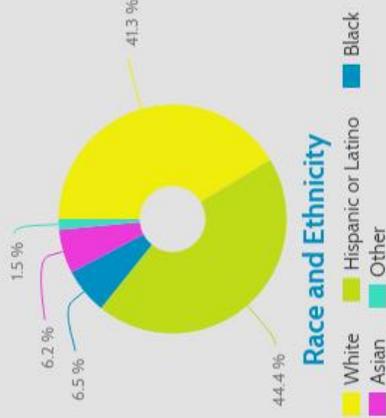
Household Income



Educational Attainment



Race and Ethnicity



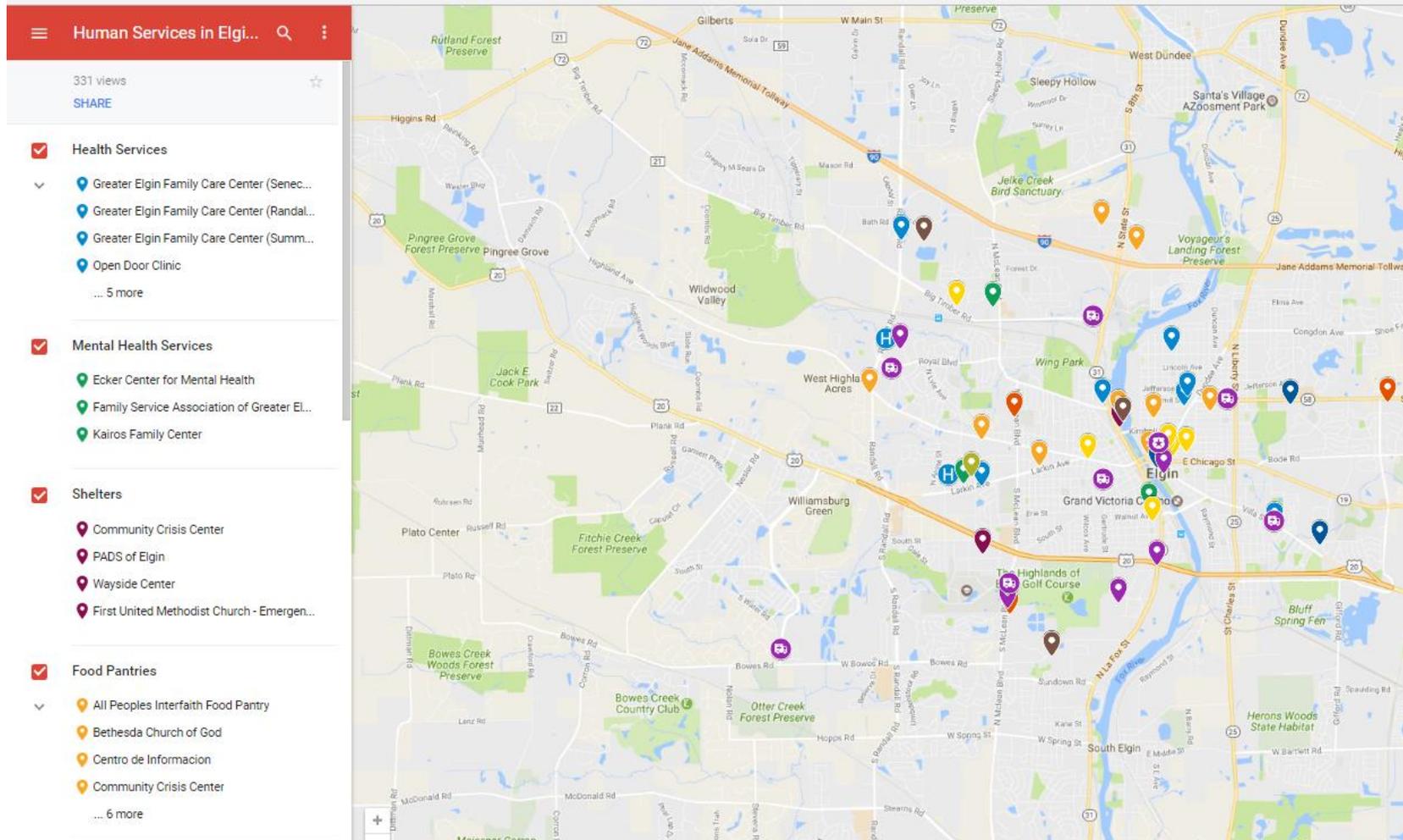
Other Data

- 13.6% living in poverty
- 21.9% child poverty rate (one in five)
- 46% children below 200% of poverty (> \$48k for family of 4)
- 27.5% poverty rate for high school dropouts
- 5.8% in extreme poverty (< 50% of poverty threshold)
- 34,755 receiving public assistance but only 817 cash assistance
- 6% under age 65 with a disability
- 31.5 work part-time
- 9.6% unemployment
- 23,900 under 65 not in labor market or counted in unemployment rate
- 4889 using SNAP & 42.5% are above poverty (indicator of working poverty)

Sources: U.S. Census 2015, 2014 American Community Survey
Created by Jennifer Phillips, IdeaFuel Consulting

Example of geographic data paired with human services organization listing and websites. The Council is working with the City of Elgin on providing human service information on its [311 information](#) system.

Source: *City of Elgin interactive human service map (click map to open):*



PART III: Quality of Life Eco-System in Elgin

The Elgin Human Services Council organizations provide a wide array of services to a broad spectrum of Elgin residents but they are just part of a larger network of entities that support the well-being of Elgin. There are many other nonprofit organizations doing important work in Elgin that are not listed in this report. Comprehensive lists of human services organizations can be found on the [City of Elgin's website under the 'Community' tab as 'Human Services Resources,'](#) and on the online [Kane County Community Services Guide](#).

In addition to the nonprofit organizations, many other systems offer direct support to residents and partner with Elgin Human Services Council organizations.

This eco-system includes, but is not limited to:

- City of Elgin
 - Police
 - 311 System
- Coalition of Elgin Religious Organizations
- U-46 School District
- Gail Borden Public Library District
- Hospitals
- EPEL: Elgin Partnership for Early Learning
- Elgin Community College Alliance for College Readiness
- Elgin Housing Authority
- Elgin Chamber of Commerce
- Alignment Collaborative for Education



The quality of life in Elgin is enhanced by the wide array of services available through this eco-system. While no formal network connects these entities, there is a web of relationships and partnerships that can make service delivery more effective and efficient. Given the already constrained funding environment and the threat of further cuts to public support for human services, organizations will need to support each other and work together to continue to serve community needs with scarce resources.

That is why creating new partnerships is essential. The Elgin Human Services Council plans to harness technology to make it easier for people to find services and for agencies to make referrals. Existing resources, such as the City's 311 system, could be important portals for residents to find human services and other organizations in our community.

Again, coordination, collaboration and partnership is essential between organizations within this eco-system. The Elgin Human Services Council sees part of its role as making sure these connections are made and that the entire community understands what services are available to its residents.

Within this eco-system of organizations, Elgin has a few formal initiatives and collaboratives underway. Three notable examples include: Elgin Partnership for Early Learning; Alignment Collaborative for Education; and the Coalition of Religious Organizations. These three efforts illustrate the community's work to provide services and assistance across the age or 'cradle to career' spectrum.

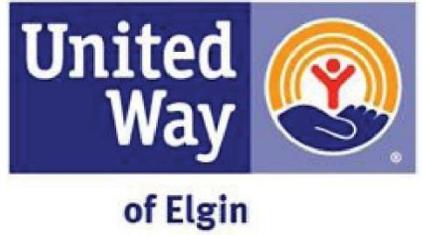
Families and individuals are unique and have varied, and sometimes complex needs. And those needs may not be mutually exclusive. A single family may have housing issues, an adult with mental health issues, a child with a substance abuse problem, and a child with a developmental delay. There is no monolithic organization that can address so many multiple needs, but Elgin is fortunate to have a healthy eco-system of organizations that can help Elgin residents when they need it most. Those organizations when woven together collaboratively bind to create the fabric of a vibrant and healthy community. The Elgin Human Services Council works to keep the community fabric strong so that families and individuals thrive.

PART IV: What We Are Doing to Improve Human Services in Elgin

The Elgin Human Services Council members are working on several fronts in 2017 to improve human services.

- We are working to make what we do more visible and understandable to Elgin leaders and residents. We want people to understand how our work not only helps those in need of essential information, services, and/or resources, but also how helping our residents makes Elgin a more vibrant community overall. When everyone is doing better, the entire community and economy of Elgin thrives and the quality of life for all improves.
- We are working, in partnership with the City of Elgin, to make it easier for people to find the services they need. We are exploring ways to harness technology to improve the way people can find services. With public resources tighter than ever, we need to be ever-more efficient and effective about how people find us and how we deliver services to them. There is a vast amount of information online but we think there are ways we can partner with others to make these online resources easier to use.
- We look forward to providing input and ideas into the City of Elgin's strategic planning process that will result in a new five-year strategic plan for 2018-2022.
- We are learning from other communities, such as Peoria, about ways to maximize our efforts through collaboration, partnership, and advocacy.
- We are discussing ways to collect and use data and across our agencies to help tell the story of how Elgin residents are succeeding with our help and how many residents may need additional help.

We are hard at work making Elgin a **healthy and vibrant community** by responding to our neighbors' human needs.



**BOYS & GIRLS CLUB
OF ELGIN**



ELGIN HUMAN SERVICES COUNCIL

