
Appendices

Appendices: Table of Contents

Appendix 1: Bibliography	133
Appendix 2a: Household Survey Methods and Summary	139
Appendix 2b: Household Survey Instrument	163
Appendix 3a: Household Survey: Housing Comments (Question 19)	165
Appendix 3b: Household Survey: Health Care Comments (Question 29)	181
Appendix 3c: Household Survey: McLean County Concerns (Question 57)	199
Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)	243
Appendix 4a: Health and Human Service Providers' Survey Methods and Summary	279
Appendix 4b: Health and Human Service Providers' Survey Instrument	303
Appendix 5a: Service Providers' Survey: Resource Sharing Opportunities (Question 29)	305
Appendix 5b: Service Providers' Survey: Barriers to Resource Sharing (Question 30)	309
Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)	313
Appendix 5d: Service Providers' Survey: McLean County's Strengths (Question 52)	319
Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)	323
Appendix 5f: Service Providers' Survey: Service Duplications (Question 54)	329
Appendix 5g: Service Providers' Survey: Other Comments (Question 55)	333
Appendix 6: Focus Groups Methods and Summaries	337
Appendix 7: Key Informant Interview Methods	405
Appendix 8: Consolidated Plan Development	407

Appendix 1: Bibliography

The ASRU reviewed public data to profile McLean County's population, economic and employment situation, health status (e.g., mortality, morbidity, vital statistics), and other demographic information. Sub-county level data were reviewed when possible. The ASRU staff obtained and analyzed public data from a variety of sources including Federal, State, and local agencies and organizations. Local agencies and organizations were also consulted for previously released reports, to identify priority issues, and to ascertain current capacity information.

In addition, ASRU staff reviewed secondary literature for information, models, and best practices associated with:

- communication, collaboration, and resource sharing within and among service networks; and
- coordinated community-based health and human services planning, administration, and delivery.

The ASRU staff obtained secondary literature by attending a conference entitled *Transforming Communities: Improving Health and Quality of Life* in December 1999; library research; review of United Way of America practices and models; and visiting Federal agency Websites to obtain reports on social services issues, statistics, and practices.

Public data and local reports

Assessment 2000: Health and Human Services in McLean County: Final Report, (Bloomington, IL, 2000).

Applied Social Research Unit, *McLean County Workforce Issues 1998*, (Normal, IL: Illinois State University, 1998).

Bloomington-Normal Association of Realtors, *Residential Type Home Report*, (Bloomington, IL, 1999).

Chamber of Commerce and Economic Development Council, [organizational brochure], (McLean County, IL, 1999).

City of Bloomington, Illinois, *Consolidated Housing and Community Development Plan*, (Bloomington, IL, 1995).

Community Advocacy Network, *CAN Annual Report, May 1998-June 1999*, (McLean County, IL, 1999).

Community Assessment of Needs: Community Survey Report, (Bloomington, IL, 1995).

Community Assessment of Needs: Focus Groups Report, (Bloomington, IL, 1995).

Appendix 1: Bibliography: Public data and local reports

East Central Illinois Area Agency on Aging, "Summary of Recurring Issues from 1999 Public Forums," (Bloomington, IL, 1999).

Eleventh Judicial Circuit Family Violence Coordinating Council, "Family Violence Survey," [Overall survey results], (1998).

Heartland Head Start, *Community Assessment, Spring 1999*, (McLean County, IL, 1999).

Housing Authority of the City of Bloomington, Illinois, *Draft Agency Plans for the Housing Authority of the City of Bloomington*, (September 1999).

Illinois Department of Employment Security, *1992-2005 Occupational Projections*, (Springfield, IL, May 1996).

Illinois State Police, *Crime in Illinois, 1996, 1997, 1998*. Available from Illinois State Police, Division of Administration, Crime Studies Section, (217) 782-3310, (Springfield, IL).

McLean County Apartment Association, *McLean County Rental Survey*, (Normal, IL, 1998).

McLean County Health Department, *McLean County Illinois Project for Local Assessment of Need (IPLAN): Community Health Plan and Needs Assessment*, (June 1999).

McLean County Juvenile Court Services, "Intake Referrals," [interim report for 1995-1998], (Bloomington, IL, Law and Justice Center, 1999).

McLean County Regional Planning Commission, *McLean County Regional Comprehensive Plan: Preliminary Report*, (Bloomington, IL, November 1999).

Minority Advocacy Council, *Community Perceptions of Local Police Study*, (Bloomington-Normal, IL, 1997).

OSF St. Joseph Medical Center and Easter Seal Rehabilitation Center, *Community Health Plan*, (Bloomington, IL, June 1998).

PATH (Providing Access to Help), *Directory 2000*, (McLean County, IL, 1999).

Schools and Faith Communities Engaged Together for Youth, *Report of Discussions from a Community Dialogue: Defining Success for Our Children*, (McLean County, IL, August 1999).

The Pantagraph, *Market Profile 2000*, (Bloomington, IL, 1999).

Together We Can: Community Assessment of Needs: Final Report, (Bloomington, IL, 1995).

Treadway, R. and D.J. Ervin, *Illinois Population Trends 1990 to 2020*, (Springfield, IL: State of Illinois, 1997).

Appendix 1: Bibliography: Secondary literature and unpublished research

U.S. Census Bureau, *Census of Population and Housing, Summary Tape File 1A*, [Database], (1980, 1990).

U.S. Census Bureau, *Census of Population and Housing, Summary Tape File 3A*, [Database], (1990).

U.S. Census Bureau, *County Business Patterns*, [CD-ROM], (1995, 1996).

U.S. Census Bureau, *USA Counties*, [CD-ROM], (1996, 1998).

Secondary literature and unpublished research

Adler, Nancy E., (University of California: San Francisco), "Social and Economic Drivers of Health," [paper presented at the *Transforming Communities: Improving Health and Quality of Life* conference sponsored by the Health Forum and Health Research and Educational Trust], (Chicago, IL, December 1999).

Administration on Aging, "Older Women: A Diverse and Growing Population," [Fact Sheet], (Washington, DC, 1998).

Beier, L.M. and M. Spring, "Who Will Remember Mama?" *Illinois Issues*, XXII:1 (1996).

"Current Estimates from the National Health Interview Survey," Table 67, *Vital and Health Statistics*, 10:199, (1995).

Davidson, F.M., J.R. Crump, A. Cohen, and N. Walzer, *Employment, Population and Poverty in Rural Illinois: Census Results, 1990*, (Macomb, IL: Western Illinois University, Illinois Institute for Rural Affairs, 1994).

Falcone, Pete, "No Small Affair," *The Pantagraph*, (Bloomington, IL, 18 July 1999).

Holliday, Bob, "Along with Jail, Law and Justice Center Also Short on Space," *The Pantagraph*, (Bloomington, IL, 17 October 1999).

Illinois Department on Aging, *Elder Abuse and Neglect Program: FY1998 Annual Report*, (Springfield, IL, 1998).

Illinois Department on Aging, *Profile of Illinois' Elderly: A Fast-Changing Demography*, (Springfield, IL, 1994).

Illinois Kids Count 1999-2000: Communities Helping Families, (Chicago, IL, 1999). *Kids Count* data was compiled by the Annie E. Casey Foundation for Voices for Illinois Children.

Appendix 1: Bibliography: Online sources

Kagen, S.L., *Integrating Services for Children and Families: Understanding the Past to Shape the Future*, (New Haven and London: Yale University Press, 1993).

Macionis, John J., *Society: The Basics*, (Upper Saddle River, NJ: Prentice Hall, 1999).

Mattessich, P.W. and B.R. Monsey, *Collaboration: What Makes It Work*, (St. Paul, MN: Amherst H. Wilder Foundation, 8th printing, 1998).

McLean County Regional Planning Commission, "Traditional Neighborhood Developments," *Visions Newsletter of McLean County Regional Planning Commission*, (Bloomington, IL, Summer 1999).

Sandfort, J., "The Structural Impediments to Human Service Collaboration: Examining Welfare Reform at the Front Lines," *Social Service Review*, 71:3, (1997).

Simpson, Kevin, "A Look at Youth Impact," *The Pantagraph*, (Bloomington, IL, 5 December 1999).

State of Illinois, *Final Report of the Governor's Commission on the Status of Women in Illinois*, (Springfield, IL, December 1998).

U.S. Census Bureau, "Model-Based Income and Poverty Estimates for McLean County, Illinois in 1995," [news release], (17 February 1999).

U.S. Department of Labor, Bureau of Labor Statistics, "Average Annual Pay Levels in Metropolitan Areas for the State of Illinois," [news release], (11 February 1998).

U. S. General Accounting Office, *Adults with Severe Disabilities: Federal and State Approaches for Personal Care and Other Services*, GAO/HEHS-99-101, (1999).

Waldfoegel, J., "The New Wave of Service Integration," *Social Service Review*, 71:3, (1997).

Online sources

Bruner, C., L.G. Kunesh, and R.A. Knuth, *What Does Research Say About Interagency Collaboration?* [Internet], http://www.ncrel.org/sdrs/areas/stw_esys/8agecycol.htm, (Oakbrook, Illinois, NCREL, 1992).

Centers for Disease Control, *Frequently Asked Questions-Disability* (updated 11/4/98), [Internet], <http://www.cdc.gov/nchs/faq/disable1.htm>, (December 1999).

Appendix 1: Bibliography: Online sources

Children's Defense Fund, *Child Care Basics*, [Internet], http://www.childrensdefense.org/child_care/cc_basics.html, (December 1999).

Illinois Department on Aging, "Facts on Aging: A Look at Nursing Homes," [Internet], <http://www.state.il.us/aging/onage06.htm>, (1 June 1999).

Illinois Department of Children and Family Services, "How to Pay," *Child Care Choices*, [Internet], http://www.aces.uiuc.edu/~IL_CARE/CCC/, (December 1999).

Illinois Department of Employment Security, "Job Growth Continues in Most Illinois Metro Areas," [Internet news release], <http://lmi.ides.state.il.us/html/metronews999.htm>, (23 November 1999).

Illinois Department of Employment Security, *1997 Metropolitan Area Occupational Employment and Wage Estimates, Bloomington-Normal, IL MSA*, [Internet], http://stats.bls.gov/oes_1040m.htm, (November 1999).

U.S. Department of Health and Human Services, "The Department of Health and Human Services on Mental Health Issues," [Internet], <http://www.hhs.gov/news/press/1999pres/990607.html>, (December 1999).

Illinois Department of Public Health, *IPLAN Data System Report*, [Internet], <http://163.191.194.35/>, (November 1999).

Illinois Department of Public Health, "IPLAN Data System Report, High School Drop-outs," *Illinois Project for Local Assessment of Needs*, [Internet], <http://163.191.194.35/>, (November 1999).

Illinois Department of Public Health, "Nursing Homes in Illinois," [Internet], <http://www.idph.state.il.us/healthca/nursinghm2.htm>, (December 1999).

Lyttle, J., "Interagency Network Boosts Atlanta Social Services," *Philanthropy News Network Online: Technology*, [Internet], <http://www.pj.org/technology/pathways1105.cfm>, (5 November 1999).

Illinois Department of Public Health, "Teen Births by County, 1997," *Illinois Project for Local Assessment of Needs*, [Internet], <http://163.191.194.35/>, (November 1999).

National Low Income Housing Coalition, *Out of Reach*, [Internet], <http://www.nlihc.org/oor99/introduction.htm>, (September 1999).

U.S. Census Bureau, *Census of Population and Housing, Summary Tape File 3A*, [Internet], <http://factfinder.census.gov>, (December 1999).

U.S. Census Bureau, *Current Population Surveys*, (1989, 1993, 1995).

Appendix 1: Bibliography:

Online sources

U.S. Census Bureau, *Model-Based Income and Poverty Estimates for McLean County, Illinois in 1995*, [Internet], <http://www.census.gov/hhes/www/saipe/estimate/cty/cty17113.htm>, (December 1999).

U.S. Census Bureau, *1990 Census Detailed Tables—Sample Data (STF3)*, [Internet], <http://factfinder.census.gov/>, (December 1999).

U.S. Census Bureau, *Small Area Income and Poverty Estimates Overview*, [Internet], <http://www.census.gov/hhes/www/saipe/overview>, (December 1999).

U.S. Census Bureau, *Small Area Income and Poverty Estimates: 1995 Overview of School District Estimates*, [Internet], <http://www.census.gov/hhes/www/saipe/school/sd95over.html>, (December 1999).

Appendix 2a: Household Survey Methods and Summary

The eight-page Household Survey of adult representatives (18 years of age and over) in McLean County households was conducted by mail and telephone. The survey sought information about McLean County residents' access to health and human services. The survey included questions concerning respondents' experiences with housing (e.g., affordability, condition, accessibility), health care (e.g., cost, utilization, insurance coverage), employment (e.g., benefits available through job, travel to work, need for job training), child care (usage, affordability, availability), and family support services and needs. The first section of the survey asked for information about the respondent and his or her household members. "Household" was defined for respondents as including "anyone living with you—both family and non-family members."

The last section of the survey asked respondents for their perceptions about potential problems in McLean County and their household's experience with particular situations. In addition, the survey asked respondents about their volunteer activities, their most often utilized sources of information, greatest concerns in McLean County, and what they like most about McLean County. A copy of the survey with percent responses for each question follows this narrative. Appendix 2b includes a copy of the original survey.

Survey development

Assessment 2000 research design committee members and Applied Social Research Unit (ASRU) staff worked together to develop Household Survey questions. An ASRU staff member introduced topics that could be covered by the survey, briefly discussed each topic, and provided reasons for including topics on the survey. The committee reviewed the topics, agreed on topics to include in the survey, and began writing questions within topical areas that would elicit information necessary for community and organizational decision-making.

Steering and research design committee members individually reviewed one or more drafts of the Household Survey and discussed a draft in their respective meetings. The survey was piloted with 14 people working in the McBarnes Memorial Building in which the United Way of McLean County is located. This pilot suggested final revisions. The survey was developed in English and translated into Spanish for persons who preferred to complete the Spanish version.

The survey included a cover letter that introduced the *Assessment 2000* project, invited voluntary completion of the survey, and gave instructions for how and when to return the survey. A State of Illinois legislator signed the cover letter. The cover letter also included information for English and Spanish-speaking individuals about who they could call for help with completing the survey. The ASRU contracted with Illinois State University Printing Services to print the survey.

Survey sampling

The research design team determined that the Household Survey population would be all McLean County households (instead of McLean County households below a certain income). Illinois State University (436 and 438) and Wesleyan University (556) telephone exchanges were excluded from the population to be sampled. Survey Sampling, Inc. provided a random sample of 6,000 households

Appendix 2a: Household Survey Methods and Summary: Survey sampling; Survey administration

that have listed telephone numbers approximately proportionate to the total number of households that have listed telephone numbers within each McLean County census tract.¹ An exception was a double sample of households in Bloomington census tracts 15, 16, and 17 to ensure an adequate number of respondents from areas with lower income households.² Because the survey would be mailed with the potential for telephone follow-up, each household record included a name, address, city, state, zipcode, phone number, and census tract number.

Survey Sampling, Inc. estimates there are 52,200 households in McLean County. According to Survey Sampling, of these households, approximately 50,582 households (96.9%) own phones. And of those households with phones, approximately 41,932 households (82.9%) have listed numbers. Survey Sampling drew a sample from a database of 21,698 households with listed telephone numbers (this number excludes households within Illinois State University and Wesleyan University telephone exchanges).

Survey administration

Surveys were mailed at a nonprofit organization bulk rate from the Illinois State University Mail Services to 6,000 McLean County households on May 3, 1999. The survey cover letter asked respondents to return surveys by May 17, 1999 in an enclosed postage-paid envelope. Outgoing envelopes included “Return Service Requested” instructions for the post office. For persons in the survey sample who had moved, the post office returned surveys to the Applied Social Research Unit with new addresses or with indication that the mail piece was undeliverable or an individual’s “forward order” had expired. The ASRU remailed surveys to individuals with new McLean County addresses and extended the return date to give them sufficient time to respond. Several people contacted the ASRU with questions about the survey after receiving it in the mail.

The ASRU staff recorded the returned surveys on the mail database to determine from which areas of the County the greatest and least response was coming. Due to a lower number of completed surveys from rural areas of the County, the ASRU determined that telephone follow-up was necessary with individuals not responding to the mail survey who live outside of Bloomington (61701, 61702, and 61704) or Normal (61761) zipcodes. The ASRU staff developed telephone survey protocol, calling scripts, a “frequently asked questions” script, and tracking sheets. The survey was revised slightly to make it appropriate for telephone conversation.

Telephone interviewers made up to four attempts to reach a household; interviewers remailed the survey to residents at their request. Since the response to remailed surveys during the telephone survey process was quite satisfactory, ASRU staff began remailing the survey to those who could not be reached by telephone after the second call attempt. The ASRU attempted or succeeded contact with 553 rural McLean County residents.

¹ The *Assessment 2000* Household Survey was mailed to a sample of County residents. Survey Sampling’s mailing samples are based on telephone directory listings.

² Knowledge of the experiences and perceptions of these households is important. Many social service organizations predominantly serve households with lower incomes and base eligibility for services on household size and income.

Appendix 2a: Household Survey Methods and Summary: Response rate and representativeness

Response rate and representativeness

The goal for the Household Survey was 400 completed surveys each from the City of Bloomington, the Town of Normal, and areas outside of Bloomington and Normal, i.e., “rural” McLean County.

The 1,200 survey responses would enable the ASRU to make generalizations about Bloomington, Normal, and rural McLean County.

Of the 6,000 original households in the survey sample, 5,699 households proved to be eligible to take the survey. Ineligible households included persons who live just outside of McLean County; those who had moved from McLean County; or persons who did not receive the survey because they had passed away, were “temporarily away,” their “forward order” had expired, or the post office returned the piece saying it was “undeliverable.”

Respondents completed 1,594 surveys for a response rate of 28 percent (1,594/5,699). About 46 percent of respondents live in Bloomington, 29 percent live in Normal, and 25 percent live in areas outside of Bloomington and Normal.

Households from rural census tracts (as a percentage of the total number of eligible rural households in the survey sample) responded at a higher rate than Bloomington and Normal census tract households. This was due partly to the follow-up telephone interviews conducted with rural households to increase the number of completed surveys from rural areas. To determine if responses should be weighted by the response rate from each census tract, percent responses for each survey question were calculated in two ways and compared.

First, percentages for each survey question were calculated with responses from tracts 15, 16, 17 weighted at one half value and responses from all other tracts weighted at a value of one. Tract 15, 16, and 17 weights were applied due to the double sampling in these tracts—households from these tracts had twice the chance of being selected for the sample than households from other tracts. Second, percentages for each survey question were calculated with responses from each tract weighted by the response rate from the respective tract. For example, if there were 100 eligible households in the survey sample from a specific tract and 20 responses were received from this tract, each response from this tract was multiplied by a weight of five. For tract 15, 16, and 17, half of the weight calculated in this way was applied; again, this was due to double sampling in these tracts. This second weighting scheme assumes that non-responders from each tract are like responders. This assumption can not be tested.

Comparisons of responses to each question were very similar regardless of the weighting scheme used. Also, there were no differences in results of a limited number of statistical tests performed using each weighting scheme. Because there were no differences in results, for simplicity, the first weighting scheme based on the actual sample and not the response rates, was used to analyze the data from the Household Survey.

To determine how well survey respondents represent McLean County population as a whole, survey responses for demographic questions (i.e., age, education level, income) were compared to McLean County census data. The percentage of Household Survey respondents is proportionally distributed geographically to the McLean County population living in Bloomington, Normal, and other areas of the County. Household Survey respondents are older, have more education, and have higher incomes than

Appendix 2a: Household Survey Methods and Summary: Data entry and analysis

the County's population generally. In addition, a higher percentage of survey respondents (30%) than the County's adult population (13%) are retired. Finally, Household Survey respondents under-represent the County's racial and ethnic diversity: nearly all survey respondents are White (97%); about 92 percent of the County population is White.³

Data entry and analysis

The ASRU staff coded the survey and created a database for quantitative data entry in Microsoft Excel. Staff analyzed data in SPSS, a statistical computing software package. The ASRU staff generated frequencies and percents for each question on the survey. In addition, staff computed cross-tabulations and measures of association (Goodman and Kruskal's tau and Kendall's tau-b) for selected variables to determine if relationships exist between variables.

Respondents' written comments were entered in Microsoft Access. Comments were categorized by content to enable their summary and reporting. Verbatim comments for questions 19, 29, 57, and 58 are included in Appendix 3.

³ Data used to determine how well survey respondents demographically represent McLean County's population come from multiple sources. For a list of sources and comparison information, see the Household Survey with percents following this narrative.

Assessment 2000

Help your neighbors, help yourself

*Si usted necesita ayuda para completar el cuestionario,
llame al Centro Western Avenue al telefono 309-829-9231.*

*If you need help completing this survey,
call Illinois State University at 309-438-7771.*

April 28, 1999

Dear McLean County Neighbor,

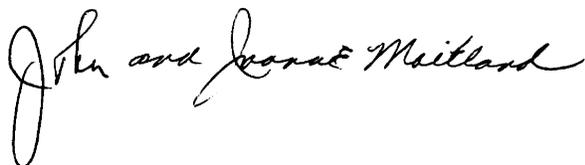
You have been chosen to participate in *Assessment 2000* by completing this survey. This project will explore health and human service needs of McLean County residents and the County's ability to meet those needs. Your voluntary response to the survey will help improve health and human services in McLean County.

Others in your household may help complete the survey. Your household includes anyone living with you—people in your family and not in your family. We only ask that someone age 18 or older participate in completing the survey.

Your responses will be kept confidential. Your replies and those of your neighbors will be summarized in a general report.

Please return your completed survey in the enclosed postage-paid envelope by May 17, 1999. We encourage you to fill out the survey. Positive change can only happen if we hear from you—our neighbor. Thanks for participating in *Assessment 2000*!

Sincerely,



John and Joanne Maitland

Assessment 2000 is a cooperative effort of the United Way of McLean County, local governments, trades and labor, and health and human service organizations.

Information about You and Your Household

Please answer a few questions about your household. Your household includes anyone living with you—both family and non-family members. Your information will help address McLean County’s needs.

The following are responses to the Household Survey from 1,594 McLean County residents. Please see the household survey methodology for greater detail about development, administration, and analysis of this survey. The “n” following each question is the number of people responding to the question. Please note that a respondent may have chosen not to answer a particular question or may have been asked to “skip” specific questions based on his or her experience. These individuals are not reflected in the “n” and thus, are not reflected in the percents. Unless otherwise noted, the percents reflect responding households.

Formatting of some questions has been altered for data display. In some cases, census data is provided for comparison.

1. How long have you lived in McLean County?

Percent (n=1546)

0.1%	Less than 1 year
10.1%	1 to 5 years
11.6%	6 to 10 years
14.8%	11 to 20 years
63.3%	More than 20 years

2. What is your zip code?

Percent (n=1546)

24.3%	61701
0.1%	61702
21.7%	61704
29.1%	61761
0.1%	61720 (Anchor)
0.2%	61722 (Arrowsmith)
0.6%	61724 (Bellflower)
0.4%	61725 (Carlock)
3.6%	61726 (Chenoa)
0.2%	61728 (Colfax)
0.2%	61730 (Cooksville)
0.1%	61731 (Cropsey)
0.3%	61732 (Danvers)
0.3%	61736 (Downs)
0.3%	61737 (Ellsworth)
1.8%	61744 (Gridley)
3.5%	61745 (Heyworth)
0.4%	61748 (Hudson)
7.7%	61752 (LeRoy)
4.5%	61753 (Lexington)
0.1%	61754 (McLean)
0.5%	61770 (Saybrook)
0.1%	61774 (Stanford)

Percent (n=1546)
46.1% Bloomington
29.1% Normal
24.8% Other

Percent Census (N=140,797)⁴
41.8% Bloomington
31.4% Normal
26.8% Other

3. Do you live:

Percent (n=1547)
94.8% In city/town
5.2% In the country

Percent Census (N=140,797)⁵
86.4% In city/town
13.6% In the country

4. What year were you born?

Percent (n=1487)
.0% 16 years of age⁷
4.6% 18-29 years of age
19.0% 30-39 years of age
35.1% 40-54 years of age
16.8% 55-64 years of age
13.1% 65-74 years of age
8.9% 75-84 years of age
2.3% 85+ years of age

Percent Census (N=101,378)⁶
31.7% 20-29 years of age
20.8% 30-39 years of age
23.6% 40-54 years of age
10.1% 55-64 years of age
7.3% 65-74 years of age
4.9% 75-84 years of age
2.1% 85+ years of age

5. Gender:

Percent (n=1539)
45.6% Female
54.4% Male

Percent Census (N=101,378)⁸
52.9% Female
47.1% Male

6. Race/ethnicity:

Percent (n=1544)
0.5% Asian/Pacific Islander
1.5% Black/African American (Non-Hispanic)
0.3% Hispanic (Latino/a)
0.1% Native American Indian or Alaska Native
96.8% White (Non-Hispanic)
0.8% Other (specify)

Percent Census (N=146,839)⁹
4.9% Black/African American (Non-Hispanic)
1.4% Hispanic (Latino/a)
91.8% White (Non-Hispanic)
1.9% Other

Other in the household survey includes: American, multiracial, various ethnicities

Other includes Asian/Pacific Islander and Native American Indian or Alaska Native

7. Do you have a disability?

Percent (n=1520)
91.0% No
9.0% Yes

⁴ U.S. Census Bureau, "Population Estimates for Places: Annual Time Series, July 1, 1990 to July 1, 1998," [Internet], http://www.census.gov/population/estimates/metro-city/scts/SC98T_IL-DR.txt, (November 1999).

⁵ Ibid.

⁶ 2000 population estimates for individuals aged 20 or older. Percents do not add to 100 due to rounding. Estimates from Treadway, R. and D.J. Ervin, *Illinois Population Trends 1990 to 2020*, (Springfield: State of Illinois, 1997). For further information, contact the Applied Social Research Unit, Illinois State University, (309) 438-5946.

⁷ One person aged 16 responded to the survey. Percent is shown as zero due to rounding.

⁸ 2000 population estimates for individuals aged 20 or older. Estimates from Treadway, R. and D.J. Ervin, *Illinois Population Trends 1990 to 2020*, (Springfield: State of Illinois, 1997).

⁹ Ervin, D.J., McLean County, IL projections of White, Black, Hispanic, and Other populations based on trends from *Illinois Population Trends: 1990-2020* and U.S. Bureau of the Census, Modified Age Race Sex data files, (Illinois State University, December 1999).

8. What is the highest grade you finished in school?

Percent (n=1546)

3.2% Less than high school
24.1% High school diploma or GED
18.7% Some college, no degree
6.0% Associate or similar degree
30.2% Bachelor's degree
17.8% Graduate degree

Percent Census (N=99,269)¹⁰

12.9% Less than high school
29.2% High school diploma or GED
28.2% Some college, no degree
6.0% Associate or similar degree
17.0% Bachelor's degree
6.7% Graduate/professional degree

9. Are you a college student?

Percent (n=1540)

95.6% No
3.8% Part-time
0.6% Full-time

Percent Census (N=23,997)¹¹

75.8% No
24.2% Part- or Full-time

10. Are you retired?

Percent (n=1543)

70.2% No
29.8% Yes

Percent Census (N=46,896)¹²

87.3% No
12.7% Yes

11. What is your marital status?

Percent (n=1550)

71.0% Married
9.8% Separated/Divorced
9.6% Single
9.7% Widowed

12. Including yourself, how many people in each age group live in your household?

Percent of households with one or more members in the age group (n=1554)

27.9% Age 0-12
16.0% Age 13-17
19.0% Age 18-29
23.9% Age 30-39
40.7% Age 40-54
21.1% Age 55-64
16.3% Age 65-74
9.8% Age 75-84
3.0% Age 85+

¹⁰ These data are for persons aged 18 or older. U.S. Census Bureau, *American Factfinder*, [Internet], <http://factfinder.census.gov>, (December 1999).

¹¹ Persons enrolled in college in 1990 from U.S. Census Bureau, *USA Counties*, [CD-ROM], (1998).

¹² 1990 percent of households with any type of retirement income. U.S. Census Bureau, *American Factfinder*, [Internet], <http://factfinder.census.gov>, (November 1999).

Percent estimate of all household members (n=at least 4059 members)¹³

18.2%	Age 0-12
8.0%	Age 13-17
9.8%	Age 18-29
13.9%	Age 30-39
24.0%	Age 40-54
11.5%	Age 55-64
8.7%	Age 65-74
4.7%	Age 75-84
1.2%	Age 85+

Percent Census of all household members (N=144,857)¹⁴

14.0%	Age 0-9
6.3%	Age 10-14
9.7%	Age 15-19
22.1%	Age 20-29
14.2%	Age 30-39
16.6%	Age 40-54
7.0%	Age 55-64
5.2%	Age 65-74
3.5%	Age 75-84
1.5%	Age 85+

Household size

Percent of households (n=1554)

19.6%	1 person
35.7%	2 people
14.1%	3 people
16.4%	4 people
8.0%	5 people
2.5%	6+ people
3.8%	at least 1 person but number unknown

13. Including yourself, how many members of your household work for pay?

Percent (n=1502)

21.3%	0 members
31.0%	1 member
37.0%	2 members
7.3%	3 members
2.8%	4 members
0.7%	5 members

Percent Census (N=30,653)¹⁵

8.9%	0 members
24.2%	1 member
54.1%	2 members
13.1%	3+ members

14. In 1998, what was your household income before taxes?

Percent (n=1441)

2.4%	Up to \$8,999
3.2%	\$9,000 to \$14,999
3.6%	\$15,000 to \$19,999
9.3%	\$20,000 to \$29,999
12.5%	\$30,000 to \$39,999
10.2%	\$40,000 to \$49,999
12.9%	\$50,000 to \$59,999
30.6%	\$60,000 to \$99,999
13.5%	\$100,000 to \$199,999
1.8%	\$200,000 or more

Percent Census (N=46,896 households)¹⁶

13.0%	Up to \$9,999
8.7%	\$10,000 to \$14,999
8.7%	\$15,000 to \$19,999
17.4%	\$20,000 to \$29,999
15.2%	\$30,000 to \$39,999
12.5%	\$40,000 to \$49,999
8.6%	\$50,000 to \$59,999
12.6%	\$60,000 to \$99,999
3.3%	\$100,000 or more

¹³ The total number of household members represented by survey respondents is at least 4059. Some respondents indicated they had a household member in an age group but did not indicate the number of members.

¹⁴ 2000 population estimates are from Treadway, R. and D.J. Ervin, *Illinois Population Trends 1990 to 2020*, (Springfield: State of Illinois, 1997).

¹⁵ Data about 1990 number of workers in families are from U.S. Census Bureau, *American Factfinder*, [Internet], <http://factfinder.census.gov>, (December 1999).

¹⁶ Ibid, 1990 households.

Housing

The next few questions ask about your current housing situation. This information will help McLean County determine housing needs and plan programs to meet them.

15. Regarding your housing, do you:

Percent (n=1554)		1990 Census (N=46,796)¹⁷	
89.8%	Own	63.5%	Own
8.9%	Rent	36.5%	Rent
1.3%	Other (specify)		

Other included: mobile home, co-owner, live with relative, in process of buying

16. About how much of your income (before taxes) goes toward housing?

Percent (n=1479)	
67.9%	Less than one-third
21.0%	One-third to one-half
1.8%	More than one-half
9.3%	Don't know

17. In your opinion, on a scale from 1 ("not at all") to 5 ("very much") is your housing:

	Percent of households (n varies)					Don't know	n
	Not at all 1	2	3	4	Very much 5		
Affordable	1.2	4.8	27.1	26.4	39.6	1.0	1500
In a safe neighborhood	1.0	2.2	10.3	31.5	54.3	0.7	1505
Accessible for elderly or persons with disabilities	19.6	20.4	24.4	15.6	15.6	4.3	1490
In your desired location	2.9	5.7	16.1	30.7	43.9	0.7	1501
In good condition	0.9	2.9	12.8	34.4	48.8	0.3	1526

18. How many bedrooms are there in your home?

Percent (n=1548)	
0.2%	0 bedrooms
3.4%	1 bedroom
18.6%	2 bedrooms
46.4%	3 bedrooms
27.8%	4 bedrooms
3.4%	5 bedrooms
0.3%	6 bedrooms
0.1%	7 bedrooms

¹⁷ Data about 1990 housing units are from U.S. Census Bureau, *American Factfinder*, [Internet], <http://factfinder.census.gov>, (December 1999).

19. Do you have other comments about your housing or housing in McLean County?

Please see Appendix 3a for verbatim responses to this question. The major topics and percent of respondents commenting on each topic include the following: (some respondents commented on multiple topics)

Percent (n=524)

- 45.6%** property taxes too high; taxes too high for services received; penalized for home repairs/upkeep
- 32.8%** affordable (and accessible) housing is unavailable (e.g., for low-income and/or young families, older adults, or persons with disabilities); housing/rent is expensive
- 12.6%** housing development strategies are poor (e.g., urban sprawl and farmland conversion; restoration of older homes needed; quality of new home construction is poor)
- 8.0%** miscellaneous comments
- 5.2%** services and infrastructure comments (e.g., poor sidewalks, unavailability of snow removal or grocery stores, distance to services from housing developments far)
- 2.1%** apartment issues and management (e.g., lack of adherence to apartment rules/regulations; poor appearance of area rental property/apartments; landlords must be accountable for condition of properties)
- 1.7%** poor condition of own housing; high expense to maintain housing
- 12.0%** expressed satisfaction with various aspects of individual housing and housing in the County

Health Care

Being able to go to a doctor, dentist, or hospital is important to most people. This section asks about health and insurance for you and your household members. Your responses will tell us if McLean County residents can get and pay for the medical care they need.

20. How would you describe your own general health? Check one.

Percent (n=1548)

- 1.9%** Poor
- 13.2%** Fair
- 56.4%** Good
- 28.5%** Excellent

21. Do you have a chronic illness (a health condition that is always present, reoccurs often, or is long lasting)?

Percent (n=1535)

- 69.1%** No (skip to question 23)
- 30.9%** Yes (name illness)

Percent of respondents with these chronic illnesses (n=467)

- | | |
|------------------------------------|--|
| 20.3% high blood pressure | 2.8% digestive system problems |
| 19.5% heart and lung (COPD) | 2.8% mental illness and substance abuse |
| 15.6% diabetes | 2.8% vision problems |
| 15.2% arthritis | 1.1% Parkinson's Disease |
| 9.4% asthma | 1.1% multiple sclerosis |
| 7.7% chronic pain | 0.9% osteoporosis |
| 4.5% allergies | 0.2% hearing problems |
| 3.9% cancer | 17.1% other |
| 3.4% thyroid | |

22. If yes to 21, are you currently receiving treatment for that illness?

Percent (n=465)

11.0% No
89.0% Yes

23. Including yourself, do all members of your household have a family doctor?

Percent (n=1533)

12.4% No
87.6% Yes

24. In the last year, how many times did you and other household members see a family doctor?

Percent (n=1543)

4.0% 0 times
31.9% 1 to 3 times
42.2% 4 to 10 times
21.9% More than 10 times

25. How do you usually get to your medical appointments?

Percent (n=1545)

96.2% In the household car
1.7% Get a ride from someone
0.1% SHOW Bus
0.4% Take Bloomington/Normal public transit
0.1% Take a cab
1.7% Other **(includes those checking more than one or specifying other)**

Other responses included: bicycle, walk, family member, Bloomington/Normal Special Services bus, Westminster Village bus, hire someone, and Medivan.

26. In the last year, how many times did you and other household members go to a local emergency room for treatment?

Percent (n=1540)

64.5% 0 times
30.3% 1 or 2 times
4.6% 3 or 4 times
0.6% 5 or more times

27. How many people in your household don't have insurance? For each type of insurance below, enter the number of persons in each age group not covered.

The types of insurance considered in this question include: 1) Basic medical insurance (such as group insurance, individual insurance, HMO, PPO, Medicare, Medicaid, KidCare, etc.); 2) Dental insurance; 3) Vision insurance; and 4) Prescription drug insurance.

	Percent of total household members (n=at least 4059)			
	Basic medical	Dental	Vision	Prescription
household members not covered	>=3.4	>=26.5	>=42.4	>=10.4
	Percent of households (n varies)			
	(n=1390)	(n=1396)	(n=1371)	(n=1407)
	Basic medical	Dental	Vision	Prescription
1 or more persons in household not covered	6.3	42.8	58.0	19.8
person(s) ages 0-17 not covered				
1 person in household not covered	0.5	3.2	5.4	1.1
2 persons in household not covered	0.3	2.4	6.3	0.6
3 persons in household not covered	0.1	0.8	2.3	0.2
4 persons in household not covered	--	0.0¹⁸	0.2	--
# not given but someone not covered	0.3	2.1	3.6	0.6
person(s) ages 18-29 not covered				
1 person in household not covered	1.4	4.0	6.4	2.2
2 persons in household not covered	0.4	1.4	2.7	0.6
3 persons in household not covered	--	--	0.1	--
4 persons in household not covered	--	0.0¹⁹	0.0²⁰	--
# not given but someone not covered	0.2	1.5	3.0	0.4
persons(s) ages 30-54 not covered				
1 person in household not covered	1.8	6.0	9.4	3.2
2 persons in household not covered	0.5	5.8	13.9	1.2
4 persons in household not covered	--	--	0.1	0.1
# not given but someone not covered	0.4	3.7	6.6	1.4
person(s) ages 55-64 not covered				
1 person in household not covered	1.0	4.0	5.1	1.6
2 persons in household not covered	0.2	2.5	3.5	0.6
# not given but someone not covered	0.3	3.2	4.8	0.9
person(s) ages 65 or over not covered				
1 person in household not covered	0.3	6.1	5.2	3.7
2 persons in household not covered	--	3.8	3.6	1.7
# not given but someone not covered	0.2	7.9	7.3	4.0

¹⁸ One household indicated that four household members ages 17 or younger are not covered by dental insurance. This household appears as zero percent due to rounding.

¹⁹ One household indicated that four household members ages 18 to 29 are not covered by dental insurance. This household appears as zero percent due to rounding.

²⁰ One household indicated that four household members ages 18 to 29 are not covered by vision insurance. This household appears as zero percent due to rounding.

28. Check each situation below that affected you or someone in your household in the last year.

Percent (n=1551)

- 2.6% Lost basic medical insurance
- 5.0% Couldn't afford basic medical insurance
- 2.5% Insurance company refused coverage due to pre-existing medical condition
- 2.3% Needed but couldn't afford prescription medicine
- 7.4% Needed but couldn't afford dental care
- 0.2% Needed but couldn't afford pregnancy care
- 2.1% Sick, but couldn't afford doctor
- 0.5% Refused medical care because couldn't pay
- 2.0% Needed but couldn't afford other health care service or item (specify):

Respondents specified: insurance (high cost, not being able to afford, problems collecting insurance, lack of coverage or acceptance of insurance at particular location); high cost of prescriptions; and needing but not being able to afford counseling or psychiatric services, vision care and glasses, or dental services.

29. Comments about health care in McLean County:

Please see Appendix 3b for verbatim responses to this question. Respondents made positive and negative comments about various aspects of health care. The major topics and percent of respondents commenting on each topic include the following: (some respondents commented on multiple topics)

Percent of households (n=557)

- 20.3% cost negative (e.g., costs for health care, prescriptions, or insurance are too high or unaffordable)
- 14.5% coverage negative (e.g., not covered by insurance; dissatisfied with insurance coverage)
- 1.8% control negative (e.g., inappropriate person/organization controls health care decision-making; preferred provider not on insurance plan)
- 8.6% quality negative (e.g., general expressions of dissatisfaction; some aspect of quality of care lacking)
- 12.4% access negative (e.g., a service doesn't exist or is not available locally; insurance does not cover a particular service; dentists do not accept medicaid)
- 10.4% miscellaneous negative comments
- 0.5% cost positive (health care or insurance is affordable—i.e., within means or didn't cost too much)
- 5.2% coverage positive (e.g., good insurance coverage)
- control positive
- 43.4% quality positive (general expressions of satisfaction—e.g., “ok,” “good,” or “excellent”)
- 6.5% access positive
- 3.1% miscellaneous comments positive

Employment

This section asks about your job situation, transportation to work, and need for job training.

30. Are you employed?

Percent (n=1523)

- 29.9% No (skip to question 36)
- 70.1% Yes

31. How many jobs do you have?

Percent (n=1044)

- 86.9% 1 job
- 10.9% 2 jobs
- 1.7% 3 jobs
- 0.5% more than 3 jobs

32. How many hours per week do you usually work?

Percent (n=1036)

- 1.2% 1-9 hours
- 4.1% 10-19 hours
- 5.4% 20-29 hours
- 10.4% 30-39 hours
- 49.2% 40-49 hours
- 29.9% 50+ hours

33. Which of the following benefits are offered through your job(s)? Check all that apply.

Percent (n=1041)

- 14.8% No benefits are offered
- 81.6% Health care
- 62.9% Dental care
- 39.2% Vision care
- 64.1% Disability
- 73.3% Retirement
- 15.7% Other (specify)

Other benefits and comments included: 401K plans, tax shelters, deductions taken for medical expenses, tuition waiver, profit sharing/stock options, prescription insurance, specialized insurance (e.g., life, accidental death and dismemberment, long-term care), vacation, leave benefits (sick, vacation, personal days, holidays), company vehicle, and health club memberships. Some respondents used the “other” space to explain they were self-employed or to comment on employers not offering any benefits or insufficient benefits.

34. Approximately how far do you travel (one way) to get to work?

Percent (n=1043)

- 13.1% Less than 1 mile
- 49.0% 1 to 5 miles
- 13.8% 6 to 10 miles
- 24.2% More than 10 miles

35. How do you get to work most often? Check only one.

Percent (n=1048)

- 91.8% In the household car
- 0.9% Get a ride from someone not in the household
- 0.2% Take Bloomington/Normal public transit bus
- 0.0% Take a cab
- 7.1% Other (specify)

Other modes of transportation included: company vehicle, walk, bicycle, car pool, motorcycle, and air travel. Some respondents said they work out of the home.

36. In the last year, how many times did you or other household members have trouble getting to work because of transportation problems? Check only one.

Percent (n=1413)

- 81.9% 0 times (skip to question 38)
- 16.9% 1 to 5 times
- 0.7% 6 to 12 times
- 0.5% More than 12 times

37. If you or other household members had trouble getting to work in the last year because of transportation problems, what transportation problems did you have?

The major topics and percent of respondents commenting on each topic include the following: (some respondents commented on multiple topics)

Percent of households (n=251)

- 64.5% repair or vehicle problems
- 25.5% snow or weather problems (bad weather, snow, frozen locks)
- 8.4% weather-related services (snow not removed from streets in time for work or not at all, city plowed snow and plowed driveway shut)
- 5.2% miscellaneous (e.g., no parking, construction on Veterans Parkway, airline delay or cancellation, cannot afford vehicle)
- 4.4% public transportation (e.g., busses don't run to West College Ave., beyond Hershey, or in the area; busses don't run late enough, early enough, often enough, or on Sunday; no public transportation outside of Bloomington-Normal)

38. Do you or other household members need job training?

Percent (n=1475)

- 90.3% No (skip to question 43)
- 9.7% Yes

39. Why do you or other household members need job training? Check all that apply.

Percent (n=142)

- 21.9% To get a job
- 42.4% To learn or do a job better
- 13.1% To keep a job
- 58.3% To get a better job or promotion
- 17.0% Other (specify)

Respondents specified they or household members need training: to get a new job or re-enter workforce; to gain experience; for professional development or to increase quality of life; in computers; or because of a disability.

40. What do you or other household members need training in?

The major training areas and percent of respondents commenting on each area include the following: (some respondents commented on multiple areas)

Percent of households (n=129)

- 51.9%** computer training/skills (e.g., software, programming, graphics)
- 32.6%** miscellaneous (e.g., anything to make a living wage, service-oriented, clerical, study techniques, job search)
- 8.5%** business, finance, management
- 4.7%** obtain a degree
- 5.4%** continuing education (e.g., general, nursing, teaching)
- 8.5%** trade
- 3.9%** don't know

41. Can you and other household members get the training you need?

Percent (n=136)

- 35.4%** No
- 64.6%** Yes (skip to question 43)

42. What things keep you or household members from getting job training?

Percent (n=78)²¹

- 25.6%** Not available through employer
- 20.5%** Not available locally
- 44.9%** Too costly
- 8.3%** Transportation problems
- 38.5%** Don't have time
- 24.4%** Child care responsibilities
- 24.4%** Other (please explain)

Respondents explained other things that keep them or household members from getting training: retired or too old, training not needed, scheduling conflicts, work or family responsibilities, disability or illness, not sure of what is available, can't afford, lack of motivation, indecision, or anxious/uncomfortable with training.

Child Care

Please tell us about your experience with child care in McLean County.

43. Within the last year, did you need or use child care services?

Percent (n=1496)

- 84.2%** No (skip to question 51)
- 15.8%** Yes

²¹ Some respondents who answered "yes" to question 41, also indicated why they do not get job training in question 42.

44. For how many children in each age group did you need or use child care services in the last year?

	Percent of households (n=236)				
	1 child	2 children	3 children	4 children	# not given but needed/used care
ages 0-2	36.2	3.0	--	--	0.8
ages 3-4	25.0	0.8	0.4	--	0.4
ages 5-12	39.6	16.1	2.3	0.4	2.5
ages 13-18	6.4	0.6	--	0.4	--

45. Do any of these children have a disability or other special needs?

Percent (n=234)

92.1% No (skip to question 47)

7.9% Yes

46. If yes to question 45, please explain

Respondents (n=20) mentioned disabilities or other special needs including: attention deficit disorder; behavioral disorder; mental illness or emotional problems; Down Syndrome; Spina Bifida; learning disability; and asthma.

47. What type(s) of child care do you use? Check all that apply.

Percent (n=236)

30.1% Unpaid care provided by family or friends

37.3% Paid care provided by family or friends

16.3% Unlicensed child care in another's home

28.2% Licensed child care in another's home

4.4% Subsidized child care

17.4% Child care center

11.9% Preschool

9.5% After-school program (at school)

2.5% After-school program (not at school)

0.8% Child care for child with disability

7.4% Other (specify)

48. In your opinion, how difficult has it been in the last year for you to find each of the following? Please use the scale 1 ("very easy") to 5 ("very difficult") or check N/A if a type of care does not apply to you.

	Percent of households (n varies)					N/A	n
	Very easy		Very difficult				
	1	2	3	4	5		
A child care provider	23.8	17.6	19.7	14.6	16.3	7.9	233
Affordable child care	19.4	11.2	27.8	20.3	11.2	10.1	232
High quality child care	24.2	15.5	20.8	16.3	16.1	7.1	233
Child care conveniently located	29.7	19.2	17.7	12.0	9.6	11.8	234
Infant care	8.2	8.4	4.4	7.6	10.2	61.1	225
Back-up child care	9.9	8.6	15.7	16.8	28.4	20.5	232
Care for sick child	11.2	4.4	13.8	16.7	31.6	22.4	228
Child care for second or third shift	1.8	0.5	2.3	2.3	9.7	83.6	222
Care for a child with disability	1.4	0.9	0.9	2.3	5.9	88.7	222
Child care before or after school	13.7	7.3	8.0	11.5	8.0	51.5	226
Transportation to child care	35.0	8.0	4.0	4.7	7.1	41.1	224

49. In the last year, how many times did you or other household members have trouble getting to work because of child care problems?

Percent (n=234)

- 42.3% 0 times (skip to question 51)
- 45.3% 1 to 5 times
- 9.0% 6 to 12 times
- 3.4% More than 12 times

50. If you or other household members had trouble getting to work in the last year because of child care problems, what kind(s) of child care problems did you have?

Percent (n=127)

- 55.1% own child sick (e.g., no place to take a sick child; would not take sick child to a provider—stayed home to care for child)
- 40.2% provider unavailable; no back-up provider (e.g., provider or provider's child sick, provider cancelled or on vacation, did not have a back-up provider)
- 13.4% miscellaneous (e.g., provider late, relative watches children, no second/third shift care)
- 9.4% school or daycare closed (i.e., due to weather, holidays, vacation)
- 7.1% couldn't or can't find a provider
- 6.3% scheduling conflicts (i.e., with work, provider, daycare center)

Family Support

Many McLean County residents need help at some time from a health or human service provider. Please share information about your household's current situation.

51. Does anyone in your household need help or services they don't receive now?

Percent (n=1501)

- 96.3% No
- 3.7% Yes (specify help/service)

Respondents specified needing help or services such as: paying for medications, insurance, or services; eye, ear, dental, home health, or other medical care; counseling or psychiatric care; alcohol abuse treatment; respite care; housekeeping, yard work, or home repairs; meals; training or searching for a job; improved services for child or adult with disability; locating affordable housing; child care; and library services in LeRoy.

52. Does anyone in your household receive the following help or services? Check all that apply.

Percent (n=1549)

- 1.0% Assistance with personal care
- 5.2% Housekeeping assistance
- 1.7% Transportation
- 1.0% Home delivered meals
- 0.7% Group meals provided in a public building
- 0.3% Adult day care
- 0.9% Home health care services
- 0.5% Respite care (relief for care givers)
- 6.7% Yard work
- 1.5% Other (specify)

Respondents specified help and services they receive including: home health care services; long-term care; mental health care; home delivered meals or group meals; SHOW

Bus; housekeeping assistance, yard work, or home repair; snow removal; dental care; and services for people with disabilities.

Current Issues

Today's communities face a wide range of challenges. Your responses to the following questions will help McLean County plan health and human services in the years to come.

53. In your opinion, do you think the following are problems in McLean County? Please use the scale 1 ("not a problem") to 5 ("very serious problem") or check "don't know."

	Percent (n varies)					Don't know	n
	Not a problem		Very serious problem				
	1	2	3	4	5		
Age discrimination	24.8	18.8	18.9	7.0	2.8	27.7	1461
Alcohol abuse	6.2	12.7	30.7	20.4	11.4	18.5	1470
Child abuse and neglect	4.6	14.4	31.6	19.7	11.1	18.6	1457
Crime	3.7	18.8	43.4	20.8	7.7	5.6	1448
Discrimination against gays/lesbians	18.7	16.2	20.0	11.4	7.5	26.2	1456
Discrimination against people with disabilities	16.9	21.6	24.2	10.6	2.9	23.8	1453
Domestic abuse	4.7	12.7	33.9	20.0	8.3	20.4	1468
Drug abuse	2.7	10.0	30.7	25.9	16.9	13.9	1477
Emotional problems/mental illness	5.0	17.7	30.2	15.4	6.0	25.8	1461
Gangs	3.0	13.4	29.6	26.4	15.9	11.7	1469
Gender discrimination	15.1	23.3	24.5	10.7	3.8	22.6	1449
High cost of prescription drugs	6.2	11.0	21.0	22.6	26.9	12.4	1479
HIV/AIDS	8.4	21.3	22.9	7.2	4.2	36.1	1457
Homelessness	7.6	25.6	27.7	13.1	4.8	21.1	1464
Juvenile delinquency	3.0	16.3	31.2	21.2	9.0	19.3	1446
Lack of affordable child care	6.1	12.7	22.1	14.1	10.7	34.4	1469
Lack of affordable health care	6.8	15.0	22.4	19.4	13.4	23.0	1470
Lack of affordable housing	7.3	16.4	26.5	17.9	11.1	20.9	1474
Lack of support for ex-prisoners	12.6	11.8	10.1	4.0	2.7	58.5	1453
Lack of teen activities	8.8	14.0	21.6	19.9	11.9	23.8	1463
Low paying jobs without benefits	6.4	13.3	21.9	18.0	17.6	22.8	1472
Racial discrimination	12.7	20.1	27.6	13.4	5.5	20.7	1469
Sexual harassment	10.7	22.5	27.6	11.9	3.5	23.9	1468
Sexually Transmitted Disease (STDs)	5.7	15.4	21.3	8.6	4.0	45.0	1467
Teen pregnancy	4.1	14.9	28.1	16.7	8.5	27.7	1471

54. In the last year, did you or a household member experience any of the following: Check all that apply.

Percent (n=1551)

- 2.9% Difficulty obtaining a health or human service
- 2.6% Difficulty finding affordable housing
- 0.1% Homelessness
- 5.8% Low paying job(s) without benefits
- 0.4% Difficulty finding support for ex-prisoner

- 4.7% Victim of crime
- 2.0% Trouble with gangs
- 3.7% Serious parent-child conflict
- 3.7% Other serious conflict within family
- 7.0% Lack of teen activities

- 7.2% Emotional problems or mental illness
- 3.1% Age discrimination
- 1.6% Racial discrimination
- 1.6% Sexual harassment
- 0.9% Discrimination because of sexual preference
- 2.6% Gender discrimination

- 1.8% Discrimination because of disability
- 2.2% Alcohol abuse
- 1.2% Drug abuse
- 0.1% HIV/AIDS
- 0.4% Sexually Transmitted Disease (STDs)
- 0.8% Teen pregnancy

55. Did you or any adult household member volunteer for any of the following organizations in the last year?
Check all that apply.

Percent (n=1551)

- 8.8% Business organization (e.g., Chamber of Commerce)
- 47.9% Church, synagogue, or other religious organization
- 28.8% Community organization (Big Brother/Big Sister, Habitat for Humanity, United Way, Kiwanis, etc.)
- 11.1% Health care organization (hospital, nursing home, free clinic, etc.)
- 4.9% Labor union
- 8.9% Neighborhood association
- 30.6% School
- 18.4% Youth recreation program (Scouts, sports team, 4-H, etc.)
- 9.9% Other (specify)

Respondents specified they or household members had volunteered in the last year for other organizations or programs such as: historical organizations; museums; arts-related organizations; programs for people with disabilities; tutoring programs; fire department; senior service providers; walkathons; prison ministries; health care organizations; sports-related organizations and activities; environmental organizations; and other charitable organizations and societies.

56. How do you find out about what's going on in McLean County? Check the three information sources you use the most.

Percent (n=1551) Some respondents checked more than three sources.

- 92.1% Newspapers
- 71.1% Radio
- 59.9% Television
- 3.6% Internet/World Wide Web
- 43.4% Family and friends
- 22.8% Work
- 8.6% School
- 13.6% Church
- 1.5% Other (please explain)

Respondents explained they used other informational sources such as: a neighborhood association or watch group; organizational or community newsletters/newspapers; a union; a support group; and the library.

57. What are you most concerned about in McLean County? Your topic does not have to be one mentioned in the survey.

Please see Appendix 3c for verbatim responses to this question. The major topics and percent of respondents commenting on each topic include the following: (some respondents commented on multiple topics)

Percent (n=1056)

- 31.2% community and economic development and planning including land use (e.g., concerns about urban sprawl; use of farm land; planned growth lacking; rapid growth; too many restaurants and bars; deterioration of older areas or older areas not being rehabilitated or restored; questioning economy, economic stability, or dependence on large employers)
- 29.6% taxes (e.g., concerns that taxes are too high; not seeing return for high taxes; taxes are rising too rapidly)
- 18.6% public safety (e.g., concerns about gangs, drugs, crime, violence, safety, abuse and neglect)
- 15.9% public and social services; government (e.g., concerns about police, fire department, social services, other miscellaneous services, leadership, or the need to use tax money more efficiently)
- 13.9% ethics, attitudes, and habits (concerns about ethics, morality, spirituality, driving habits, discrimination, diversity, lack of parental control/interest/responsibility, materialism, alcohol and drugs. Comments about increasing gap between upper and lower class.)
- 12.4% cost of living (e.g., high costs for housing, gas, utilities, insurance, products, services)
- 9.2% education and training (e.g., Unit 5 and District 87 should merge; concerns about specific institutions; need for training and valuing vocations such as trades)
- 9.0% transportation infrastructure (concerns about public transportation, road conditions and construction, traffic flow)
- 8.1% health care (e.g., concerns about costs, insurance, long-term care, mental health, and alcohol and drug abuse)
- 7.0% concerns about or lack of parks and recreation, entertainment, and activities (including arts and cultural activities and activities for youth, adults, or seniors)
- 2.6% environment (e.g., concerns about pollution, water quality, air quality, recycling, or environmental affects of hog farms)
- 1.3% media (e.g., need for more local media outlets such as radio, newspaper, and t.v. station; comments questioning local media policies)
- 4.4% miscellaneous including expressions of satisfaction

58. What do you like most about McLean County?

Please see Appendix 3d for verbatim responses to this question. The major topics and percent of respondents commenting on each topic include the following: (some respondents commented on multiple topics)

Percent (n=1071)

- 28.5%** general positive comments including miscellaneous comments
- 20.9%** the people (e.g., friendly, moral, communicators, diverse, involved, problem-solving, caring)
- 18.6%** schools; educational opportunities
- 16.6%** entertainment; recreational activities; cultural opportunities
- 15.9%** economy and employment (e.g., low unemployment, good job opportunities)
- 13.7%** environment (e.g., beauty, seasons, good land); parks and Constitution Trail
- 13.1%** low crime rate; feelings of safety
- 10.6%** small town; rural atmosphere; small but with urban amenities
- 10.5%** goods and services (e.g., restaurants, shopping)
- 9.0%** location within state; travel options to and from McLean County
- 8.9%** health care and social services
- 6.3%** public services and government
- 3.8%** church and morals (related to religion)
- 3.2%** public transportation (e.g., local transportation and infrastructure; low-traffic congestion; roads)
- 6.9%** any negative, indifferent, or uncertain comment (e.g., comments expressing wanting to leave McLean County, "don't know," "nothing")

THANK YOU FOR YOUR PARTICIPATION!

Appendix 2b: Household Survey Instrument

Appendix 2b: Household Survey Instrument

Assessment 2000

Help your neighbors, help yourself

*Si usted necesita ayuda para completar el cuestionario,
llame al Centro Western Avenue al telefono 309-829-9231.*

*If you need help completing this survey,
call Illinois State University at 309-438-7771.*

April 28, 1999

Dear McLean County Neighbor,

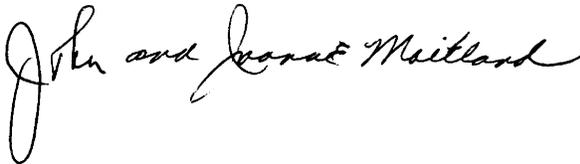
You have been chosen to participate in *Assessment 2000* by completing this survey. This project will explore health and human service needs of McLean County residents and the County's ability to meet those needs. Your voluntary response to the survey will help improve health and human services in McLean County.

Others in your household may help complete the survey. Your household includes anyone living with you—people in your family and not in your family. We only ask that someone age 18 or older participate in completing the survey.

Your responses will be kept confidential. Your replies and those of your neighbors will be summarized in a general report.

Please return your completed survey in the enclosed postage-paid envelope by May 17, 1999. We encourage you to fill out the survey. Positive change can only happen if we hear from you—our neighbor. Thanks for participating in *Assessment 2000*!

Sincerely,



John and Joanne Maitland

Assessment 2000 is a cooperative effort of the United Way of McLean County, local governments, trades and labor, and health and human service organizations.

Information about You and Your Household

Please answer a few questions about your household. Your household includes anyone living with you—both family and non-family members. Your information will help address McLean County's needs.

1. How long have you lived in McLean County?
 - Less than 1 year
 - 1 to 5 years
 - 6 to 10 years
 - 11 to 20 years
 - More than 20 years
2. What is your zip code? _____
3. Do you live:
 - In city/town
 - In the country
4. What year were you born? _____
5. Gender:
 - Female
 - Male
6. Race/ethnicity:
 - Asian/Pacific Islander
 - Black/African American (Non-Hispanic)
 - Hispanic (Latino/a)
 - Native American Indian or Alaska Native
 - White (Non-Hispanic)
 - Other (specify)_____
7. Do you have a disability?
 - No
 - Yes
8. What is the highest grade you finished in school?
 - Less than high school
 - High school diploma or GED
 - Some college, no degree
 - Associate or similar degree
 - Bachelor's degree
 - Graduate degree
9. Are you a college student?
 - No
 - Part-time
 - Full-time
10. Are you retired?
 - No
 - Yes
11. What is your marital status?
 - Married
 - Separated/Divorced
 - Single
 - Widowed
12. Including yourself, how many people in each age group live in your household?

___ 0 – 12 years of age	___ 55 – 64 years of age
___ 13 – 17 years of age	___ 65 – 74 years of age
___ 18 – 29 years of age	___ 75 – 84 years of age
___ 30 – 39 years of age	___ 85 years of age or older
___ 40 – 54 years of age	
13. Including yourself, how many members of your household work for pay? _____ members
14. In 1998, what was your household income before taxes?
 - Up to \$8,999
 - \$9,000 to \$14,999
 - \$15,000 to \$19,999
 - \$20,000 to \$29,999
 - \$30,000 to \$39,999
 - \$40,000 to \$49,999
 - \$50,000 to \$59,999
 - \$60,000 to \$99,999
 - \$100,000 to \$199,999
 - \$200,000 or more

Housing

The next few questions ask about your current housing situation. This information will help McLean County determine housing needs and plan programs to meet them.

15. Regarding your housing, do you:

- Own
- Rent
- Other (specify) _____

16. About how much of your income (before taxes) goes toward housing?

- Less than one-third
- One-third to one-half
- More than one-half
- Don't know

17. In your opinion, on a scale from 1 ("not at all") to 5 ("very much") is your housing:

	<u>Not at all</u>				<u>Very much</u>	<u>Don't know</u>
	1	2	3	4	5	
Affordable	•	•	•	•	•	•
In a safe neighborhood	•	•	•	•	•	•
Accessible for elderly or persons with disabilities	•	•	•	•	•	•
In your desired location	•	•	•	•	•	•
In good condition	•	•	•	•	•	•

18. How many bedrooms are there in your home? _____ bedrooms

19. Do you have other comments about your housing or housing in McLean County?

Health Care

Being able to go to a doctor, dentist, or hospital is important to most people. This section asks about health and insurance for you and your household members. Your responses will tell us if McLean County residents can get and pay for the medical care they need.

20. How would you describe your own general health? Check one.

- Poor
- Fair
- Good
- Excellent

21. Do you have a chronic illness (a health condition that is always present, reoccurs often, or is long lasting)?

- No (skip to question 23)
- Yes (name illness) _____

22. If yes to 21, are you currently receiving treatment for that illness? • No • Yes

23. Including yourself, do all members of your household have a family doctor? • No • Yes

24. In the last year, how many times did you and other household members see a family doctor?

- 0 times
- 1 to 3 times
- 4 to 10 times
- More than 10 times

25. How do you usually get to your medical appointments?

- In the household car
- Get a ride from someone
- SHOW Bus
- Take Bloomington/Normal public transit bus
- Take a cab
- Other (specify) _____

26. In the last year, how many times did you and other household members go to a local emergency room for treatment?
- 0 times
 - 1 or 2 times
 - 3 or 4 times
 - 5 or more times

27. How many people in your household don't have insurance? For each type of insurance below, enter the number of persons in each age group not covered.

Basic medical insurance (such as group insurance, individual insurance, HMO, PPO, Medicare, Medicaid, KidCare, etc.)

- | | |
|---|--|
| <input type="checkbox"/> Everyone is covered | <input type="checkbox"/> Persons ages 30 – 54 not covered |
| <input type="checkbox"/> Persons ages 0 – 17 not covered | <input type="checkbox"/> Persons ages 55 – 64 not covered |
| <input type="checkbox"/> Persons ages 18 – 29 not covered | <input type="checkbox"/> Persons ages 65 or over not covered |

Dental insurance

- | | |
|---|--|
| <input type="checkbox"/> Everyone is covered | <input type="checkbox"/> Persons ages 30 – 54 not covered |
| <input type="checkbox"/> Persons ages 0 – 17 not covered | <input type="checkbox"/> Persons ages 55 – 64 not covered |
| <input type="checkbox"/> Persons ages 18 – 29 not covered | <input type="checkbox"/> Persons ages 65 or over not covered |

Vision insurance

- | | |
|---|--|
| <input type="checkbox"/> Everyone is covered | <input type="checkbox"/> Persons ages 30 – 54 not covered |
| <input type="checkbox"/> Persons ages 0 – 17 not covered | <input type="checkbox"/> Persons ages 55 – 64 not covered |
| <input type="checkbox"/> Persons ages 18 – 29 not covered | <input type="checkbox"/> Persons ages 65 or over not covered |

Prescription drug insurance

- | | |
|---|--|
| <input type="checkbox"/> Everyone is covered | <input type="checkbox"/> Persons ages 30 – 54 not covered |
| <input type="checkbox"/> Persons ages 0 – 17 not covered | <input type="checkbox"/> Persons ages 55 – 64 not covered |
| <input type="checkbox"/> Persons ages 18 – 29 not covered | <input type="checkbox"/> Persons ages 65 or over not covered |

28. Check each situation below that affected you or someone in your household in the last year.

- Lost basic medical insurance
- Couldn't afford basic medical insurance
- Insurance company refused coverage due to pre-existing medical condition
- Needed but couldn't afford prescription medicine
- Needed but couldn't afford dental care
- Needed but couldn't afford pregnancy care
- Sick, but couldn't afford doctor
- Refused medical care because couldn't pay
- Needed but couldn't afford other health care service or item (specify): _____

29. Comments about health care in McLean County: _____

Employment

This section asks about your job situation, transportation to work, and need for job training.

30. Are you employed? • No (skip to question 36) • Yes

31. How many jobs do you have?
 • 1 • 2 • 3 • more than 3

32. How many hours per week do you usually work? _____ hours

33. Which of the following benefits are offered through your job(s)? Check all that apply.

- No benefits are offered
- Health care
- Dental care
- Vision care
- Disability
- Retirement
- Other (specify) _____

34. Approximately how far do you travel (one way) to get to work?

- Less than 1 mile
- 1 to 5 miles
- 6 to 10 miles
- More than 10 miles

35. How do you get to work most often? Check only one.

- In the household car
- Get a ride from someone not in the household
- Take Bloomington/Normal public transit bus
- Take a cab
- Other (specify) _____

36. In the last year, how many times did you or other household members have trouble getting to work because of transportation problems? Check only one.

- 0 times (skip to question 38)
- 1 to 5 times
- 6 to 12 times
- More than 12 times

37. If you or other household members had trouble getting to work in the last year because of transportation problems, what transportation problems did you have? _____

38. Do you or other household members need job training?

- No (skip to question 43)
- Yes

39. Why do you or other household members need job training? Check all that apply.

- To get a job
- To learn or do a job better
- Other (specify) _____
- To keep a job
- To get a better job or promotion

40. What do you or other household members need training in?

41. Can you and other household members get the training you need?

- No
- Yes (skip to question 43)

42. What things keep you or household members from getting job training?

- Not available through employer
- Not available locally
- Too costly
- Other (please explain) _____
- Transportation problems
- Don't have time
- Child care responsibilities

Child Care

Please tell us about your experience with child care in McLean County.

43. Within the last year, did you need or use child care services?

- No (skip to question 51)
- Yes

44. For how many children in each age group did you need or use child care services in the last year?

- | | |
|---|---|
| <input type="text"/> 0 – 2 years of age | <input type="text"/> 5 – 12 years of age |
| <input type="text"/> 3 – 4 years of age | <input type="text"/> 13 – 18 years of age |

45. Do any of these children have a disability or other special needs?

- No (skip to question 47)
- Yes

46. If yes to question 45, please explain _____

47. What type(s) of child care do you use? Check all that apply.

- | | |
|---|--|
| • Unpaid care provided by family or friends | • Child care center |
| • Paid care provided by family or friends | • Preschool |
| • Unlicensed child care in another’s home | • After-school program (at school) |
| • Licensed child care in another’s home | • After-school program (not at school) |
| • Subsidized child care | • Child care for child with disability |
| • Other (specify) _____ | |

48. In your opinion, how difficult has it been in the last year for you to find each of the following? Please use the scale 1 ("very easy") to 5 ("very difficult") or check N/A if a type of care does not apply to you.

	<u>Very easy</u>			<u>Very difficult</u>		<u>N/A</u>
	1	2	3	4	5	
A child care provider	•	•	•	•	•	•
Affordable child care	•	•	•	•	•	•
High quality child care	•	•	•	•	•	•
Child care conveniently located	•	•	•	•	•	•
Infant care	•	•	•	•	•	•
Back-up child care	•	•	•	•	•	•
Care for sick child	•	•	•	•	•	•
Child care for second or third shift	•	•	•	•	•	•
Care for a child with disability	•	•	•	•	•	•
Child care before or after school	•	•	•	•	•	•
Transportation to child care	•	•	•	•	•	•

49. In the last year, how many times did you or other household members have trouble getting to work because of child care problems?

- 0 times (skip to question 51)
- 1 to 5 times
- 6 to 12 times
- More than 12 times

50. If you or other household members had trouble getting to work in the last year because of child care problems, what kind(s) of child care problems did you have?

Family Support

Many McLean County residents need help at some time from a health or human service provider. Please share information about your household's current situation.

51. Does anyone in your household need help or services they don't receive now?

- No
- Yes (specify help/service) _____

52. Does anyone in your household receive the following help or services? Check all that apply.

- Assistance with personal care
- Housekeeping assistance
- Transportation
- Home delivered meals
- Group meals provided in a public building
- Other (specify) _____
- Adult day care
- Home health care services
- Respite care (relief for care givers)
- Yard work

Current Issues

Today's communities face a wide range of challenges. Your responses to the following questions will help McLean County plan health and human services in the years to come.

53. In your opinion, do you think the following are problems in McLean County? Please use the scale 1 ("not a problem") to 5 ("very serious problem") or check "don't know."

	Not a problem		3	4	Very serious problem		Don't know
	1	2			5		
Age discrimination	•	•	•	•	•	•	•
Alcohol abuse	•	•	•	•	•	•	•
Child abuse and neglect	•	•	•	•	•	•	•
Crime	•	•	•	•	•	•	•
Discrimination against gays/lesbians	•	•	•	•	•	•	•
Discrimination against people with disabilities	•	•	•	•	•	•	•
Domestic abuse	•	•	•	•	•	•	•
Drug abuse	•	•	•	•	•	•	•
Emotional problems/mental illness	•	•	•	•	•	•	•
Gangs	•	•	•	•	•	•	•
Gender discrimination	•	•	•	•	•	•	•
High cost of prescription drugs	•	•	•	•	•	•	•
HIV/AIDS	•	•	•	•	•	•	•
Homelessness	•	•	•	•	•	•	•
Juvenile delinquency	•	•	•	•	•	•	•
Lack of affordable child care	•	•	•	•	•	•	•
Lack of affordable health care	•	•	•	•	•	•	•
Lack of affordable housing	•	•	•	•	•	•	•
Lack of support for ex-prisoners	•	•	•	•	•	•	•
Lack of teen activities	•	•	•	•	•	•	•
Low paying jobs without benefits	•	•	•	•	•	•	•
Racial discrimination	•	•	•	•	•	•	•
Sexual harassment	•	•	•	•	•	•	•
Sexually Transmitted Disease (STDs)	•	•	•	•	•	•	•
Teen pregnancy	•	•	•	•	•	•	•

54. In the last year, did you or a household member experience any of the following: Check all that apply.

- Difficulty obtaining a health or human service
- Difficulty finding affordable housing
- Homelessness
- Low paying job(s) without benefits
- Difficulty finding support for ex-prisoner
- Victim of crime
- Trouble with gangs
- Serious parent-child conflict
- Other serious conflict within family
- Lack of teen activities
- Emotional problems or mental illness
- Age discrimination
- Racial discrimination
- Sexual harassment
- Discrimination because of sexual preference
- Gender discrimination
- Discrimination because of disability
- Alcohol abuse
- Drug abuse
- HIV/AIDS
- Sexually Transmitted Disease (STDs)
- Teen pregnancy

55. Did you or any adult household member volunteer for any of the following organizations in the last year? Check all that apply.

- Business organization (e.g., Chamber of Commerce)
- Church, synagogue, or other religious organization
- Community organization (Big Brother/Big Sister, Habitat for Humanity, United Way, Kiwanis, etc.)
- Health care organization (hospital, nursing home, free clinic, etc.)
- Labor union
- Neighborhood association
- School
- Youth recreation program (Scouts, sports team, 4-H, etc.)
- Other (specify) _____

56. How do you find out about what's going on in McLean County? Check the three information sources you use the most.

- Newspapers
- Radio
- Television
- Internet/World Wide Web
- Other (please explain) _____
- Family and friends
- Work
- School
- Church

57. What are you most concerned about in McLean County? Your topic does not have to be one mentioned in the survey. _____

58. What do you like most about McLean County? _____

THANK YOU FOR YOUR PARTICIPATION!

Appendix 3a: Household Survey: Housing Comments (Question 19)

Question 19. Do you have other comments about your housing or housing in McLean County?

- New, very large homes should not influence taxes on mid-income home owners and/or seniors. Affordable senior housing is needed.
- Taxes in Lexington are high. Highest in state. Need repairs now—remodeling.
- Taxes too high.
- Housing is good and we're satisfied.
- Cost is going up so much, it is no longer affordable to "upgrade" housing.
- Housing is not a problem for us but we along with a lot of other people will probably be selling our homes when we retire as we'll be in the poor house trying to pay taxes.
- I think they need more disabled places; sidewalks are inaccessible; we can't do things we want to.
- Sometimes a lot of single mothers—rent is high. Not a lot of help for single mothers to afford things.
- Everyone in this county is sick and tired of paying such high taxes. Some are giving up their homes so they have money to live. **DO SOMETHING ABOUT THIS—SOON!!**
- Housing is more expensive than in Southern Illinois.
- I have lived in a new unit of a condo for over 2 years. I can walk to most things in town and for out of town trips I take SHOW Bus.
- The outside is in poor shape.
- Higher costs in Bloomington.
- Property taxes in Lexington have increased to the point of being a real hardship for lower-income property owners.
- Lot of it in B-N is too expensive; our rent is cheap; \$450/mo. We have 1/2 yard, rec. room, and a sunroom.
- Property taxes are way too high; it's about to price us out of our own home.
- New housing in B-N is too expensive and too large for single families.
- Upped taxes every year for past 4 years; I don't understand (I haven't fixed up anything since last year.) My house is in the waterway.
- I'm glad we bought 8 years ago, the market has gone crazy. Young people can't afford them now.
- I think apartments run too high. Unaffordable for the young adults just starting out.
- Need more help with repairs for low-income families.
- The taxes are atrocious!
- Taxes are getting way out of hand.
- Tax rates going up abysmally; real estate taxes climbing.
- Real estate taxes high.
- Prices are outrageous in general—in the last 3-4 years. And the real estate taxes are out of hand. State Farm transferring in people is causing prices to increase.
- B-N has caused house prices to be outrageous.
- High taxes. New housing—do we need that many?
- Our home has been our greatest blessing and asset. Having paid it off once, we were able to get a homeowner's mortgage in order to help our grandchildren with some of their college costs.
- Taxes (real estate) seem high.
- Taxes are too high.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Housing is fast becoming unaffordable for median income earners.
- Property taxes keep going up and they were too high to start with.
- There are a lot of nice homes.
- This is a fine village to live in.
- Taxes too high.
- Taxes are real high.
- There should be more low income housing, especially in town.
- Building apartments for seniors.
- Need to lower real estate taxes.
- I own 4 rental duplexes.
- Taxes are too high for the services retired people have access to.
- Cost too high. Taxes too high.
- Taxes are high.
- There are places in the city where it's getting very expensive and it's going to get that way here in Heyworth too. It's so much more expensive than when I grew up in Bloomington. State Farm and Mitsubishi wages are driving prices up.
- Taxes are too high—at least where I live. They are higher in Heyworth than in Bloomington for a comparable house.
- Property taxes are ridiculously high—especially in our area. Housing would be more affordable if it weren't for the property taxes.
- It's a good county—it's home to me.
- Taxes are too high.
- It is difficult for lower income families to find affordable housing.
- Property taxes seem high. I have great concern about TIF—inappropriate misuse of TIF financing.
- Taxes are outrageous!
- Taxes are too high.
- Taxes are high.
- Property taxes going up all the time. I'm by myself and don't know how much longer I can stay here. I pay more than friends in Bloomington with more land. I'd like to stay in the area, but have to think about what I'm going to do.
- Taxes are ridiculous!
- Taxes!
- Taxes are too high! Grocery stores too far away—turning into ghost town. Everybody moving away.
- Taxes too high for our area—no grocery store. No school in town.
- Taxes are too high for Saybrook. We don't even have a school.
- Too expensive.
- It's hard to find affordable housing in good neighborhoods. We were lucky to find ours.
- Too expensive! Real estate taxes too high. Not nearly enough low to medium income housing in county.
- Taxes are too high for what we have.
- Real estate taxes too high for an old house.
- For a single person—expensive—expensive on one income.
- Taxes are exceptionally high for a little town.
- High property taxes.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- In general, it's expensive. The taxes are too high.
- Neutral.
- Gridley's pretty good; only a couple undesirable spots.
- We live in an apartment.
- Taxes are too high.
- We have some beautiful homes in Gridley.
- I'm glad to see Oasis disappear but it could have been handled differently; bulldozed too quickly.
- Taxes are too high; they've gone up every year since we've been here.
- Pretty nice/reasonably priced.
- Real estate taxes are high.
- A lot of repair work needs to be done.
- Pretty happy with everything so far.
- Taxes are through the roof.
- Overpriced.
- Taxes are high.
- I like where I am.
- Taxes too high! It's almost to the point where you can't hardly afford it anymore—especially for retirees.
- Prices are a bit high. Taxes are high as opposed to other counties.
- Too much development—little rental property in Gridley.
- Too expensive. Taxes too high.
- Too high taxes—way too high.
- Taxes keep raising.
- There needs to be some median income housing.
- Taxes are too high.
- Taxes are too high!
- Taxes are very high. Over estimate value of property.
- Property taxes too damn high.
- It's bad sometimes the category of people moving in next door to you.
- Taxes too high.
- Property taxes are too high, try to get them lowered!
- Real estate taxes are too high! We moved out of a big town to get away from such high taxes and they seem to have followed us.
- It's a little expensive. Some of it needs to be cleaned up.
- Taxes are too damn high! Any county around us the housing would be cheaper.
- The percentage of assessment is high for such a small (LeRoy) town—higher than Bloomington-Normal.
- Taxes are too high.
- Property taxes are getting too high, especially in the small towns.
- Costly taxes, rental rates appear excessive.
- Taxes are too high!
- Our house isn't in good shape, but it's ours! Seems to me rent is awful high, and I have a friend who is barely getting by, paying over \$600 monthly to keep a roof over her and her kids' heads. Ridiculous!!!
- Taxes are too high.
- Houses too close in Bloomington!

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Taxes are way too high.
- The reason my house is affordable is because we did 90% of the work ourselves. Otherwise, my answers to the above questions would not have been as positive.
- Prices are getting outrageously high—especially the taxes.
- Taxes are a little high!
- I think rent for apartments is entirely too high!!
- Taxes are kind of high!
- Taxes are a little high. As many times as they raise them—consecutive years. I've owned the house 3 years and property taxes have almost doubled.
- For the condition of surrounding homes, our property taxes are outrageously high.
- Our real estate taxes are too high.
- Taxes are way too high! Generally, it's pretty good.
- Taxes are really high. Getting to be unbearable.
- Getting out of control in Bloomington—prices are rather inflated; I don't like all the development taking over good farm land.
- Taxes are too high.
- It's fine except for taxes; housing is selling for good prices.
- B-N is inaccessible in terms of cost for elderly or young families. McLean Co. is high.
- It's expensive; people making the same as me are making \$1,200 payments—I don't know how they do it.
- Dissatisfied with taxing structure in McLean County; shame that taxes are spent 80 or more % in Bloomington-Normal; funds from rural areas are benefiting the city.
- Real estate taxes are disproportional to other costs of living and wages.
- Taxes are too expensive.
- I like LeRoy—houses are different from each other, Bloomington's are not
- I could rent a hotel cheaper than pay the taxes.
- 101,000 house is taxed at 118,000; appealing the assessment (that worked) but now the township modifier brings it back up. I'm not getting a tax break for raising my kids as a single parent and not using welfare.
- Property/real estate taxes are way too high—more than twice the taxes on our same value house in Minnesota.
- Pretty good most places; only a few places not desirable.
- Real estate taxes are excessively high—small towns are bedroom communities for State Farm workers.
- Taxes are too high—definitely.
- Real estate taxes are too high!
- Taxes are too high in McLean compared to DeWitt County.
- Too high of property taxes.
- Real estate taxes are escalating too rapidly on older homes.
- Unaffordable for people looking to buy. Especially young people with other payments to make.
- I know many people looking to buy a new home that won't look at anything in McLean County because the taxes are so high.
- Have lived here 35 years.
- Great place to live.
- It's amazing how much new housing there is, a good thing; even LeRoy has gotten bigger—things are getting better.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- A lot of the housing is pretty darn expensive.
- Taxes are too high. Tripled in the last 14 years.
- I turned my second bedroom into a laundry room so I wouldn't need to go to the basement.
- Taxes all quite high—particularly county taxes.
- Property taxes are ridiculous! Taxes are gonna force me to sell—they're way too high.
- Lots of REALLY expensive houses. Lots of houses in Bloomington-Normal.
- Affordable except the taxes keep going up; they don't go down.
- Too many being allowed to build and eat up prime farm land.
- Why keep building when we have over 1,000 houses for sale?
- This is a growing county with new and growing businesses and new homes. How come all this money is coming in and people with older homes are being taxed more and more? Taxes are too [high]; they keep going up and no new services for what we pay. The more you do to keep up the place, the more taxes you pay. Taxes going up for those on fixed income doesn't work.
- Taxes being too high; a person is penalized for keeping their property nice!
- Prices getting too high for some people to afford.
- Just the cost of taxes. When we built it was on family ground before the growth of McLean County. We hear more and more concern from seniors and lifelong residents about not being able to afford the real estate taxes.
- Taxes are too high on a fixed income!
- Taxes are much too high for a house this old.
- Should be more rental property in Chenoa. Taxes are too high for housing.
- Taxes are high in McLean County.
- I feel taxation at local, county, and state puts each senior citizen at risk in future years.
- Most new housing is being built too big and too expensive
- We think the real estate taxes are much too high.
- New in 1994.
- I don't know how to compare, but we think the taxes are high here. There are many homes being built here.
- Taxes too high.
- Getting very expensive. Property taxes too high.
- Tax rates are high.
- Taxes are outrageous in Chenoa.
- Property taxes much too high.
- Poor low cost housing!!
- Property tax far too high. Will be cause of next civil war.
- Taxes are too high.
- Taxes are too high.
- Property taxes are too high.
- Too much prime farmland going to subdivisions.
- With taxes going up—we may have to sell our home when we retire in 4 years.
- Adequate for most. Rapid growth is transforming us too rapidly from a smaller more comfortable society to a complex suburban culture.
- Compared to other, more desirable places it seems very expensive.
- Much that is being built now are very expensive—mansions.
- I am in need of a 5 bedroom; affordable. Can't find it.
- Small lots in city.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- There needs to be more affordable housing in safe neighborhoods.
- Stop building new subdivisions on the edge of town—rehab older neighborhoods.
- Taxes are excessive.
- Taxes are outrageous.
- Real estate taxes are out of reasonableness.
- Wish homes all had 2 car garages—had to buy smaller car from Olds Tornado—not much room in garage.
- Taxes very high, not many parks.
- Comfortable.
- Very expensive to live in McLean Co.
- Too expensive. Builders need to share infrastructure money.
- Too many subdivisions.
- Taxes are too high.
- Taxes are relatively high and increase yearly even more than inflation.
- Good neighbors.
- Tends to be expensive.
- Property taxes are higher here than in Orange County, CA. Way too high for a residential community.
- Property taxes are high compared to other places I've lived.
- Rents are too high.
- Satisfactory.
- Too many subdivisions being developed for the rich people.
- Not everyone is as lucky as I am.
- Real estate taxes cost too much with all building you think they would go down.
- Housing is very overpriced in McLean County and Bloomington.
- Let's renovate older homes—stop wasting valuable farmland for million dollar show places—tax breaks to renovate older homes.
- Taxes are getting out of hand—both for young couples or elderly people.
- Excellent.
- Too expensive for young people to get into a home of their own.
- Suburban development is not well-planned. New houses are built too close together and become unsightly. Greed!
- Real estate taxes are very high!
- Need more ranch style condos.
- Property taxes are outrageous!
- Real estate taxes are excessive.
- Overall poor construction throughout the county.
- It is in walking distance to grocery store, banks, shopping, and doctors.
- I think we're close to having more housing than we need.
- Real estate is sky high; only realtors make the money; most homes are over-priced and not worth the asking price.
- Real estate taxes are too high!
- I feel that when I need assistant living or help, we don't have enough affordable places.
- Taxes way way too high.
- Rent is too high, housing costs prohibit many from owning their own home, not enough accessible housing.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Property taxes are too high!
- High property taxes & ADA curbs & sidewalks needed.
- Property taxes are absolutely penal. In fact because of the exorbitant property taxes, I would consider living outside of Bloomington-Normal. Assessments are a cruel joke.
- Compare to other cities/counties of this size, housing & taxes are very high.
- It can be very expensive.
- Property taxes are way out of line.
- Property taxes too high!
- Housing taxes are much too high.
- Taxes too high.
- It is sometimes hard to find decent low cost housing.
- Very good value for the money.
- Too expensive for younger folks—question is what would happen if State Farm would leave?
- Need more support for Habitat for Humanity efforts.
- O.K.
- Taxes are high.
- The cost of housing is very inflated—manufactured housing should be encouraged for affordable housing.
- Housing—per sq. ft. is affordable. Taxes for services rendered are totally ridiculous!!
- Real estate taxes are too high!!
- The price of housing is abnormally high.
- I have had many water problems—leakage throughout ceiling.
- Are we overbuilding?
- I feel like at my age of 48 I will never be able to afford to buy a house in McLean County because its too expensive for a single woman to afford.
- R.E. taxes are too high, due to high cost of housing in McLean County.
- Property taxes are totally unreasonable!!! Why are they so high?
- Taxes are too high.
- More ranch-style condos needed for the elderly. (Not necessarily in clusters.)
- Business i.e. contractor's vehicles should be banned from contractor's homes (exterior parleying) in residential neighborhoods.
- Need more affordable condominiums.
- I have an excellent landlord that has put handicap things in my apt. to help me out.
- Taxes are very high, lots are small, construction is generally average.
- Too many slap em up & subcontract em out stuff!! We need far more strict building codes.
- I think housing is good and affordable in McLean County. I have not known of anyone [not] finding affordable housing here.
- Way too expensive.
- Taxes are very high.
- High real estate taxes.
- I don't like that I have a Bloomington address but are part of Unit 5 School District—I'm closer to District 87. I should have a choice or should go to District 87.
- Homes cost too much!
- Taxes are so incredibly outrageously high that it prevents a person from owning a home they can (and should be able to) afford.
- Think housing is high & the real estate taxes are horribly high.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Housing for young families is very expensive.
- Property taxes are too high!
- Recently, they made the sidewalks at corners wheelchair accessible—made ramps, however there are other sections of sidewalk that have raised & have become a trip hazard. (Such as in front of our house.)
- Housing is too expensive w/ high taxes. We are not a Chicago subdivision.
- Very costly.
- Taxes are outrageous!! Relocated from Chicago—Western suburbs and tax rates were a lot less & city services/schools were better. Utilities are also higher here.
- Rent seems to be getting unaffordable.
- Most expensive property taxes of the 4 states we've lived in (Missouri, Ohio, Colorado). Would expect better services. But schools are much more crowded.
- House prices too expensive.
- Taxes are outrageous compared to other counties nearby, ex. Dewitt.
- Seems like too many houses are being built.
- They need more and better housing for the disabled and one that is affordable.
- Property tax too high for older neighborhood.
- Taxes are way too high! I will be moving to a different county soon.
- Needs to be more sidewalk repair and replacement.
- Excellent.
- Only that people are not allowed to count on the people there enough you can't believe them.
- We find that owning a home in McLean County is too expensive.
- The developers of these subdivisions should not be allowed to put 2 houses on one lot. The developers' greed is destroying housing by taking away a homeowners right to a nice size yard. Where do they get off selling land that is 80 feet wide and 100 feet long. That's pretty bad if you stand between two houses with your hands stretched out and you can touch both houses. How pitiful.
- We would like a larger home but costs of housing are keeping us here.
- Neighborhood not kept up by land lords.
- Tax too high.
- Taxes are too high.
- Need more special loans and grants for single people that want to build a home. Everything is for people with children or the elderly.
- Too much taxes.
- Rental property—apartments—condos—etc. are way too overpriced and in lousy condition (some).
- I feel taxes and housing are high here.
- We also own 2 (single family) rentals.
- Artificially high priced due to State Farm.
- Expensive.
- I live near Modahl and Scott Materials, other than the fact that our neighborhood is a dust bowl, I'm quite happy.
- We live in one of the few reasonably priced areas in Bloomington.
- Property taxes too high/increasing too rapidly.
- Taxes keep going up.
- It is hard to buy a house with one income being a single parent.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Prices have risen dramatically in the time we've been here and I fear for those with incomes under 50,000—they'll be hard pressed to find a house they can own.
- Property is too expensive in McLean County—property in Macoupin or Madison Counties are more reasonable.
- Affordable housing for couples who don't make much money or especially single people in a decent area is almost non-existent. Unless you want to live in projects or rough neighborhoods.
- Availability and price in desired school district is a major factor.
- Taxes too high on old houses.
- My house was built in 1910-1915 by a building contractor who lived in it—you can't get much better than that!
- Too high.
- Would like more one story condos/zero lot line houses available for people with health problems.
- Need information about housing for low-income seniors.
- Most new houses are too big & expensive.
- Need more housing for low income on east-side closer to doctors and grocery stores.
- Suburban sprawl is going to become a problem for this county in the future. The county needs to invest in older neighborhoods. Habitat for Humanity should renovate good buildings instead of slapping up more cheaply made housing. Preservation is important.
- It seems very expensive compared to other Central IL communities (I live in Bloomington)
- For my salary, I cannot afford an apartment along with regular bills and car loan.
- Lot rent in mobile home parks is very high for what we receive.
- Unnecessarily over-inflated prices—developers and real estate agents seem to be artificially stressing an unrealistic demand/need. Very similar to U.S. government crop price support (i.e., no plant payments to control price). If we build it, you have to have it!
- Housing is unrealistic.
- Costs too much for most homes here.
- Taxes excessive for area and for retired persons.
- Median range is way too high—too many luxury homes being built. Need more modest income homes.
- Satisfied.
- Very affordable and of good quality.
- Compared to other counties, taxes too high.
- At this point we would like a new home—but at our age its hard to get one.
- Some people are allowed pets—others aren't!
- Bloomington needs to constantly enforce zoning codes to help maintain and improve older neighborhoods.
- Should be affordable for everyone, should be updated, kept up to code and not a worry for being unsafe no matter where you live.
- Realtors favor one school system over the other. Irresponsibly driving costs up.
- Area realtors have caused housing to be over inflated.
- We live on West Jackson St. We like the location. Our property is ours.
- Real estate taxes too high.
- Expensive.
- Taxes too high for services!!!!
- Taxes are too high!
- We love our neighborhood and location—Somerset Point in Bloomington.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Services are better depending on the area in which you live.
- Need rental ranch duplexes in the \$500 to \$600 range.
- Real estate taxes are too high.
- Property taxes are absurdly high as well as estimated property values.
- At this time I rent through Community Action and in need of permanent housing.
- Just that real estate taxes are outrageous and really are the culprit of making home ownership unaffordable.
- Taxes are our biggest expense and increasing faster than inflation and our income.
- Extremely over priced. Newer houses in subdivisions are built with vinyl, plastics, etc. Need to have more traditional designs than all those multilevels. New houses have a lot of big rooms but most home owners pay a high mortgage fee and can't furnish them!! House poor!!
- Housing is too expensive in McLean County!
- I wish my landlord was nicer.
- Housing is overpriced, new developments are poorly planned and designed, incentives to redevelop or rehab older neighborhoods should be encouraged.
- A concerted effort should be made to force landlords to keep up their property. Also we need more affordable housing for the elderly.
- I paid my house off—but if I hadn't I couldn't afford housing here in Bloomington-Normal.
- Property taxes too high.
- Property taxes.
- Our sons (not living in our household) have physical disabilities and housing is not readily available.
- There needs to be more affordable housing.
- Seems like if you live West of Morris Ave. you don't have too good of a chance of getting a good price for a house if you sell it. This is just hear say from different people.
- Costs more than comparable homes in Springfield, Decatur, Champaign, or Peoria.
- Real estate red lining & negativity toward older neighborhoods is the most destructive element in our housing mix.
- I live in a mobile home park. Houses are too damn expensive.
- Very good—been here for 52 years.
- Real estate taxes too high. They keep building and taxing, but we don't seem to break even. What's wrong?
- Too much of new construction is of a shoddy nature.
- Housing tends to be more expensive in McLean County than in other central Illinois counties.
- Has become overly inflated, which also makes real estate taxes too high. See little to no benefits from this growth. No bus, no park in walking distance—can't get across Veterans.
- From people I know—they say housing is too high for the condition of what you get.
- Housing is not affordable for lower income families.
- No—other than taxes too high.
- Always glad to be in this neighborhood.
- Programs for down payment assistance for first time home buyers need to be looked at.
- I believe prices are very high for the just established family.
- Mobile home court is out of control on lot rent. Went up \$10 in 1999. Goes up every year (unknown why).
- Lots of mid to high end housing. What's available for low-income families?
- Why do taxes on home owners continually increase and why are we taxed, via permits, for repairing leaky roofs and repairing rotten windows?

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Income level too high for programs such as weatherization & the 50/50 plan for sidewalk too high for lower income neighborhoods.
- High rise government subsidized housing.
- They need to get the slum lords some strict guidelines.
- We have a very good management and maintenance group.
- For those on fixed income, housing can be quite expensive.
- Too much farmland used for housing development.
- There is definitely a gap in low priced housing to high cost—i.e., little mid-priced housing in urban areas.
- Good area when we bought. No longer so.
- New—very expensive—too many new apartments.
- There needs to be more affordable quality apartments that are not Section 8 housing.
- A good place to live.
- If you add property tax to housing in #16 above, it changes the picture significantly!!!!
- Growing too quickly (housing in McLean County), outpacing resources (water, landfill, etc.)
- State Farm employees keep the housing market moving.
- HUD financed housing other than public housing, is very racially, although subtly, biased.
- Real estate in this town is far too expensive.
- I think homeowners associations are ridiculous!
- I believe my affordable, classy, well-kept housing is an exception, great, cheap apartments are rare in B-N.
- Taxes are too high!
- Housing costs too much.
- Real estate are outrageous—more than double in 6 years.
- Not large enough yards in general.
- Real estate taxes are high. Apartments are extremely expensive.
- Rental costs keep climbing.
- Housing and especially new housing is high priced in McLean County. The average home price is steadily increasing at a rate that many people cannot afford.
- High taxes.
- Very comfortable with a good life style.
- Taxation taking too much of housing cost.
- Reasonable free market, so it has remained affordable.
- It seems to me a lot of quite expensive homes are being built. Need more reasonably priced homes in good condition.
- Taxes are rising too fast.
- We could not afford to buy our house in today's very expensive housing market.
- We have an affordable (average cost) house but it would not be affordable for people with lower incomes. Our income is above the median.
- High density housing only breeds less desirable living conditions. All new developments are \$150,000-\$500,000 homes!!
- Real estate taxes are high.
- Taxes are too high and keep going higher each year.
- Over taxed.
- The quality of homes built in the last 30-40 years is poor.
- No clean, well-kept, up-dated homes, or apartments available for the very poor, destitute people.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Expensive.
- I feel that housing in B-N is relatively high—but I am willing to pay for what B-N offers.
- Taxes high.
- The taxes are too high!
- Property taxes too high—other means should be made available to pay for our excellent schools (I'm a [many years] former Unit 5 teacher).
- Taxes are too high.
- Overall high cost for housing—property tax increases too frequent—in my case—5 increases in 5 years.
- McLean County needs more housing developments within a price range that will accommodate low-income homebuyers. Additionally, in place neighbors need to be more receptive to having the developments nearby.
- Worried about property taxes.
- Property taxes are a little high.
- Three-bedroom ranch.
- 35 years old.
- Rent seems higher than it should be.
- Real estate taxes are outrageous! Why aren't homeowners visually reassessed? I know over 20 homeowners who have been reassessed by someone actually looking at their property & the improvements/additions made. Some are over 20 years old. Why?
- One home less than 1/4 miles from mine is a drug house.
- Very high property taxes.
- Taxes are too high!
- Taxes too high.
- Cost continues to rise rapidly—nice for existing homeowners but not easily accessible for first time homebuyers.
- Need smaller affordable housing (not apartments) for many but especially a senior sector—similar to Mennonite Church area on Hovey/Cottage.
- We are moving soon from a three-bedroom ranch with a large yard to a two-bedroom condo with no yard work.
- One-bedroom in basement (from above).
- There is a great need for housing for low-income and disabled individuals/families. Hard to find housing to suit these groups.
- Not enough affordable nice housing for lower incomes.
- Normal needs to spend time doing more important things on the community than making all the money they can off of ordinance violations.
- Building of new housing not planned well.
- Our daughter bought house for our use.
- Cost is too high.
- Taxes & real estate prices are too high. Can't afford to retire here.
- Taxes have more than doubled in ten years. Politicians only pay lip service to giving tax relief to home owners. New governor (ex-drug store clerk) just announced 13 billion program.
- Tenants should strictly adhere to the rules & regulations of the complex. Respect property!
- Very accessible to shopping etc.
- It would be nice if the snow removal on courts was a little better.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Taxes too high.
- Apartments in other communities have better appearance.
- Taxes keep going up.
- Spreading out too much—not restoring older neighborhoods.
- Newer homes are built poorly and extremely expensive. We would have liked to live in a subdivision with younger people but no such homes are in such a place so we, as a young married couple, live in a neighborhood of retirees.
- Keeping up property is expensive. A major concern is being able to afford to keep up property as I retire.
- Many slum lords. If they are earning this extra income from rental properties, they should be held responsible for maintaining the property's appearance.
- Taxes are too high.
- Taxes are too high.
- Taxes too high.
- Taxes on housing are too high.
- McLean County is excellent. There are all kinds of housing in McLean.
- Doesn't seem to be much in the middle range, between \$50,000-\$100,000.
- Super.
- Taxes too high.
- All apartment buildings should be inspected.
- Need more for elderly and disabled.
- Most of it is generic and cheap. No style or unique design.
- Taxes are too high.
- Excessive new subdivision development has led to increased disregard for older areas which in turn are declining.
- I can afford to stay put, but cannot afford to move. The same house new is 2 times the value of my house.
- Generally, overpriced and college students get a bad deal in off-campus housing.
- The ever-increasing property taxes need to be addressed.
- Housing is overpriced in Normal & taxes too high.
- Taxes high.
- It is high when compared to other cities this large.
- We have lived in the same residence for 20 years and prefer living near the center of the Bloomington-Normal community.
- Love the area, beautiful neighborhoods.
- This community is excellent.
- Need more affordable housing for low to low-medium income brackets.
- Fix sidewalks—put sidewalks on both sides of street.
- Too much building & prices rising rapidly.
- The street is & has been in terrible condition, bad curbs & pavement since we moved in 12 years ago.
- Need to keep it affordable by cutting real estate taxes.
- Rental property in my neighborhood is not kept up well.
- There are very few first time affordable single-family homes available.
- Too expensive, taxes too high.

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Housing costs high here, higher than Peoria or Decatur.
- There is not enough low cost housing in Bloomington and Normal.
- Property taxes are too high in comparison to other states.
- Property taxes are way too high.
- My property taxes keep going up, but the value of my house isn't.
- Seems over priced when in comparison to other areas.
- Yes. Small affordable homes are still better than throwing up apartments everywhere. Or trapping people in tax credit apartments. Make owning your own home priority #1.
- County and Normal Township roads are not keeping pace with growth of neighborhoods and subdivisions around Bloomington-Normal.
- Our house and neighbors are great, but we're becoming surrounded by student housing and high-density apartments. The high density has ruined the remaining green space in this older area of town.
- Expensive for retired people who live alone.
- The property taxes are much too high.
- Compared to Peoria, C-U, Decatur, Springfield, the prices here are outrageously high. My salary as a community college faculty member, tenured, with [10+ years] of experience means that I cannot afford a 3 bedroom house in Unit 5. A house for \$135,000 here is only \$102,000 in Peoria and \$92,000 in Decatur and C-U.
- We bought in 1986 when housing was cheap.
- Live in Lincoln Square, Normal, a nice place to live.
- Property taxes are too high.
- Need more help for the elderly—not the little apartments that there is hardly any room to move in.
- There is no affordable rental housing for middle class families.
- Very expensive in Bloomington-Normal.
- The taxes are high.
- Need more moderate and entry-new home owner housing.
- Most new construction (last 20 years) is very shoddy!!
- The taxes are too high!! We lived in St. Louis and their taxes are half of what we pay here.
- General quality of construction is getting worse, too much cutting corners.
- Home prices way out of line.
- Housing is high in this area for what you get.
- Nice housing is too expensive for pay scale in area.
- Taxes too high.
- My housing is affordable on the mortgage side. The taxes, particularly school taxes are a heavy burden on my monthly payments.
- Property tax is pretty high.
- Taxes too high.
- Family starter-homes are scarce (2 adults, plus 2 or 3 children) which makes them higher in price.
- Taxes are too high and getting higher.
- Taxes too high.
- Housing in McLean County is overpriced.
- Taxes have increased substantially in the last 10 years on property.
- Most—good.
- No more gov't subsidized housing!!

Appendix 3a: Household Survey: Housing Comments (Question 19)

- Only affordable because a relative is my landlord. Otherwise as a single parent my options for safe, affordable housing are bleak!
- We live in ISU Student Housing (apartment hiring).
- Relative to the rest of the world (i.e., metro areas such as Chicago/St. Louis), I feel our real estate tax is a bit—or 2 bits—high.
- Very expensive.
- Property taxes are outrageous.
- Real estate taxes are extremely high.
- Too many boxes.
- The real estate taxes are becoming much too high!!
- Too expensive for young buyers.
- Location is prime concern.
- Too costly for young people.
- Unaffordable for low-income wage earners; housing; insurance on housing; and especially too high personal property tax—personal property tax is getting too high.
- We live in Hillside Subdivision in Heyworth—great place to raise a family—good neighbors and good school districts.



Appendix 3b: Household Survey: Health Care Comments (Question 29)

Question 29. Comments about health care in McLean County.

- I've heard how Medicare pushes patients out too soon and in a few days they have to be admitted again.
- Prescriptions are costly—any medicines.
- Health care and doctors are very good. Some surgeons I'd recommend and others I wouldn't. Works in surgical dept. at BroMenn.
- Expensive—had to go out of county in one case—no Preferred Provider (doctor) locally.
- Good.
- Good.
- Assistance is available.
- Generally good—more specialists now than 10 years ago.
- Health care costs in McLean County sometimes travel at a rate that some people cannot afford.
- Good with excellent facilities.
- Concentrated in Bloomington.
- Pretty satisfied.
- Very good.
- Cost of care extremely high! Private/individual care charges always higher than insurance care charges—why?
- Everyone is concerned about the cost. The treatment we've received has been excellent. Happy with cardiologists and surgery.
- I am not at all happy with the treatment we got at St. Joe's and BroMenn. After insurance paid we were left with \$1,400 to pay. Neither hospital would take payments and turned us over to collection agencies. They wanted the money in full. Both hospitals deal with very questionable and sleazy collection agencies. I would rather drive to Peoria to go to Procter or Methodist than go to either hospital here again.
- Home insurance refused coverage because of heart problem (medical insurance did not refuse coverage.) Some of the programs/clinics where you pay \$1 are good, but they still have a problem paying for the medication; there should be some way for people to afford prescription medicine at poverty levels.
- So far so good, no problems.
- I don't like HMO Preferred Care programs; there's a shortage of general practitioners—they're overloaded; there's a shortage of nurses.
- HMOs make health insurance affordable for many working people.
- Need more dental and vision care for low income families.
- Good.
- St. Joe is excellent.
- Our insurance—Blue Cross/Blue Shield of IL—is the best plan on paper but the claims process is very slow and frustrating.
- There are options, i.e. PATH.
- Services are outstanding.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- We feel confident that we are able to find quality professionals for help, but medical costs are so high that we try to not go to the doctor, but rather “tough it out” when we are not well.
- Good, but expensive.
- OK, I guess.
- We’ve had no problems whatsoever. Knowing what we could expect from our insurance, we didn’t expect any more.
- The care is outstanding, I just can’t afford it.
- On the whole it’s good. Pleased with hospitals; insurance company tries to push you around; more people have to stand up to insurance companies. Need to wake up and leave it up to the doctors.
- It costs a lot.
- Fair.
- Don’t care for HMOs dictating which doctors to see and not see.
- Very good.
- Very displeased with this access problem.
- Seems adequate.
- Very accessible.
- Excellent.
- Like in the nation, totally flawed by the WWII era tax policy that allows employers to pay with pre-tax dollars, employees after-tax. Result is the consumer does not pay making the system unworkable. Expect this to “break” and get corrected in the mid-21st century time frame.
- Doctors are not allowed to give quality care and time that used to be given.
- It has been good for me.
- Seems to be very good, at least for us and our HMO—Health Alliance.
- Too much dog vs. dog competition. Doctors are greedy—will do anything to get money. They overcharge constantly. They need to be prosecuted. If an insurance company is involved, they try to get every dollar they can.
- We need to support free clinics for people with lower income within workers (employer’s provided) insurance.
- Seems of high quality. Efforts to help people who can’t afford it apparently being made.
- Good health care available.
- There is no excuse for anyone to lack health care. We have a free medical clinic, Scott Endowment Foundation for medical care for needy (I think).
- Seems to be improving: Community Health Clinic, Cancer treatment center, beginning low-income dental clinic, crisis nursery, excellent hospital program.
- Good.
- Good.
- Estimated to be near average.
- Average at best.
- There are no physicians in Bloomington-Normal with enough knowledge to treat Fibromyalgia-Chronic Fatigue Syndrome. We have no full time rheumatologist in Bloomington-Normal. Badly needed. Full health care for indigent is very, very poor. Doctor office call costs are ridiculous! Not enough time allowed each patient in doctor office.
- Happy with physicians we have and use—not a big issue now.
- Excellent.
- Never a problem.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Fair quality.
- Generally complete; will never attend emergency room again unless I'm really dying and they need to save my life.
- Very good for us.
- Doctors charge too much and many live like kings.
- Care is good; required bureaucratic paper work is not.
- Only know of our own care. It's OK.
- Personally, our household is more fortunate than many in McLean Co. Many low-income citizens need relief in the areas of prescription drugs, dental care and medical coverage in general.
- Good—have concerns about HMOs, costs of health care and drugs.
- Pretty good.
- Good.
- Very much improved since 25 years ago.
- We have had excellent medical care for 35 years.
- My experience has been good. I'm satisfied.
- "Quality Care Health Plan" through Illinois State University—satisfactory.
- Has improved since we moved here. It is still difficult to get appointments with good doctors. There must be not enough of them. ER care fair.
- Very good.
- Excellent.
- I have excellent coverage through my company.
- Health care is excellent for those with an ability to pay.
- Great difficulty finding quality medical care for foster child on IP.
- We find it good.
- It's expensive. It's not spread out evenly at all throughout the community. Doctors Park only. Traffic jams there next to State Farm.
- Excellent.
- Excellent.
- I believe we have good health care in McLean County.
- Good.
- Carle Care—excellent.
- We have the services of excellent health care providers and are extremely confident to be their patients.
- Good
- Good, but doctors rarely follow up without being called repeatedly.
- O.K.
- Seems adequate.
- I have an elderly mother who is still living on her own in McLean County, and many of the above questions are a problem with her. The elderly really need vision and dental since problems are a given with age.
- I have good insurance through my place of work. Most people I know who live here aren't as lucky.
- I don't know.
- OK.
- Good.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Good, affordable, friendly.
- Glad to see dental services begin—would like to see more available if possible.
- Not enough OSF pediatricians and women doctors for women’s care that accept OSF HMO.
- Good variety of providers and specialists—especially since Carle came to town.
- I’ve seen good health care and I’ve seen poor health care (nursing homes). With this being the home of State Farm I’d think there could be more available for those less fortunate!
- Cost—very high.
- Very good.
- Excellent—support the community care center. My adult son who does not live with me and has no health insurance has received excellent care there.
- Generally easy to get into a Dr. for first visit. Find it difficult to see family Dr. when ill. By the time you can get in, you have had to go to a walk-in doctor’s office or emergency room.
- Takes a long time (several months) to get an appointment with family doctor. (Carle)
- Elderly people need help with rides to doctors and dentist without costing a fortune like taxis or private drivers. Lifeline needs to reevaluate their charges as well for Medicare patients.
- Very expensive! BroMenn has bad reputation. Scary!
- Good.
- Need more “good” doctors. Ones that know what they are doing and not just pushing pills.
- When I moved here, I had difficulty getting a doctor because they wouldn’t accept Medicare patients. Finally, a friend talked to her doctor and he agreed to see me.
- Good services.
- I feel it is adequate. Health care very independent.
- It’s disappointing that 1 hospital, St. Joseph, will not accept payments without going to a private interest collecting agency, then has the guts to ask you for donations, where none of that happens at BroMenn.
- Excellent.
- Too many foreign doctors are here. Why?
- The cost is too high. There aren’t enough doctors. Healthcare providers are doing an excellent job for the most part, but are spread too thin. Recently, my mother (who was not a household member) received excellent health care help in her final days.
- Free clinic is needed and should receive all funding available.
- Seems fine but expensive based E.O.B.’s adjusted for usual and customary care.
- Trend to establish corporate health care services seems to have decreased the services once common among general practitioners.
- Doctors are loco. . .
- Needs to be improved for low-income.
- The wait takes too long and the doctors do not take time with their patients.
- About average.
- It’s expensive!
- While my family have health and dental insurance, I know that is not true for all McLean County residents.
- The doctors are updated with new information and let the patient know if they need the shots and if they are covered. They keep you up-dated with all new shots, in other words.
- Good.
- Overall quite good but still believe we could do more for low income group.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Excellent at BroMenn—wouldn't step foot in St. Joe's!
- Is excellent but expensive. Excess care is provided often.
- Better than average. There is a lapse in affordable health insurance for age 24 up if employer does not have a group plan.
- Would like to go to the hospital and doctor of my choice.
- Health care costs too much.
- Should have national health insurance. The way it is now you cannot get a tooth pulled without going to a doctor for his OK. I've got enough brains to go to the dentist myself. Needed to have insurance and you went someplace to get cured. Now even though you pay the premiums, they tell you where and when you can go, then if you don't go by their guidelines, they won't pay.
- Plenty of it, but if poor or no insurance, definitely NOT affordable. I know many who go without health care.
- Good care available.
- Good.
- Very good.
- All of our doctors charge above insurance acceptable rate.
- Quality.
- Need to utilize what we have more, we do not need another outpatient surgery center! Thankful that abortion is not provided here.
- Satisfactory.
- Every health insurance is turning HMO or PPO and therefore we have less control over our treatment.
- Seems to be satisfactory, but we have good insurance.
- All health care readily accessible but becoming more and more expensive. Takes an ever-larger portion of our income.
- It's good, could be better. Doctors appear as if they are running MASH units and don't follow up well.
- Concerned about lack of state funding for people with developmental disabilities. It's a sin that a county so rich in resources has a waiting list of people needing care for their developmentally disabled children.
- Too little competition to drive down costs.
- Never used it.
- For the most part, good care.
- I am concerned that my son who is ill will be refused coverage when he is an adult. I had surgery and the system of shoving people out the door the same day landed me back in the emergency room 9 hours later. The DRGs and whole profits before people aspect of hospital care is evil. The people who work in the system however are good and generally caring people in a bad system.
- We had a very difficult time getting health insurance (3 years ago) because of minor pre-existing conditions. We finally got a company to cover us at high rates. Their increases in premium are scary.
- In order to carry health insurance on 3 of us right now, our deductible is at \$4,000 each first and our oldest is 19 and not covered on insurance at work yet.
- Carle Care is excellent, have Premiere Choice.
- Overall, pretty good.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Elderly need more help. My mom is 74 and has to work 30+ hours a week to get insurance to pay 80% of her prescriptions. If she didn't have the insurance she would not be able to afford her prescriptions even with working. Also, she has to pay Part A and B Medicare premium, and taxes for Medicare are taken out of her paycheck.
- Not exceptional—probably average.
- Good.
- It's been pretty good health care.
- Fair.
- Never had a problem.
- OK.
- The care I have received has been excellent.
- Need a doctor/dentist in Heyworth.
- It's expensive—oh god it's expensive.
- O.K. for us because of good insurance. Now that our daughter is 29+ not covered under ours, it is poor for her.
- It's expensive.
- It seems pretty good between 2 hospitals in Bloomington. Where it becomes difficult to get health care is if it is not provided by employer. It is expensive for those unemployed.
- I wish our insurance covered more. Vision/dental.
- We've been very pleased. Excellent care, service, delivered in a timely manner.
- I think it's very good.
- Unhappy with St. Joseph! We lost 3 doctors in a 12-month period—we feel at a loss as these doctors knew our history well. What in the world did that hospital think they were doing?? It effected me greatly. I don't even like going to a doctor now.
- I'm a nurse and very much against the HMO plans—patients need more freedom to go to their doctors and specialist as they choose.
- HMO's are more concerned about the bottom dollar than the doctor-patient relationship.
- I feel the health care in McLean County is excellent. Very satisfied.
- I'm perfectly happy with what I have.
- Excellent health care options and service.
- Cost sucks. Lack of dental insurance offered through work and dental costs are ridiculous.
- It's generally pretty good.
- Too highly priced. Doctors are getting greedy.
- I think managed care is getting out of hand. They force you to take generic drugs. Some doctors don't want you to see other doctors. It isn't acceptable and it's not working.
- Good.
- OK.
- Very good overall. Available to everyone.
- I feel McLean County has very good health care but the doctors are overloaded with patients and it is very hard to get in to see a doctor. OSF in Bloomington seems to be real good at chasing good doctors out of town. We've lived here approximately 6 years and we're on our 3rd pediatrician. All my previous ones left town.
- We have sought services outside of McLean County for our own comfort, not because the service was not available here.
- Low income families have a rough time. There are very few doctors who take medical cards, so parents take children to emergency rooms unnecessarily.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Good.
- If you have insurance you get care, no insurance, you don't get care.
- Poor dental coverage for Medicare recipients.
- Not the best money can buy!
- Good.
- Good.
- Good.
- I think everything is fine. We might need a free clinic for people who can't afford regular care.
- Health care is not as good as earlier years. Doctors seem not to care—take less time and interest in elderly care.
- Personally for my family and I, it's fine. I'm not sure about people who are less financially stable.
- Very good.
- Excellent.
- Very good.
- Very good.
- Way too high!!
- Our care has been good!
- Adequate—good.
- Excellent.
- Very good.
- It is very good. Very pleased.
- Drug costs are excessive.
- Have group insurance with Country Companies—enjoy choosing my doctor of more than 20 years.
- Good.
- My employment affords me good healthcare benefits.
- My divorced mother had 3-year Cobra expire and is now unable to obtain health insurance.
- Terrible question. It's disgusting how government allows denial of claims for arbitrary reasons, other games, and no portability still, making employment decisions contingent upon medical plans.
- Greatly improved.
- Good.
- Hard to get appointments with general practitioners and specialists—often referred to a “doc in the box” center.
- Fine for us.
- It is readily available. It is costly.
- Excellent hospitals—abundant doctors.
- Hard to get appointments in a reasonable time.
- Hospitals—poor care.
- Good.
- Don't know enough about the services provided; locations, doctors, specialties, ER.
- We need more affordable health care for low-income people.
- Generally, very good.
- Excellent.
- Need more primary care doctors. Presently doctors are too busy to give adequate care. Too long to get an appointment with your doctor.
- Comparatively high cost.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- From my experience, seems to be very good.
- Covered by Health Alliance—great.
- Good.
- Excellent, but expensive.
- It's pretty good—but expensive.
- Excellent.
- I have been fortunate to have located good doctors.
- Very regimented and complicated.
- Need expanded HMO, right now. OSF or Carle are dominant.
- O.K.
- Reasonably good.
- Pretty average.
- Quite adequate with insurance benefits.
- Too expensive. Charges are above and beyond what my insurance will cover.
- Never used it.
- I don't like going to the doctor every three months when I feel fine, but have to go if I want my prescription filled.
- Excellent but costly.
- I have Medicare, and pay for Blue Cross/Blue Shield for supplementary. Also I have to get long term care eventually if I can afford it but the costs are too high for my income.
- Great.
- Had to go out of state for diagnosis and treatment. Clinic charges were higher in McLean County than identical services at major medical facilities.
- I do not think there are good doctors in McLean County. I have very little confidence in the medical community here. If I had a serious illness, I would go elsewhere for diagnosis and treatment!
- Very good.
- Cost of prescription drugs prohibits many from receiving them. Community needs to support ComHealth Clinic better.
- Overpriced.
- Price of health care is high as it is everywhere else.
- Poor quality general practitioners, few specialists outside of orthopedic and cardiac physicians.
- OK.
- People on public aid/disability are so in need of dental care.
- Some employers don't have dental or vision insurance because too costly for employer per employee—it would be nice if more employers could find it cost-effective to offer this benefit.
- OK.
- It sucks—people who need care can't afford it! Prescriptions are way too high! Ridiculous!!
- I do not feel that the average person has or can afford the necessary health care. I am fortunate enough to have union negotiated benefits.
- Self-employed small business owners should be able to obtain reasonable group benefits.
- Fine.
- Cost of specialty care here higher than surrounding communities. Why?
- It's not bad! It is somewhat not enough because I went over to the emergency room for almost a year. It turned out I needed surgery.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Overall the medical care here is very good. I hope it continues, and we can choose the type of medical doctor we want to see rather than being forced into socialized medicine.
- Fair.
- Probably no worse, for someone in my situation than anywhere else.
- All employers should provide dental.
- There is a common desire among doctors to see only patients with private or work insurance. Standard care in Bloomington could be better.
- Good.
- Average, no pediatric specialists, leery of alternative medicine.
- I think you have excellent care here.
- Prevailing attitude seems to be that if physicians can't treat the illness in less than one hour per month, they avoid treating the patient.
- Need insurance of some kind for the working poor.
- Appropriate, but not of the highest quality.
- Wish my PPO Provider had doctors and hospital services in Bloomington/Normal.
- It's all expensive.
- We are satisfied with our medical care.
- There are many doctors here—yet it takes a couple months to get in for physicals or other non-emergency appointments. It is too expensive, our insurance many times will not cover the full amount charged.
- I was sorry to see the pre-natal clinic close, and hope the McLean County Health Clinic will receive the funding it needs.
- We have BC/BS insurance through Mitsubishi Motors of America which is excellent.
- We are lucky to work for a company that provides good medical benefits.
- Public aid helps very poor and cheats but won't help someone who makes a small monthly social security check who can't afford medical care.
- Outstanding selection and options.
- Hospital cost too high.
- We have good health care in McLean County and access to many specialties within a 4 hour radius of our community.
- Severely lacking good qualified, caring, concerned doctors with time to spend with you.
- I think very good thus far.
- Excellent.
- Very good.
- Excellent.
- Very good.
- It's good and getting better.
- Mine is O.K.
- We are fortunate to be adequately covered for medical and prescription expense.
- It is quite efficient.
- Very good.
- Fair.
- I lost my job which meant I lost my health coverage and COBRA was so unaffordable when you don't have a job. Then I got a job but health insurance was not a group coverage but individual and company refused me due to my age and health. I can't win!!!

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Appears adequate or better although, for something major, I personally would go somewhere like Mayo Clinic.
- Very good.
- Pretty good.
- Hospital quality close to poor.
- Ample for my needs.
- Good.
- Because of Medicare we are able to take care of it. (And supplementary coverage.)
- Good.
- Adequate
- I feel dental and glasses should be covered by Medicaid, as a person on a fixed income can't afford these things. Some medications and supplies aren't covered so I have to pay for these things.
- Rather impersonal—doctors are very busy.
- Seems pretty good but like everything, we need to make it better.
- Great/expensive.
- Excellent, but would prefer not to go to Carle in Champaign-Urbana. Should affiliate with Brokaw.
- Appears adequate.
- Excellent.
- Very good, but expensive.
- Fairly poor—have to go outside county to receive appropriate care.
- Too impersonal.
- We actually never got to see the family doctor—just a P.A.
- General practitioners on our PPO would not take new patients, so husband and I do not have a family doctor, but the kids have a pediatrician.
- Very costly.
- Seems very adequate and affordable.
- Pay your own way.
- Very good.
- Very good so far.
- Costs appear higher for preventative care. Insurance in this state does not cover vaccinations where it did in Colorado.
- Adequate for our needs.
- Other than the expense, it seems to be adequate.
- It's a growing field, but some people, other than myself, are still having problems finding and getting good medical care.
- I have no comment because I go to Gibson City or Champaign for health care.
- Seems fine.
- Too bad it's so expensive to carry health insurance.
- Our doctor and hospital are not in McLean County.
- It's good.
- HMO should not cut back on prescription drug services if patient is already taking medicine and it's working. HMO causing decline in medical care. They regulate what you can and can't get, re: tests, medicines, etc. If we pay for it, we should get it—we're not getting a discount on services.
- Hard to find a good doctor that is taking new patients.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Doctors that we have are pretty good. Prompt care isn't as good as it could be—they don't know you personally—they just give you medicine and send you home when you need more care.
- Health care costs keep rising and health insurance premiums always go up in January including prescription drugs co-pay. Income does not inflate at a rate to keep up with the costs of living as a retiree.
- BroMenn harasses you about bills; turning over to collectors too early before insurance gets a chance to work.
- Health care has gotten too competitive and commercialized and costs are far too expensive. If the insurance co. doesn't cover a certain test the Dr. won't order even if you really need it. Insurance companies have too much power over doctors, and doctors aren't personal like they used to be.
- A couple of really good doctors retired; not impressed with local hospitals compared to those in Peoria.
- All seems to be going to HMO; we haven't decided if that's a good or bad thing.
- Clinic will accept and use unused prescription medicine. Wonderful free clinic (900 block of Franklin) intended for near poor/underinsured/cheaper prescription.
- Overall, we'd rate a 3 or 4.
- Would like to see affordable dental care.
- One instance, wife had an appointment at U of Chicago—Dr. asks to bring some medical records and he couldn't get them without a note from his wife. Had to drive all the way home to get it. They could have called her.
- It's expensive.
- I've no trouble. Medicine SO high.
- Been pretty good, no complaints or problems.
- I think we are very fortunate, just about everything is covered. And with 2 good hospitals and a new Cancer Center, plus some surgi-centers; we certainly don't need a new 6 million dollar facility! Utilize fully what we have.
- It's good.
- Wish it didn't cost so much—but don't know that it's any worse than anywhere else.
- BroMenn consistently charges more than the customary fee our insurance is willing to pay, so we have gone as far as Peoria for some of our medical care.
- I think it's OK. I don't want my tax money going to support people with health problems that they've caused for themselves by their lifestyles.
- We've never had a problem with it.
- OSF should cover dermatology.
- Fine.
- Adequate.
- Many of the treatments members of our household have received have been classified as "above reasonable and customary" in price from our insurance company.
- Very good.
- Medical care should be available to everyone.
- Improving—far more services available now.
- Excellent.
- Children living with grandparents need medical coverage.
- Went to emergency room one time—good experience—went to orthopedic doctor 3 times—very bad experience.
- We have an abundance of medical support, hospitals, doctors in this community

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Not enough doctors in some specialties. Could be better for those who cannot afford it.
- Medicare too high.
- Expensive.
- Not economically accessible to the average income family.
- Full time college student, just graduated and not on new plan yet.
- Hospital care could be better—hospitals are laying off caregivers such as nurses and aides.
- Good.
- Very good.
- Lack of reputable primary care doctors.
- Good selection.
- All doctors' offices called, would not take new patients, that is why I have to go to Peoria, Danville, or Decatur.
- Wouldn't know—can't afford to pay, employer doesn't have available for me and family, but State Farm makes millions and gets tax concessions in McLean Co.! Your campaign dollars at work.
- Costs are high.
- Good.
- Very good.
- I consider it very good.
- Need dental insurance and vision insurance that is affordable.
- Fair.
- It needs to be more affordable.
- We do not think insurance companies have the right to dictate who we use for doctors or hospitals.
- Health care is good.
- It's kind of expensive but care is excellent—there's a Dr. in Bloomington for everything. Very accessible.
- The county as a whole needs to do something about the health care system.
- I've always been pleased.
- No pharmacy in my town (LeRoy).
- It's pretty good.
- I'm pretty well satisfied.
- It's hit or miss—just like anywhere else—it depends on who you get.
- It's OK.
- Tends to be pretty good.
- It seems to be pretty good.
- Generally good—probably expensive.
- My specialist is good. For people without insurance the cost is horrendous. If I were a poor person and I couldn't afford it and then I just might not go. I saw my specialist for something with my ears and it cost \$35. I went to see a regular physician like my doctor or through prompt care and the cost was \$55. I don't know why that is, but it doesn't make sense that the specialist was cheaper.
- Generally, we're pretty well satisfied. It's expensive, but everything is.
- It's been good to me.
- The HMO's should include alternative medicine (chiropractors).
- There are very few providers for my HMO in McLean County, therefore I must pay a premium for all services I receive.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Pretty satisfied with it.
- We're glad we have prescription cards or health coverage. Hard to imagine not having those.
- Very fortunate to have BroMenn and have good doctors.
- St. Joe's sucks; my first choice is BroMenn; I don't like their attitudes, personnel, or staff.
- Excellent hospitals—BroMenn and OSF St. Joseph
- No such thing as the old family doctor; pretty adequate—if you can afford it.
- Overall it's pretty good. I wish LeRoy had a pharmacy.
- We have very good health care here; otherwise better than having to go to Northwestern.
- Prescription drugs terribly expensive.
- Fully satisfactory.
- I think it's adequate; nothing but good experiences; preference for St. Joe's but BroMenn is OK too.
- I think it is very good although I haven't had to use it.
- Carle Care is not what some people think it is. It is not good. Example: No dermatologist within McLean County in their system. I have skin cancer and have to visit a plastic surgeon for my care. I don't like HMOs.
- Not just McLean County, but as a country we need to do something about the way insurance "takes care of" healthcare.
- Husband in hospital in April at BroMenn—they treated him well.
- Very good.
- Very good.
- Need a pharmacy in LeRoy.
- LeRoy needs health care there locally.
- Need supplemental medicine coverage later.
- I wish they would be more reasonable in terms of cost. If you go into the hospital for the least little thing, it's outrageous. I'm a stoic kind of person, puts up with pain.
- I believe McLean County has good hospitals.
- Have to drive too far.
- Too expensive across the board. All aspects of the medical industry are benefiting from inadequate checks and balances against excessive charging. Fortunately we have good insurance.
- OK.
- It's real expensive for a single person to pay for medical insurance—my children have the medical card and my girlfriend.
- Adequate, but I wouldn't want to get really ill here.
- We have Medicare A and B and being a state retiree, we are in their supplemental insurance plan, and are happy with both.
- Very difficult for new residents not covered by HMO to find primary care physician.
- The new cancer center is a promising asset for our community.
- With 2 major hospitals in the area and having to deal with them both nobody should be excluded in having whatever needs to be done. Everybody should have the same treatment or care that is needed at an affordable cost.
- Good.
- Poor.
- Pretty good.
- Seems real good to me.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Health care in this community is relatively easy to obtain regardless of income or insurance—I am not aware of anyone not receiving necessary medical treatment at the hospitals—health care is frequently over-used.
- Services are expanding and improving specialties that we once had to travel to receive.
- Fair.
- Average. Some friends have been very ill and always say “If you have a serious illness, don’t stay here for treatment.”
- Seems to be good though I’ve not needed more than just general check up health care. In general, health care is very expensive. Even with good income, annual pap test and mammogram are devastating to my budget.
- Readily available and generally good quality if you have insurance or can pay.
- Too political—HMOs dictate too much basic and specialty care—don’t get me started, I’m a nurse and [involved with local health care organizations].
- Very costly. My doctor used to take the time to listen to me, now I’m in and out so fast none of my concerns get addressed. Previously she was in a small office with three or four other doctors. Now she is at Carle. Everyone I know that goes to Carle complains about how they are treated at Carle. Doctor is in a hurry, doesn’t have time to listen.
- As a member of the healthcare community—I see discrimination frequently for those who have no insurance/state aid.
- Don’t know.
- Excellent, having steadily improved in last 10-15 years.
- I go to the community health care clinic and I think it’s great because it’s for people who work, but can’t afford insurance.
- Very good.
- It’s OK.
- It’s good—probably better than most communities.
- Not always easily available.
- Good.
- Visiting nurses are a good thing for some of my elderly sick friends.
- Good.
- Very pleased with Carle Care-Health Alliance and more providers are becoming available here in Bloomington—that’s a plus.
- I do very well. They should make sure everyone has prescription drug insurance.
- Hospitals and clinic are good but expensive.
- Good.
- Insurance companies won’t pay for alternative care—homeopathic and chiropractic; HMO’s won’t let you choose your own doctor—I’d hoped we were a free country.
- Elderly need prescription medicine coverage.
- I can still pick my own doctors; some friends are in HMO’s they’re not happy with.
- OSF is a great place for the ill. BroMenn is the pits. As every place the HMO’s stink, as to preferred providers.
- People at the WIC office could be more educated on preemie babies. State has been real good about educating us as to what to do.
- It’s average.
- Health care by BroMenn and St. Jo should be in the outlying areas, not just in Bloomington/Normal.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- McLean County doesn't have a specialist for arthritis.
- I feel McLean County has adequate health care for most illness one might incur.
- Need more local doctors. Don't like HMOs.
- I think it is better than it is some places. There are good hospitals and doctors in Bloomington. We use local Pontiac, but doctors from Bloomington and Peoria do come to the hospital.
- Just fine.
- Very fortunate to have the good doctors that we have.
- Not enough knowledge available to public.
- Very good.
- Good options.
- I feel there are enough doctors in all types of medical care and many nursing homes for elderly as needed.
- Very poor, needs more funds.
- Need more doctors willing to accept Medicare payments.
- The Public Medical Card is a joke. My son needed dental work and that was a 6 month wait, then I felt my son needed mental health services and there was a 3 month wait.
- For those with disabilities and that are elderly, it is difficult to obtain proper medical services (Medicare/Medicaid does not cover vision, dental, podiatry services).
- No medical care available in downtown area.
- I think it's good.
- There seems to be adequate services available.
- New Kid Care plan is an excellent idea, every child, no matter what, should be covered.
- It is my opinion that the quality of medical care is poor—most medical personnel we have utilized in the past year seem under-qualified and under-skilled.
- Satisfactory.
- As only person working, the insurance doesn't cover enough for medicine. My husband and I both take a lot.
- Not good without insurance.
- Above average.
- Adequate.
- Great.
- So-so.
- Okay??
- I think the health care is good.
- I have the Quality Care from ISU.
- I am bound by my employer's plan . . . can't choose another carrier.
- Hospitals here are mostly interested in getting their money now. When we were making payments they were willing to take us to court because they said it wasn't what they wanted.
- I think it could be improved—they are trying but there is a long way to go. If you are healthy the care is fine—if you have cancer or a heart problem you need to go somewhere else.
- I know it is good if you can afford and/or have insurance. I am not knowledgeable about how low income people handle this problem.
- OK.
- Not good—health care people too rushed to listen to what is wrong and also they assume.
- It is expensive for those of us who pay our own bills and insurance.
- Average.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Very satisfied.
- Good.
- Dental is too high.
- Good.
- Depends on the problem—we have a shortage of specialists—endocrinologists for example.
- Very costly, costs are rising faster than inflation. Insurance companies pass more cost on to the insurance.
- Expensive.
- Right now we are extraordinarily blessed by Illinois State health coverage. In the past I have paid for my own benefits (high premiums, high deductibles) and had my 1st baby without health insurance. It was very difficult even getting an obstetrician even though I was able to pay cash up front.
- Good quality care.
- Very good.
- Good.
- Good.
- Prefer individual doctor care, not HMO.
- Excellent.
- Generally good but there is some duplication with BroMenn and St. Joe.
- Doctors “shrug” off Public Aid medical recipients.
- We have had very good care, but is very expensive.
- Insurance doesn’t cover the doctor of our choice.
- Good.
- There is not adequate health care available for people with no health insurance.
- I think the very poor of this County and State are very lucky with the help they get here.
- Very good. Have had by-pass surgery and back surgery and feel I got the health care I needed here.
- I believe we have very good doctors and hospitals in this area. I’m very thankful for my group insurance that I have through work.
- Need affordable insurance with dental and medicine benefits for whole family.
- Excellent and also accessible.
- Well blessed!
- Seems pretty good.
- It is adequate.
- Carle’s HMO does a great job. Should not have to go to Champaign, IL to hospital or to see a specialist. This is a burden on the patient and the mate.
- We are able to afford health care—I’m not sure our family is going to give an example of need.
- Over all good.
- Good
- Adequate.
- Efforts should be made to provide low cost prescription medicine to retirees.
- Need for affordable health care insurance for individuals who can retire at 55 and are unable to continue in group plan after retirement (beyond COBRA).
- Health care is accessible—insurance to make health care affordable is very expensive. I am troubled by how few doctors accept the medical card, and the poor attitudes and judgements made by the physicians about medical card holders.

Appendix 3b: Household Survey: Health Care Comments (Question 29)

- Great.
- Good variety of qualified service.
- Very good.
- BroMenn good but expensive. Looking for quality care at less expensive prices.
- Need to help older people more with medical care and Medicare.
- Costs too much.
- I am blessed to have insurance. For the poor, doctor's office visit charges are extremely high.
- Very high.
- Good—excellent.
- Dental program for children is great. I would like to see sliding scale dental program for adults.
- Not enough info to share or experiences to draw upon.
- Excellent!
- Good.
- High priced but what isn't? Good service from them. Nursing homes could use cleaning up.
- No comment.
- It costs an awful lot of money; home health care services cost a lot.



Appendix 3c: Household Survey: McLean County Concerns (Question 57)

Question 57. What are you most concerned about in McLean County? Your topic does not have to be one mentioned in the survey.

- Taxes (real estate) are too high.
- Need more affordable child care for single parents.
- Environmental protection.
- It's rapid growth, the use of farm land for urban sprawl, the allowing of violations when money backs the person.
- Excessive emphasis on property taxes. Excessive & poorly planned growth into productive rural land. Unsightly commercial development.
- Continuing of building new homes when the Home Finder is starting to look like a magazine and the taking of farmland. The lack of teen activities.
- High housing costs; high real estate taxes; In 20 years my taxes have gone from \$450 per year to \$2800 per year. My salary has not kept up. It now takes 2 salaries.
- Lack of support and effectiveness in institutional organizational support for people with mental illness especially the less serious disorders.
- Disparity in state funding for schools. Too little parental supervision of children. Discipline problems in schools because parents are clueless about parental responsibilities. Violent children are kept in schools, when schools try to have them removed the courts have forced schools to provide costly services for these violent children. Excessive growth of Bloomington/Normal—save the farmland!
- Need more parks, more social events, recreation areas.
- Senior citizen property taxes; cost of prescription drugs.
- Affordable child care.
- Lack of affordable housing; too much development or too much future development; traffic Patterns; too much traffic; boosterism by WJBC; the town is growing too fast without adequate planning.
- Race relations and police (Normal); teen activities for minorities; cultural activities for minorities. Diversity in the workplace only goes so far (glass ceiling).
- I'm mostly concerned about the conservativeness of local politics. It is our responsibility as a community to provide the services our neighbors need—conservative republicans would not agree with this. This is also a pretty class-based & racist town.
- The growth of Bloomington-Normal is going on unchecked. (Developers are not concerned enough with long range impacts).
- Taxes.
- Population growth!
- Since I can't read and have serious eye problems my views are slanted by TV mostly and at my age I am concerned about health care and costs. Also about the morality of the young and middle-aged. I should like to volunteer but can only council and be a good listener where I am.
- My children growing up in a community that ignores cultural differences. I think that this is a tough issue to address.
- Terrible, rude drivers! There's lots of road rage especially at 4-way stops. Mercer & Oakland is horrible; something will happen there if people can't learn to take turns!

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Real estate taxes—too high!
- The beginnings of bigger city concerns—gangs, drugs, crime, heavy traffic, etc.
- Runaway tax increases.
- The relentless increase in taxes paid on real estate. If rates don't go up the assessed value is raised. Something must be done to spread these costs of government to a wider tax base.
- The lack of cultural activities for families.
- Property taxes are out of control.
- Single parent families resulting from divorce—lack of required pre-marital counseling except when required by religious institutions; lack of good counseling for marriages in trouble.
- Juvenile delinquency and gangs.
- Crime—development.
- Traffic.
- Continuous building of residential and commercial properties.
- No immediate concerns.
- Property tax—too high.
- Transportation system on Bloomington East Side.
- This is a personal concern: how much longer will I and our daughter, who lives with me, be able to continue living in our home and continue to pay our real estate taxes and regular household utilities.
- 1. Imports of non-friendly people from the Chicago area—first they do Champaign with drugs, rape, robbery, then—here they come. 2. Out of control spending by the school system—on buildings and administration—not teacher salaries.
- Lack of an honest public transportation system—city buses now are a joke!
- Gangs.
- Growing rapidly so Veteran's Parkway creates delays and increased stop lights and more accidents. IAA Drive needs light to get on to GE Road, Emerson/Towanda needs stop lights. Additional parking at recreational areas like ball diamonds on Beich Road, 2 fields and too many cars to attend both diamonds. Wal-Mart did not bring a Sam's Club, have to go to Peoria.
- Traffic and growth. Lack of parks for east side Bloomington and associated programs.
- We need more parks. Taxes keep getting higher and some services are slow like snow removal. And garbage men purposely throw garbage out and not pick up.
- Taxes.
- Irresponsible growth—getting too big.
- There is a bifurcated culture. The white collar, subdivision people (1/3 approx.) don't have a clue about the lowest 1/3 of the population, their needs and concerns.
- Culture activities. There needs to be more culture. There needs to be additional nightlife for groups in age 26-40. Need to have more green space.
- Rising housing cost.
- Rapid growth and associated problems in B/N, such as increased crime, drug activity, becoming a haven for homeless people from other urban areas, etc. For the rest of the county outside B/N—concern with growth using up prime farmland!
- As a single male with no children, my concerns are very minimal. Possibly the biggest might be affordable housing, it seems to keep creeping upwards.
- Too difficult for a teenager to have a social life unless he/she uses alcohol.
- Over-inflated taxes and profit-making organizations wanting to attack taxes to make them more profits.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- The careless appraisal of Bloomington real estate (on houses with good upkeep but no additions to the building).
- Too conservative!
- Drugs, gangs & the violence associated with them.
- Uncontrolled growth.
- Despite the fact that we are a growing community, this county still has a small town approach to a lot of issues. Property tax is way too high for such a small town. Too much of the local government is influenced by organizations such as the Christian Coalition, which is a very non-Christian acting organization.
- Lack of legal assistance for poor.
- Land use.
- Less racial discrimination & better human relations.
- Crime, gangs, traffic.
- The indiscriminant use of productive farm land used for houses and golf courses instead of growing crops. If you do not have food it doesn't matter where you live/die. Arrogant and obnoxious drivers equal only to Omaha, Neb.
- Local government unresponsive or indifferent to needs of voters but very responsive to the needs of the local developers.
- Trying to maintain the status quo. Due to raising costs of everything it is difficult for the municipal bodies to maintain their standards of service & cleanliness of the city without raising taxes or income.
- Your survey is a reflection of the discrimination here. Question #11 doesn't address non traditional unions (significant others). Question #54 uses the phrase sexual preference. Orientation or nature are more accurate and appropriate words.
- Tax spiral. County property tax. State taxes.
- The growing gap between haves and have nots. As the county grows, we can't just focus on the new developments and tax-producing employers. We have to support the existing infrastructure and help people raise their standard of living.
- Lack of planning in the development of the county including roads and commercial development as well as residential. The fact that B-N is unable to attract entertainment like that at the Peoria Civic Center mystifies me. There appears to be a shortage of quality retirement housing available currently.
- That surveys such as this become tools for politics & for changes in grants & other funding sources focus areas.
- Urban sprawl/depletion of excellent farm land. Lack of city supported recreation facilitation for youth. Growth of gangs.
- Garbage and trash blowing from dumpsters. City engineers do not conduct thorough inspection on housing, such as failing to lower water shut off from line into housing, presenting possible injuries to pedestrians.
- High real estate tax. High cost of living.
- Gangs & drugs.
- The high tax rate, need lower taxes.
- I am most concerned with finding a well-paying, full-time job with good medical, dental, and vision benefits.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Government waste, high taxes.
- Affordable and availability of child care; keeping in good shape what we got now not what we are building later.
- Loss of quality farmland.
- Too many surgicenter taking away revenue from hospitals. Then hospital has to deal with patients who cannot pay. Then hospital lose many and close down.
- Taxes on dwellings—extremely high. Mine jumped 25% in one year, on the 1997 paid in 1998.
- High cost of real estate, food, utilities—PHONE bills, clothing. Poor quality of clothing which is not made in USA. Crowded. Streets with too many automobiles. People’s disregard for speed limits. Radio station WJBC. Some staff members, if only some programs and time could be more beneficial to uphold, rather than destroy, Christian principles. The wasted paper in Sunday Pantagraph advertising inserts.
- Rise of crime—especially juveniles.
- Rapid growth and the need for services to cope with that growth.
- Growth—getting too big—urban sprawl is taking farmland. High property taxes.
- Large disparity between those that have and those that don’t.
- The lack of family and teen programs available.
- The proper development of children.
- The lack of communication between elected officials and the people. The court system here is very biased toward the white wealthy and republicans. Why is there a number on a supposedly anonymous survey?
- Tornado warnings. Can’t hear the siren.
- Suburban development in Bloomington/Normal is not well-planned. Roads and street lights and traffic are becoming a major problem and are reducing quality of life. Housing developments are sprouting up but it seems no one is prepared for the consequences of urban sprawl.
- Affordable health insurance for myself and my family—we were paying \$300 plus a month for \$1,000 deductible and had to let it go!
- Problems associated with rapid growth—lack of outdoor recreation.
- Not sure the city is prepared to handle the growth.
- Lack of recreational facilities (other than golf). Racial and student discrimination in Town of Normal and Normal Police. Unequal school districts (wealth and at-risk students not shared). Rural subdivisions—built to lower standards. Lack of water supply stability. Too much dependence on State Farm. Lack of local television news based in Bloomington.
- Sorry to see good farm land used for housing.
- Activities for kids/families.
- Property taxes spiraling out of sight. Social problems and costs of low income people attracted to this affluent high employment area. The petty jealousies of long term residents who I feel have blocked efficient use of resources such as a combined school system in Bloomington/Normal.
- High taxes.
- High taxes, rapid growth.
- There are many problems such as finding money for those social service agencies that help a lot of people but as a whole we are in good shape.
- Infrastructure—development.
- I think we are being over-built—housing, offices and businesses—most especially golf courses. Who is going to fill up all the stores at the Factory Outlet? The downtown is a disgrace. How many thousands upon thousands have been lost there? Quit spending money for recreation. Just

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

keep up what we already have.

- Prejudice, politics (too republican), influence of the wealthy.
- High taxes.
- At the age of almost 70, I worry about being able to pay my real estate taxes and all the different insurances for home, car, medical, etc. I want to be able to stay in my home and get affordable help as I grow older. Now I am just fine but worry about the future.
- Medical clinics that require cost up front even with insurance.
- Growth; traffic; lack of good medical care (even if you can afford it)
- Excessive taxes—I'm retired—72 years old—veteran of WWII & Korea and pay over \$300 per month in real estate taxes. I understand that some states exempt elderly from such a tax burden; could this be considered here?
- Not enough activities for teens.
- Lack of coordination of services to utilize resources we have. Lack of viable candidates for employers. Amount of planning and little action.
- Overcrowded Unit 5 schools. Lack of strong moral values being instilled in our young children and adolescents. Fear of a Columbine repeat in our area due to 1.) Lack of parental supervision 2.) Lack of education w/ regard to stress mgmt., anger mgmt. and respect for young people. The trend toward treating homosexuals as a protected party of individuals in civil action. It's a sexual preference and way of life that can be handled discretely and not subjected on others.
- Taxes; housing prices; health care costs and availability (almost requires making an appt. before you are sick if you want to see a Dr.)
- Racial polarity, domestic violence, gangs, teen problems, crime on West side, moral decline pervasive here as well as throughout America.
- Property taxes have gotten out of hand. Keeping one's home in good shape penalizes the homeowner in higher taxes. Too many don't pay their fair share. It is too easy for each taxing board to raise the taxes by a small percentage. A little here, a little there, soon we are talking a large sum.
- High taxes.
- Like many other similar communities, Bloomington-Normal faces an ever increasing gap between the haves and have nots. While I believe that this is a fine community, I trust we will not be naïve enough to think that societal problems that plague other cities and towns won't take root here.
- Traffic, road construction, deterioration of roads.
- Crime—seems the crime rate is increasing; taxes—just received tax bill, always going up.
- Rapid growth.
- 1. That religious diversity continues to be respected; 2. Too much growth, too fast—with a cost to the center city & the environment.
- Rising taxes. Need for more effective parenting.
- High costs of goods & services; High taxes.
- Growth—no green space left; crowded classes in public schools.
- Gangs and youth violence.
- Property taxes are way out of line when you look at all the economic factors for our county.
- Drug abuse.
- The rapid growth. Not enough after school care. The spread of haves vs. have nots widening financially. The very poor planning of the school district—Normal, in regards to dollars, just keep building! They act like \$ no problem. The rising number of single parent families & attitude—it's OK! Diversity.
- Real estate taxes.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Veterans Parkway, gangs, homelessness.
- Keeping the violent crimes down, not to have violence in the schools.
- Gangs, drugs.
- Property taxes or taxes in general. I don't mind paying my share to make this county and its residents prosper, but I don't like to support those that can and should support themselves. Are we providing services to keep up with other counties or are all these services truly needed?
- Lack of long range planning.
- We need more youth programs especially for teens—that are affordable.
- 1) Lack of God in the minds of people. 2) Low moral standards because of No. 1. 3) Lack of concern as to how our governments are run. 4) Lack of personal responsibility for our actions. All leaders need to teach right and wrong by example.
- Taxes are too high. No one ever justifies tax increases—it's too easy—inflation is 25% and tax increases State/County/Local—are about 8% per year. Who's minding the store—where are the quality political representatives—when is enough-enough!!!
- This community does not have a lot of problems—the gang issue could become a big issue if not handled properly.
- Biggest complaint: There is nothing to do, by all age groups. People migrate to Peoria or Champaign. Example: No middle age night clubs, very poor teen activities, others. Eat out, shop, and drink is it. Too expensive. Also poor taxing bodies. Roads are poor.
- High property taxes.
- Development in rural area; increase tax due to population increase.
- Discrimination because of race & economic status.
- Growing emptiness—lack of personal fulfillment for youth (generation upon generation of split families with no spiritual growth within family networks and youth see bleak future). Lack of community conscienceness or significance. No conflict resolution skill being really taught in Unit 5 schools and no interest shown by administration. All they care about are brick, mortar, and computers—not people, kids or teachers.
- The high taxes.
- Overcrowding in schools, drugs, crime, gang activity in schools.
- Qualified employees; taxes; diversified economy.
- Growing too fast.
- Rapid growth without forward planning—accessibility, parks, traffic patterns, etc. Taking some of the best farm land in the country and converting it to residential.
- Over-inflated land costs & high cost of housing.
- Parents not paying attention to what their kids are doing.
- What I am most concerned about is not in survey.
- Rapid growth—lack of services, use of prime farm land for large housing (low density)
- Taxes too high! Gang problem growing—coming out of Chicago—but no plan by officials to get their asses out of town!! Too much concern about whether gays & minorities are treated right—stop wasting time & money on discrimination issues—you don't have a problem worth mentioning in this town.
- That the cost of rising real estate taxes is far outdistancing inflation and our cost of living (wage) increases.
- Very apparent and wide income gap leads to Eastside vs. Westside positions. Cost of housing and gas for driving unusually high.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Gangs; shootings; drugs.
- Over growth. Unit 5 and District 87 ought to combine for efficient use of facilities, programs and resources.
- It's towns are growing too rapidly—bringing in crime & undesirable individuals.
- Traffic on Veterans Parkway.
- I work in human services and am concerned about the trend to shift fiscal responsibility for human services to local communities. I believe McLean County has an outstanding history of responsiveness to social problems, but I do not believe our community can meet the costs for programs such as quality long term dental health services, job training to keep people off welfare, child abuse or substance use prevention and treatment solely using local resources. I fear a looming service gap.
- The number of roads & streets that need repair.
- Rapid growth and an infrastructure that may not be keeping up. School crowding and policies that do not promote property value stabilization.
- Property taxes.
- Lack of compassion towards gays, lesbians and bisexuals. Everyone has to be somewhere. This city is not the East side West side as 50 years ago. Also we absolutely have to work towards gun control despite the republican led NRA, the present situation is not working—think of the good of the people rather than will my vote help me get re-elected.
- Children growing up without attention from fathers or extended family. Children who spend all of their time with mom or alone. Child care ages 12-18 is not provided in a setting/cost to make it available for single moms that don't want to leave a child alone. Summer activities for 13-18 years requires a driver so many children can't enjoy them!
- High real estate tax!!
- Taxes.
- High cost of living which is fall out from what I like about McLean County.
- Since I retired last September (now working part time at golf course for spending money and golf), I don't want higher taxes to eat into my fixed income. Inflation will eventually cause belt-tightening.
- Taxes going up each year.
- High taxes; shoddy construction of new homes; lack of interest in trying to save older homes instead of building new. Jobs for people who are forced to work after age 55 & not having salary to cover living expense.
- Increased cost of living.
- Lack of interaction between diverse groups within the community.
- Teen crime rate.
- Dangerous road construction.
- Haven't lived here long enough to have formed an opinion.
- Property taxes are terrible! With all of this prosperity, why are taxes horribly high?!?
- Affordable day care, and inside play areas for youths. A more diversified radio/TV station.
- The continual reassessment of property causing higher taxes. Granting of special benefits to new chain stores—we already have plenty. Small businesses get no such advantage. It's not think bigger is better—Bloomington big enough already. Don't want a big city with all it's problems.
- High cost of real estate taxes. More city services than needed. Too much equipment & help that the city and county use.
- Youth (gang) problems.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Crime, racial discrimination, sexual harassment.
- (1) Good non-crowded schools. (2) Planning for growth—roads are not planned or constructed until after the houses are done. (3) Property taxes are high.
- Gangs.
- What happens to the disabled in a nursing home?
- Lost youth—kids growing up too fast without guidance.
- Juvenile crime. Gangs. Drugs. Theft. Vandalism. Low paying jobs with no benefits. Condition of streets! Potholes.
- High taxes.
- 1. The smug attitudes. 2. Over-dependence on State Farm. 3. We need an ice rink!! 4. Merge the 2 school districts: (We're too small to duplicate everything)
- Urban sprawl—poor planning for growth.
- Too much growth and little planning ahead—short sightedness by government. The city should have its own TV station. Too much money spent for downtown studies.
- The too rapid and unplanned growth of Bloomington-Normal and senseless destruction of farmland while older neighborhoods in Bloomington decay. It is a waste of land. The developers instead of urban planners and elected officials are driving development.
- This community is slow to accept outside influences and change. People from different backgrounds, racial backgrounds and sexual orientation are treated unfairly and only lip service is given to changing this ongoing problem. I see token efforts, but hearts and minds must be changed. Government and public efforts are good. The people in the majority must accept the new diversity of this community. It will only continue to change.
- Price of housing.
- District 87 and Unit 5 need to consolidate. Attitudes of superiority need to be changed in Unit 5. Something is wrong when one district has empty classrooms and the next door district keeps building new schools. The duplication of services and all the busing in Unit 5 needs to be done away with.
- Finding things for young professional single adults to do—socialize/volunteering. Need more social events in community.
- Debt of city governments.
- The need for better housing for low-income families. More financial assistance & treatment needed for homeless individuals and those suffering from mental illness. The need for better environmental care.
- Crime doesn't increase—it's OK now—hope it stays this way—I realize with more growth may come more crime.
- Lack of resources for at-risk teens. I'm the mother of a 16-year old son of severe behavioral problems and have encountered numerous roadblocks and lack of services until a due process hearing was threatened on a local school district.
- I think McLean County is a great place to live.
- Use of agricultural ground for development. Unchecked growth of the community.
- Increasing taxes. Stupid. We should live within our (McLean County) means. They want something—oh we'll tax the people! People on fixed incomes are screwed. Medical insurance is way too high. This should be looked at very strongly. No need for this. This is true throughout the country. They keep sending rockets up—why??? We don't care for this!
- Growth is too fast, too poorly planned, too centered on developers' agendas and tax revenues, not

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- concerned enough with quality of life. Especially Bloomington-Normal.
- Taxes too high!
 - Racial discrimination.
 - Property and sales taxes are way too high.
 - High prices for prescription drugs, high Dr. & hospital costs, high health insurance, high taxes (real estate).
 - Gangs, drugs & alcohol abuse & a lack of moral ethics & spirituality.
 - More opportunity for developmentally disabled persons to live & work in the community.
 - Gangs & the cost of housing/property taxes; lack of park area; need for the merger of District 87 & Unit 5; we need one common school district.
 - Y2K readiness, crime.
 - Property taxes are too high.
 - High taxes, rapid growth, building over richest farmland in the world at a rapid rate.
 - Property taxes—too high; over development in housing—too many new housing being built—poor city planning.
 - Spending—raising of taxes; morality (going down every day); big government—Washington D.C.; Presidency—lack of guts in the republican party both state & federal.
 - Need more people to come to ISU football games.
 - Taxes, city growth that appears to be driven by developers instead of city planners, growth of city without basic needs developed first—schools, roads. I don't like how Bloomington and Normal don't work together as cities. They raid each others' businesses at the expense of taxpayers because of growth granted tax incentives. Examples: Famous Barr, Wal-Mart.
 - The busing of students in the Bloomington/Normal area is ridiculous. District 87 and Unit 5 need to combine. Millions of dollars are probably wasted because of pride, bitterness, and stubbornness.
 - Growth of government expenditures (county, city, town, etc.): 1. Good economic times & population growth have allowed the income of all units of government to increase significantly. Eventually when the business cycle turns downward—local government units may find themselves over committed. I am concerned about the long term debt of some units of government (school districts & airport authority). 2. I am also concerned about water quality in both Bloomington and Normal.
 - The way that housing is being built and the prices that they are being built at. The cost of a ranch style home w/ 3 bedrooms and one bath is ridiculous. New housing needs to be affordable to everyone, not just corporate employees.
 - Taxes on property are too high for elderly, retired, low & fixed income families.
 - Taxes!! But also, uncontrolled growth/building without regard to school funding. (See question #19.) Traffic flow is ridiculous—Veterans Parkway upgrades are great but frontage roads and other roads paralleling Veterans Parkway are continuing to become more congested due to unrestricted growth of businesses with a haphazard plan.
 - Keeping schools safe.
 - High taxes.
 - Maintaining our high quality of life.
 - Property taxes are extremely high.
 - High cost of property taxes. 2 to 3 times higher than Missouri, Ohio, or Colorado. Would expect outstanding schools but classrooms are too crowded; 32 kids in my son's 2nd grade class; 29 in my daughter's 6th grade class. Where is all the tax money going? Do you need to look to other states

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

to find out how they budget?

- Rising taxes, rising house prices. Bloomington growing from comfortable size to too big.
- Taxes, growing too fast, removal of production agriculture for sub-urbanization needs. At the current rate of the loss of agriculture land there will be a day when there is not enough farm ground.
- Drug abuse (getting out of control). Pay increases to keep up with cost of living. Being able to afford retirement when the time comes.
- The affordability of everything. With prices increasing, it is difficult to make ends meet. When you don't have much income, how do you and who do you pay?
- Overcrowding in public school classrooms. High property tax (it seems like the classroom size shouldn't be a problem with such high taxes). High cost of housing—people have to live here because of State Farm and have no choice but to pay the high prices for a lower quality home compared to other more geographically desirable areas in the U.S.
- Growth, airplane traffic/noise.
- Road repair & condition.
- Taxes too high!!
- Equal treatment to all citizens.
- Drugs, crime, gangs, juvenile crime; too fast growth.
- High taxes.
- Single parent families with unsupervised children that are getting in trouble because of lack of, and interest in after school & weekend activities. I believe there should be more expansion of West side business and subdivisions.
- Health care costs.
- Drugs—crack is available all through the area.
- Crime and gangs; price increase in housing.
- My only concerns are that the current rate of growth is well thought out and that future consequences are always considered.
- Concentrate more on youth & senior citizens.
- For Bloomington-Normal in particular—I am concerned that the needs of those who don't have a 2 person income, expensive home, college education, and live in an affluent way will not be met because they are becoming such a minority.
- Ugly appearance on Veterans Parkway—no building codes sign standards; high property tax; ugly tree cutting by IL Power; no way to recycle (properly) plastics; poor curb & sidewalks; lack of activities for teens (i.e.—ice skating rink)
- Taxes (property)
- Life, surviving, being alive.
- Youth receiving positive influences at home and at school especially in discriminating violence as entertainment.
- Decline of the family unit. Increasing crime by young people.
- The fact that we live in one of the most expensive counties to purchase housing & buy goods and services. We also pay an extremely high price for taxes yet our roads need major work especially Greenwood Avenue & our subdivision The Meadows. The fact that if we purchase a vehicle outside of Bloomington-Normal then we are expected to pay Bloomington-Normal sales tax—what a bunch of crap.
- Rapid growth.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Taxes seem too high.
- For the size of the town—there isn't much to do. No chamber of commerce or civic group activities.
- Most services are geared towards those around the 150% of poverty and less income group. For those above this income health care and other needed services are very expensive. We had insurance problems 18 months ago; and doctors aren't helpful in offering health care at a decent price.
- Safety.
- Increased building of subdivisions on prime farmland—creating more congestion and traffic. Need more energy put into west side Bloomington and downtown restoration and development.
- Juvenile delinquency, gangs, drug abuse.
- While unemployment is low, I see many people working temporary jobs slightly above minimum wage with no benefits. Many companies in McLean County do not want to (or can't afford to) take responsibility for employing people long term. They have become revolving doors where temp agencies exploit the under-skilled blue collar workforce. They proclaim opportunities to become full-time employed with benefits while in my opinion they have no intention of being responsible.
- The influence of the Christian Coalition.
- The local DCFS dept. needs to be audited!! They seem to have the stance that the biological parents are always right and not the best interest in the child!!! We can see why there are so many teen and family problems.
- High property taxes.
- TAXES.
- I'm concerned about the City of Bloomington growing gracefully. Traffic is more of a problem now. I'd like to see the downtown revitalized, schools unite or merge, Veterans Parkway traffic lights synchronized.
- Getting shot while you're driving down the street or walking into a store.
- Taxes.
- Lack of free clinics and preventative/maintenance of health. Excruciatingly high taxes. Excruciatingly high child care. Few jobs and/or job-training.
- 1. Crime, drugs, gang activity. 2. Times are good now, but unemployment should economy soften. We are somewhat protected due to service oriented community (insurance, universities, State Farm).
- Stability of industrial sector; lack of White Castle and Dunkin Donuts.
- Affordable health care, affordable baby sitters.
- Improvement in Downtown—some nice retail shops. Roads and streets repairs—a lot of the streets need repair.
- Gangs and street drugs.
- Becoming too large!
- Affordable housing—the housing market is so inflated, the average house is \$130,000 or higher. Affordable health insurance because I'm self-employed.
- Rapid urban growth.
- The unneeded fast growth especially in Bloomington/Normal. Also the ever-increasing real estate taxes are making it very difficult for retired people to enjoy their retirement and keep their homes. Schools need more money than retirees can afford to pay.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Property taxes keep going up. Traffic is getting worse.
- You forgot to include discrimination or harassment for religious beliefs and/or affiliation. The public schools participating in the warped views of the liberal left and gay community and the latest educational garbage (i.e. outcome-based) instead of traditional teaching techniques that have been successful and include discipline.
- Crime and poverty.
- 1. Increasing gap between haves and have-nots, driven by rise of service jobs; lack of respect for manufacturing. 2. Un-contained growth, driven by Neanderthal progress-is-always-good attitude. We have enough malls, too many developers with huge subdivisions, and not enough parkland! 3. Water quality! Pesticides and herbicides from agricultural run-off have given us some of the worst water in the nation!
- Activities for teen-agers—need an ice skating rink and other places for teens to socialize. Property is too expensive.
- In going door to door preaching with our church I have found that alcohol abuse is rampant in McLean County and especially on Bloomington’s west side, and it affects the children of the alcoholics the most and I have watched the children grow up to be the same as their parents. It is very sad. I see a lot of people who feel hopeless about their future, their jobs, their housing and the future of their kids and they feel like they can’t give them enough. I also see a lack of people wanting to get involved in others’ problems, preferring to look the other way.
- The amount of taxes we have to pay! They keep going up and up on real estate, Bloomington-Normal use tax, to name a couple.
- Gangs and violence at schools.
- Affordable activities and entertainment.
- Extravagant spending on government buildings such as elaborate fire station, township and county maintenance facilities.
- 1. Developing too many subdivisions, strip-malls, movie theaters on good, rich farmland. 2. There is a lack of sidewalks, for walking or access to grocery stores, depends on the car. 3. The energy of the city should focus on older established neighborhoods east or west side to make them attractive alternative for affordable housing!
- Teen problem, drug problem, alcohol problem, gun problem.
- Police & Sheriff & firemen protection—too few of all these! Too many kids messing around late at night w/o supervision.
- Racism. The society here is too conservative.
- The roads in this area are crap—potholes are unbelievable.
- Children not being in classes and police driving by and not being able to question them. I have seen this for years. Smoking and chewing in the cold and rain and parents not questioning homework or report cards?
- Rising taxes.
- Since Littleton, I worry about the safety of children in our schools, or even could happen in the work place—etc. I think we need to teach our children better in the homes first & also in schools, especially to be friends even though not in youth group or club etc.
- Taxes.
- About drug house in the community near schools, police can’t do anything about??? Why not??
- Rapid growth and consequences when the growth tails off or stops.
- Solid community—has reasonable share of problems, but nothing overwhelming. Sensitive com-

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- munity that tries to address actual or perceived problems.
- Taxes.
 - Crack cocaine problem, I see a lot of people lose a lot over that.
 - Being able to find affordable housing to be able to live independently + transportation for medical care and shopping.
 - B-N growing too much. Traffic becoming more of a problem.
 - Too rapid growth; lack of activities for teens.
 - Need for data on true dimensions on alcohol abuse; coordination and development of school health grades 5-11 with other agencies.
 - Using up too much of the farm land with unchecked building.
 - Dogs run loose and leave deposits in yard. Not good courtesy in this area.
 - Lack of diversity. Suburban sprawl. Lack of support for health & human service organizations. Lack of long term vision for the world we'll leave our children. Rampant consumerism. Rampant waste and disrespect for natural resources.
 - Class bigotry. Those that have look down on those that have not.
 - Real estate taxes too high for elderly people.
 - Too much growth too fast. Can the infrastructure handle?
 - Rapid growth—traffic congestion.
 - Gangs—lack of resources such as stores on the west side.
 - That when I want to buy a home, I won't be able to afford the payment.
 - Crime. Increased taxes. Traffic—roads.
 - Gangs, teen drug use.
 - Using all the good farm ground and building on it.
 - Indiscriminate housing subdivision, affordable housing.
 - Need more activities such as a civic center for an amateur hockey team, used for concerts, ice skating, other public events! A must!
 - Population growth and taxes. Drinking water isn't too great either.
 - Excessive growth, taxes.
 - Child abuse.
 - Taxes, taxes, taxes, sales tax too high, real estate taxes too high. I'm ready to move out of McLean County, we can't afford to live in McLean County anymore.
 - Medical and dental care for the working poor. Wife beating and child abuse. Availability of public transportation. Funding for public schools. Unplanned civic growth that makes it hard to plan further schools, transportation.
 - Lack of respect for people and property, especially by youth and amount of spiritual apathy by all age groups. Also breakdown of family values.
 - To see that the gangs are punished more severely. A person for teen-agers to go and talk with on their problems, besides a school counselor. A place where (one with health problems) one can turn to in need of help with medications taken daily, besides the Public Aid office.
 - More public housing.
 - High child care cost—make too much to qualify for anything. Child care is outrageous—I'm still looking for affordable child care, so my son can get the social skills he needs before he goes to Kindergarten in the fall. Also I think this county is growing too fast.
 - Property tax rate too high; lack of long-range planning in regard to population growth and building

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

of schools.

- 1. I'm most concerned about our young ones. They are our future so what can we do to help them from infancy to teens? Mandatory parenting classes Jr. High on? 2. Preservation, downtown revitalization. Imagine our square with a much needed parking deck combined with a small park area where the faceless box of bricks Snyder Building is!!
- High property taxes—discrimination against whites by blacks and government (judges, politicians) etc. Hate crime is only applied against whites. Total lack of responsibility for crimes—secure and safe housing for senior citizens. Dog owners using Miller Park for bathroom and not cleaning up after their dogs.
- Schooling and taxes—we are very happy with the public schools, but concerned about future overcrowding and the cost in higher taxes to prevent this from happening.
- Roads are too crowded.
- Loss of valuable farmland. Financial clout of developers rules over common sense in management of land, which is the community's greatest resource.
- Boring landscape, poor climate.
- Rapid growth that has strained various area services.
- Not enough young people activities that are controlled.
- Gang activity, drug & alcohol abuse, violence in school or public areas. I have little children, how do you think I want them to be—& raised in a town w/so many problems.
- Limited cultural events.
- Families who do not attend church.
- Crime rate & safety walking the streets.
- Growing too big too fast & traffic.
- Development; infrastructure; municipal services; schools; property taxes.
- Affordable health care & quality of health care; traffic; prices of county run services/facilities (i.e. golf courses)
- We need to avoid development of farmland. Our McLean County soil is very productive; therefore government needs to preserve as much as possible. Urban over-expansion can lead to other serious environmental problems such as water and disposal systems. We should use improvements within our boundaries to maintain community prosperity.
- McLean County is a growing community and we must be aware that with a growing community you have to be ready for many expansions not only in housing, jobs, health care, but in education. And the safety in our neighborhoods and schools. The small safe community may be in the past, we have to be aware what is going on around us and have the proper channels of being involved. Everyone should be aware of what is going on around the area, not live in a glass bubble.
- Taxes.
- Homelessness, low incomes.
- Gangs; affordable housing.
- Apathy: long time residents who deny or are not aware of potential problems.
- Economic growth, downtown rehabilitation, intra-school behavior problems, gang related problems, high cost of housing for second time buyers, property maintenance in multi-family housing and rental properties.
- No bus on Sunday; difficult to get into hospital with mental illness.
- I believe that we have too many new businesses opening, we are growing too fast. I believe drugs

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- are a big problem, they're too easy to get.
- Cost of living is high.
- 1. Living in a safe community. 2. Being able to make an affordable living. 3. Having a say in community affairs.
- Price of houses; lots are getting too high to be afforded by normal people.
- The costs of college education!
- Real estate taxes too high. Cost of living rising too fast causing low end of work force & retirees serious problems.
- Crime.
- Declining moral values and racism.
- Jobs that pay better.
- An equal and quality education for children. I would like to see more of an effort, politically and economically, to improve all schools in our county.
- Lack of small town values, i.e. too many dual family incomes. Surveys like this try to justify more health and human services so that government can raise our children instead of making parents be parents.
- High taxes—they have tripled for me in the past 10 years.
- Why is the county government involved with taking care of the poor. My tax dollar should go to more important items.
- The ability to embrace diversity. The extremely conservative (reactionary?) stance of The Pantagraph and its letters to the editor. The lack of originality in restaurants, activities, events, etc. The rivalry between Bloomington and Normal, fueled (it appears) by the self-righteousness of Normal/Unit 5.
- The traffic, specifically in Bloomington-Normal. So many congested areas. More accidents. Less tickets issued for speeders—more DUI tickets issued than speeding anymore. I feel control is being lost by the laws and police and more restraint should be placed on the speeders who cause accidents and problems.
- There's a lot of economic discrimination in McLean County. The intrusion of the Religious Right in our schools and government. It seems that who you know and where you work, play a big part on how your children are treated at the schools and in the Pantagraph.
- Crime and gang violence—rapid growth—larger is not always better.
- 1. Affordable and decent housing for middle income people. Rentals are either very high or a good price for people on a limited income. 2. More social activities offered to single/middle age people.
- We are concerned with the need for more support for the Community Health Care Clinic. We are concerned with the lack of planning in our real estate development, and lack of taste of developers.
- Gangs—dope.
- Affordable housing—real estate taxes.
- Affordable housing.
- Ever-increasing taxes (property and otherwise) and the continuing loss of farm land to sub-divisions.
- Crime—and lack of entertainment. I feel there are two choices—movies (\$) and bars (age—health problems). (Hell, local paper did 3 days of night life, all they talked about was bars.)
- There is no dominant concern that I have.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Super high real estate taxes, high sales tax. People on fixed incomes are being pushed to the limit on those two items. Also the high rates charged by Corn Belt Electric.
- 1. High taxes. 2. Extravagant government. 3. Lack of civility (littering, noise from motorcycles and car radios, speeding hot-rodding in park and residential areas). 4. Increasing moral degeneracy.
- Affordable housing for single parent with children and something big enough for a family of 3-5 people—major problem!!!!
- Overgrowth. Is M. Auto truly permanent! Too many businesses start—can't continue to exist—example Famous Barr—good but necessary—stroll through the malls.
- The fact that we continue to be taxed to death!
- Increase in blatant gang activity.
- Living conditions of some of the elderly that I have talked to and seen trying to make it on their fixed incomes.
- Over-population.
- Not only in McLean County, but all over the U.S. Teens—gangs—lack of supervision by parents because they are working—not necessarily poor families but middle and upper middle class. Lack of respect for adults among children—parents involved in too many outside activities and need to stay home—this includes volunteer organizations. Way too many meetings, etc. Parents need to be with their children when children are home.
- Taxes—very high real estate taxes and high housing prices.
- Too fast growth. McLean County is losing a lot of prime farmland to economic and population growth. As we spread out and expand, we use more gas and other services to get to where we are going even in town. Couldn't the newest movie theater business been encouraged to stay closer to more populated and more business areas.
- The explosive growth, causing difficulty for services to keep up, i.e. schools, sewers, road maintenance.
- Over-development, urban sprawl, destruction of prime farm land for large, poorly designed and expensive tract houses. Lack of comprehensive plan for the Twin Cities. The developers are controlling the look, the size, and the infrastructure of the towns and cities in the county. Poor road designs.
- Growth—the county is growing too fast.
- Affordable housing for the elderly similar to Blair House and Westminster Village, both of which are very expensive.
- High cost of utility payments and lack of choice for cable, phone, power suppliers. City growth issues and inner city decay, mega-hog farming and water pollution and runoff.
- Senior services.
- As I age getting affordable health care services. I have insurance at work—but if I lose my job, I couldn't afford to go to the doctor or pay for my prescriptions.
- Not enough concern about the widowed.
- Child abuse and neglect. Too rapid of growth (high crime, high cost of housing, high taxes). Available senior services.
- Unwillingness to integrate communities and school districts into one. Further, if by 2020 Bloomington-Normal will be the 2nd largest city in IL, now is the time to consider making the city(s) and county as one like Jacksonville, FL. Our county uses up tremendous resources squabbling about annexations, zoning, etc!!
- At the rate the county population is growing, the emphasis seems to be on business only, money

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

being the major objective, without considering people and their need for activities, police protection, and the feeling of togetherness that is necessary for neighbors.

- We need more affordable housing. Need insurance for everyone working. Taking up too much farm ground for housing and building.
- Crime, drugs, gangs.
- Homeless.
- Drug abuse, alcohol abuse.
- Health care in the years to come.
- The lack of diversity in the community.
- Drugs being sold out of houses so easy. Sometimes it seems like you never see a police car in our area just cruising, only if something has happened. Seems like they could cruise around more than they do.
- Weather in winter.
- 1. The thinking that social service agencies need to cover services for low-income workers, rather than expecting those employers to pay decent wages & offer benefits. 2. East side segregation (by choice) from older neighborhoods, leading to a divided community.
- Growth.
- Growing to fast.
- Urban sprawl consuming good farm land.
- Uncontrolled growth in Bloomington-Normal to the detriment of existing areas, e.g. downtown—older neighborhoods.
- Personal property tax.
- Decent, affordable independent housing. Physician taking in Medicare insurance. Gangs.
- Uncontrolled growth.
- Helping low income families. Organization that helps with transportation. Better teachers, better trained.
- Buying a home in this town is next to impossible. Homes are too expensive. Taxes are too high.
- That it doesn't get too big too fast.
- Crime in general.
- Availability of drugs and alcohol, sale of drugs, alcohol and cigarettes to minors, gangs. Neighborhoods are not safe.
- They keep building a lot of taxable property, but the taxes on existing property keep going up.
- Need more depth in the areas of legal aid, mental health services, and more effective outreach services. There is too much unplanned growth—fueled by rapacious developers. IDOT plans unneeded construction, west of the city on Rt. 9. There are too many damned Republicans in Central Illinois, and they have gerrymandered our Congressional Districts!
- Gangs, crime, domestic abuse, child abuse and neglect.
- Working poor—low paying jobs without benefits. Lack of affordable child care. Discrimination against gays/lesbians. Lack of quality child care. See a need for various stakeholders to work together on community issues too large for any one group to tackle alone.
- Expanding one shopping center while the other suffers.
- Continued improvement of K-12 schools.
- Lack of religious commitments. Everyone too caught up in things (material).
- I am concerned about the low-paying jobs, and the young people not having help with on the job training.
- The price of property taxes is ridiculously high. There should be some way to lower them and still

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

keep our standard of living.

- Reduction of violent crime. Especially domestic violence.
- General deterioration of families, lack of focus on higher goals. Unit 5 is not a community player. We need to work less and set our priorities. Our children are growing up devoid of purpose. We must act.
- My husband lost his job last [month]—I had a heart attack in [month]. We have been trying to get disability for him since [month]. He has been turned down twice but cannot find another job due to his disabilities. I have not been able to go back to work. We have been having trouble getting any kind of help until we can get this straight. We could not get any.
- Right with our troubled youths.
- Sprawl and unrestrained and unfocused growth. Lack of planning.
- I'm not.
- Streets need repair.
- The mayor.
- Widening of Rt. 9 and affordable housing.
- Increasing taxes.
- I believe there is a gang problem. I don't want so many businesses etc. taking up all available. I grew up close to Miller Park and want it much the same way it is, and don't add more.
- I just don't understand why more can't be done about drug enforcement and illegal alcohol sales.
- The green land is leaving us for what I think is unneeded homes and business. Nature must remain to a certain extent or we shall perish. The need of more parks. Like the gravel pits on the west side of Bloomington. Use for fishing with disabled access.
- McLean County is growing faster than I would like it. We need a Convention Center that could handle 15,000 to 20,000 people with ample parking.
- This is a self-satisfied community; i.e. many people are doing well and assume others are doing equally as well. This is not true. There are lots of issues beneath the surface (racism, gay bias, gender bias). As long as the economy is strong, such concerns are ignored.
- I am most concerned about the direction our youths are heading in. There seems to be a fear of discipline and a lack of respect toward parents and authority figures.
- Need more activities for 12-18 year olds; need drug and alcohol education starting in first grade.
- Health care.
- The lack of civil rights protection for gays and lesbians in local laws.
- The growing gangs and government not taking it serious enough by not acknowledging the situation or ignoring it.
- I am concerned that the high property taxes in McLean County, especially the Bloomington/Normal area, will make housing unaffordable to citizens when they retire. I am also concerned about the cost of prescription medicine for retirees. There should be a program to provide relief in these two areas for people who have worked all of their lives and have contributed to the growth of McLean County.
- Elderly—costs of housing & utilities for home owners. Income levels for those needing assistance are too high. I always fell between the cracks—worked hard made just enough to pay the bills—had to cut back grocery, clothing, misc. expenses but made too much to get assistance. Also usually didn't know where to go and couldn't get any answers as to who to ask and where to go.
- The high costs of decent housing for most average income households—making it hard for some families to live in a better and safer neighborhood. Also, the wide use of temporary employees

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

making it hard for those with any type of disability to become full-time permanent workers able to support themselves and live independently.

- I'm very much concerned about over building of homes. Some built in areas that have water levels too high—real estate ads in Friday's papers have so many for sale—how long will the building continue?
- A widening gap between the haves and the have-nots. An attempt to isolate from society.
- Crime, gangs, and discrimination.
- They are worrying too much about people being gay, and gay rights, and not worrying about [kid's?] functions. Those gays are grown and old enough to know if they choose that lifestyle they know what they're getting in to.
- Drug traffic and crack houses.
- Crumbling older areas.
- High cost of housing and rents.
- Gangs and drugs.
- Growing too fast.
- Real estate taxes are too high.
- The children. More programs for children, there are plenty of programs right now but we need to keep more and more coming. With the changing of times and booming populations we all need to direct our attention to raising the county's children with good morals and values for they are the future of McLean County.
- Urban growth—loss of farm land.
- Attitude of blacks (arrogance and foul language).
- Your garbage men—very bad!!! They get paid well but don't earn it. Better talk to them, they are not clean at all.
- Alcohol, drugs, gangs, domestic violence, teen pregnancy.
- Flow of traffic. Long term water supply.
- Lack of cultural activities that are not geared toward families with children.
- There needs to be a larger variety of entertainment available—especially for single people. Sundays are really DEAD (there's usually nothing to do at night on Sunday). I work at night Monday through Friday, so I live for the weekend.
- Crime, gangs.
- Medicare, S.S.
- High cost of housing—low teen activities—lining the pockets of a few developers—too much subsidy of private concerns—don't need to give tax breaks and other incentives to attract business—flawed law and legal systems—too much of who you know or who you are—chemicals from farm runoffs—mega hog farms.
- I'm most concerned about activities for teens, blacks, and drugs.
- The crime in schools.
- Eroding of moral values. Apparent reluctance of proper officials to clean up neighborhoods and drive out dens of illegal and illicit activities.
- I have lived in Indiana, Nevada, and North Carolina, and McLean County and Bloomington is easily 3 times higher in property taxes and I have difficulty identifying 3 times the benefit. I don't think this survey was designed to benefit my family and me.
- That the community gives youth a reason to care, and that we expect youth to care.
- The wide difference in pay between college graduates and high school graduates. Employers, some in this town, won't even consider employment without college.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Crime—too much, not enough police officers. Taxes—go up too high almost every year.
- Too much growth. Valuable farm land turning to concrete. Bloomington water scares me.
- Not enough good doctors to meet the needs of a growing city.
- Indifference, the ability of some people to say, hey, it's all good here when it's not. The ability of many to write off sections of town. The concern of money over people, cow-towing to developers at the expense of Dry Grove, trees.
- Health care that is of good quality.
- High property taxes!
- Costs.
- Drugs and gang activity.
- Your little way of hiding my identity in this survey. Big Brother knows too much about me as it is!
- An incredible lack of faith in the U.S. Constitution as evidenced by the fact that Republicans who espouse restrictions on civil rights seem always to get elected and reelected to public office.
- We will be retiring in 3 years and are afraid of health care cost and rising real estate taxes eating our small income when we won't be working any longer.
- Taxes (real estate). Traffic.
- Drugs, on the West Side. Gangs on the West Side. Alcohol is becoming a huge problem with the bars downtown Bloomington. The internet is allowing us to surf places and make bombs (I heard this, not sure if it is true). We need to clean up the drug houses! The children living in them homes are living through so much.
- Taxes are too high, terrible and getting worse, waste of tax money.
- The schools.
- Fast growth.
- Very concerned about usurping excellent farm land by developers. Concerned about over-use of water sources. Concerned about lack of parking at University where I might attend events more often if available.
- Growth is too fast. Planned neighborhoods are not pretty. Loss of small town flavor. Personal property taxes are irritant. Bar scene in Normal and Bloomington too hefty/too much.
- Lacking in variety of adult activities. Too many restaurants and movie theaters.
- The population growing too fast.
- Nursing home care cost for older persons.
- High real-estate tax!
- High real estate taxes for a community of 2200 people.
- The uninsured for health care.
- Property taxes are high with no service provision; if they're going to charge the tax, then give us the services. Fishing sucks!
- High taxes. Too busy.
- I do not think the police are as alert as they should be, when you need one they are on break or day off.
- Will there be a problem come to the turn of the century? Homelessness, teen pregnancy, gangs, problems if suffering from any of these.
- Health care and our school systems. Health care will always be a problem because no one really cares, especially our government (local, state, federal). They all have insurance and money so why care about the little people? School systems—the big schools have bigger attendance and money. Small schools no one cares, but I bet we get a better one-on-one education.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Affordable housing and property taxes.
- Growth. Population growth.
- Taxes (real estate).
- The way our real estate taxes go up every year. We live in a very modest lower than middle class home and our taxes go up every year with no improvements other than an occasional paint job.
- Price of housing, land.
- Gang/drug activity.
- The county has to be more accessible for handicapped; they need to change how they make things more accessible. Someone needs to crack down on violations of handicapped parking spaces; some of the doctors need to make their buildings more accessible. Lots needs to be done. Need larger bathrooms (restaurants). Need to change bathrooms specifications community wide.
- Pay for people with jobs; pay is not up to cost of living.
- Taxes (property). Some of my classmates and friends are moving out of the county due to the cost of real estate and taxes. I think after a person turns 65 their taxes should drop. Why should they be paying for schools, especially those that have gotten themselves in the red.
- Children growing up and mixing with so many other children, being exposed to drugs, weapons and etc.
- We need more senior dances. More senior activities in general.
- School violence! Although we live in a small community outside of Bloomington-Normal, it is a concern because it can (and does) happen anywhere at anytime.
- Rapid growth, increase in crime/gangs.
- Our children and violence—getting our children help before something drastic happens like in Colorado and other states. Parents have to teach children right from wrong—you have to know your child, be aware; parents need to be able to open up to their children. Parents should be allowed to discipline their child—not abuse. Our boys have earned respect. School had permission to punish our children.
- Services for Sr. Citizens.
- Crime, education funding, loss of farmland to development.
- Crime, not much crime in Lexington.
- Our property taxes are way too high as are grocery prices. You can live outside of McLean County much cheaper. Crime is up and offenders are let off with a slap on the hand.
- Maybe one day Mitsubishi will close—what will that do to these people and to our economy?
- Housing is spreading out of town—expensive. Health care is a concern for the elderly—people are living longer but they don't have the same quality of life; they need care as they get older.
- Astounded by rapid growth in population and high end housing construction—how do people make that much money to pay for the house, maintain it and then pay taxes on it? And so many seem able to do just that. So much materialism, I think, aids the social and moral decline that schools and law agencies have to try to deal with.
- The building boom in and around the Bloomington area has increased the need for new schools, roads and maintenance to the point of putting a major tax burden on the county residents.
- I'm most concerned with the direction the McLean County Sheriff's dept. is going. The people who are in charge do not have the best interests of the people of McLean County in the decisions they make. The female sergeant is more interested in making a name for herself than doing what is right or legal.
- Today's kids, making sure they have good bright futures.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Drugs and alcohol. Affordable housing.
- Tax rates.
- Gangs, drugs and housing too high for young people to afford.
- Need child care for 2nd/3rd shift. More support for low income families in rural areas.
- Drug abuse and alcoholism, which helps continue child and spousal abuse, as well as crimes involving robbery, etc.
- Taxes. Prices in the stores. Lack of activities for everyone—all there is to do in Bloomington is eat.
- Education—size of classrooms.
- Road repairs are making driving unpleasurable both in the city and out. It's a dismal location because of the weather; the wind blows 4 out of 5 days.
- Crime.
- Housing—increase in cost of housing and property taxes.
- Increased cost in housing. Increased traffic on I55. High property taxes. Increased traffic on Bloomington East side.
- Need more support for arts, music. Overbuilding. Water pollution. Short-sightedness of politicians as related to water problem.
- Economic stability.
- Cost of living. Property taxes are high.
- The social problems in McLean County are the direct result of the breakdown of the American culture and rebellion against God. When men and women refuse to walk in His ways, the whole family unit is open to attack. The old fashion word for our condition is sin. The only program that will bring McLean County up out of the muck is a calling to the God of the Bible. I am praying for a revival in the churches so the people of God will be used by Him to show our neighbors what it really means to be a people in love with their Creator.
- My boy at age 12 has a mental illness. With my income and with my very poor health insurance provider, I'm at the point I may have to file bankruptcy. What agencies out there could help me? We've been to a few, but my situation has to be more serious to get help. Well, I need help, and I can't get it.
- The corruption in the Dept. of Children and Family Services; abuse of authority.
- Taxes, making sure that the schools are funded properly.
- The influx of people moving into the county. County and municipal services are now being stretched by those who depend on social services, while the more affluent are building or moving into expensive homes that drive up (in my estimation; artificially) home prices and make a need for deep expensive infrastructure upgrades.
- Property tax relief along with income tax relief. I have to work 3 jobs to pay my taxes.
- Need a grocery store on south end of town.
- The future of children and young people. They need family, church, and Bible.
- Property taxes, domestic abuse.
- Using up farmland for houses.
- Air quality—they still allow people to burn garbage in our town. We can't even open the windows in our house without smelling burning garbage. We should be entitled to clean air.
- My husband—nursing home care. He's getting good care. The cost of care and why he has to be there.
- Taxes. They are so high here. Everything else is fine.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- People working together so much trouble, i.e. people don't seem to work together.
- Corrupt politicians.
- Racial tension. People are more racist here than where I am from. There is more racial tension here.
- Roads; are they really planning ahead? Cheaper health care.
- Real estate taxes.
- Taxes.
- Housing too high. Taxes way too high. And always, gas is high.
- Housing costs and high property taxes.
- Loss of valuable farmland to spread of suburbia.
- The size of schools—classes for kids. Gang violence within schools.
- Growth and potential crime in the suburban towns. High real estate taxes.
- Trying to afford medicine.
- I am concerned about the rising taxes due to the schools and government waste and overspending. They need to live on a restrictive budget, as most people do. Too much sand bagging.
- Taxes are too high.
- People with pre-existing conditions getting insurance because Medicaid doesn't cover anything—prescriptions or anything like that. Needs to be a better health plan. Taxes too high. Prices of housing getting out of hand.
- Problems with commodities prices for farmers. Difficult for family farmer to make a go at it with grain prices what they are compared to costs of fertilizer, farm equipment, etc. Lack of development of alternative fuels to replace fossil fuels.
- Property taxes.
- Property value. Affordable housing and property taxes.
- Crime.
- Taxes. Drugs.
- I'm concerned about the lack of activities for kids in rural areas and Bloomington/Normal. The infrastructure is a mess!!
- Peace Meal—Meals on Wheels. No public transportation from the small communities into B-N—this is a problem for people with health constraints and elderly. This is a real concern as the population ages. We need access to the city. It's important that we provide support services to allow elderly to be as independent as possible. They don't want to be a burden on their children. And they allow us not to be a burden by support chores and can instead enjoy our time with aging parents.
- Sports for younger kids. Not a lot here for kids to do—in this town keeping the kids busy after school.
- Very concerned with taxes getting out of hand. Making housing difficult to afford—need dual income to support household. Concerned there is not enough activity to keep teens busy and out of trouble. Lack of night clubs in Bloomington that are smoke-free. Bible-thumping attitude.
- Stuff for kids to do—not enough for them to do.
- Our high property taxes. Lack of school space (large classes), grades 7 and 8 sharing the High School in Heyworth, grade school too small for growing community.
- Gangs—we don't have a problem here, but who's to say that we won't.
- The raising of taxes every time you turn around.
- The police would stay on top of crime and gangs in McLean County. Drugs and alcohol abuse. Drunk driving.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- The housing market becoming so expensive, I will be forced to stay where I am at for a very long time. Not being able to build a house when we are ready due to the housing market.
- Property taxes.
- Increase in violent crimes. Lack of a local TV station and a good newspaper.
- Housing and development using up all the farmland. Teen pregnancy, drug abuse, and violence. Taxes! It's stressful enough just trying to make ends meet. Increase in cost to register vehicles—hardship for farmers who have to register each equipment vehicle.
- Education—more informed teachers and better format for students with ADD. Teachers need to be educated at different teaching formats and different needs of students with ADD as opposed to special education classes. These do not satisfy the needs of ADD students. Drugs—more programs in school about drug and alcohol use—more tailored for older students—Jr. High and High School-aged students.
- Taxes!
- Taxes. 911 system is a BIG joke—it's not Y2K compatible. McLean County Sheriff's Dept. is a joke. If you don't live in Bloomington, you don't exist in McLean County.
- The judicial system dealing with alcoholic related issues.
- Stuff for kids to do to keep them out of trouble. Help with drug rehabilitation and prevention.
- Education. The schools need more attention—scholastic sports transportation for sports teams. Jobs are a problem for kids getting out of school. Taxes!
- High taxes—being a farming area we should be more concerned about all of their problems—price of corn, beans, pork, etc.
- TAXES!
- Taxes are kind of high for Bellflower.
- Providing positive activities for youth to avoid juvenile, gang activity, or dropping out.
- The school system needs more aid. Roads—we have roads that need to be addressed. Entertainment could be better—theatre, etc.
- I don't have any great concerns.
- Gangs moving into smaller communities. Police protection since living a ways from Bloomington/Normal.
- Affordable housing, mental health, financial education that is affordable and easy to find.
- Taxes!
- Taxes! Crime. The rural areas could use attention—areas are feeling need to focus more on rural areas—the community as a whole would be better off as a result.
- 1. Lack of affordable housing for low-income population. 2. Teen pregnancy—lack of support for teens and agencies that provide sexuality education and reproductive services. 3. Stop putting asphalt on state highway. 4. Condition of rural roads.
- Taxes and health care.
- The over-development of Bloomington and Normal and underdevelopment of rural areas.
- Child care a little expensive and hard to find. Affordable living for single people.
- High property taxes—more than tripled in the last 5 years and nothing has improved—no more services—just more kids in school!
- All the building that is going on taking up the best farm land in the nation. T.I.F. projects that all big business to prosper and place a burden on the local schools and infrastructure. Snyder should be building schools and roads.
- Drugs.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- We need Jesus Christ back in schools and in all work places. You people need Jesus the most.
- Real estate taxes; residential and commercial development eating up good farm ground.
- Chamber of Commerce concentrates too much on B-N and doesn't focus on rural areas; they're working on it. Taxes are too high and they keep climbing.
- Rapid growth; overcrowding of schools.
- Property taxes and groceries and everything else is going up but wages stay the same. I feel we need metal detectors in all of our schools so our children will be safe. Growth is not always good.
- I get worked up about inequity of income in the county and the unavailability of jobs to lower income groups. Discrimination against races, ages, religious and people of different sexual preferences.
- 1. Taxes going up. 2. Sudden large quantities of unemployment if Eureka or Mitsubishi close. 3. I want pizza delivery to Lake Bloomington.
- How schools are funded. I think it's too much of a burden on the taxpayer—the state needs to reassess how it funds the schools. Got to be some kind of income tax to fund schools.
- My very deep concern is about the way developers are eating up some of the best farming land in the United States. Have they no thought for the future generations? Their children? Their grandchildren? It troubles me greatly. I look at Indian Creek just North of Towanda and I feel hopeless.
- Teen-agers using alcohol and drugs.
- Rate of pay for work too low.
- Domestic violence and child abuse needs to be cleaned up. Gangs need to be dealt with too. Taxes need to be lowered. Fix in this order: 1. Child abuse. 2. Domestic abuse. 3. Gangs.
- Taxes are too high. More awareness of child safety; child molestation—prevention needs to be taught.
- Amount paying out for taxes—real estate, state and federal. Spending money is out of control, spending another's money is easy.
- Hoping schools won't be consolidating and there's enough money for a good education and with enough activities.
- As a home owner I'm most concerned about taxes. Real estate taxes keep going up. We are retired and on a fixed income. We have nursing home insurance. So with insurance and taxes it is hard on retired people.
- High taxes (real estate).
- Keep trashy people out of town. We have a lot of homeless and other people who don't take care of themselves around here.
- Property taxes! It seems like it never ends.
- What happens to employment level if economy turns around?—especially blue-collar jobs—i.e.: Mitsubishi.
- That the taxes are getting so high that we, and others, will move out of McLean County.
- Violence for our young. Too many children observe violence almost hourly. They are quick to use violence themselves when they don't get their way. Also, we must support families.
- Continual increase of taxes on middle class to support programs that I'm not sure are being effective. We can't keep taking away from people who make 50-80 and give to others. We aren't getting raises like we used to.
- Y2K—power and heat going off.
- Crime—not large amount but safety and criminal issues.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Juvenile delinquency, child and domestic abuse, alcohol and drug problems, racial discrimination, sexual harassment.
- Our weather sucks!
- Nothing really.
- Drug and alcohol problems.
- Concerned about taxes being too high. Wrong people being taxed. Youth problems in bigger schools (gangs).
- In school district—not having enough music, choir, etc. In school district—do not have many elective courses—such as home-ec, shop, etc. Only one language offered—only Spanish.
- Drugs.
- Taxes!
- Gangs, teenage pregnancy, need more attention. High property tax. Education on these issues.
- The arrogant attitude prevalent at county courthouse.
- 1. New prison—how big and how dangerous is a worry. 2. I wish Medicare would come through with a prescription program. 3. Don't let new building stretch to LeRoy—it's growing fast, I like the land/country. 4. I'd like to have a big discount grocery outlet near LeRoy.
- Lack of moral absolutes.
- Taxes too high. Affordable living. Health care for everyone.
- The county needs more response and help for teen activities in rural communities.
- Taxes! Guns and gangs and things like that.
- Health insurance. Juvenile problems with drugs and gangs.
- Gangs, drugs, nothing for youth to do—youth activities! Taxes!
- Property taxes!
- Affordable housing. Mostly for elderly.
- Property taxes escalating so that we can't keep up. More teen activities to keep teens busy and from wanting to go out and get into trouble.
- That kids today are raised with decent values.
- For younger people need affordable housing, medical, and better-paid entry-level jobs. B/N has too many minimum pay jobs.
- Property taxes are too high. Elderly long-term homeowners on fixed incomes cannot afford increased taxes.
- Growing so much—things are getting too expensive—middle class are becoming lower class.
- Nothing, everything is fine.
- My taxes!
- Taxes! Neglected and abused children—too many reports in paper. Stronger punishments needed.
- The inability to find child care whether it be affordable or not—especially for infant care. A lot of providers will not keep children after 4:30 p.m. This is prohibitive to keep employment. The search for child care was so stressful and exhausting that I eventually gave up and did not return to work.
- Excessive growth too fast. LeRoy is growing too fast for services. We have not yet become overwhelmed but soon will be if it keeps up at the rate that it is.
- Taxes!
- Real estate tax increases every year.
- Taxes!
- Increasing number of people; population and real estate taxes. LeRoy is growing too fast for the infrastructure in place.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Rising taxes—not knowing where it’s going to end.
- The cost of housing and taxes and health insurance when my husband and I retire (which will be in the next 3 years or so.).
- Things to do. General lack of stuff. More stuff like the jazz festival, etc.
- Drugs. Goes along with lack of teen activities.
- Cost of living; taking up farm ground with houses; health care for poor and uninsured needs to be provided.
- Crime is a biggie. Taxes.
- The way it’s growing; houses/prices are going up too fast; they’re taxing people to death; find things for kids to do; keeping crime down; I don’t like the taxes!
- 1. Affordable housing. 2. Economic—what cities need to base their economy on needs to change. Villages and cities depend on real estate for money, not a good thing. Small towns can’t get enough homes to do this. 3. Schools.
- Traffic sucks. We need a lot more culture, museums, and art and stuff.
- High taxation rate and unfair distribution of taxes (spending) in the county; biased against rural areas.
- I don’t believe I’ll be able to afford living here after I retire.
- It’s getting bigger; Bloomington keeps spreading out; don’t want LeRoy to be a suburb. I hate the weather here.
- 1. Teenagers need more parental and community support. 2. Domestic violence or child abuse, no matter what brings it on.
- Price of McLean County grain is too low and cost of production is too high. Trouble with drugs and discipline in schools. Can’t say prayers in schools.
- State problems—easy for some to get on public aid.
- Lack of good things for teens/young adults to do; i.e. need more things like amusement parks, pools, an ice rink, pro sporting events, local social events, something!
- I’m pretty well satisfied.
- Safe environment for our child to be brought up in.
- 1. Taxes. 2. LeRoy’s downtown is deteriorated.
- Taxes are very high. Alcohol abuse.
- Rising costs of hospital insurance, prescription drugs and property taxes.
- Law enforcement not applying to all citizens equally. It is unfortunate that young people doing internships from college in criminology find that certain citizens are exempt from the same laws that are enforced on other citizens. So now they give up on what they studied 5 years for.
- Not concerned about much.
- The gang activity.
- High property taxes. Development of prime farmland.
- Health and education costs.
- Drugs are a problem in my town. They appear to be easy to get.
- Will or are the small towns able to maintain services in the present and future? Is the growth of B/N too rapid? Will the job market sustain itself at its present level? Is the gap between the “haves” and “have nots” becoming larger?
- Affordable insurance for elderly—medical.
- Remote concern: Waiting for the bubble to burst—when the job market in McLean County blows up and goes to hell. And it will eventually. We are riding the crest of an economic wave and eventually things will happen and that will affect us all.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Taxes on homeowners and property. I know many cities have homes or property appraised and have been told it is appraised as if it were in Bloomington Normal even if it is not. Many choose not to live in B/N because of the expense and I feel it is unfair to appraise and tax just like Bloomington Normal.
- Drug use is too high.
- Drug availability—the ease of access—of drugs and alcohol for teenagers. Not enough quality parenting to keep teens out of problems.
- Property taxes—we may be moving to a different county next year as we are having problems affording our property taxes. Schools—we've outgrown our schools plus our high school is in need of millions of dollars in renovations. Where are we going to put our kids and how will we afford it?
- Day care for elderly in small towns outside of Bloomington. Trusting people to help with house cleaning a couple of times a month.
- Property taxes are so much higher than other counties; the growth of the county—it's growing too fast.
- High cost of living—real estate taxes, clothing, etc. Our children are grown. However, I do not know how young families can feed, clothe, and provide a home unless both parents work.
- Classroom size for children in public schools. Too large, need for teachers. Taxes as well.
- Too much growth and use of farmland for building new housing.
- Not really concerned about much. I just hope kids today have people looking out for them and making sure they stay on the right track and away from trouble.
- Too much farm ground being taken for subdivisions. Hog farms are smelling up our community and I worry about their effect on the environment. Senior citizens can't afford to keep their homes because of high property tax.
- Education and the quality of schools systems.
- The taxes keep going up for home owners, this makes them difficult to pay.
- More parents need to attend their children's school and church activities.
- Lack of planned growth. Normal does well but others are haphazard—using all good farmland.
- Housing cost and availability.
- A real bad crime spree would be bad. A lot of drugs around would be a problem. I want to feel safe living in my home.
- High property taxes!!!
- Too hot.
- Drug abuse, domestic abuse, etc.; families need to be restored for children's healthy growth (social, emotional, physical, educational); sound moral values for all.
- I would like to see an upgrading of the school system. There are too many gaps. There's an unequal distribution of resources—they should all get the same things regardless of where they're at.
- Taxes being way too high.
- Large hog farms.
- Not concerned about anything.
- I like progress but I hope that so much building of homes and businesses doesn't take up more prime farm land that we can't afford to take out of agriculture to grow food needed to feed the population. Also we need to watch the water supply as our increasing industry is taxing the water availability for private and industrial use.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Taxes.
- Taxes—everyone’s property taxes are forcing them to sell and leave!
- Need more businesses in LeRoy. All business leaving. LeRoy very cliquish—and uninviting—if you’re not from here, you’ll always be treated as an outsider.
- Drugs and alcohol.
- High hospital costs.
- Nothing.
- High land, school, real estate taxes. Amount of farm ground being eaten up by subdivisions and real estate that is sprawling all over.
- Ever increasing property taxes. I’m afraid in retirement I will not be able to pay them and will be forced to sell home and move to an apartment.
- The houses being built in our county taking up farm land. And we keep on allowing cheap housing stacked one on top of the other—example—East of Bloomington.
- What’s going to happen when we have to retire and don’t have enough money to pay the taxes? Parents aren’t teaching their children respect and I’m concerned that as these children grow up they won’t want to care for the elderly retired people.
- The taxes.
- Taxes are too high, personal property. Not crazy about how they assess the valuation of taxes. If the property values go down, the taxes don’t.
- Real estate taxes. Affordable college education.
- Condos for older people in the small towns would be good. There’s no room for us to grow here. Hard to build new subdivisions in small towns.
- The growing sprawl of the city and its encroachment into farm ground. People from the city moving to the country, want city conveniences, with none of the problems of the country. Schools not keeping up with the increased population, more growth west of town.
- Taxes—high cost of living—gangs and troubled families—the general public is not as friendly as it has been in the past. The growth is rather scary. Our family is very active and love to volunteer. We see the need for more and more jobs that could work with volunteers and the need for volunteers.
- Drugs and gang troubles.
- Teens today have no respect for anyone. Many times I’ve driven down a street and a child in the road, on bike or foot, will not move out of the way. They use too much profanity. They don’t seem to care what anyone has to say.
- We had a preemie baby and people did not have a lot of information to help us out.
- Rising cost of property taxes.
- I worry about the gangs. That’s why we live where we do. When Veteran’s Parkway is done it’s going to be a zoo. Four lanes are not needed.
- Centralized government from Bloomington/Normal. We do not need this type government. Taxes are terrible for outlying McLean County, should have 1 tax assessor for county and Bloomington/Normal, maybe we should have our own assessor in Chenoa! Assess Bloomington/Normal at 36%, rest of county 32% since all health services, malls, etc., are in Bloomington/Normal. Where is county’s share of Mitsubishi taxes?
- This survey seems aimed at Bloomington/Normal and not McLean County as a whole county! The small towns are forgotten! My taxes and pay seem to go to B/N and not to my home town! Example—why is my tax multiplier higher than B/N? Should have a survey for the small towns in

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

McLean County.

- Kids today seem to be getting away with too much. Young people are committing crimes and not being very severely punished. I am scared sometimes to let my 15-year-old son spend time with some of these kids.
- Lack of parental involvement in child's activities. Percent of parents active at school is very low.
- Taxes—rapid growth of Bloomington/Normal. Could use some more families in surrounding towns.
- Cost of housing in Bloomington/Normal too high.
- I wish education could be more fun for teenagers instead of just be a drag. I wish there were more places for teens to go where they have good clean fun.
- Taxes! Real estate taxes keep going up. Taxes have doubled since residence was established. Don't see what's happening with the money.
- Need lower taxes on property. We aren't seeing anything in return for our taxes for how high they are.
- Doesn't seem to be much help for mentally ill.
- As I mentioned before—the high taxes that law makers constantly raise. Taxation is a cure all without regard to the hardships it puts the senior population in. The retirement funds go down pretty fast. It seems to support schools, medical needs, and all the charitable organizations that feel it necessary to contact us via phone, mail, for more, more, more.
- High property taxes—road condition. Lack of school funding. All the publicity the gays and lesbians get.
- Taxes too high.
- The rising house tax. I believe Livingston has a cap on house taxes. I should like that to be in McLean County. We try to keep our house up but it is hard with all the taxes. Blue Cross insurance is high. You can't even go to the hospital anymore unless you are dying. We have no nursing home insurance and our only child lives in California.
- We're concerned about the water and potentially harmful chemicals it may contain. There are too many stories about infant death and retardation that could potentially be caused by chemicals in the water. Pesticides used in farming may be a bit overdone. Also don't like the lack of trees.
- Child abuse and neglect in the county.
- High taxes.
- Hospitals and better medical. Better schools. Overcrowding in classrooms.
- Gangs in schools.
- Too many low paying jobs with no benefits.
- Inability for the smaller towns to maintain small businesses (i.e., grocery stores, restaurants).
- Taxes, and queers getting special undeserved rights. It's not right, what they do!
- Domestic violence, drug abuse, alcohol abuse, lack of discipline in homes and schools. Main concern: real estate tax rates make owning property almost impossible.
- The rising costs of property taxes.
- Too much building & using up good farm land.
- Lack of knowledge, support and assistance with the issue of sexual addiction. High cost of health care and housing. Juvenile smoking, drinking, drug abuse, and sexual engagement.
- How much longer we will be able to have a home with taxes going up each year.
- Urban sprawl, road repair.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- The drug problem in McLean County. The number of child abuse and neglect cases. Loss of “green spaces” when farms are turned into real estate development and adequate land is not left for parks or open, natural areas.
- Safety in the school’s systems. Economic stability.
- Growing too fast.
- Not a most concerned but the apparent lack of forethought in road work.
- Troubles with gangs, etc; drugs in the schools and all the freedom teen-agers seem to have. Under-age drinking and also the amount of clubs and restaurants that serve drinks. It’s hard to find a family restaurant to take children to.
- Through talking with John Q. Public, I was amazed at how many people in this community work 2 jobs (I did for 5 years as well.) Inflation climbs, but salaries don’t seem to keep pace, so people are being stretched & stressed just to keep their heads above water & live a decent lifestyle.
- Single party governance. We just happened to get lucky and got very competent leadership at the top of the democrat party. But that was luck alone. The electoral system needs to be changed to reflect minority party representation. A partial representation system like the old system but without its faults can be constructed to do the job.
- Keep McLean County a “safe” place to live. A person has to feel safe to go outside at any time of the day.
- High cost of living.
- Developers need to be challenged. Acres and acres of good farm and produce land are being used for commercial and expensive residential development. I would like to see down town buildings renovated to meet shopping needs of today. Once elegant old home rebuilt to meet present standards, old neighborhoods restored, etc.
- Alcohol consumption. Teen jobs & training. Need jobs with medical benefits.
- High taxes. Growth.
- Traffic congestion, quality of Unit 5 education, safety for children, rising cost of property taxes.
- Real estate taxes. Need to find more equal way to support schools!!
- Roads, housing proliferation, taxation.
- Taxes.
- Trend toward government trying to do what is best done in the private sector. Leads to people becoming dependent, not self-sufficient and not taking responsibility.
- Lack of information regarding public transportation for non-drivers.
- High real estate taxes & so many Chicago-St. Louis people locating here and being on welfare—families are not taking pride in their home and having a real family. McLean County, especially Bloomington-Normal growing much too fast. I’m very much against the very expensive Heartland College.
- The rapid expansion of the Normal/Bloomington area and the resulting need to increase taxes on property. Also concerned about Sugar Creek maintenance management.
- Constant road work & repair. Crime & gangs in adolescent years.
- Rising property taxes; too much building, expansion resulting in ugly urban sprawl areas. No flowers in parks as in Champaign and other towns. Ugly, too large. Developments with the same building design. Large gas stations with grotesque, offensive, bright lights. Land developers with increasingly poor taste are all “kings.”

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Real estate taxes are too high!!! Population—the removal of excellent farm land for houses. The excessive use of chemicals on farm land by the farmers. The need for good drinking water. Stop pollution of rivers and streams from runoff from farm land. The development of better public transportation—other than busses. We do not need the “fast” (bullet) trains.
- My major concern is domestic violence—the hidden social problem and crime. But what is the greatest concern is the attitude about the men and women who abuse their spouse. They are looked at as hopeless (the way we once looked at “drunks”) rather than human beings who can change. And if we do not help people change, no number of shelters will eliminate the domestic violence problem.
- Expansion in Southwest Bloomington, inadequate roads. Don’t need another large store, i.e. Meiers.
- Day care providers for low income people—health care for those on hourly pay with no benefits—affordable housing for low income persons.
- Ever-increasing property taxes.
- Making sure all children have education, food, housing, health care & love!
- Too many conservatives making decisions for the rest of us. Need to wise up and combine school districts.
- Rapid growth without enough planning.
- Rapid growth. Suburban sprawl eating up farmland. Hog farm draining into Lake Bloomington drinking water. High crime/drugs. We need to pass referendums to support our schools & new schools. Not a small town anymore.
- It is growing too fast. Too many people, too many businesses.
- High cost of home repairs—when home is at the age for new roof, new wiring, up-dated plumbing—but is basically a fine house. The escalating size of the B-N community & the increasingly maddening traffic flow on all major streets. (Not just Fridays anymore.)
- No serious concerns.
- Turning farm land into concrete!!
- 1. Rising cost of taxes on everything. 2. Increases in traffic and related problems. 3. Rapid increase in population and burden on government, charity, and churches and schools. 4. Need more swimming pools and ice skating arenas for young people.
- We are worried about rising taxes and don’t see how they can be avoided the way B-N is growing. Ideally the increased population should cover increased costs (education particularly) but it doesn’t look promising.
- The ever raising of real estate taxes for schools.
- Affordable health care, prescription drug cost, high real estate taxes.
- Age discrimination, education discrimination.
- Lack of clean, decent affordable housing and health care for very, very poor. Gangs, drug and alcohol use by teens (and younger.) Too many homes with children where both parents must (??) work—don’t know how to prioritize life values—do with less—with parent home for children. Too little parent’s being responsible for children’s actions—at home and school. Irresponsible drivers. Police departments understaffed. Too much importance of sports, not enough on 3 R’s. Over building of homes (poorly built). Don’t like people who work for politicians and take over advantage of services they expect to receive from employer.
- High real estate prices. Need more parks. Infrastructure (esp. roads, public transportation)
- The continued rapid growth. It is getting harder & harder to drive and get where you are going without fighting traffic. Also, the increased crime, I feel less safe in a larger community.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- More economic expansion.
- Expansion of Bloomington-Normal into the farm areas. Need to slow development & using up farm land.
- Child neglect & abuse—gangs—elderly care.
- Taxes!!
- Property taxes are rising much too fast. Traffic needs to be controlled as people drive way too fast—eating, drinking, reading and telephones seem to be a way of life now while driving.
- 1. High property taxes. 2. Increased opportunities for aging “Baby Boomers” such as ourselves to be involved in furthering our education, and developing cultural interests. 3. Also more opportunities for wellness/keeping physically fit since BroMenn bailed out of their exercise program.
- Taxes going up for senior citizens.
- Housing developments on good farm land.
- Officials must watch budgets & lower taxes. It is getting too expensive to live around here.
- Population growth.
- The urban sprawl onto prime farm land. Violence in our society—gangs, domestic problems, etc.
- Too much growth—using up too much good farm land.
- Continuing stories about racial disharmony. Need for affordable housing and health care.
- Not most concerned—but I am concerned about all the rude & inconsiderate drivers; also Unit 5 school growth & number of old school buildings.
- Lack of political choices. Too many taxing bodies. Poor newspaper coverage of news outside McLean County and Illinois. Lack of air travel/airline connections.
- The rapid growth of the population and increased taxes that accompany the growth. The great increase in welfare housing in B-N. How costs are rising in B-N—taxes etc.
- Increase in real estate taxes. Uncontrolled growth. Our small towns are no longer small and friendly.
- Growth may lead to an increase in crime, drug abuse, domestic violence, and the inability to provide adequately the needs of low-income households. Fractured society—are we heading towards populations of “haves” and “have nots” thus losing sight of knowing and caring for each other.
- Crime, cost of living.
- Drugs—taxes—Bloomington and Normal need to work as 1 unit. Too many stoplights.
- Care of the poor and aged.
- Drugs, gangs, alcohol abuse, aggressive drivers & those who speed past my house.
- Housing boom! Building new, with many, many homes on the market to sell!
- Growth. Don’t let us overpace our values.
- Rapid growth in size of community. Continuing to provide the “quality” of life that this area has had in the past.
- Health problems in our community and no cause given for one’s condition. The public should know more of what the doctor knows.
- Growth will actually reduce lifestyle satisfaction. That is, people and traffic construction increase will out-weigh any benefits in added services and attractions.
- Real estate taxes and the rate at which they are increasing. I have contacted the assessor’s office in Normal to ask why homes aren’t regularly reassessed. I was told they were—however, it is not by someone actually visiting to reassess homes. Several in my neighborhood have big new additions, new decks, garages, etc. and are still assessed without these. I have personally checked to verify this.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- We need a T.V. station for this county. Why does Peoria have 3 and we have 0?
- Not much for teens to do. Need a place for kids to skate/skateboard. Need public services which deal with money management. Take better care of roads and sidewalks!
- Taxes too high for older people.
- Ever larger and more impersonal terrible trouble.
- Growth & expansion that is not zoned properly. Lack of green space in community. Problems with crime, gangs, teen delinquencies. Cost of living continues to rise rapidly in this community.
- Alcohol abuse & lack of affordable health care.
- The backlog/backup of cases in the juvenile court system—in spite of new laws designed to speed this process.
- Lack of planning of roads before subdivisions.
- The many who are in temporary, contract, or part-time work as their main source of income and have no benefits or financially positive future are becoming more numerous. I have met many since I retired. They vary in age and family commitment but without health insurance and other benefits, those with family dependents are an unstable financial element in the community.
- Perhaps unrestrained growth and traffic in B-N area and growing costs.
- McLean county—no concerns—best place.
- How interrelated violence is towards animals, kids, seniors, school, crime, domestic violence. People don't realize the connections.
- Real estate taxes—primarily those costs associated with Unit 5. Public transportation=bus routes and air service.
- Teenage problems. Rising medical costs. Widespread obesity because of available junk foods.
- Widespread use of illegal drugs and the resulting crime.
- Some town ordinances are petty, senseless and unconstitutional. Instead of suing people over plants & weeds & dog kennels for 3 days out of 4 months, better time & money can be spent on making schools safer & getting kids and parents involved in activities before we've got shootings in our community!! We've got to get kids back on track and it starts in the home!!!
- Lack of planning in the huge growth of this area. High cost of housing, taxes, and health care. Normal is Tax-City USA. Traffic problems.
- The total lack of knowledge of Mitsubishi by the news community, especially the Pantagraph. Only sensationalism is told. All employees are viewed as either sexual perverts or abused women.
- Wonderful community—very happy here!
- Taxes cost never slowing. Home owners paying for business growth. Housing cost never slowing. Traffic congestion. Growth rampant growth without control=freebees for businesses. No plan for Constitution Trail on West Normal side. West Normal being ignored commercially. No gas station, food stores, bars, doctors, dentists, fast food.
- Population growth. Inadequate road system around Bloomington-Normal.
- Speeding.
- The rapid growth can lead to crowding and congestion.
- Destruction of historic buildings—downtown Bloomington decay. Over development in the surrounding areas.
- 1. Discrimination because of sexual preference. 2. Racial discrimination.
- Taxes.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Rapid uncontrolled growth. Extremely high rate for real estate property taxes. Fast growth means rapid increases in school enrollment, with fewer people sharing the cost. Many are renting therefore not contributing. Feel that welfare & social service agencies are overlapping services to many people that is unnecessary.
- Lack of a quality workforce, I own a small business & the prospects for employees in the under 20,000 per year range is very poor. Most small business owners are having the same problem—no quality workers! Real estate taxes—getting out of control, with no end in sight. With the population increasing, even more schools will be needed.
- So much of our land used for businesses and residences. What about our good earth for agriculture!
- Being able to keep my kids in a private school. Crime. Being in business for himself—hopeful that Bloomington-Normal will keep growing & needing heavy equipment operators.
- Long term care facilities and staff.
- Decline in ethics or morality.
- There seems to be a growing gap between “haves” and “have nots.” A survey like this may help clarify problems. There’s a lot of complacency. There needs to be another media voice to counter balance the Pantagraph.
- There is too much building on good farm ground.
- Gangs, crime, low paying/benefits service jobs.
- Hope we don’t end up with a lot of “shanty towns”
- Rapid expansion of B-N, loss of farm land to developments, poor streets, roads, too much traffic, congestion. Losing rural, small town atmosphere!
- Taxes increasing.
- I think we are very fortunate in many ways to live in McLean County. Unfortunately, because this is such a great place to live, we see increased population growth, loss of green space, and changes in crime, etc., that take away from the quality of life here.
- Drugs, gangs.
- Having a hard time trying to pay for prescriptions.
- The cost of housing is very high. The cost of child care is high also. I’m lucky to have the job I have. I don’t see how some families make it with the high costs. Property taxes are high, but I don’t mind as long as they provide good education for our children.
- Taxes.
- 1. Personal property taxes increasing. 2. Increased crime. 3. Increasing number of jobs with no benefits. 4. Affordable housing. 5. Costs increasing for all services.
- Younger generation livelihood, schools and churches, drugs, alcohol abuse.
- Drugs, gangs, violent crime, guns, knives, etc. Rising living expenses such as food, shelter, real estate taxes (all taxes) and utilities. I’m also concerned about the large amount of growth that’s occurring in the twin cities. Bigger is not always better!
- Homeless seems to be a growing concern. Real estate taxes are a concern for fixed income people.
- Too crowded, traffic, crime.
- County wide = unisex handicap rest rooms so spouses can help handicapped spouse.
- Taxes are creeping up.
- Mediocre school systems.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Growing too fast and too much.
- Uncontrolled new development. Good older businesses are forced out by unnecessary new (chains) business development. Inner city is not being redeveloped.
- High property taxes.
- Taking up more farmland. Taxes are very high—especially property tax. More and more gang problems. More violence than there was even 10 years ago, much more violence than 15 years ago. Road rage—people constantly running through red lights, speeding to get through them. People are rude here. People are much friendlier in Peoria, Quad Cities etc. People here are very selfish and do not like to see someone else do well. A strange phenomena many who have moved here have all told me which confused my experience.
- Affordable day care. Quality of medical support. Lack of recreational facilities.
- Losing the small town friendly helping atmosphere.
- Lack of attention to youth, latch key, parental neglect. We spend a lot of money on adult recreation—golf courses, lighted softball diamonds—but don't improve park space for kids—soccer fields, ball diamonds, basketball, volleyball.
- Growing quickly—concern that we are having many unsupervised “parties” with young people—or parents that allow teens to take part in these activities because of need to be popular. Young children who have parents so involved in “earning” and having all the material things, but do not have time to involve their children in spiritual things. Concern we are asking government to account for our lack of morality. Trying to find legal help that does not leave you paying very high costs. They seem to say: You have to let me know how much you have and I'll get as much of it as I can.
- Recently my doctor said I needed to see an orthopedic doctor but couldn't get me in for 2 weeks. Then I needed a bone scan & had to wait a week for an appointment. This I don't understand.
- The increase of gangs & drugs in the community.
- Population growth in the country and the cities. Resources are spread thin because more and more people are moving to the county. Too much farm land is being taken out of agricultural production for housing and commercial use.
- High cost of utilities. Clinton Power Plant. Illinois Power butchering trees. A nasty attitude by the community of “me first” thinking. Road rage. Unit 5 taxing has become a burden on everyone and needs to be addressed.
- 1. Rapid growth & poor construction. 2. Bad roads & lack of city planning (too many cars on bad roads not ready to handle traffic). 3. Too many blacks in concentrated area such as North Normal by Eagle. 4. Teen violence—My teenage daughter live in a horrible world where sex, drugs, and violence are all around her. Their culture is a very dysfunctional one. City does nothing. 5. Cities target smokers incorrectly and should be addressing big problem. 6. Normal city government has too much inbreeding; non-service oriented, fines people too heavily, poor zoning, bad roads, horrible legal staff—one guy in particular, that everyone in my neighborhood has had a bad run in for one reason or another. This arrogant tyrant needs to be fired! Everyone is really mad about the renaming of Ash Park to Dave Anderson Park. Name a city building after yourself, but not a public park! Need curb side recycling in Normal! Nothing for teens to do! What if you're not a sports nut?
- Growth concerns. Litter around business areas next to residential areas. Traffic concerns although construction completion should alleviate these.
- High taxes. We want to stay here when we retire, but fear we will be unable to do so because of high tax rate.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Lack of activities for teens to keep them off streets. Too high taxes.
- Gangs, drugs, youth crime.
- Real estate taxes.
- Concerned that growth may not be controlled. Utility costs seem to be rising higher than necessary, especially telephone & cable TV.
- I'm concerned about the growth and keeping up with sufficient schools to accommodate incoming children, especially in Unit 5. I also feel badly that so much of the farmland is going to housing developments.
- Real estate taxes. More than half of my taxes go to Unit 5 school district and they are continually asking for more. There must be alternatives.
- High taxes. Property prices starting to get out of hand. Too expensive. Developers are getting greedy & taking too much farm land.
- Uncontrolled growth. Keep those green spaces.
- Youth/family problems—erosion of morality.
- Managing growth in the county.
- Increase taxes due to Unit 5 new schools.
- Taxes.
- Lack of funding for good public schools. Lack of funding for Illinois State University from the state of Illinois.
- Large classes in Unit 5 and redistricting issues.
- Safety of people. Cooperation of agencies. Expenses of services.
- Are we growing too rapidly?
- Our schools. They are overcrowded. My student needed support even though he was not good in academics. He sought attention in the wrong ways. He is a creative person with talents he has not yet explored. Thank God for alternative ed. He will graduate in 3 weeks because of them. Don't discontinue this program. We need more programs for students who struggle with paper work. Start educating them earlier that it's OK to be good at technical skills. Our student loves to help people fix broken things. That's an excellent quality, but he doesn't think so and neither do the schools take time to recognize or support these students. Our current system discouraged him from studying.
- Gangs.
- The Normal Police getting their ticket quota. They need to spend more time policing the people that are speeding in school zones.
- Unit 5 expansion and resulting tax burden.
- Urban planning (streets, parks, schools, water quality)—growth.
- Prolific increase in affordable new housing without a plan to address abandoned or converted-use older homes. Efforts to use tax support to attract additional development.
- The disappearance of good old fashioned fun. It takes more time, more money, and more creativity to have fun today. Doesn't matter if you have kids or not. Simply put, there isn't enough good entertainment in McLean County, which is why many kids turn to drugs/alcohol, etc.
- Rapid growth/traffic congestion.
- Its adoration of athletics. Its politics! Too Republican and too conservative. Tom Ewing is a joke! But Maitland is good. Its broadcast media. Local radio/TV is abominable, except WGLT and WESN. Its attitudes toward the poor and minorities; i.e. "What problems?" Failure of "liberals" (?) at ISU to assert themselves.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- 1. Ever-increasing property taxes with no end in sight (i.e. Unit 5 school taxes). 2. The conflicts & pettiness between Bloomington & Normal.
- Low wages for the less fortunate—those employees having to do very hard work.
- Apathy in the police dept. They seem very concerned in the areas around ISU but other neighborhoods see less of them; they are not visible in outlying areas. (Normal). Taxes seem to fluctuate from one area to another.
- Racism and the lack of cultural events.
- Immigration.
- I have state insurance and co-payment on Rx is poor. Dental limited and vision insurance is worse! Lack of voting is pathetic.
- Gangs and lack of things for teens to do.
- 1. The provision of affordable and available day care/child care in McLean County. 2. Balancing economic growth with the maintenance of “people-oriented” services (i.e., government services such as parks, youth programs, recreation, etc. as well as social service and any services).
- Will the area crime stay in control like it is. While in my neighborhood I am able to feel free with leaving the patio door unlocked and go to the next floor level in my home without worrying about someone coming in my home. And no loud activity at night hours.
- Crime—a lot of petty theft, juvenile delinquency. May be a result of kids growing up underprivileged, w/o role models, etc.
- Gangs, crime.
- Seem to be slow in awareness of problems, thus get late start in addressing—i.e. gang activity was here 4 years before officials would admit it!
- The building of sub-divisions on the most productive land in the USA. Need to adopt Portland Plan!
- Increase in taxes beyond my salary increases annually. Maybe State Farmers/Hawthorne Hill residents get regular increases but not BroMenn to keep up with taxes—esp. Unit 5 increases.
- Managed growth. Not enough cultural activities.
- Lot of scary kids (high school age) with no future.
- Environmental degradation, urban sprawl, loss of farmland and open space—increasing traffic.
- Growing two class system. Very affluent community but still with many who struggle. Land owners look at a buck only & don’t seem to be interested in helping those that cannot afford housing. Retail goods are overpriced because of the affluence & thus the poor cannot afford things.
- Availability of guns. Domestic violence. Treating crime with harsh punishment when the money would be better spent to teach, council, and build a sense of morals and self esteem in our young children and youth.
- “Quality” health care. Continued increase in real estate taxes. Loss of agricultural land—i.e., new proposed subdivision north of North-town—containing urban sprawl.
- People 62 and older should not have to pay school taxes on the home they live in. If a person started to pay school taxes when he was 25 years old and pays until he is 62 that would be paying for 37 years. That should be long enough.
- I am adopting a baby from China. I am concerned about racial discrimination and the limited diversity in our community.
- The growing season is too short and my neighbors won’t kill the dandelions in their yards. The school boards complain about each other too much and so do the mayors—though Judy is much better than Jesse was!

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Racial discrimination is apparent and tolerated. Community claims to have low tolerance for it but in most cases will see it, recognize it, and do nothing to stop it. Most non-whites can tell of situations where they were informed of racist remarks made behind their backs. While the informant shared the information, they didn't stop the conversation at the time.
- State representatives and state senator only seem to represent themselves and not the people. If anyone is represented, it is the rich.
- Urban sprawl! Too much building going on.
- Too much preferential treatment and emphasis on homosexuals.
- Housing—we need to have more housing that is affordable in better neighborhoods. I have noticed in the Normal area that people don't seem to read speed limit signs. Somehow we need more policing on speed limits—when I'm doing 30 mph everyone passes me doing 35 or more.
- The snobbery and “cliques.”
- The high cost of living in McLean County. The traffic problems are getting worse each year. The taxes are too high.
- Racism. Child abuse. Neglect.
- Separate school systems—Unit 5 and District 87. There should be one school system in Bloomington-Normal!! Having 2 is unacceptable to me and most residents I talk to. It needs to be changed!!
- Future educational facilities.
- Increase in property taxes.
- Real estate taxes raises.
- 1. Drugs available in middle school already. 2. High real estate taxes.
- Lack of quality affordable housing.
- Urban sprawl vs. rehabbing existing housing; sick child care facilities; affordable child care; affordable housing.
- The general shift away from traditional family values.
- Yearly increases in property taxes. Too many barking dogs in neighborhood and inability to get any satisfaction from local police.
- Cost of living going up and salaries remaining the same or not increasing as much as cost of living.
- The raising of taxes in Normal due to Unit 5 expansion.
- High cost of taxes—particularly real estate. Rapid growth of Bloomington/Normal as to cost of keeping schools and infrastructure up with growth.
- Growing disparity between wealthy and poor, low unemployment rate, welfare to work support services, limited peace and social justice action/opportunities, no access to alternative childbirth services, very limited non-chain, excellent restaurants.
- Growth. Uncontrolled could lead to serious problems for a well-off community. Apartment building, there's too much. Lets try to get people into the American Dream, their own home. Recycling: there should be more city involvement and citizens. TAXES! Cut spending: balance budgets. Take example from Normal—debt free is the right way.
- Maintaining our ability to attract new growth industries while improving the quality of life for all citizens in McLean County. Our biggest concern is improving the quality of education for our children. With a billion dollar surplus in Illinois, why are teachers still having to use their own money to buy school supplies? It's popular for politicians to say they will cut government spending, but any fool can cut expenses. Only leaders can use resources that improve quality of life!!
- Environmental problems created by expanding subdivisions into farming areas. AND by hog farms, which should be sited by local control.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- Affordable housing in Bloomington/Normal. Unit 5 taxes rising every year.
- High cost of quality building standards in housing. Traffic congestion. Gangs.
- The yearly raising of taxes. They have more than tripled in the last 10 years for us. The behavior of college students—parties, lack of decency, “don’t care” attitude with noise. Playing catch in streets, lack of bike safety.
- Developer driven sprawl. B-N has no real plan for intelligent development, no real plan for really user friendly public transportation. The road system is inadequate, the public bus system is a joke when one looks at Champaign-Urbana’s system. Little for 13-18 year-olds to do unless it is sports related—no good way for them to get anywhere because of needing up to 1 hour + 45 min to get from 1 location to another. Also our congressman Tom Ewing is an idiot!
- Illegal drug availability to children.
- Rapid, unmonitored growth resulting in overcrowded streets, businesses, restaurants, rude drivers causing dangerous situations on streets.
- The Y2K—I am really frightened about no electric & how to keep warm.
- Taxes (property, sales).
- 1. Lazy work force (with such low unemployment). 2. Unit 5 growth/tax increases continuously with no end in sight. 3. Limited facilities for families year-round, for cities (B-N) that have such a nice tax base.
- Guns in schools.
- Population growth—so much farm land turning into subdivisions. The area I live in is safe, but am concerned about areas that have violence, drug problems, gangs, etc. High rents are a problem as you get older, with a fixed income, and rising health problems.
- Lack of minor league sports teams. Lack of Jimmy Buffett concerts.
- Development of its impact on the community’s ability to sustain the rapid growth. Water, sewer, etc.—roads and streets capable of all handling all the increases.
- Healthy development of our youth. Affordable care for the elderly and being educated on free or low cost services available. The growth is too much too fast. Residential and business development is eating up our prime farm land. Business decisions are based on money, not always the good of the community.
- Mitsubishi Motors closing down—economic impact in area. Low unemployment—restaurants/food service competing for workers—and their workforce is very watered down and unskilled in customer service. Too dependent on State Farm on many economic fronts—need to attract other large employers.
- Help for the elderly. There is a bus for elderly/disabled but since my mom doesn’t use a cane or walker she can’t use it even though she can’t walk very far. She has to sit on a bus for 45 minutes to an hour to get to work. There needs to be more help for the elderly —housing, transportation, prescriptions, etc.
- School systems, overcrowding, building of new schools.
- Growth is making schools uneven in size and services offered.
- Bigotry is still a problem.
- Controlling growth and the negatives that come with that.
- Taxes.
- Complacency—people ignoring problems in the community. Also parents being complacent about their children. Children left too much on their own with no parental supervision. Related, parents challenging teachers of their children rather than believing teachers and principals, then taking appropriate action. School property tax rates are too high.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- We are concerned about the county's ability (inability) to handle the rapid growth rate.
- That everyone is provided with health care. And those who do not have health care are made aware of where they can go—i.e., free clinic.
- Gangs, child abuse.
- With two young children, I am most concerned with them growing up in a safe school and neighborhood. I would like to see the police force crack down on crime in the area, as well as traffic problems. We live on a street with a 30 mph speed limit, and cars are consistently driving 40-50 mph.
- Traffic flow.
- The county's rapid growth.
- The area is growing so fast—losing the “hometown” feeling/experience.
- The separation of schools (Bloomington & Normal) and their inability to join together to create a stronger school system to the work community.
- Loss of farmland to development.
- Overpopulation due to new housing being built!
- Excessive growth of Bloomington/Normal. Drug availability and lack of police cooperation—I know of several people who are drug abusers who were reported to police so contacts could be traced—police don't want to be accused of harassment so they do nothing about the problem. One has died and another is getting close—and the police had names and addresses of both of their suppliers—and they are still supplying.
- A.) Lack of things for kids to do; leads to violence, crime, drugs, etc. B.) Uncontrolled growth=destruction of farmland & rural roads for housing and motor traffic. C.) Labor unions!
- The high rate of growth on the East side causes traffic congestion, am concerned with unchecked growth and give-aways to developers. And new businesses that may be unnecessary (I speculate that it may hurt some already established businesses that have served the community for a long time).
- Taxes are too high, too much government—don't need Normal Township. Health care costs are high. Regional airport should be developed to include Peoria and Champaign-Urbana and possibly Springfield. Future of agriculture as we know it now is probably due for major changes.
- Quality of education and education standards (Unit 5).
- 1. New home construction. We need more controlled growth in Bloomington/Normal. We're getting over-saturated with new homes. 2. Farm chemical runoff. 3. School growth in Normal.
- There is no access to public bus for the people who live on the edge of city limits—for example, I live at the Landings Estate and would have to walk to Raab Rd. to catch a bus.
- Property taxes are too high. I don't have or plan to have children, yet must support public education.
- Programs for improvement of some neighborhoods in Bloomington. Some off campus housing in Normal (Vernon, Linden, School, Willow) needs to be cleaned up—trashy looking. Resurfacing of roadways—improved traffic flow for some areas. Tax caps are not the solution to reducing property taxes.
- Gangs. Not enough industry job opportunities.
- Keeping services up with the increase in population and low unemployment.
- High property taxes.
- Need for additional support services from preschool to before & after school activities for children & youth to meaningful activities & outlets for senior citizens.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- City and county police make up ticket violations. Need to concentrate their efforts better. Also find county, city, and ISU police in convenient store, etc., way too often. If the police were 1/2 as efficient as the fire dept. the county would be an excellent place to live!!!
- It appears the emerging layout of the communities was proposed by the freshman engineering class and accepted. Way too much of make do for today to get beyond not enough thought (thought to what an action today will mean in 10 years).
- More and more apartment building started in this area.
- I am most troubled by the councils of both Bloomington/Normal's failure to acknowledge the discrimination to gays and lesbians. The attitude that a town ordinance somehow equals "special rights" condones prejudicial behavior against the gay population that actively contributes money, talents and business to McLean County. I am, however, glad you included that topic in your survey!
- I would like to see Bloomington & Normal get together and merge many of the administrative functions. I believe this would not just save money but give our community a more united presence in Central IL.
- Continued concern for gang activity. Conflict on lack of understanding among races and tolerance for those who are different.
- The rapid growth and what impact that will have in the schools.
- Lack of control for the growth of the community. Need better planning & fiscal responsibility for developers/builders when new subdivisions are proposed.
- Increasing traffic. Lack of stop lights at dangerous intersections. Gang activities in North Normal area & other places.
- Disappearing farm land.
- 1. Tax (housing) increases. 2. Commercial growth in Normal. For instance another gas station (Mobile) on Raab & Main. This is destroying the beauty & pleasantness of our town. 3. An exaggeration of those claiming harassment of discrimination. 4. Teen drug use. 5. Public schools offer too many activities.
- The increasing number of temporary jobs in the job market but do not pay benefits.
- Urban sprawl—not enough planning concerning random use of good farm land for expensive "barn type" homes. Affluence is attracting big city gangs to sell drugs plus transplants don't appreciate our heritage. Road rage is on the increase; small towns without sewers.
- Lack of minority participation as it relates to the better jobs. Scant minority representation in all city or county jobs.
- Lack of parental supervision and teens running wild, being out late, doing drugs & drinking. Gang activity.
- Property taxes.
- Teen pregnancy & their search for love & acceptance leading to this. Single parent homes & their struggles.
- High cost of living.
- The lack of entertainment for teens.
- Wider gap between the "haves" and "have nots." Many families with benefits (such as a male at State Farm) will have an educated female (wife) that is willing to work part time with no benefits, and pay is not a great concern. Single-parents have a harder time trying to obtain full-time jobs with benefits. I would like to see mentoring for the group between welfare and management.

Appendix 3c: Household Survey: McLean County Concerns (Question 57)

- The “sprawl” to the east of Bloomington-Normal is a matter of concern. Extending services to those areas is extremely costly, and this affects all of us. It would make more sense to gentrify, or “recycle,” run down areas in town, where utilities are already in place. The county government should make more of an effort to contain the sprawl.
- The high cost of living for retired folks. Traffic is getting so heavy.
- 1. Very high rate of real estate taxes. 2. Increases in sales tax.
- Traffic, bad roads, loss of farm land due to excess building.
- Gangs, gun control.
- County, township, cities, schools, employees and elected officials work hard to give us good services and deserve good wages and salaries and inflation protection. All of us who actually pay income, property, sales, and excise taxes would like to reduce some of them. At the least, those that permit undeserved perks, lousy budget planning, and seem to encourage the poor and unemployed to relax in their own condition. The do-gooders should enjoy meaningful contributions but should not disparage those that are barely able to hold their own.
- Taxes, especially real estate, are getting too high, beyond what property will sell for. Also, I think a lot of growth is based on such as Mitsubishi and if there are cutbacks, we will be paying for a lot of things we don’t need. I think the airport, for example, needs more quality service rather than going for all the poor quantity Mr. LaPier is going for. Too many flights are cancelled now.
- Excessive expansion into farm land. We have the richest land in the world and it’s being paved over!
- Traffic—our roads and intersections are inadequate, and in some cases poorly planned like Fairway at Empire. The idiots at Ill. Power who lay waste to beautiful trees.
- 1. Affordability of health care and insurance. 2. Loss of excellent farm land. 3. Traffic. 4. Better mental health insurance coverage.
- High price tag for schools and their administration. Appears to be a lot of “poor” planning. Personal property tax has “skyrocketed” in the last several years and is continuing to sky upward.



Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

Question 58. What do you like most about McLean County?

- Clean, friendly, low poverty, low crime.
- Peaceful area.
- People.
- It's a good place to raise children, it has a lot to offer academically.
- Economically sound. Culturally diverse.
- Low crime rate, abundance of restaurants, the offering of Constitution Trail, Pony League, soccer fields, parks, zoo.
- It provides a wide range of educational, cultural, social programs and benefits.
- Good educators. Pretty county. Good transportation.
- Not too big, not too small, low crime, good schools.
- Services by local & county government; home office of State Farm; I.S.U. & I.W.U. good school program location; medical services for county; good churches.
- My safe neighborhood.
- I moved here 30 years ago & I loved the “small town” feel of it. I miss that, but still enjoy all the things that growth has brought to us all. I am proud of our area & still feel it is a great place to bring up a family!!! I have 3 grandchildren 14, 6, & 3 years old. I am glad they are being raised here.
- 2 universities, education for youth, activities for pre-teens.
- We love all the services/activities available for children. The people are generally friendly.
- Clean!
- It's home and I think those who have the opportunity to are trying very hard to make life more complete and easier.
- Employment opportunities are plentiful. Employment rate is low. Crime rate is relatively low. Great public school systems.
- The retirement community where I live—Westminster Village, Inc.
- Veteran's Parkway's accessibility to malls, retail store, grocery stores. I don't have to fight traffic & parking down town.
- Safety.
- Good solid mid American values—great place for a family.
- Good health care. Good zoning laws. Good schools.
- It's quality of life and progressive orientation.
- Low crime.
- Parks & recreations, activities, locale.
- Good family atmosphere. Good law enforcement. Good schools (generally).
- A pleasant and usually safe place to live.
- Generally peaceful.
- Variety—change of seasons.
- Non-metropolis; easy to get around town; clean.
- Nice place to live and raise a family.
- Half way between Chicago & St. Louis. Frequency of flights in & out of Bloomington.
- Stability of employment.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Basically everything.
- The wide range of community and health support organizations and services available for all age levels and family situations.
- An excellent police force, good to excellent city government and excellent representation in the state government.
- Great doctors and hospitals, (cost is high)—shopping and eating out is not a problem. City is clean, play area and parks are many and clean. Good place if you like to live in the city. Living in country should be good also—have not heard any complaints.
- I attended ISU and stayed to work for Country Companies. Having 2 malls and several strip malls helps shoppers. New big stores like Super Wal-Mart, maybe Meier new store at Eastland. Airport big plus for business travel to Oregon and Connecticut. Two big hospitals, having State Farm and Ill. Farm Bureau headquarters plus Mitsubishi plant.
- Constitution Trail, schools, neighborhood, people, white collar community.
- Schools are good.
- Services offered—doctors, hospitals, entertainment—It's home!
- I have lived here all my life. A very clean and diverse place to live, but a bit on the expensive side in regards to housing. But, if you make good money (which we do) along with the rest of the majority of the community, it is understandable as to why housing is high.
- Size.
- The ease to move around. Short commute times. Airport access. Close to metro cities.
- Small town/big city atmosphere.
- Very friendly, great interstate access to other cities as well as rural areas—lots to do, great neighborhoods both in small town settings and in B/N. Very family-oriented communities with lots of caring people who get involved!
- The caring people and constant growth in the community.
- Cleanliness, friendliness, entertainment, sports activities.
- It's home.
- The people, the colleges, and the university, the non-polluting industry and the nearness to land not covered with buildings.
- Relatively rural, safe feel, with many advantages of urban living. Good schools. Decent feel of community.
- Nice people in general. We can find almost anything we need locally.
- Prosperity.
- People are friendly—it's a reasonably safe county—good sized, but relatively trouble-free.
- Combination of size, cultural activities, and low crime.
- Continued growth and development keeps county vital.
- Opportunity of elementary, middle school, high school, & college education.
- Clean, friendly, work.
- Eastland Mall, many fine restaurants, cultural events. Illinois State University, the Big Red Marching Machine, friendly people, good doctors.
- It has maintained a semi-rural atmosphere while growing & adding cultural amenities. It is a relatively safe and congenial place to raise a family or to grow old. I think it is a very clean city with very little industrial pollution. Our parks, streets, & schools are way above average in America today.
- I like a small town. I was raised on the farm.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- It's a good place to raise a family.
- It has a small-town atmosphere in many ways, but with many of the conveniences of a larger community.
- The availability of most services. The people seem friendly and willing to provide quality service for the most part. The schools are very good and the competitiveness seems to be healthy rather than counter productive.
- Excellent human service agencies, particularly United Way Agencies. When asking what needs we have, don't lose track of the fact that there is a lot of good already happening in McLean County.
- Low unemployment rate means fewer typical urban problems such as crime, homelessness. Heavy concentration in insurance & education makes the area more "recession-proof." County has many, many, good people & organizations. Excellent health care.
- Schools, small town feel, large town services.
- Good schools, though very expensive. Competition in grocery stores keeps food prices down.
- It is where I was born. Live and work now.
- Convenience & availability with respect to medical services, shopping and university functions.
- I really do not like McLean Co.—can't wait to get a job outside of the area.
- Still small, crime not out of control.
- Nice clean, good area to live in.
- Everything. Only county ever lived in.
- Friendly nature.
- The many opportunities for eating, entertainment, and work.
- It's a nice place to live and raise your children and grand-children. Excellent schools.
- The city garbage and yard waste pickup staff who do a great job 95% of the time, I compliment the persons in control of this service. The library. All the people who serve and work (volunteer) to make this a great place to live. The most educational opportunities. The health care systems, doctors, hospitals, etc. We are so blessed! My church family; Christian friends.
- Safeness—most of the time.
- Schools, friendly people, good recreational activities, civic organizations, quality of life is very good.
- Clean city, low crime, convenient shopping.
- Family community.
- A good community with strong morals and religious beliefs.
- The church community.
- A better than average place to live, everything considered.
- Good quality of life!
- Only family and friends, if not for them, I would be gone.
- It is a good place to live. We are fortunate compared to many areas.
- Job.
- Low crime, good economy, well-educated population, available employment.
- Good place generally to live and raise family. Beautiful and well-cared for, most places. Good schools. Restaurants.
- Prosperous, stable community with many cultural events.
- It offers bigger city opportunities but you can still feel you are in a rural setting.
- Employment stability. Low crime. Constitution Trail. Shakespeare Festival. Universities. Bloomington Police and McLean County Sheriff Dept.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Accessibility to big cities offers services that I need.
- Knowing I can eventually retire and move to the East Coast.
- Nice place to raise family, safe.
- Location. Opportunity availability. Overall quality of life.
- Most everything.
- The nice neighborhoods, clean air.
- I like my job, friends, and the opportunity I have found here.
- I've only lived here for four years so I don't know too much about the county. I don't drive so I stick around the apartment most of the time.
- Good people—lots of good churches. Excellent shopping. Plenty of restaurants from carry-outs to high class. Lots of helping hands.
- Educational opportunities; support services.
- Park district.
- I left my home town of Chicago & moved down here to great churches, schools, shopping, culture, hospitals and friendly caring people. It was the best move I ever made.
- Clean air. Location.
- The people.
- I like the fact that I feel so safe; the universities offer wonderful cultural opportunities; there are a lot of activities for children.
- Just an all around good place to live.
- Low crime. Good schools. Clean city. Very responsive to areas needing change! Low unemployment rate.
- Quality of life; location in the state; 4 seasons (spring, summer, winter & fall!); close to family; my church; available travel options.
- It still feels like a safe area in which to raise children. B-N has great restaurants and a wide variety of entertainment opportunities thanks to the universities.
- Friendly people, availability of programs for kids, good schools.
- Good place to raise a family. Still good basic values. Still has the small town atmosphere.
- Quiet town; safe.
- Bloomington-Normal is a great place to live and work. There are many good opportunities for education, employment, and a generally high quality of life. I think most of all, Bloomington-Normal is a caring, progressive community. Although a bit conservative at times for my taste, it's still one of the best places to call home.
- Great place for raising families, has large city opportunities with a small town atmosphere.
- Great place to raise a family—lived here most of our lives.
- Quality of life.
- General quality of life.
- Has a lot of golf courses.
- The residents.
- Economy. People. Rural/suburban mix.
- It is a family-oriented community.
- Many positive attributes of a larger city, but still has a small town appeal.
- Good economy.
- Friendly people, standard of living, accessibility to most needs, interstate system, 2 universities.
- Safe place to live.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Career opportunities, shopping centers, restaurants, cleanliness.
- It is a good centrally located place to live.
- Availability of services, people.
- The low unemployment rate. Low crime rate, and the availability of jobs for those with different education levels.
- Great place to live with great restaurants, schools and location.
- I can give my children somewhere to live where I don't have to worry (as much).
- It's as good as and better than most places in the world to live.
- Basically peaceful/caring.
- It's a great community/county to raise children and feel comfortable living in the community.
- It's been a good place to live. On the whole, people, service in Bloomington is good, and the variety of stores in this county. I have lived here for 39 years and plan on staying as long as I have my health and can take care of my house and yard. The town has grown in time, but not as fast as the last town, which I like.
- Much above average in housing, employment, health care and quality of life in general.
- Secure. Everyone takes care of each other. Conservative approach to planning. Very rich community. Has much money for improvement. Small enough for convenience, large enough to have generally everything we need. Location to major cities.
- Safe place to live and raise kids.
- It's home!
- Having 2 universities—social & educational opportunities, proximity to Chicago, St. Louis & Indianapolis, transportation availability—airline & Amtrak.
- There are some wonderful people who want to see life quality issues improve, but our infrastructures and service providers are caught up in so many turf wars that our community can't seem to work cooperatively to address most of our pressing issues.
- Affordable housing.
- Lots of small community values.
- Quality of life. Size of population. Schools.
- The people & the economy.
- Size & friendliness.
- Stable economy, safe neighborhoods, good schools, convenient shopping facilities, good health care, low unemployment rate, good government, community spirit, low crime.
- The people, the land, the fresh air. The universities. The diversity.
- Friends, church, shopping, clean community.
- Our neighborhood school; public services—police, fire; parks & rec. opportunities; farms, outdoors.
- Stable, service based economy. Basically safe and overall affordable.
- Its insulation from recession-like trends due to it[s] diverse economic base.
- It's my home and everything I need is available.
- It's home and home is comfortable.
- Not too big but the 2 universities offer much to the community especially entertainment, spectator sports, and educational opportunities.
- Most people are very friendly & some people would like to believe we are still that small town, friendly, honest community.
- Basically everything.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- We believe that we found in more than 70 years McLean County is the greatest place to live. Just be a patriotic citizen, vote when possible, and live by the golden rule as much as possible.
- Although the county is growing, it is still easy to have direct contact with and response from government officials, business people, and concerned citizens. To me McLean County feels like a true community where people care about their neighbors and are committed to maintaining a high quality of life for all citizens.
- The great people & easy access to shopping.
- The low crime, high standards of living. The academic opportunities & the fact that it is kept clean.
- As a life long resident it is a wonderful place to live. Schools and family atmosphere are simply great. Growth and business opportunities are excellent & simply a great city to live in, to work in, and to retire in!
- Small town.
- It is a prosperous community. Low unemployment.
- Progressive, clean, job opportunity, education, lot of higher educated citizens, safe (except for certain small areas certain times of day)
- Growth.
- The upscale living and educated people.
- Variety.
- Mid size city with small town attitude and values. Lots of restaurants!
- Excellent place to have raised our children.
- I have to live somewhere and one place is about as bad as the other.
- Wholesome, clean living and environment.
- Having moved from a major community, I enjoy clean air, traffic, country, friendly people, 4 seasons, not crowded.
- Family community—wonderful area to live.
- It's a nice place to raise a family but the parents must get involved in their children's activities as well as their friends.
- Friendly people with Midwestern values.
- More than ample shopping facilities & cultural activities.
- Safe, family oriented, smaller city.
- Low crime, clean city, good schools, restaurants & activities.
- Good place to live, low unemployment, clean community.
- Small town atmosphere.
- Low crime, great people.
- Wide variety of social and athletic events, good stable economy.
- High employment, educational opportunities.
- We have a lot of resources to help us. But handicap accessibility to some places are not good, sidewalks and curbs are one, aisles in stores are two.
- A) Relatively safe. B) Good doctors and hospitals. C) Friendly caring people. D) Clean except for Veterans Parkway in Bloomington.
- Good people.
- The people, the convenience of transportation by bus or taxi. Opportunities offered in education—quality of medical facilities and personnel, the ambulance service. The overall appearance of the city—beautiful trees. Convenience of shopping areas—good restaurants.
- Friendly. Shopping. Rural aura. Waste pickup. Recycling program. Schools. Colleges.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- While there are a lot of good people here, we look forward to when we can move out of here—while it all looks placid and serene, there's a real divergence here unlike other communities we've lived in.
- Midwestern practicality.
- The safe atmosphere and fact that B-N, for all the expansion, still feels more like a big town than a city.
- Health care, shopping, restaurants.
- Never lived anywhere else, so I would not know. Since I have lived in McLean County since 1948, I am very happy here.
- This is a great family community. A great place to raise and educate children. Job opportunities are good. Plenty of recreation and local sport activities. Plenty of activities to be had at low prices or sometimes no cost.
- Good place to live with big city opportunities close by. The weather needs improvement though!!
- Ease of getting around city. Not too big, not too small.
- Location. Economy. Schools. Variety of churches.
- Still has small town atmosphere in Bloomington Normal although it's growing—easy to get to big cities because we're centrally located between Chicago, St. Louis, Indianapolis.
- Affordable for the most part.
- Good entertainment opportunities and education due to 2 universities. Constitution Trail is fabulous—would like to see concession stands added and manned at minimum on weekends.
- Clean and comfortable.
- Cultural activities, shopping availability, newspaper and radio.
- There are lots of activities to participate in—good places to shop, good places to eat, etc.
- Availability of slow life, but now you must search for it. When I moved here 25 years ago the entire area was safe and comfortable.
- My family.
- Constitution Trail & speed limits.
- Good place to raise a family—relatively safe.
- Friendly people, nice community to raise a family.
- Good community to live in & raise a family. It is safe.
- Diverse population & quiet lifestyle.
- Prosperous.
- The people, the facilities.
- Life style; pace of living; friendly people.
- It's small but growing too fast.
- Clean.
- Great place to live. I like how the city of Bloomington picks up any and all garbage.
- Suburban life that's also close to the country.
- Pretty good overall quality of life here.
- The community is still small enough where you still feel some community pride. I think more programs to get people together from their own neighborhoods would do a lot to help with gangs and teenage delinquencies.
- The wide variety of cultural activities offered and the availability of most needs.
- Quality of life, generally, is most appealing. People are friendly & jobs are plentiful. Lots of activities for all ages.
- Safe community.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Friendly & safe.
- Good economy, very livable community, excellent city & special services.
- I have a very good job that happens to be located here.
- Like the Midwestern friendly flavor. Like opportunities through ISU such as Metcalf and U-High.
- Convenience.
- We have found the housing very affordable (compared to Chicago suburbs). Friendly, non-threatening atmosphere. A fair amount of cultural activities and centrally located to several other areas where cultural events can be found. There are also a tremendous amount of available AFFORDABLE golf courses in the area—which I truly enjoy.
- Everything that is offered.
- Large enough has the amenities of big cities, but small enough see neighbors when out and about. Best of both worlds.
- It's a fairly family-friendly environment. Many people are active in worshipping God in church or synagogue. There are many wonderful ministry opportunities with broad community support: Living Alternatives (crisis pregnancy center—anti-abortion); Bible Study Fellowship (2 women's groups and one men's); Hearts at Home annual conference for Moms; Moriah Foundation (counseling center); Cornerstone Christian Academy (interdenominational school); etc.
- Can not pinpoint one thing, but—it is accessible to other cities by way of the Interstate highways.
- Low crime, clean air, nice people.
- Safe community, jobs, educational resources, diversity, cultural experiences.
- Educational opportunities. Community support.
- I have lived in Bloomington all my life and even though there are the community problems related to the growth of the city—I find it a good place to live and raise a family. Wish the growth would be regulated or slowed. I hate seeing beautiful farm land being lost to mediocre crowded housing & development.
- I don't have to drive far to get to work.
- For the most part, the city of Bloomington is clean, the parks are well maintained. There is an affordable junior college that offers a wide variety of classes.
- Good size city.
- Great place to raise a family. Wonderful community spirit.
- McLean County still seems to be a great place to live because of the stable economy; high employment; cultural facilities & support for families. Let's remain a strong moral barometer for Central Illinois.
- The slower pace of life. Farm community not too far from major cities.
- It is a safe, easy place to live and raise a family.
- Safe, conservative, high moral standards as place to raise my family. I really appreciate this community.
- Unsure. I wanted to see the new fairgrounds.
- Overall community feeling that this is a better place to live than most other communities.
- Diversity of its population. Low unemployment. Cultural opportunities. Easy access to a variety of shopping areas.
- It's very conservative & therefore if someone wanted to raise a family here they could. But the gangs need work.
- Variety of county and city-things to do. Closeness to large cities.
- You name it, it's a great place to live.
- The advantages of a large city—within a seemingly small community.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Large variety of things to do. Social events, parks, trails, theater, special events.
- The beauty of the countryside and the airport—free parking and easy access to anywhere in the U.S. from Bloomington.
- Typically a good place to raise a family, usually very safe. A good amount/variety of wholesome things to do.
- The people.
- It is a fabulous place to live.
- Close tight community that is progressive in its thinking.
- Help isn't hard to get in most fields that are needed.
- Safe community.
- Relatively non-congested, but that is changing.
- Larger city Bloomington/Normal with small town feel.
- Most people are pretty nice and try to help others that are less fortunate.
- Nothing—just stuck here until I can retire. Used to be a great place to live but because of rapid growth, government and people have become greedy, rude, fast-paced, and in most cases downright inconsiderate. No one (or few) is helpful just to help and those that need help are in the shadow of the numbers of folk who are just lazy!
- Has been a very stable community with excellent educational systems. We feel excellent community for our children although this has eroded somewhat due to concerns mentioned (#57).
- It's a safe place to live and offers a wide variety of activities.
- Distance to/from Chicago.
- The only reason I'm here is because my family is here.
- We have good hospitals, doctors, schools.
- I like Midwest values system with all its limitations.
- Everything.
- The people, economy, location. McLean County is a wonderful place to live.
- Good place to raise a family.
- Our friends are here as well as our church. We have easy access to medical services, stores, and shops. We have been able to avoid crime and gang problems in our area.
- Small town/county atmosphere with some big city benefits like the university, libraries, theaters, outdoor concerts, etc.
- The laid-back, rural, traditional values of some of the population.
- That it is my home town.
- It's still rural, although we seem to be losing that pretty darn quick.
- Being employed by State Farm Corp. and Mitsubishi Motors.
- Employment is very good here. Health care for children through Medicare or Medicaid is good. Although it should be extended to low income fathers as well as mothers. McLean County seems to be becoming more and more racially tolerant to blacks and mixed marriages—much more so than other cities I have lived in anyway. It is a relatively safe and friendly place to live.
- This is where we worked and raised our family without too much trouble for or with our children. We do realize things have changed but this is still home. We have so many conveniences and things to do here. There is no reason for us to go too far for medical and recreational facilities, also a variety of churches.
- There are lots of activities and things for families to do—e.g. the parks, constitution trail, the zoo, Children's Discovery Museum, and the Park District Activities. I also like the location, and that it has retained some of its small town feel as it has grown.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Jobs, housing, & school.
- 1. Well balanced of opportunities for workers or wage earners. 2. Inter Church relations (City Rescue Mission, Salvation Army); destruction of barriers between Catholic, Jewish, Protestant.
- 1. The Constitution Trail and its plan for more development. 2. Space & fresh air (even if it smells like the country). 3. No mega-hog farms!!!!
- Gun control. Drug, alcohol problem.
- The country.
- It keeps expanding.
- I love McLean County and Bloomington too. I was born here and have seen so much change. Some great and some very sad with neighborhoods lost.
- We are here and count each day a blessing. There is a lot offered.
- It's a prosperous county, and a pleasant place to live. I've lived here all my life. We have access to many things right here because of ISU especially and IWU. I got to see CATS just last week.
- Has all the things I need.
- We have a very good police department, two universities, community colleges, and good medical facilities.
- Great community—good place to raise a family—good schools—university city—has everything I want day to day, close enough to big cities when I want to go—but far enough away from big city problems day to day.
- Good place to raise children.
- Deer hunting, bars.
- I did like it because it was more of a friendly neighborly town. Now it is getting too big.
- Many resources for jobs, recreation (increasing music and arts), health facilities, educational facilities and infrastructure which leads to a good standard of living. Balance between agriculture, manufacturing, & small businesses.
- Enjoy living in McLean County—clean, good police protection.
- I have met some wonderful people; however, most of them plan to leave within 5 years because of the aforementioned concerns. We also plan to leave within 5 years.
- Not too big, not too small. Big town convenience with small town attitude.
- Progressive county—living good, quality people.
- Abundance of cultural events due to 2 universities.
- The community is small but has the conveniences of a larger city. Many cultural and educational opportunities. Great number of social service agencies.
- Nice, clean friendly town.
- I was born and raised here, worked all my life, paid taxes, volunteered my services for this country, since I was 13 years old. If you need to know during WW2 women and kids had to work to support each other, and our families, and friends, while others got rich and put down us working people, take what they wanted, and treated us like we were dirt. We even worked for to keep the university I.S.N.U. but they took the money and labor, service work we did and done thure [sic] own thing.
- Smaller community but many big city conveniences with 2 colleges.
- Born and raised here—it's home.
- Loam.
- Family and friends.
- Location—centrally located so interstate travel is easy to interesting sites.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- It's my home, all my family and friends are here.
- Opportunities for everyone. Education—schools, colleges and University. Industry—State Farm Ins. Co., Mitsubishi M.M. of America, Inc., etc. Excellent farming, rich soil. Something for everyone who is willing to learn and better themselves.
- A good size of community—I have the feeling that my input can make a difference. A concern of many citizens in the community to help the less fortunate. Good parks and outdoor recreational activities. Excellent garbage and recycling organization and collection!
- Good people. Not too large a city, but still within driving distance of Chicago, St. Louis and Indy.
- Community support.
- I've always lived here in McLean County. When my spouse and I moved to Bloomington I really liked the town, and how the city goes about on new stores, etc., wanting to be built. Only one problem with the stores; there should be more dept. stores on the West Side of town and not all the stores going up around Veterans Parkway. We on the West Side have a long drive just to go to a grocery store that's decent in size like Kroger's on Main St.
- Good bus service. Live at Lincoln Towers, bus drivers friendly and willing to help when asked. There are places for senior citizens to live—one can choose what one likes. Good cab service if needed. Caring people.
- That it is a farming county. I love to take road trips to see all the corn and beans growing.
- Low crime rate, ample opportunity for employment.
- That it maintains a small town quality of life, despite urban sprawl. Fortunately our current leaders are taking a second look at not just growth for greed's sake, but what will be good for the common people of the community, and for our future generations.
- Clean streets and roadways. Garbage pickup, clean quality drinking water. Zoning for houses and businesses. Quality fire and police protection.
- Diversification.
- Good size community that offers everything we need to live a comfortable life.
- Family/friends.
- Good quality of life compared with other communities. Good opportunities for education and recreation.
- It's a good place to rear children.
- Here because children and grandchildren are here. (Not large heavy traffic @ all times as St. Louis/Chicago & other larger cities.)
- Nothing.
- Clean, safe, good people.
- Many organizations who are helping those less fortunate. Healthcare facilities. Good educational system from pre-school through college.
- This is my home.
- It's home.
- Blend of urban & small-town environment.
- Friendly, variety of shopping, variety of dining.
- I have always lived in Bloomington and wish to remain here for my lifetime. City government seems to be conscientious about rules to make our city the best! There are many opportunities for enrichment activities—with our access to the universities. We have and are continuing to expand adequate areas of green space (with our Constitution Trail, Parklands & lakes).

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- I came here in 1980 from St. Louis, MO to go to ISU—graduated and liked the area being married 10 years w/ 2 children I feel there is a lot of caring and committed people that want to see the community be a thriving one. There is a lot culturally—the arts, etc. The problem I can't or have a hard time dealing with is the narrow mindedness of some people. That they need to accept the times have changed and lets deal with it by not putting blinders on, learn and accept the change and move on.
- Busy place—always has work!
- Low crime.
- Educational opportunities; low unemployment.
- 1. Ease in reaching destinations within the community; 2. Good and improving health care; 3. Dependable services.
- Economic stability, county and city services, good standard of living, access to shopping, opportunities for R&R, an all around good place to live.
- I think McLean County is a good county, no complaints—I like the good postal services. The city service does a good job of picking up garbage and recycle items—and the parks are taken care of good. I think we have good schools & good restaurants & good shopping malls.
- Friendly people; trees; beautiful old houses; 3 colleges; lots to do.
- There's plenty of opportunities for many events to participate in if you want.
- My job. Have lived all over USA and this area is one of my least favorites!!!
- Safe—In between real small community and real large city.
- Size of area, people.
- Safe communities. Good cultural enrichment available. Excellent educational system.
- Availability of: shopping, churches, concerts at ISU, schools, 2 great hospitals, doctors.
- Many opportunities, churches, schools, etc.
- Good combination of rural areas and towns.
- It's home.
- For our personal situation at least, I would have to say the good amount of work (construction) for a decent pay. Another plus is the relatively low level of violent crimes.
- Close to my job.
- Not much.
- Its safety and prosperity for the most part. The presence of two universities and a community college. The neatness of its appearance and organization. The generosity of some individuals and groups.
- I feel we have many opportunities to pursue our careers, education, and entertainment in this area and we are always expanding those opportunities.
- I enjoy the people—no matter what your views may be, there seems to be people who share your likeness.
- Friendly people—good honest people running our city.
- I do like Bloomington/Normal very much. I moved here to be close to my son and his family—even when I came to visit, I liked this area. It is not too large but big enough to offer many things. Especially with having ISU here, things are offered that aren't in cities that don't have a university.
- The landscape, the Midwesterners, the farmers, the State Farm impact, the strong volunteer community, the kids, the rich history, the airport!! Our elected officials.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Within the city of Bloomington, the streets are well maintained—good trash and garbage pick-up; in general the urban areas are well maintained. The county is prosperous and the unemployment is very low. A great shopping area and the county is clean and pretty on the whole even though its flat terrain.
- It is a very caring county.
- The variety of jobs and people.
- The fact that I work here.
- People are still friendly.
- 1. More like a smaller town environment. 2. Relatively low violent/home invasion crime rate. 3. Relatively good schools. 4. Excellent trash collection.
- The small town people are friendly even if you live in Bloomington. The Fairs—the variety of restaurants.
- Quality things available—especially events (example—Passion Play). People who are part of McLean Co.
- Very little of this survey applied to me.
- Convenience of having services readily available in a growing urban environment.
- Opportunity!!
- Nice pace of life.
- Not McLean County, but Bloomington-Normal: My husband and I were born and raised here and also raised four children—[number] of whom are married and raising a family. All live here in Bloomington. The soil is rich for our farmers, the industry is thriving, because of magnets like State Farm, etc. There are excellent schools, universities, and a few cultural opportunities available. Aside from Bloomington-Normal, I wouldn't live in any other place in McLean County!
- Relatively good environment to raise children.
- Lots of small town qualities without the gossipy, small town attitude or atmosphere. Variety of activities and various cultural events. Great park systems which will, hopefully, be joined by the wonderfully enjoyable Constitution Trail. Opportunity to make positive changes to neighborhoods before, and even when, they've gone bad.
- Good schools, good higher education, not a huge city, good hospitals, good entertainment available, good restaurants, many retail outlets, wide variety of churches.
- The Constitution Trail, the lakes, Merwin Nature Preserve, the diverse cultural offerings, the Normal Theater, the Shakespeare Festival, Art Center, Historical Museum, the parks.
- Every day there is something different.
- Quality of life.
- Small community feel, geography and farming atmosphere.
- Have lived here most of my life—really don't know any other location. Satisfied.
- The people.
- Excellent schools. Well maintained roads. Available community services. Variety of restaurants/shopping available. Adequate health care services/providers.
- Our location. Look at what's available to us within 1000 miles in any direction. And, with an occasional extreme, we enjoy four seasons. Add in cultural resources, low unemployment and diverse society.
- It is centrally located with access to many other areas, of this state and others. The education availability are many and very good. In general the government is open to the general public. I feel the county is ready to supply the needs of the public if and when they are discovered.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- It's a nice community—I've live here all my life. It's not a real large city, but it's small enough to get most places in fifteen minutes or less.
- A good place to live. Plenty of stores, shopping centers, and restaurants.
- Upper middle class standard of living for many people. Rich in agriculture. 2 universities and community colleges. Clean environment. Centrally located in IL.
- Variety of entertainment.
- Wish there were more for singles and places to meet others.
- It's small and a good place to live.
- There is a very low unemployment. A good balance of jobs—with the 2 colleges here, manufacturing, insurance companies, agriculture & good retail stores. We have a good variety of entertainment—music, plays, concerts, & Shakespeare plays.
- Nice, friendly. I would not want to live anywhere else!
- It's home.
- That it is a pretty centrally located county in the state.
- It is a wonderful place to live.
- The Constitution Trail provides a great opportunity for outdoor recreation for families.
- Pleasant surroundings, good schools, overall good/high quality environment, like a large small town.
- Plenty of things to do for our age group.
- Community size; active labor unions; good schools (though districts need to merge); not in our town.
- Family, friends, neighborhoods.
- Great place to live.
- Quiet life with little danger—ease of getting around town.
- Still has a small-town quality of life.
- Melting pot.
- Very diverse, most services and entertainment available.
- The climate—friendliness. Those organizations who help provide for needy children. Safe place for abuse victims.
- I was born here—it has been a great area to live and raise a family.
- Availability of businesses, access to everything.
- Lived here long time, I am familiar with it.
- It beats the hell out of Kosovo.
- I have roots here. State Farm has done much to transform this community from the backwater town I grew up in, to the more cosmopolitan place we see today. We're only 2 hours from Chicago's loop. I have good neighbors, and we all know one another. There is a good spirit of community here. The two universities are a real blessing—hence your survey!
- Generally, it is a good County to live in. I think most people are not bothered in any way unless they get involved in something they should not or is not any of their concern.
- Good place to raise a family. Institutions of higher education in the community. Solid school systems. Excellent parks & rec. programs. Safe. Excellent youth sports activities. Community-minded radio station—WJBC.
- Clean—low crime rate—stable economy.
- The people and available facilities, organizations and opportunities for a full life.
- High educational values (both higher ed. and K-12). Decent growth with services, restaurants, businesses.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Quiet—safe.
- It's where I've lived for 53 years.
- I think McLean Co. is a very good place to live. Bloomington is just big enough that we have all the stores and resources we need and just small enough we can find our way around easily. The job market is good here, we have good doctors and hospitals. There is a lot to do and volunteer for.
- Compared to other central Illinois counties, McLean County has better job opportunities.
- When allowed, this area usually applies common sense to approach our situations. My family is here, it's home.
- McLean County is a great place to live. It is kept nice and pretty safe. Each town pulls together to get things done.
- The size.
- Small town atmosphere.
- Everything.
- Low unemployment.
- Quality of life is very good.
- Generally a good place to live.
- Love Miller Park. [Complaint about local organization removed to ensure confidentiality.] I was divorced but before and now pay taxes and homeowner's insurance myself. There are too many dead beats who come to McLean County, specifically Bloomington and expect every service we have here. I hope to die in my own home. My deceased folks also paid their own taxes!
- It's a wonderful area in which to raise a family. There are many cultural and recreational activities.
- The parks we do have (very few).
- I have always lived here. I like the rural living. But Bloomington is growing too fast. I think the town is finding it hard to keep up with the changes it has to make.
- Relatively safe; good size; access to Chicago, St. Louis.
- The ease of which it is to get involved in community activities.
- 2 universities—many things to do; location within state; low jobless rate; for the most part, we really enjoy living downtown in Bloomington.
- It is a safe place to live.
- The universities and the culture they bring.
- A med. size community with a close small town heart, (i.e.) people caring for their neighbors, closeness.
- 1. Good location in IL. 2. Bloomington-Normal good shopping. 3. Good schools. 4. Good churches.
- McLean County is an ideal place to raise a family. Crime rates are generally low and the services provided in this area are excellent. Our schools provide an excellent education for our students and the universities are top notch.
- Cleanliness. Miller Park. Educational facilities. Summer activities—car show, airport show. Outdoor plays, music free at Miller Park, maybe free movies could also be added to the program.
- The friendly atmosphere of the county. Most people make an effort to be kind and helpful.
- The availability of most businesses.
- There is everything in McLean Co. that anyone needs, shopping areas, churches, medical care, schools, entertainment, etc. Good economy and beautiful farming area. Support for the elderly—in many ways.
- Most people work hard, care for one another and are concerned. It is progressive in a sensible way.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- The law system.
- If you are really looking for a good paying job with good benefits you can find one.
- After living in the county for 51 years it is home.
- The council and community are willing and trying to work together on many issues.
- Believe it or not, the climate. Honest.
- Attitudes of the people who live here.
- High employment with decent wages.
- A very nice community, seems to be on track.
- McLean County government seems open to suggestion and change.
- Location.
- Even though are some problems, my neighbors are pretty good people. Trying to keep their place clean. Our garbage men are a disaster, they throw cans anywhere, drop them but don't pick them up, they kick to the curb. They don't help, how can we clear our neighbors clean [sic]. Please talk to them.
- The help for the aged.
- The people. The four seasons.
- Close enough to Chicago and St. Louis to visit.
- The people are forward-thinking, they look ahead in planning things.
- Friendly, helpful, the colleges, growing communities.
- S.O.A.R.—Special Olympics.
- Never give it a thought.
- Relatively low crime—fairly good park system—at least average school systems—universities—ISU-IWU-Heartland.
- It's well secured and protected by police.
- Economic stability.
- For the most part I think it is a safe environment for my family.
- Safe, conservative, economically stable.
- Middle-upper middle class folks. Not too extreme—rather conservative, people, ideas, politics . . .
- Family is located here.
- Overall, it's a nice place to live, good location—in the middle of everything.
- There's still some history left to be proud of.
- Its location.
- It's clean and pretty safe. People are decent, the great hearts of policy and government people to confront problems and create answers.
- Its central location and being out away from the big cities.
- People—environment—life style.
- Location.
- A good place to raise a family—small town with a lot of activity.
- Hard to say, other than it is better than many other areas.
- It's home. It's where my job is and where my friends live.
- Love the small town atmosphere for as large as Bloomington-Normal is, but it is becoming very expensive to live here.
- Variety of restaurants—entertainment—friendly people.
- Grows good corn and beans.
- I grew up here, but now everyone else is moving in to town. Homes are so expensive, clothing

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

too! Health care, dental, eye/optical—are really expensive. It’s so hard to make ends meet, when we work hard and make money, we get less back on taxes. But yet, people who don’t work sit back and abuse the system and get more handed to them.

- The stores are reasonable and most of them are open all night.
- Good area.
- It has been my home for all but about 5 years of my life, so it seems the place for me, even though I lose experiencing some aspects of life (city-living), (mountains), etc.
- Clean—white collar town. Lot of activities we like; bike trails, parks, walking trails. Low unemployment. Love Lexington School District.
- Small town atmosphere. Communities and relationships.
- That it isn’t like most of the other sizable cities in central Illinois that have more problems with crime and unemployment than McLean County has at present.
- People are very caring.
- Country living.
- Small town atmosphere for a quiet, safe place to reside and raise a family.
- Easy access to major cities and yet being in a community that has a small town atmosphere.
- Lack of crime; stable employment.
- Local recreation areas.
- Basically pretty clean county.
- We were farmers. Openness, freedom.
- I’ve lived in McLean County all my life except while ex-husband was in military. The people in this area have always been great, with some exceptions. The growth has been tremendous, but sometimes radical. All in all it’s a great place to live and raise a family, go to college, work or just visit. Almost forgot [personal hello to Senator Maitland]. Thanks!
- Great location—close enough to metro areas yet far enough away too!
- I like the rural atmosphere and the availability of events with the universities.
- Nice clean county to live in.
- Anything you want or need you can find in McLean County.
- Lexington.
- Friendly people; relatively low crime; close to home.
- General sense of safety, health and well-being. Availability of services. Availability of shopping services.
- I like the choice of things to do, places to go, where to eat; I love the state parks; the handicapped trail and Moraine View is pretty neat.
- I really like living here. There’s a lot going on—a variety of things to do.
- I just plain love my county, and proud to have been here all my life, but if costs keep rising we won’t be able to stay here.
- I like the number of things offered. Live in a small town and close to a big city. Like restaurants; stores. Safe environment.
- People, area, as far as wealthier.
- It’s a nice place to live in with nice parks and scenery. And good farm land. Lots of people are farmers in McLean county. My late husband and I farmed for 22 years as tenant farmers. It was our way of life and we raised our children on the farm. My son and a grandson have both built new homes close to the Mackinaw River in McLean County.
- I’ve always lived here; I’ll retire here. I enjoy diversity in the climate. YWCA in Bloomington is

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

great.

- I am 32 years old and have lived in McLean County my entire life. Despite the growth and changes that I have seen, I like the fact that almost wherever I go, I almost always see a familiar face. That gives me the feeling of a small town atmosphere, even in Bloomington-Normal.
- Rural atmosphere.
- There's always something going on. The Interstate Center is fabulous. There seems to be enough programs to keep adults and children busy.
- Most services and entertainment available, but not big city congestion and problems.
- Its people, weather, small towns.
- I like services in B-N; I like living in small towns around the county.
- Nothing.
- I'd like small town atmosphere (where I live), no traffic, nothing is very busy where I live.
- The crossroads of Illinois; lots of activities with U of I, ISU, and Wesleyan. St. Louis and Chicago are close.
- I hope we can achieve a balance of rural and urban—lots of good things in life are tied to rural living. However we have opportunities in culture for education close at hand too.
- Conservatism, friendly, safe.
- Other than the high taxes, it's a good county.
- Small tight-knit communities outside Bloomington Normal. Good friends. Good schools.
- I like the people. I like the intermixed racial neighborhoods; it feels somewhat safe; there's enough caring people out there; it feels like a good set of caring people.
- The variety—lots of farmers, yet lots of businesses too.
- Has a lot of employment possibilities. Seems to be a well kept county. Roads, parks etc. Has a lot to offer—stores, housing, etc. A big county.
- Environment.
- It is a comparatively safe place to live—compared to some other counties in the state.
- Nothing really.
- Availability of resources and services.
- Businesses. Medical facilities. Churches. Schools
- People.
- We feel safe. Our town provides a lot for our children: organized sports, extra activities.
- Rural area. Schools (education). Employment opportunities.
- 4 seasons; flat, fertile, great potential; “planting a seed tomorrow shows you have faith in tomorrow.”
- For a large community it still has a home town atmosphere. Lots of activities. People know each other.
- I like the way that Mitsubishi, State Farm, Country Companies, Bridge Stone/Firestone have caused everything in McLean County to be so [expletive] costly.
- The thing I like most about McLean County is that this work of God has begun in our little town and where there was once squabbling and contempt we have witnessed neighbors loving one another and being encouragers, not criticizers. There is a growing number of committed Christians praying for unity and a better life in Christ for all of our neighbors. There is a preparation being made by Christians for Y2K in case it should be a hard time, and those preparations are for food and drink to share with less fortunate people. Righteousness exalts a nation, but sin is a reproach to any people.
- Laid-back quiet town.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Practically anything is available here, i.e. shopping hotlines, helpful organizations.
- Friendly people—life style.
- The agriculture and the prosperity it has had. It's a good community for youth and families.
- Lack of crime—comfortable.
- Location—can get to things real easy.
- I have always enjoyed the “small town” atmosphere that is prevalent among the citizens of the county. The citizens are basically conservative, down to earth, and cherish and uphold solid values.
- It is a good place to live. Convenient and affordable.
- Its caring concerned people.
- Rural.
- Located centrally.
- Plenty of businesses and restaurants.
- I'm just perfectly satisfied here.
- There's always something to do.
- Nice clean place, crime not that bad in cities, our neighborhood—not much trouble—quiet.
- Clean place and growing subdivisions at end of Heyworth.
- Trees and flowers and the agriculture.
- Work.
- Location.
- The people. Great place to live, without the above (#57).
- I'd like to get out of here.
- It's clean and upscale.
- Not too big. Not too small. 2 universities offers educational opportunity, sporting events. Convenient location 2 hours from Chicago, 2 from St. Louis.
- Opportunities that are available for kids to do all things. I grew up in small town and didn't have them. Swim lessons, dance lessons, exposure to theater, sports, etc.
- Location. The “Hub” of many metropolitan areas.
- There isn't anything I like about McLean County. I'd like to leave.
- Lots of things. The area in general.
- Close to my family and friends.
- It's a good place to raise a family for most of us.
- Isn't real big yet—city on rise. Still sort of cozy—but I'm sure it will change eventually.
- Variety of things to do. Some nice places to live. Lots of recreational activities. I like small towns around B-N, nice places to live and great schools.
- Job situation—low unemployment. People are nice. Don't like the wind.
- I've never lived anywhere else.
- It's just where I've lived most of my life. It's home to me. It's a nice county. It's an up and coming county.
- I grew up here. I like the rural atmosphere.
- The education systems pre-K through Ph.D. Lots of social service agencies. What has the United Way done with the CAN report?
- The availability of support services for the elderly allow me to continue with my profession. Without these support services, they would feel less independent, and I would be unable to pursue my profession full-time and required to do more juggling.
- Reasonably safe. Not a lot of violent crime.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- I feel safe walking the streets. I think it's great for family but real lack of things to do.
- I like small town living.
- The parks, the countryside, the lakes.
- The roads are good, a lot of work, and a lot of opportunities for children.
- I like the town I'm in.
- Peaceful life style—the good economy of Bloomington-Normal, having Illinois State in Bloomington-Normal, Bloomington Airport.
- Booming county business-wise.
- The job market. There is no reason why anyone/everyone does not have a job that wants one.
- I don't know. I've lived here all my life and can't envision myself anywhere else. Plenty of things to do, shopping.
- Great places to shop and eat. Location. Stability of economy.
- I've lived here all my life—don't know anything else. Safe place to raise my children. I'm fortunate to have a job that pays me well and offers health care and dental care benefits.
- I'm indifferent!
- Living in Heyworth—small-town living—has a lot to offer. It's a plus that we have our own schools—but if we could only get the taxes under control. I'm still in McLean County only because I'm in Heyworth. If I were ever to leave Heyworth, I would leave McLean County because of the taxes.
- Nothing really—but it's home.
- Businesses—employment opportunities.
- I couldn't tell you. Just glad I'm not in Peoria anymore. I like the atmosphere out of town—in the country.
- The land, good soil.
- Good clean air and feeling of country living.
- They try to provide job opportunities. Shopping centers.
- Good place to live. Services, businesses, atmosphere.
- Good labor force, excellent higher learning institutions, availability of shopping and services, recreation, friendships made through [three community organizations].
- It's a stable place to live with several opportunities for employment and recreation.
- I don't identify with McLean County. Identify more with the local community.
- Our part of the county is free from crime.
- A quiet and peaceful setting. Friendly and helpful people.
- Lots of helpful organizations, however I would never have heard of them if I hadn't worked where I do. There needs to be more information provided to the public about these organizations that can help you during crisis or every day life.
- Everydayness—just a good place to live. I've always lived here.
- It has a small town feeling. The universities provide a lot of amenities. It doesn't take long to get into the city to get what you need.
- Shopping and entertainment; culture.
- Quiet and peaceful, friendliness.
- The county is always trying to improve things.
- Good country county; people pull together, when they want something it gets done; it's a good place to live.
- The diversity of the people, the family atmosphere. This is a great place to raise a family.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- It's given me an awfully good life.
- Good corn ground.
- Midwest culture; quality of living in a clean environment; being near towns/cities that offer higher education (ISU, IWU, Heartland, ICC, Bradley Univ. etc.) Good school systems—elementary and high school; being within 11 miles of services that I need.
- I enjoy living here; pretty well-rounded county; towns are fairly clean—well kept.
- It's home. I grew up here. I've never lived any other place.
- Radio station. District 87 is a good school district; a lot of good teachers and a lot to offer.
- Family oriented area; lots of things going on; small town atmosphere.
- Centrally located within the state; has everything that you believe that you need.
- Overall peace and quiet.
- Things are wonderful; I just like it; needs more trees; a clean appearing county.
- The natural beauty of the land.
- Since I live in a small town, we do not have so much crime.
- I like Gridley, we don't have any problems.
- Fairly friendly; easy going; quiet; it's a far cry from Chicago. Open country. Variety—live in a city, small town, or country.
- Friendly people, a lot to do and a lot to offer.
- Location; lived 7 miles from here all my life in rural area—no trouble with roads, shopping, etc. Why does it have so few workers on Veterans, it takes so long. Someone needs to see how California does a project—a crew starts at each end and first to reach middle point gets a good bonus—all work is done at night. A time limit would be a good idea—it don't take an 85 year old to see that. It's ridiculous how long it's taking.
- Friendliness; small towns/communities; everything is close. Everyone gets along.
- I've lived here most of my life. I like most everything about it. Good hospitals, shopping centers.
- Great place to live. Stable economy.
- We like the people and the rural setting. Some days I like the weather.
- Progressive area: Educational! Wonderful cultural and entertainment opportunities due in part to the 2 universities and Heartland Community College. Good restaurants and shopping—everything is available to us. A number of facilities and programs to assist the less fortunate. A really good daily paper for our area “the Pantagraph”. WJBC is a real promoter for McLean County and excellent weather assistance.
- I like it all. I like McLean County very much.
- City offers quite a bit to do and yet still feel safe, not like in a big city with lots of crime.
- Kind of Christian-based area. Middle-of-the-road class of people—no extremes either way. Fairly safe place to live, raise my kids. Good moral fiber.
- Location.
- Shopping, jobs, housing.
- I grew up in rural Illinois. And I feel at home here. Just feel like this is where I belong.
- It's close for us to do our shopping. We have access to a lot of things close by.
- Pretty good, high standard of living. Opportunities for educated people are very good. Good-paying jobs for those that have them, but also a lot of low-paying jobs without benefits.
- The small communities.
- Richer county—can provide more services than other counties. I like the ruralness of it.
- Hometown feeling.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Friendly atmosphere of a small town. Schools. Active youth organizations.
- It has a lot to offer all generations. Example: antique car club (member). Keep things moving. There is a lot going on. Roads always being worked on.
- I was born here, raised here—just used to it.
- Not too big—can get around. Everything is user-friendly.
- Safe place to live.
- Convenience of the things surrounding me—shopping, stores. Things that I need are close by.
- Lived here my whole life, wonderful place to live. Farmed for many years here.
- ?
- No matter what you want, you can find it in McLean County. Law is pretty good.
- Family/non-crowded.
- Clean.
- It is a fast growing county in the state.
- It offers a lot of opportunities locally—a lot available. Don't have to drive far to get things.
- Work.
- I don't—if I thought I could move out I would. It's got problems. (see above) If they got them fixed, this could be a top-notch county.
- I have lived in McLean County all my life and it is a very good county to live in.
- I like the small town living, yet I'm close enough that I can run into Bloomington if I need to.
- Like LeRoy as a small town because there's not a whole lot of trouble here.
- Easy accessibility to places, all the businesses. I really like where we live—in the small town.
- Nice community to raise kids.
- Some excellent places to work, i.e. State Farm, Country Companies, and excellent schools such as ISU and Wesleyan.
- Low crime rate. Positive outlook; friendly atmosphere.
- My kids' school system.
- It's a good place to live. I've never lived anywhere else. People are nice here.
- The closeness to shopping—accessibility.
- Small enough yet offers a lot of things to do. I came from the Quad Cities and it wasn't as good of an economic environment.
- It's close to other cities: Champaign and Springfield.
- It has a lot to offer but still has a small community atmosphere. Even larger areas of Bloomington-Normal have a small-town feel to them.
- More laid-back atmosphere—we come from Chicago. We like the small town, yet Bloomington-Normal is accessible for us to get what we need that we can't get here in the small town.
- Provides a lot of services and jobs are plentiful.
- My family is here.
- The community.
- Can travel same amount in any direction and pretty well get anything you need. Pretty safe—never had any problems living here.
- It's a nice, quiet, rural area but I wonder what all the growth we are going to experience in the next few years will do to that.
- Tends to be pretty calm.
- I like smaller town. You know people—they're friendly.
- There's a lot to do in Bloomington. The universities offer a great deal. It's not that pretty

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- because it's flat. I feel safer in McLean County than other places (e.g. Peoria or Champaign).
- Basically a good place to live; low crime rate.
 - Job/economy is good; pretty good school systems.
 - The people I know and places I've worked.
 - Still like small towns—like life in small towns but they're getting gobbled up.
 - Economy is very healthy. My dad lives here; so I hang around here. I was born here—nostalgia. I like the Shakespeare Festival, but we need more culture.
 - Has a lot to offer; ISU and Braden has cultural events; there's a plethora of things to do.
 - I grew up here, then moved away for most of my adult life. Now I'm back, but am frustrated by the high costs of living in comparison to the wage scale. Small businesses can't provide the benefits needed for basic services. I could not afford to live in the B-N metro area, so I am in a small out-lying area where I live and work.
 - ?
 - Does offer a variety of programs; there are organizations around to help. There are plays to go to. I'm happy with the size of it.
 - I love the 4 seasons; I love the people; it's a great place to raise a family; I love the challenges.
 - I love LeRoy; I can leave my doors unlocked here. Prairie State Legal Services is wonderful.
 - The people are friendly and the area is clean and largely crime-free. The growth is nice too! Also, the convenient Central IL Regional Airport helps the area out a lot.
 - Friendliness and ease of living here; I like the Midwest; good place to bring up a family and to live yourself.
 - I like it very much.
 - Accessibility of things—not like Chicago; everything is pretty well maintained too. We have a nice range of things: universities, low pollution, jobs.
 - Good people, good churches. Land is unequal anywhere else in the world. Land is getting more expensive though.
 - Most people are friendly. Job availability is quite good. Many recreational opportunities.
 - I can't really answer this except I wouldn't want to live anywhere else. I have lived in McLean County all my life of 85 years on a farm (the same farm), we retired in 1976, lost my husband in 1985.
 - Freedom of religion—government acceptance that Christianity is good for the community. Not letting the community out grow this concept.
 - Been here all my life.
 - It's a safe county over all and the school systems seem really good.
 - If you can't make a living in McLean County, you can't make a living anywhere. I've been a lot of places, but I keep coming back.
 - The fertile farm ground, Moraine View State Park.
 - People are basically friendly. There is a large city near but can still enjoy life in a small town.
 - The rural environment.
 - Small community—and I like living in a small community.
 - It is very focused on farming and how to help farmers grow the best stock or grain to help feed our country.
 - For the most part it is a clean and safe place to start a family.
 - The countryside is beautiful—it smells good here—clean air, clean water. A virtual “Eden” compared to the East Coast where we came from 5 years ago.
 - Small town and big city thing—I feel safe here I guess.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- There are many employment opportunities with the universities and insurance companies. We do have a large variety of things to do for everyone from plays to hunting, fishing, etc.
- Better than Ford County, like it more. It's a nice place to live.
- Safety. Safe place to raise a family.
- The rural atmosphere, the many activities and services available.
- Everything is very accessible, there is a little of everything without the area being too big.
- It is a pretty quiet county and I feel safe to live in it.
- There are things to do if you need an activity, but I enjoy my home.
- Family atmosphere with helping others.
- Activities. There is always something to do.
- You can find just about anything you want in Bloomington. I think people are friendly, by and large. It has its problems, but it's good compared to other places (I'm from a smaller town—Mt. Vernon, KY—Mt. Vernon has more problems than here).
- Not one thing in particular. Small town living probably the most.
- I like smaller towns. The county seems to be run pretty well.
- Varied job opportunities; recreation and entertainment available; access to good retail services and products; friendly atmosphere; willing volunteers.
- Its relatively low crime in comparison to other places. And they seem to have a lot of volunteer organizations that do things for the good of the community.
- Good place to live.
- Quiet moderate sized town.
- Accessible to anything one might need, including health care, shopping, etc.
- I like McLean County because my ancestors settled here in Blooming Grove in the early days. It is a progressive county. The land has many scenic places to visit and the terrain is pleasant to see and drive around. I'm proud that it is the largest county in the state. I'm glad we preserved the old courthouse and made it into a museum. The county provides many valuable services for its people. Good schools and good local government. Caring people who volunteer a lot.
- McLean County.
- We have access to everything—I don't have to leave the county.
- Growth of Bloomington/Normal. Lots of restaurants.
- Small community—not like Chicago, etc. You can get to know people and not have to worry about some things like the list in question #53.
- I like the area to raise my kids.
- It is my home and has been all of my life.
- I like it, I lived here all my life.
- Schools, hospitals, and roads. Central location in state.
- Farming.
- You have almost everything you would need here—choice of hospitals, entertainment, education. They take care of the roads well. You have your fire and police; the police in LeRoy are good.
- Very happy with McLean County.
- It's home; all my friends are here. Mother and dad are here. I like it. My family comes and goes.
- I wouldn't live anywhere else; I lived here my whole life; good farm country and good people. I've been to other parts of the country and they don't compare. I wish we'd get a Sam's Club.
- B-N and the County are the very tops. I've seen them grow and the small towns with them. I

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

love the schools. Many churches. I think it's a wonderful community. Wages are good here. It's an A+. Universities are such a big thing. I would not want to live in a town with a poor educational system.

- Not too big—big enough to offer lots of choices but not big enough to get lost in the crowd.
- The rural communities—the higher education facilities that provide a wonderful amount of affordable and excellent entertainment.
- The shopping and the way Bloomington is growing.
- Property taxes are cheaper in McLean than surrounding counties.
- Accessibility to many services and such a variety of businesses. Many churches! Good schools.
- Lived here all my life; everyone knows everyone and tries to help everyone else out.
- The people, culture, and the employment opportunities, and the educational opportunities.
- My brother lives in Bloomington.
- Not much, since outlying areas support Bloomington/Normal.
- Nothing special.
- I've had calls from the representatives asking how I feel about my community and I like that. Police officers are always patrolling and making sure everything is OK. It seems like this is a very caring community.
- Low crime rate.
- Safe area—prosperous.
- We like living in a small community.
- They have a lot to offer people. The universities being here give the county a good mix. This is a nice place to raise a family.
- Chenoa is a small town and everything is close, provides a feeling of safety. Not much shopping but everything else is right here.
- People I've met.
- Just a great place to live with easy access as a whole to doctors, hospitals, and shopping conveniences. Nice friendly folks that live in our small communities.
- Strong cultural events with ISU and IWU. Love living in the county. Strong agriculture base.
- It is a pleasant place to live—good schools, ample places to shop, good doctors, good hospitals, good services such as police, fireman, etc. Weather is as good as we could find for all year consideration. People are usually friendly. We have opportunity to further our education. Opportunity for recreation.
- Golf courses.
- Chenoa is in McLean County and we have lived here for 30 years and we think it is a good place to live. There are good doctors in Bloomington though now at our age the only ones we see are Gaily eye clinic. They help a lot of people see better. We have both had eye surgery there. We like living here because we have good friends here. Neighbors that offer help in winter when cold to bring us supplies if we need it. We try to keep a good supply like the ants do, get ready for winter, storing food.
- Shopping is great. Anything you need you can get. We don't have to travel to a big city to find what we need.
- Friendly people, nice community.
- Rural atmosphere is enjoyable in this area.
- Easy access to medical centers. Good school, good roads, good shopping.
- Clean little community. Plenty of work and good friendly people.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- All the things that are readily accessible in Bloomington that we don't have in our small town.
- It's home. It's always been home.
- Variety of cultural and other activities throughout the year.
- Beautiful countryside.
- Living in the country.
- I love living in a small community where neighbors feel as close as family.
- I've been here all my 55 years. I enjoy the parks, walking trails, restaurants, churches, schools and movie theaters. I enjoy what Bloomington & Normal have to offer. A good place to live. It's home to me.
- County.
- I think it's still a pretty safe place to live and raise a family.
- Low rate of crime. Schools that provide a good education. Growing number of things to do.
- Small town atmosphere; yet a large variety of things to choose from.
- Has great schools, and sufficient health care for those who have insurance.
- Location to major urban areas, parks and recreation.
- The amount of employment, how clean Bloomington-Normal is; one can find just about anything they want in this county.
- Family oriented; conservative values; good schools; many community services offered.
- About the right size—large enough for special services but not large enough for many urban problems. Enlightened political leadership for the most part.
- Just far enough from big major cities; friendly atmosphere; good schools; well educated people in communities.
- Job availability.
- Congenial neighborhoods, good schools, good churches.
- Availability of quality and specialty clothing stores, i.e., petite women's clothing, children's clothing of all sizes, and men's clothing of all sizes. Jr. Colleges, adult education.
- Security, caring people.
- Constitution Trail, having two universities, youth recreation opportunities.
- Clean air, agribusiness community, variety of opportunities to participate in.
- Culture opportunities, fine education access, good government units, business and retail access. Medical availability. Relatively safe environment.
- Nice place to live—convenient, safe—good folks.
- Still relatively small, but with reasonable services. Proximity to metro areas.
- Interest in improvement by both officials and general public.
- Good job opportunities & low unemployment. Attractive county buildings. There are most parts of town that are relatively safe. Although I feel that is an oncoming problem. Two good universities.
- Centrally located between major cities of the state. Openness in addressing problems, social services networks, libraries open on Sundays and educational opportunities.
- Size—hope population does not increase more. Good grocery shopping. Two universities add to better class living. Good school systems.
- Constitution Trail. My neighborhood. Beyond Normal Films as we are finally getting some good movies! Being able to get practically anywhere in 15 minutes or less (unless you have to drive on Veteran's Parkway). It was a great place to raise a family with good schools and park activities.
- Good employment opportunities. Good educational opportunities.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Good community—interest in civic affairs, lot of social services for people with lower incomes, little crime, good social networks, higher employment.
- Good roads; for the most part, easy to drive around.
- Political organizations or non-partisan groups actively study the needs of the county and they try to meet the needs of low income or disabled persons.
- Convenience of shopping, medical facilities, availability of job market. Police & fire protection. Culture.
- Generally a good place to raise a family.
- It's still a small town in many ways.
- Rural atmosphere. Availability of good health care, variety of entertainment, good schools, central location—easy access to larger cities.
- It is still a decent place to live but I doubt decisions like expanding Rt. 9 to five lanes!! Don't do! Constitution Trail & Greenways Plan—for action. Lake Evergreen kudos. Saving old courthouse—why do you charge the historical society \$10,000 per year to use it? Not fair—illogical!!
- The friendly atmosphere—family oriented.
- I like being in a two-university community for the cultural & social opportunities. I like the fact that B-N attracts large meetings, conferences, auto shows & good entertainment. I believe it is recognized as a major provider of restaurants, meeting places & motels. In many ways B-N maintains a small-town flavor. People tend to be friendly and accommodating. One amazing truism: people politely take turns at 4-way stops! I think PATH is an extraordinary bonus for persons in McLean County who need help.
- Diversity, quality of life, growth, socio-economic climate.
- Two universities; cultural opportunities; rural and urban mix; school systems (public)
- 1. Good schools and colleges/university. 2. Accessibility to medical care and hospitals. 3. Good shopping area. 4. Highways, railroad, and airport are pluses. 5. Nice balance between business and agriculture, making for a balanced local economy. 6. Good places to eat.
- Having grown up in a large city which we visit still and with grandchildren in three large cities, we are very appreciative of the pace of life here—traffic, overall convenience, friendliness, access to civic and governing personnel. Public Parks services in Normal are terrific.
- Just about everything.
- Availability of good quality retail stores, reasonably low crime rate, good police & fire fighters. Good response to 911 situations.
- The people.
- Availability of activities for all. Centrally located. Friendliness of most people. Clean air.
- Safe, affluent.
- Economy—schools.
- The opportunity for my family to experience different things by having 2 universities—i.e. sports, concerts, plays, etc. Also, the opportunities for kids to be involved in various activities—both academic & athletic.
- 1. Central in nation. 2. Diversity of people, business, education. 3. Good, healthy quality of life.
- Small hometown feeling but a lot of bigger town opportunities.
- Friendly people, college atmosphere, close to 2 universities and one college. Very good shopping areas.
- Not a large city—clean—not too many people.
- I like living here. It is a progressive area & yet not too large nor too small a city. I like Normal &

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

Bloomington.

- Our area is quite clean and quiet most of the time.
- Opportunities for cultural and educational development, availability of a variety of human services, Miller Park Zoo, McLean County Historical Society, I.S.U., I.W.U. and many others.
- Good living in the community, with stores to shop, hospital and medical care and police force.
- Country atmosphere with city amenities.
- Nice place to live because of the cultural activities & university sporting events.
- The relatively small town atmosphere. The advantages of the universities, the proximity of all services.
- Clean, safe, conveniences, jobs.
- Convenience of driving for services, shopping, etc. in a small city. Good cultural and religious environment.
- Good school systems. Grocery store competition, prices. Good choices of restaurants. Professional community. Good shopping choices.
- Friends and family are close. Recreational activities are many.
- Cleanliness when compared with other parts of USA. Illinois in general is cleaner.
- Location; excellent educational facilities; excellent medical facilities (ignoring the cost factor); broad cultural dimension; strong religious environment.
- Size & safety & meets medical needs. Entertainment & activities.
- Crossroad of Illinois. Access to interstate roads. Climate, all four seasons. Cleanliness of most neighborhoods. Good restaurants. Road construction is usually done quickly. Good roads.
- Good medical facilities & physicians.
- We moved here in 1961 and we found it a very comfortable place to live. We have seen many changes but we still find that it is a good place to live. Many services offered to senior citizens, and agencies that need help.
- It's like family. Midwestern rural values.
- Has much to offer without being such a large city. Friendly community.
- It is the richest community in the world I believe. Lets stop covering up the good black soil or God help us.
- Most of it experiences little crime. Most people are prosperous. Bloomington-Normal right now is about the right size—that is, it has adequate retail services, but isn't traffic congested. Schools are good. People are largely decent. Overall stress is low.
- Public transportation in many different areas. Special causes, people with special needs, people affected by accidents/disasters. When these situations are made public, McLean County always comes through.
- Like living here.
- Friendly people.
- Unit 5, eating out, shopping, Constitution Trail.
- There are so many activities, sports, entertainment that our county has to offer any ages. Especially B-N with plays, recreations of all kinds. Good place to live.
- Where I live it's close to church, schools, and shopping places.
- Peaceful. Good for families. Fewer social problems than other towns.
- Schools, activities, churches, people in general. Good location, restaurants, stable economy. McLean County is a gold mine of professional people who are dedicated to their community.
- Not too big/not too small; good place for family.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- I'm happy that I'm raising my family in this community.
- Availability of good medical, entertainment, retail, educational, and financial business and resources. Limited urban features—within a few miles you can be in open country.
- Climate, convenient services, friendly people.
- Availability of hospitals, doctors, Unit 5 school system, weather, city services, street maintenance, colleges, social availability, good culture, people, churches, groceries & shopping, eating places, good police & fire protection.
- Great neighborhood; Universities, shopping, lots to do—events, food, etc.; good, positive experience with all; income of area; highway access; winters.
- Safe neighborhood. Relatively affordable housing.
- Despite the above, it is a safe community with good housing, plenty of entertainment and cultural events, and a much-improved transportation linkage to the rest of the world.
- I don't really know any more other than its always been home!!! Too much time spent on controlling homeowners, instead of taking care of the many problems that face this community.
- Cultural & educational opportunities. The central location in Illinois (and neighboring states). Fairly good municipal services.
- Quiet, cleanliness, good neighbors—nearness to son & daughter. Hospital.
- Evergreen Lake, the Trail, very good police force, good roads, central location, choice of grocery stores.
- Clean, friendly, good resources.
- Standard of living and education. Location in the state = highways, 4 lanes in every direction.
- Culture; school systems.
- Educational & cultural.
- The schools in the area give us a healthy environment.
- It's strength in education (2 universities)—strong arts and historical societies. Natural beauty. Friendly people. Constitution Trail. Important businesses. Cultural events.
- Cultural diversity; high school & educational & economic level.
- We have been Normal residents since 1958. We have always been strong supporters of Unit 5 schools and Illinois Wesleyan University. Two hospitals and numerous churches in the community add to its desirability as an excellent environment to raise a family. We have always enjoyed our time in the progressive town of Normal.
- The availability of culture and entertainment to everyone. Very many at low or no cost. Good libraries and the availability to further your knowledge & education at any age. Additional growth would not improve on or add to this benefit. Interstate highway availability.
- School system, safe, healthcare is good.
- Churches, education, businesses & medical for the elderly.
- I love our neighborhood [street in Normal]. We have a great private school, Calvary Baptist Academy, & a great church—Grace Baptist in Normal. We also have a terrific town council. McLean County is a great place to live & to raise a family.
- The people, educational facilities, variety of activities for the youth and seniors, good opportunities for all who want to work.
- Open space (not yet congested).
- In spite of a problem of complacency by many (look at the voting percentages), there are a lot of people who contribute. For the most part, the community seems tranquil and relatively safe. There are plenty of opportunities for recreation etc.
- There is a lot for families and adults, but nothing for teens alone except for movies.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- Not many housing projects, more nice homes etc.
- University activities and points of interest in and about the community.
- Good shopping, hospitals, medical & dental services—adequate schools and two colleges—still retains rural aspects.
- Cleanliness, road improvements being made, growth economically.
- Rural but all the services of the twin cities are there. Clean, clear, free of pollution.
- Nice quiet and clean; friendly people.
- The good school system. Having a lot of parks for children. The great selection of businesses and restaurants.
- It's a safe and prosperous place to live.
- The weather is great.
- 1. Willingness of people to work together to solve community issues and problems. 2. Quality education availability. 3. State Farm Insurance and all it offers the community.
- I like it because my family lives near me.
- Educational activities for children and adults, classes and programs by universities and school districts, and senior citizen centers.
- It's a great place to live, the economy is very good here. The quality of life is great.
- Family oriented community.
- Small community activity & college programs; non-growth would be better.
- No smog. Convenient air travel.
- Good employers provide comfortable existence.
- Everything.
- Great place to live. Retired and moved here.
- The small town atmosphere which is going away. The great economic condition.
- Central location with good transportation.
- Still the small town, rural atmosphere with all the benefits one could ask for—university offers many cultural opportunities, good shopping, everything we need is here.
- Well kept. Decent environment to raise kids. Services available.
- The small town friendly helping atmosphere.
- Friendly people, generous people.
- It is still a safe place. It does have a lot of caring people and groups.
- I did like it when I moved here but it has gotten way too big. They do have a lot of activities & benefits for senior citizens.
- Smaller town, but has big city benefits.
- The Middle America values of the citizens of McLean County. The help others attitude of the residents encourages everyone to lend a hand and work for the common good. The me-first philosophy is a little less prominent in McLean County.
- Arts, cleanliness.
- Good economy. Job opportunities, entertainment & athletic-sports opportunities, ski club, lake run club, bike club.
- Small town atmosphere with big town opportunities (shopping, theater, symphony, etc.) Our church family is very important and the opportunities our children have participated in through church & school.
- Very little.
- Everything except high taxes and #57.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- People.
- Quality of life issues seem to be addressed. Good schools. Good community involvement. Pay as you go philosophy in Normal.
- Everything we need is available locally but we also have access to other interesting places. I especially enjoy the programs offered at Braden and at Community Theater.
- Cleanliness of area overall. Beautiful countryside. Good, black dirt. Nice clean neighborhoods in most areas. Good transportation.
- Climate, weather, jobs.
- Quality of life.
- The mix of Big City & the farm community in close proximity. The opportunities for youth—schools & universities & community colleges. The equal distance between Chicago and St. Louis.
- Our friends and church.
- Small town atmosphere.
- Illinois State University; good place to raise a family; Constitution Trail; Marc Center services; easy access to other communities (Chicago, St. Louis, Indianapolis); Great airport!
- Booming economy—low unemployment.
- Combo of rural, urban mix.
- Size, the people.
- Zoo.
- Raising family (environment).
- White collar community with good tax base—giving city planners good opportunities to stay in front of social, school, transportation, and park growth.
- Affordable living, clean, decent schools, low crime.
- I have lived here 6 years while attending the university (ISU). I find the people I have had contact with to be generally friendly and helpful. I like the parks in the area, and I love Constitution Trail. I have had no real problems with anything. I found my medical care to be very good. Will be leaving the area at the end of the month—in a way, sorry to leave the area.
- The ratio of making money to crime rate. Most places where you make money have high crime rates. Not here.
- By and large there is support for basic family values. I am blessed by strong, Bible-teaching church.
- Quiet/calm. Actually, am probably living the wrong place for my interests and values, but can't leave job at this time!! Too close to retirement. Then—I'm out of here!
- 1. Progressiveness—business community attitude. 2. Location. 3. Infrastructure—roads—air—rail. 4. Services, activities offered. 5. Quality schools. 6. Having ISU & IWU.
- ?
- The many options it offers as far as entertainment. Great place to raise a family—very safe. Still has a small-town feel to it.
- The community has a real sense of family—people care about their neighbors and work together for the good of all.
- I like the low crime and the cleanliness of the community. Also, I like the economy situation.
- The wide variety of cultural activities available. Nice people.
- Cultural and educational strengths.
- It is a nice place to live.

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- 1. McLean County benefits from a very strong standard of living with a diverse employment force. 2. The presence of ISU, IWU, and Heartland college offer a broad range of educational and cultural opportunities.
- Peaceful, clean, low crime rate.
- Hometown atmosphere. Generally friendly people, clean w/good services & resources.
- It's a very good place to raise children. Schools are wonderful. Most people here are nice & helpful.
- Overall, very safe area, well-insulated economically, friendly people, very good schools.
- Parks—golf courses, recreation facilities in general.
- Safe living environment. Good cost of living. Nice homes.
- Small community—not the same problems associated with larger towns.
- The opportunities—universities, Passion Play, good economy.
- Supportive community with strong volunteer spirit and community spirit. Good educational opportunities.
- Social atmosphere, good education.
- Family.
- School system, government.
- Great place to raise a family.
- I moved here in 1960 from a small town, [Southern Illinois], because there was no employment there. I have been able to get work in this area except during the early 80s. I enjoy playing golf and there is a lot of courses around here.
- It's safe, clean, easy to get around, growing.
- Anything desired is available in McLean County. For whites all things are offered. For non-whites you can get things if you push hard enough.
- Very warm and friendly. That was the one thing I noticed after arriving from overseas.
- This is an excellent place to raise a family. There are many interesting programs offered by the universities. We are located between Chicago and St. Louis and can take advantage of the programs offered there. Our school system is very good and we have choices in where to shop. There are also lots of job opportunities.
- Excellent services, excellent economy, entertainment, regional transportation systems, low crime, few tornadoes and earthquakes. It's a great place to live, as long as you can get away from it once or twice a year.
- No real activities. The county is a shopping place but that is about all. No real culture, etc.
- Pleasant surroundings—clean, parks, etc.
- High academic standards and emphasis in education and community.
- I'm conveniently located to most things I need.
- Parks, soccer program, other programs for children, general caring of the community.
- Constitution Trail.
- I lived in Peoria, IL—Peoria County for 81 years—happy there. I have lived in Normal, IL—McLean County since 1997—happy here, too.
- Quality of life and accessibility to big cities.
- Quality of life.
- 1. Good neighborhood we live in. 2. Friends. 3. University and cultural activities. 4. Church. 5. City (Normal) trash/yard waste/discards pickup policies. 6. The Trail.
- Cross roads of America with great transportation any direction and positive growth for future.
- Rural-based; community oriented where people care about each other; lots of things to do; special

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- places like Comlara Park, Funk Home, Schlueter Apple Orchard, etc.
- Ample opportunities for employment, education, and spiritual development.
- The location.
- My family is here.
- Facilities available such as all doctors, dentists, hospitals, theatres, restaurants, sports—Constitution Trail.
- The Constitution Trail, Grady's, Children's Discovery Museum, WGLT, access to multiple university/college settings.
- It's still mostly agriculture and the cities are still manageable. Crime is mostly under control and it's fairly clean. Cost is reasonable but going up. Clean air, good water.
- Its people. We are blessed with people willing to give of themselves to help others. Promoting volunteerism to bring out these people will make us even greater. Good leadership in government and business has led to prosperity in McLean County. I am very proud to live here and call McLean County home!!
- I like the aggressive attitude social agencies have taken toward social problems like domestic abuse, children victimized by crime. The legal and political institutions really seem to try to solve problems, rather than give up on them.
- The family oriented activities available as well as cultural places. The Constitution Trail is an added asset to the community.
- Low crime, good schools, good public library, good children's programming in library, MP300 junior 300 keepers program, strong public employees unions. Our state reps & senator are good listeners—a good bunch of political leaders since we got rid of Gordon Ropp who was worse than Tom Ewing for being stupid and saying ignorant things about his constituents and about foreigners.
- It has a rural feeling & basically a friendly town.
- Many very nice neighborhoods.
- People are really super here.
- Mostly safe, affordable family living.
- Availability of events.
- Live on the very edge of Normal, like a touch of country; but good access to church, grocery stores, libraries. Services are good: mail delivery, garbage pickup; availability of jobs, medical care; availability of police and fire services. We are blessed.
- The ocean waves splashing against my feet.
- The people as a whole are always helpful and generous. It is a fairly low stress living environment.
- Nice people, nice mix of country and city life. The fairly laid back atmosphere.
- Location—2 hours from Chicago, 3 from St. Louis, Indianapolis.
- Coming from Chicago—this is a great place to live.
- Nice place to live.
- It is small enough to have a small-town feeling—people are friendly, and yet it is large enough to offer a wide variety of restaurants, cultural activities and social services. Bloomington-Normal is a nice place to live.
- Remains a very good place to raise a family.
- Location.
- Great location and transportation access, heart of Illinois, easy access to big cities without living there. B-N has feel of big city without the big city problems. People are generally friendly. The 4 seasons—all within a three-day period at times.
- It's where I live!

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

- People & work.
- A fine place to live for 83 years.
- The thing I like most is that crime is not a huge problem, although over the years this seems to be changing. I feel this problem in #57 needs to be handled before it turns into a big problem.
- Two universities provide opportunities for programs of all types plus sports.
- Personally—family is here. Professionally—good job market and I am in a good career position. Religious—many options and opportunities. Family oriented area. Midwestern value system (mostly, but as we grow, it is changing).
- The standard of living is very good here. For the most part this is a great place to raise a family.
- Lots of things to do. Movies, sports, cultural, hobbies. Support groups like knitting club, sewing club, quilt guild, civic chorale, the band. There are lots and lots of opportunities if you just keep aware.
- Lack of traffic. Friendly people. Quiet/rural living while in town.
- Cost of living, employment opportunities for younger family members.
- People; Education; Great Cycling (Bicycle)
- My kids are pretty safe here. Not too much traffic congestion, a variety of activities are available, good schools.
- Nice middle income community. People here have good moral values. Nice area to raise a family. Location affords many opportunities.
- Good central Illinois location; isolated but connected (interstates).
- The weather! . . . No, just kidding! 1. Airport (Bloomington) is great. Very convenient, parking will be a problem, however, with further growth. 2. Quality of life. 3. Golf course availability and price.
- Small community with access to many city amenities.
- There are lots of activities and restaurants to attend and the people I live around.
- Very safe.
- Bloomington-Normal is a great place to live and work—very vital.
- Any other place we go looks better.
- Quality schools, employers, and services—a nice environment to live in.
- Small-town mentality, familiarity.
- Safety.
- Quality education available, low crime, friendly people.
- Relatively low cost of living & unemployment rate.
- Good park & rec. dept. except charge too much for classes and trips.
- The mountain and tree removal program seems to have worked well.
- Nice school district and a nice neighborhood. A town with the right population, education, environment.
- I appreciate the supportive services available for families. Both school districts offer a solid education for children.
- Very clean and safe place to live.
- I enjoy living here. Many positive things going on. Conservative. Many strong churches. Good schools. Clean town.
- Country atmosphere. Recreational opportunities. Cleanliness. It is a great place to live and work. I feel safe and also able to volunteer for community activity.
- Big City atmosphere/convenience with ample services, restaurants, shopping yet has the small

Appendix 3d: Household Survey: Most Liked County Attributes (Question 58)

town feel.

- Small town atmosphere.
- Availability of shops, grocery, numerous types of doctors, specialists, etc. Things to participate in—traveling sports—community theater. Good schools. Friendly people.
- Availability of relaxing recreation, etc. Facilities (Constitution Trail, parks, ISU, neighborhood pride, etc)
- Those who live with conservative values. Police response time is quick and efficient. Public works—sanitation, road work, lawns mowed, etc. Use of public parks.
- The overall environment is very good, even though there is still a lot of work to be done throughout the county.
- It's home; it's clean (no large factories emitting smoke & gas); libraries, higher education in form of Jr. college, 4 year colleges, private colleges, Youth Build, alternative schools, Mulberry school, Blooming Grove.
- Safe.
- ?
- Opportunity to do what you want in business, job opportunities, education. Great place to raise a family.
- Diverse activities for families low cost/free. Good parks & rec.
- Family oriented.
- Many low cost, child related activities available for families to participate.
- Safe area, civic spirit, schools better than in many parts of the county.
- The area is community oriented. A socially even scaled community. Bloomington/Normal provides family entertainment for all cultures and economic backgrounds.
- Family and friends.
- Very good community to live in.
- Path.
- Open spaces, transportation, parks, lots of restaurants.
- The people, the two universities and what they add to the community, the civic pride in the community, the high level of education held by people of the community.
- Zoo, museum, D.D. Mansion, schools, U.S., churches, Consistory, State Farm, Mitsubishi, etc. Parks, groves, farms, small towns, etc., etc.
- It's a nice, sleepy little place compared to the noise and crime of the big city, but I love to get away to the entertainment the big cities have to offer.
- It contains the town of Normal—which I admire. Great golf courses. Great restaurants. Great air facilities. Great shopping centers. Great schools. Great people.
- Safe.
- Constitution Trail.
- The corn and bean fields—let's keep them!!
- I've lived here all my life. It's a great area to grow up in and raise a family. Heyworth has great neighbors, great schools. Good employment opportunities with benefits, the universities.



Appendix 4a: Health and Human Service Providers' Survey Methods and Summary

A survey was mailed to 418 health and human service providers who offer their services to McLean County residents. The eight-page survey was divided into four sections that requested information about:

1. the organization;
2. the organization's needs for maintenance, enhancement, and expansion; staffing and training; accessibility; resource sharing; and communication;
3. the organization's major services or programs; and
4. the challenges and strengths, and gaps and duplications in providing health and human services.

Following this narrative is a summary of responses to the Health and Human Service Providers' Survey. Appendix 4b includes a copy of the original survey.

Survey development

Applied Social Research Unit (ASRU) staff members developed general topic areas for the survey. Topics were discussed and refined with the Research Design Committee. The ASRU incorporated suggestions from the committee in a draft that was discussed in subsequent Research Design and Steering Committee meetings and reviewed individually by committee members.

A personalized cover letter was included with each survey that explained the purpose of the survey, provided instructions for completing and returning it, and encouraged participation. Peter J. Borowski, Chair of the United Way of McLean County Board of Directors, signed the letter. The questions on the survey sent to faith-based and other organizations were the same; however slightly different versions of both the cover letter and introduction to the survey were written for faith-based organizations. Illinois State University Printing Services printed the surveys; ASRU printed the cover letters.

Mailing list

The goal was to send a survey to every health and human service provider in McLean County. Criteria for placing organizations on the mailing list included provision of direct services to individuals or families (not other agencies) on a regular basis, health services that were outreach in nature (not regular doctor, clinic, or hospital services), and in most cases, a mailing address within McLean County.

For the purpose of this study, health and human service providers included:

- social service agencies;
- churches;
- support groups;
- nursing homes;
- outreach health services;
- child care facilities (non-profit);
- the Town of the City of Bloomington (Township);
- townships not served by the Town of the City of Bloomington (Township);
- food banks;
- special education programs in primary and secondary school systems;

Appendix 4a: Health and Human Service Providers' Survey Methods and Summary: Survey administration

- libraries that offered distinct outreach programs;
- external outreach services or programs of post-secondary education institutions; and
- health, child care, counseling, and disability services provided by Illinois State and Illinois Wesleyan Universities.

Health and human service providers not included were:

- ambulance services;
- fixed fee, independent counselors;
- fixed fee, independent employment agencies;
- Hearts at Home (because their primary service is an annual conference);
- McLean County Emergency and Disaster Agency (because they only provide services in cases of area disasters and not on an individual basis, although individuals are assisted);
- organizations that provide only medical screenings or weight loss programs;
- post-secondary educational institutions (except as noted above);
- regular elementary or secondary schools;
- Social Security Administration offices;
- subsidized housing organizations; and
- thrift shops or food co-ops.

The United Way, PATH, the GTE phone book, and the Faith in Service Council provided listings for faith-based organizations. PATH's 1999 *Directory* provided listings for all other organizations. In addition, 26 organizations were included on the mailing list whose main offices are located outside of McLean County. Selected on a case by case basis, out-of-county organizations were included if they offered major services or programs to McLean County residents and, in most cases, if they had no counterpart organization located in McLean County. No support groups located outside of McLean County were included.

Some large organizations had several distinct departments. The ASRU discussed with members of these organizations what would serve best both the organization's and the project's needs. As a result, the survey was sent to more than one person or department in some organizations. In cases where more than one survey was sent to an organization, a memo was sent with each survey telling who else within the organization was receiving a survey to avoid duplication of work and information. In three cases, the contact person was the same for two organizations. A memo was included to those three people suggesting they ask another qualified person to fill out one of the surveys.

Survey administration

Four hundred and eighteen (418) Health and Human Service Providers' surveys with cover letters were mailed in June and July 1999. Two methods were used to follow up with organizations that had not returned surveys by the due date. On July 21, 299 postcards were mailed as reminders. Then, phone calls were made in September to all townships and social service agencies that had not returned surveys. Messages were left if the contact person was not available. New surveys were mailed to each of 60 organizations that indicated they misplaced or never received the survey.

Of the 418 organizations sent a survey, three organizations no longer existed, one was no longer established in the area, and five had a change of address that could not be traced. In addition, eight

Appendix 4a: Health and Human Service Providers' Survey Methods and Summary: Response rate; Data entry and analysis

surveys were sent to organizations that were sub-divisions of another organization. Thus, surveys were sent to 401 eligible organizations.

Response rate

The following table summarizes the surveys sent out, returned, and used.

Organizations	Total sent	Total valid sent	Total returned	Percent returned	Total used
agency	102	95	45	47%	43
child care	9	9	5	56%	5
children/youth	21	20	15	75%	14
faith-based	133	131	15	11%	14
college-related	7	7	0	0%	0
food provider	5	5	1	20%	1
health	77	74	29	39%	29
support group	48	44	9	20%	9
<u>township government</u>	<u>16</u>	<u>16</u>	<u>11</u>	<u>69%</u>	<u>8</u>
TOTAL	418	401	130	32%	123

Data entry and analysis

Seven of the 130 surveys completed surveys were not used for the following reasons:

- one agency listed only programs offered to other agencies, not individuals;
- one agency filled out only the first page of the survey;
- one church was not located in McLean County;
- one special education department did not address the needs of special education students; and
- three townships indicated offering only road maintenance or related services.

Three of the 14 faith-based organizations whose surveys were used listed their regular church services under the program section but did not list a health and human service program. However, from written comments in the survey, it was evident these churches did offer some health and human services such as financial assistance or a food bank. Organizational but not program data were used from these three churches.

The ASRU staff coded the 123 usable surveys and entered quantitative data in Microsoft Excel. Staff analyzed data in SPSS (a statistical computing software package), computing percents for each quantitative variable and for cross-tabulations for selected variables. The ASRU staff entered qualitative data in Microsoft Access and summarized the written comments for the report. The written comments for questions 29, 30, 51, 52, 53, 54, and 55 are included in Appendix 5.



Assessment 2000

Health and Human Service Providers' Survey

This survey is divided into four sections. Section I asks for basic information about your organization. Section II focuses on your organization's support needs for maintenance, enhancement, or expansion of services and programs. Section II also explores issues of staffing, training, accessibility, resource sharing, and communication. Section III asks about your organization's major categories of services or programs in more detail. It also asks about the provision of these same services or programs in McLean County as a whole. Section IV asks for your perceptions about the strengths and challenges, and the gaps and duplications of the health and human services delivery system, both in your organization and in McLean County.

Please return your completed survey in the postage-paid envelope by July 8, 1999.

Please see the health and human service providers' survey methodology for greater detail about development, administration, and analysis of this survey.

The "n" following each question is the number of organizations (or the number of programs if the question is in Section III) responding to the question. Please note that an organization (program) may have chosen not to answer a particular question or may have been asked to "skip" specific questions based on their experience. These organizations (programs) are not reflected in the "n" and thus, are not reflected in the percents. Unless otherwise noted, the percents reflect responding organizations (programs).

Formatting of some questions has been altered for data display.

Section I: Information about your organization

1. Name of organization

One hundred thirty organizations returned surveys. At the end of this survey is a list of the 126 organizations who gave permission to list their names. Of the 130 organizations that returned surveys, 123 were used. The other seven did not meet the criteria of providing health and human services to individuals or families in McLean County; thus their data were not used.

2. Name of person(s) filling out this survey

This data was not analyzed and therefore is not provided here.

3. Title of person(s) filling out this survey

This data was not analyzed and therefore is not provided here.

4. Phone number(s) of person(s) filling out this survey

This data was not analyzed and therefore is not provided here.

5. Can we call you for more information if necessary? (n=123)

Percent

0.8% No
99.2% Yes

6. In our report, can we say your organization completed the survey? (n=121)

Percent

3.3% No
96.7% Yes

7. Is your organization: (n=122)

Percent

2.5% For-profit
75.4% Non-profit
21.3% Unit of government
0.8% Non-profit and unit of government

8. What is your organization's primary mission or purpose? (n=115)

Organizations' primary missions or purposes included: protect, educate, heal, rehabilitate, advocate, support, and help provide basic needs, transportation, and counseling.

9. What geographical area(s) does your organization serve? Check all that apply. (n=123)

Note: one hundred two responding organizations serve all of McLean County.

Percent

90.2% Bloomington
89.4% Normal
87.0% Other McLean County city/town (Specify)
Other included: specific cities or towns in McLean County
85.4% Rural McLean County
57.7% Other (Describe)
Other included: townships and other areas, other county(ies) in Illinois, Central Illinois, Illinois, other states

Section II: Organization's needs

Maintenance, enhancement, and expansion

10. Does your organization need any additional resources to maintain its current level of service to its clients? Please check and describe all that apply.

Percent (n=105)

39.0% Organization has no additional support needs to maintain current level of service. (n=41)
61.0% Organization has additional support needs to maintain current level of service. (n=64)

Percent of the 64 organizations that need additional support

- 59.4%** Replace computers (How many?)
Of the 30 organizations who indicated the number of computers they need, 21 need 4 computers or less and all but one need 9 or less.
- 34.4%** Replace other equipment (What kind and how many?)
Twenty organizations indicated a need for equipment other than computers. The most frequently mentioned needs were fax machines, copy machines, and printers.
- 42.2%** Update software (Describe)
Twenty- five organizations described the kinds of software they need, including “Office,” specialized, upgrades, Windows 98/97/NT, accounting, compatible, and desktop.
- 31.3%** Staff training (Describe)
Nineteen organizations described the staff training they need. Their training needs included computer, money for (training), required (training), office skills, and medical.
- 40.6%** Facilities improvement (Describe)
Twenty- five organizations described their needs for facilities improvement. These included expansion (over 40% mentioned this), carpeting, ADA accessibility, renovation, and roofing.
- 25.0%** Other (Describe)
Twenty organizations listed other needs including volunteers, money, vehicles, and small, relatively inexpensive equipment.

10. Is there a current need to enhance or expand your organization’s services or programs? (n=115)

Percent

- 31.3%** No (Skip to question 14)
- 28.7%** Yes, but there are no current plans to expand or enhance services or programs
- 40.0%** Yes, and there are current plans to expand or enhance services or programs

12. What resources would your organization need to enhance or expand its services or programs? Please check and describe all that apply. (n=80)

Percent

- 41.3%** More facility space (How many additional square feet?)
Eight out of the 16 organizations who specified the square feet indicated a need for between 40 and 2,500 square feet. All but three needed 6,500 square feet or less.
- 70.0%** More staff (What kind and how many?)
Fifty respondents described the type of staff they need. The needs mentioned most often were for support staff, medical and mental health workers, caseworkers, administrators, and activity instructors. Of the 28 respondents who indicated the number of staff needed, 21 need 4 or less.
- 37.5%** More computers (How many more?)
Of the 25 organizations who indicated the number of computers they need, 15 need 4 or less. All but 2 need 8 or less.

- 27.5% More equipment (What kind and how many?)
Twenty-one organizations described their equipment needs. These needs included computer related equipment, copiers, vehicles, medical exam equipment, educational and classroom equipment, and faxes.
- 23.8% More staff training (Describe)
Eighteen organizations described the training they need for their staff. The training included job-related, ongoing, and legal.
- 27.5% Updated technology (Describe)
Twenty-one organizations described their need for updated technology. Updated computer-related technology was listed more often than all other needs combined.
- 21.3% Other (Describe)
Funding (e.g., capital funds, financial resources, more money, etc.) was mentioned most often by the 17 organizations who described their “other” needs.

13. Why is there a need to enhance or expand your services or programs? (n=73)
The most frequent reasons given for expansion (e.g., reach more people, increase operating hours, increase efficiency) were all related to a growing community, and thus a growing need for services.

Staffing, training, and accessibility

14. Is it difficult for your organization to employ qualified staff? (n=112)

Percent

- 58.0% No (Skip to question 16)
- 42.0% Yes

15. Why is it difficult for your organization to employ qualified staff? Please check all that apply. (n=47)

Percent

- 74.5% Salaries not competitive
- 29.8% Benefits not competitive
- 31.9% Long hours
- 14.9% Large caseloads
- 6.4% Vehicle needed for job duties
- 40.4% Not enough qualified people available
- 14.9% Inadequate time for training
- 10.6% Inadequate resources for training
- 0.0% Dangerous working conditions
- 21.3% Unhealthy or stressful working conditions
- 0.0% Liability issues
- 27.7% Other (Describe)

Fifteen organizations described their difficulty(ies): evening/weekend hours, poor public opinion of the profession, low unemployment rate, lack of funding, part-time positions that have low wages, and lack of qualifications.

16. Is it difficult for your organization to attract or retain volunteers? (n=114)

Percent

- 43.9% No (Skip to question 18)
- 32.5% Yes
- 23.7% Not applicable (Skip to question 18)

17. Why is it difficult for your organization to attract or retain volunteers? Please check all that apply. (n=37)

Percent

- 16.2% Inconvenient hours
- 2.7% Vehicle needed for job duties
- 35.1% Lack of recruiting resources
- 13.5% Inadequate resources for training
- 16.2% Inadequate time for training
- 54.1% Public unaware of volunteer opportunities
- 2.7% Undesirable working conditions
- 10.8% Liability issues
- 54.1% Other (Describe)

Twenty organizations described their difficulty(ies): time commitment needed, amount of responsibility and work, and social stigma attached to certain jobs that need volunteers (e.g., working with HIV/AIDS issues).

18. Does your organization provide training for:

New employees? (n=97)

Percent

- 7.2% Not needed
- 1.0% Needed but not provided
- 14.4% Yes, but inadequate
- 77.3% Yes

Established employees? (n=96)

Percent

- 11.5% Not needed
- 1.0% Needed but not provided
- 15.6% Yes, but inadequate
- 71.9% Yes

New volunteers? (n=88)

Percent

- 14.8% Not needed
- 4.5% Needed but not provided
- 20.5% Yes, but inadequate
- 60.2% Yes

Established volunteers? (n=80)

Percent

- 22.5% Not needed
- 6.3% Needed but not provided
- 17.5% Yes, but inadequate
- 53.8% Yes

19. If your employees or volunteers need training, what training do they need? (n=63; some respondents commented on more than one training need.)
Training specific to their field (e.g. health, counseling, construction) was mentioned almost three times as often as any other training. Continuing education and training to keep staff updated in their fields was mentioned next in frequency. Other training that was mentioned often included general orientation to a new job, office skills and procedures, policy, certification/licensing, and people skills.

Questions 20 through 24 take into account organizations that provide services or programs from more than one location or facility. If you have one location, check the boxes for Site 1, if you have two locations, check boxes for Site 1 and Site 2, etc.

Note: respondents were given space for five sites, but many listed six or seven. The following summaries include all sites listed.

20. Please give the address, including zip code, of facilities where services or programs are provided. (n=188)

Location of site	Total sites	Percent of all reported sites
Bloomington	106	56.4%
Normal	49	26.1%
McLean County other than B/N	20	10.6%
Outside of McLean County	13	6.9%

21. Is this facility within walking distance of a public transportation route? (n=183)

Percent	
16.4%	No
83.6%	Yes

22. Is this facility accessible for persons with disabilities? (n=192)

Percent	
9.4%	No
90.6%	Yes

23. What are the facility's hours of operation? Check all that apply. (n=188)

Hours of operation	Percent No	Percent Yes
Daytime hours during the week	8.5%	91.5%
Open in the evening at least one day per week	53.2%	46.8%
Open on Saturdays for at least a few hours	62.2%	37.8%
Open on Sundays for at least a few hours	73.9%	26.1%
Open on holidays for at least a few hours	80.9%	19.1%

24. Is this facility able to meet clients' needs within its hours of operation? (n=195)

Percent	
5.1%	No
94.9%	Yes

25. Approximately what percentage of your organization's service units are delivered away from your site(s) (e.g., outreach, street based, in schools, etc.)? (n=99)

Percent of organizations

- 19.2%** 0% of services delivered away from site
- 34.3%** 1-25% of services delivered away from site
- 15.2%** 26-50% of services delivered away from site
- 8.1%** 51-75% of services delivered away from site
- 23.2%** 76-100% of services delivered away from site

Resource sharing

26. In the last year did your organization make available any of the following resources to other groups or organizations? If so, did you charge a fee for these resources?

Note: "No" and "Yes" were given as choices to "If so, did you charge a fee for these resources?" Various respondents indicated they charged some organizations but not others. These answers were coded as "Yes & no."

Percent who made resources available (n=114)

- 64.9%** Rooms for meetings/program activities
Charged a fee? (n=73)
 - 82.2%** No
 - 13.7%** Yes
 - 4.1%** Yes & no
- 13.2%** Office space for other organizations
Charged a fee? (n=14)
 - 71.4%** No
 - 28.6%** Yes
- 32.5%** Equipment used in your facility
Charged a fee? (n=37)
 - 83.8%** No
 - 13.5%** Yes
 - 2.7%** Yes & no
- 16.7%** Equipment loaned out
Charged a fee? (n=19)
 - 89.5%** No
 - 5.3%** Yes
 - 5.3%** Yes & no
- 55.3%** Staff expertise
Charged a fee? (n=62)
 - 77.4%** No
 - 11.3%** Yes
 - 11.3%** Yes & no
- 29.8%** Volunteers
Charged a fee? (n=32)
 - 96.9%** No
 - 3.1%** Yes
- 41.2%** Training
Charged a fee? (n=47)
 - 61.7%** No
 - 21.3%** Yes
 - 17.0%** Yes & no

8.8% Other (Specify)
 Charged a fee? (n=10)
80.0% No
10.0% Yes
10.0% Yes & no

Nine organizations indicated other resources they share including community education, public training/services/speaking, support, outreach, in-services, use of gym, and transportation.

27. In the last year did your organization use any of the following resources from another group or organization? If so, did you pay a fee for these resources?

Note: "No" and "Yes" were given as choices to "If so, did you pay a fee for these resources?" Various respondents indicated some organizations charged them but others did not. These answers were coded as "Yes & no."

Percent who used others' resources (n=118)

54.2% Rooms for meetings/program activities
 Paid a fee? (n=62)
72.6% No
16.1% Yes
11.3% Yes & no

14.4% Office space
 Paid a fee? (n=16)
81.3% No
18.8% Yes

16.9% Equipment used in their facility
 Paid a fee? (n=18)
83.3% No
11.1% Yes
5.6% Yes & no

11.9% Equipment used in your facility?
 Paid a fee? (n=12)
66.7% No
33.3% Yes

32.2% Staff expertise
 Paid a fee? (n=35)
65.7% No
17.1% Yes
17.1% Yes & no

22.9% Volunteers
 Paid a fee? (n=25)
96.0% No
4.0% Yes

34.7% Training
 Paid a fee? (n=39)
38.5% No
43.6% Yes
17.9% Yes & no

- 4.2% Other (Specify)
 - Paid a fee? (n=3)
 - 33.3% No
 - 33.3% Yes
 - 33.3% Yes & no

Seven organizations indicated other resources they have used including client/staff referrals, college staff courses, and recreational facilities.

28. Would your organization consider making (or continuing to make) available any of the following resources to other groups or organizations? If so, would you charge a fee for these resources?

Note: "No" and "Yes" were given as choices to "If so, would you charge a fee for these resources?" Various respondents indicated they would charge some organizations but not others. These answers were coded as "Yes & no."

Percent who would make resources available (n=115)

- 61.7% Rooms for meetings/program activities
 - Would charge a fee? (n=62)
 - 74.2% No
 - 12.9% Yes
 - 12.9% Yes & no
- 14.8% Office space for other organizations
 - Would charge a fee? (n=15)
 - 46.7% No
 - 53.3% Yes
- 25.2% Equipment used in your facility
 - Would charge a fee? (n=25)
 - 68.0% No
 - 16.0% Yes
 - 16.0% Yes & no
- 15.7% Equipment loaned out
 - Would charge a fee? (n=14)
 - 85.7% No
 - 7.1% Yes
 - 7.1% Yes & no
- 61.7% Staff expertise
 - Would charge a fee? (n=58)
 - 67.2% No
 - 19.0% Yes
 - 13.8% Yes & no
- 31.3% Volunteers
 - Would charge a fee? (n=27)
 - 96.3% No
 - 0.0% Yes
 - 3.7% Yes & no
- 47.8% Training
 - Would charge a fee? (n=44)
 - 52.3% No
 - 29.5% Yes
 - 18.2% Yes & no

- 13.0% Other (Specify)
- Would charge a fee? (n=13)
- 61.5% No
 - 23.1% Yes
 - 15.4% Yes & no

Thirteen organizations indicated other resources they would be willing to share in the future including in-services, recreational facilities, facility tours, transportation, help with research, speakers/panels, outreach, have never been asked, and collaboration.

29. Please comment about opportunities for resource sharing within McLean County. (n=75)
See Appendix 5a for verbatim responses to this question.

Most respondent comments were about their own experiences. They talked about training, collaboration, rooms, information, referrals, etc. Often this sharing was among similar organizations (e.g., organizations that work with children or organizations that are concerned with environmental issues). Many expressed the view that organizations in McLean County seem very willing to share. However, some said more sharing would be possible if the opportunities for it were better known. Others saw sharing as a way to make more efficient use of available funds.

30. Please comment about barriers to resource sharing within McLean County. (n=72)
See Appendix 5b for verbatim responses to this question.

The most frequent themes discussed about barriers to resource sharing were the lack of awareness of opportunities for resource sharing and the time required of the staff involved in the sharing. Some of the other themes mentioned were restrictions due to liability, regulations, etc., territorialism, and budget constraints.

Communication

For questions 31 through 33 please use the scale 1 (“Not at all”) to 5 (“All of the time”).

Note: some respondents indicated a rating that was between two choice points. For example, they made a mark between the “3” and the “4”. This was coded as “3.5”. These ratings were maintained in the summaries below.

31. Is information that supports service provision exchanged in a timely manner between administration and staff in your organization? (n=106)

Percent	
0.0%	1 (Not at all)
0.0%	2
19.8%	3
9.0%	3.5
44.3%	4
34.9%	5 (All of the time)

32. Do you receive information from other organizations that supports your organization’s service provision? (n=114)

Percent	
0.9%	1 (Not at all)
7.9%	2
40.4%	3
40.4%	4
10.5%	5 (All of the time)

33. Do you give information to other organizations to support their provision of service(s)?
(n=115)

Percent

- 2.6% 1 (Not at all)
- 11.3% 2
- 32.2% 3
- 1.7% 3.5
- 37.4% 4
- 14.8% 5 (All of the time)

34. Please check any of the following activities in which you participate with other organizations to support each other's service provision. (n=120)

Percent

- 71.7% Meetings/programs
If so, with whom (n=80)
Of the 45 respondents who gave names of other organizations they participated with, 43 participated with one to five organizations; of these, 24 participated with one or two organizations. Another 35 respondents listed groups or types of organizations they participated with.
- 60.8% Project collaboration
If so, with whom (n=68)
Of the 52 respondents who gave names of other organizations they participated with, 48 participated with one to five organizations; of these, 33 participated with one or two organizations. Another 16 respondents listed groups or types of organizations they participated with.
- 61.7% Referral
If so, with whom (n=68)
Of the 35 respondents who gave names of other organizations they participated with, 33 participated with one to six organizations; of these, 17 participated with one to three organizations. Another 33 respondents listed groups or types of organizations they participated with.
- 36.7% Facilities or resource sharing
If so, with whom (n=47)
Of the 25 respondents who gave names of other organizations they participated with, 19 participated with one to three organizations. Another 22 respondents listed groups or types of organizations they participated with.
- 9.2% Other (Describe)
If so, with whom (n=13)
Six respondents gave names and four respondents listed groups or types of other organizations they participated with in other ways. They participated with other organizations by taking phone messages, distributing brochures, peer support, special events/projects, etc.

35. Does your organization have Internet access? (n=121)

Percent

24.0% No
76.0% Yes

36. Does your organization use the Internet to get information to help serve clients? (n=118)

Percent

41.5% No
58.5% Yes

37. Does your organization have a web page? (n=120)

Percent

45.8% No
54.2% Yes

38. How does your organization communicate information about its services and programs?
Check all that apply. (n=121)

Percent

84.3% Brochures
75.2% Direct communication to other agencies
33.9% Email
61.2% Flyers
44.6% In-service training/continuing education
49.6% Newspaper ads
70.2% Press releases
52.1% Public meetings
27.3% Radio ads
46.3% Signs/posters
32.2% Speaker bureau(s)
10.7% TV ads
47.1% Web page
18.2% Other (Describe)

Twenty-one organizations communicated information about services and programs in other ways including newsletters, churches, schools, phone book, PATH

39. How effective or ineffective is your organization's communication about its services and programs? Please use the scale 1 ("Very effective") to 5 ("Very ineffective"). (n=118)

Note: some respondents indicated a rating that was between two choice points. For example, they made a mark between the "3" and the "4". This was coded as "3.5". These ratings were maintained in the summaries below.

Percent

6.8% 1 (Very effective)
18.6% 2
0.8% 2.5
44.9% 3
0.8% 3.5
25.4% 4
2.5% 5 (Very ineffective)

Section III: Organization's major services or programs

Please photocopy and complete Section III (page 6, questions 40 through 49) for EACH major service or program your organization provides.

40. Please give name and brief description of one major program or service your organization provides.
41. Please check all the categories of people who receive this service or program from your organization.

The following is a tabulation of the 207 programs and services described in questions 40 and 41. The table should be viewed only as a broad, general summary of health and human services in McLean County. The uniqueness of many of these service providers makes categorization difficult, and the 123 organizations whose surveys were used in this report represent no more than 30 percent of the health and human service providers in McLean County.

The categories in the table are broad but include some very specific services or clients. For instance, the category of "Families or families/parents of other persons in need" includes organizations who provide families and parents certain broad services, but it also includes organizations that specialize in families with low income, families of an Alzheimer patient, families experiencing unemployment, parents at risk of abusing or losing their children, parents of disabled children, etc.

The "Other special groups" category includes people who are: first-time homebuyers, homeless, interested in certain issues, low-income, needy, ex-offenders, gays, lesbians, and bisexuals, rural residents, widowed, veterans, migrant and seasonal workers, illiterate, college students, experiencing domestic violence, etc.

The category of "Other services" includes foster care and adoption, transportation, violence prevention training, homemaker services, temporary or respite services, independent living skills, probation, loan of medical equipment, case management, recreation opportunities, legal assistance, fitness/exercise programs, shelter, etc.

What services they receive	Who receives the service									
	Families or families/ parents of other persons in need (n=57)	Children (n=41)	Teens (n=33)	Adults (n=19)	Seniors (n=23)	Women (n=9)	Anyone (n=18)	Medically needy (n=20)	Disabled (n=18)	Other special groups (n=52)
Child care	6	10	0	0	0	0	0	0	0	0
Counseling	17	7	7	3	2	2	2	3	1	5
Employment assistance	1	0	3	2	3	0	0	0	1	3
Financial assistance	1	0	0	1	2	2	0	1	2	3
Food/ meals	5	1	0	0	2	1	0	2	1	8
Other assistance	4	3	2	0	2	0	0	0	0	6
Housing assistance	4	0	0	0	1	0	0	0	0	5
Information, support, education, referral, advocacy	16	8	8	3	3	4	11	7	3	9
Medical assistance	2	2	3	4	4	2	2	10	6	3
Other services	17	18	15	6	6	4	6	2	7	18

42. For your record keeping, how do you count the number of clients you serve? Check all that apply. (n=201)

Percent

- 85.6%** Individuals
- 23.4%** Families
- 10.4%** Other (Describe)

Respondents for two programs said they counted their clients by “riders” and “applications filled out.”

43. How many individuals/families.....

A. did this service or program assist in the most recently completed program year?

Percent individuals (n=114)

- 2.6%** assisted less than 6 individuals
- 8.8%** assisted 6 to 25 individuals
- 15.8%** assisted 26 to 100 individuals
- 40.3%** assisted 101 to 500 individuals
- 13.2%** assisted 501 to 1,000 individuals
- 14.0%** assisted 1,001 to 5,000 individuals
- 5.3%** assisted 5,001 to 62,000 individuals

Percent families (n=14)

- 7.1%** assisted less than 6 families
- 42.9%** assisted 6 to 25 families
- 28.6%** assisted 26 to 100 families
- 7.1%** assisted 101 to 500 families
- 14.3%** assisted 501 to 3000 families

B. can this service or program assist at any given time?

Percent individuals (n=31)

- 0.0% can assist less than 6 individuals
- 16.1% can assist 6 to 25 individuals
- 32.3% can assist 26 to 100 individuals
- 32.3% can assist 101 to 500 individuals
- 19.4% can assist 501 to 10,000 individuals

Percent families (n=7)

- 14.3% can assist less than 6 families
- 28.6% can assist 6 to 25 families
- 42.8% can assist 26 to 100 families
- 14.3% can assist 101 to 4,000 families

44. Does this service or program have a waiting list now?

Percent (n=192)

- 70.3% No
- 14.6% Not applicable (Service mandated)
- 13.5% Yes, an open waiting list
- 1.6% Yes, a capped waiting list

What was average number on the open or capped waiting list [now]?

Percent (n=13)

- 15.4% less than 6
- 15.4% 6 to 10
- 46.1% 11 to 20
- 15.4% 21 to 50
- 7.7% 51 to 150

Did this service or program have a waiting list in most recently completed program year?

Percent (n=178)

- 69.7% No
- 13.5% Not applicable (Service mandated)
- 14.6% Yes, an open waiting list
- 2.2% Yes, a capped waiting list

What was average number on the open or capped waiting list [in most recently completed program year]?

Percent (n=18)

- 38.9% less than 6
- 11.1% 6 to 10
- 22.2% 11 to 20
- 22.2% 21 to 50
- 5.6% 51 to 150

45. Is there a fee for using this service or program? (n= 200)

Note: respondents were given three choices: no fee, sliding fee, or flat fee. Some indicated a combination of these fee choices. Those combinations are indicated in the summary below.

Percent

- 61.0%** No fee
- 19.0%** Sliding fee
- 11.5%** Flat fee
- 0.5%** No fee or sliding fee
- 2.0%** No fee or flat fee
- 5.5%** Sliding fee or flat fee
- 0.5%** No fee, sliding fee, or flat fee

46. How does your organization keep records of who uses this service or program? Check all that apply. (n=200)

Percent

- 6.5%** There is no specific method
- 79.5%** Paper files
- 66.5%** Computer (Software used)
Twenty-six programs described the various software they used including Access, Excel, Word, File Maker Pro, CMHC, Word Perfect, SPSS, Data Analysis Matrix, dBase III+, ClarisWorks, Appleworks, Quicken, Medical Managers, STAIRS, ESPIRS, Stolas, EDMACS, TRAC, Lotus 123, HYTEK Team Manager, Y-Ware, Statlam [sic], two unnamed databases, and three software packages specific to the organization.
- 3.0%** Other (Describe)
Other methods used by six programs: Quarterly State Reports, State Service Reports, Third Party Administrator, and partner agencies.

47. Are there other organizations in McLean County that provide this service or program? (n=202)

Note: some respondents indicated that other organizations provide both similar services to those they provide and services that differ in design. Those responses are shown below.

Percent

- 39.1%** No
- 22.3%** Yes
- 32.7%** Yes, but service/program designs differ
- 2.0%** Yes; and yes, but service /program designs differ
- 4.0%** Don't know

48. Which one best describes McLean County's present ability to serve clients needing this service/program? (n=187)

Percent

- 48.1%** It can serve many more clients than are presently being served.
- 38.5%** It is serving close to the maximum number of clients.
- 7.0%** It is serving the maximum number of clients.
- 6.4%** It is serving more than the maximum number of clients than staff or facilities can handle effectively.

49. Which one best describes the waiting list in McLean County for people needing this service/program? (n=171)

Percent

58.5% McLean County has no waiting list for this service.

20.5% Not applicable (Service mandated).

14.0% McLean County has a short waiting list . . .
w/waiting time usually not exceeding __ days/wks/mos.

Percent (n=16)

18.8% five days/one week

25.0% two weeks

18.8% three weeks

25.0% one month/30 days/four weeks

12.5% six months

7.0% McLean County has a long waiting list . . .
w/waiting time usually not exceeding __ days/wks/mos.

Percent (n=10)

20.0% one month

20.0% six weeks

20.0% four months

10.0% six months

10.0% seven and a half months

10.0% twelve months

10.0% twenty-four months

Section IV: Challenges and strengths, and gaps and duplications in providing health and human services

50. What are the three greatest challenges to your organization in providing its services or programs? (n=122)

Note: respondents were asked to check three challenges; six respondents checked four challenges and one checked six challenges. All are included in the summary below.

Percent

7.4% There are no major challenges

30.3% Not enough staff

5.7% Child care issues for clients

15.6% Transportation—clients can't get here

4.1% Hours not convenient for clients

6.6% Eligibility requirements for clients

13.9% Client resistance

16.4% Inability to attract or retain qualified staff

38.5% Insufficient operating funds

1.6% Not accessible to persons with disabilities

1.6% Language barriers

5.7% Clients can't afford cost

18.0% Too much paper work

19.7% Lack of volunteers

15.6% Not enough facility space

30.3% Other (Describe)

Lack of community awareness of services provided was mentioned most often by the 38 organizations that described their other challenges. Some of the other challenges mentioned were difficulty with government funding and reimbursements, government regulations, and location.

51. What are your organization's strengths in providing its services or programs? (n=107)

Please see Appendix 5c for verbatim responses to this question.

Approximately 40 percent of those who answered this question listed their skilled, experienced staff as one of their organization's strengths. Between 10 and 15 percent listed collaboration/network sharing and their volunteers as a strength. Other frequently mentioned strengths included national affiliation, sliding fee or free services, a wide variety of services, facilities and equipment, accessibility, experience, and their unique service.

52. What do you consider to be McLean County's strengths in providing services or programs similar to yours? (n=84)

Please see Appendix 5d for verbatim responses to this question.

Approximately 35 percent of those who commented on McLean County's strengths listed cooperation (referrals, teamwork, etc.). Other strengths included variety of good quality services, strong local economy, staff and volunteers, and a supportive community.

53. Please describe any gaps in McLean County's health and human service delivery system in the past year. By "gaps" we mean situations where a service is unavailable or insufficient to meet needs. Your comments can include services or programs not provided by your organization. (n=78)

Please see Appendix 5e for verbatim responses to this question.

The most frequently mentioned gaps in McLean County were transportation, child care, funding (e.g., for services for low income, for uninsured, for staff, etc.), medical services (e.g., affordable, prescriptions, dental), and mental health services.

54. Please describe any unnecessary duplication or excess capability in McLean County's health and human service delivery system in the past year. By "unnecessary duplication" or "excess capability" we mean situations where available services are more than what is needed. Your comments can include services or programs not provided by your organization. (n=50)

Please see Appendix 5f for verbatim responses to this question.

Counseling, client assessment, homeless shelters, and employment services were the most-often mentioned duplicated services. They were each mentioned two or three times. More than 40 percent of the respondents who answered this question said there were no duplications or they were not aware of any.

55. Please share any further comments you have that would assist efforts to improve McLean County's health and human service delivery system. (n=42)

Please see Appendix 5g for verbatim responses to this question.

Respondent's most frequent comments included the need for a centralized information center for available services and client assessments (one-stop shop), and long-term planning.

The 126 organizations who returned Health and Human Service Providers surveys and gave permission to use their names.

AIDS Task Force
 Alzheimer's Association
 American Diabetes Association
 American Red Cross
 Anchor Township
 AVERT, Accused Violators Early Response Team
 Baby Fold, Child Welfare Services
 Big Brothers/Big Sisters (JUMP-Juvenile Mentoring)
 Bloomington Community Development Division
 Bloomington Parks and Recreation Division, Senior
 Bloomington-Normal Public Transit System
 Blue Mound Township
 Boy Scouts of America
 Boynton Mennonite Church
 Boys & Girls Club of Bloomington-Normal
 BroMenn Behavioral Health Services
 BroMenn Home Health Services
 BroMenn Hospice Services
 BroMenn Regional Medical Center, Dietetic Services
 Carlock Christian Church
 Catholic Social Services
 Central Illinois Mended Hearts
 Centrillio Council of Girl Scouts
 Chenoa Township
 Chestnut Health Systems - Adolescent Chemical Dependency Program
 Chestnut Health Systems - Adult Chemical Dependency Program
 Chestnut Health Systems - Counseling, Psychiatric, & Family Services
 Chestnut Health Systems - Employee Development Associates
 Chestnut Health Systems - Project Success
 Children's Foundation
 Church of Jesus Christ of Latter Day Saints
 Circuit Breaker Program
 City of Bloomington Township
 College Avenue Baptist Church-SB
 Community Action
 Community Health Care Clinic
 Community Services for the Visually Impaired
 Conflict Resolution Team
 Connections Community Center
 COP/POV (Creation of Peace/Prevention of Violence)
 Cornerstone Youth Centre
 Crimestoppers of McLean County
 Day Care Center of McLean County
 Department of Human Services
 Dry Grove Township
 East Central Illinois Area Agency on Aging
 Easter Seals UCP
 Echelmann-Taylor Hearing & Speech Clinic
 Ecology Action Center
 Empire Township
 Farm Resource Center
 First Baptist Church of Normal
 First United Methodist Church
 For Children's Sake
 Fragile X Syndrome Group
 GED-Adult Literacy
 Green Thumb Inc.
 Habitat for Humanity
 Heartland Head Start
 Home Sweet Home Mission, Residential Services
 Homes Through Hearts
 Illinois Institute for Addiction Recovery
 Illinois Migrant Council
 ISU Child Care Center
 Job Connection
 Judson Baptist Fellowship
 Kids Club West
 Lawndale Township
 LeRoy Christian Church
 Lexington Nursing & Rehabilitation Center
 LIFE-CIL
 Lions of Illinois Foundation
 MARC Center
 McLean County Center for Human Services
 McLean County Chamber of Commerce
 McLean County Child Protection Network
 McLean County Dept. of Court Services, Adult Probation
 McLean County Dept. of Court Services, Juvenile Probation
 McLean County Dept. of Court Services, Public Service
 McLean County Health Department
 Ministry of Criminal Justice
 Mobile Meals
 Moms, Inc.
 Morningstar United Methodist Church
 Normal Human Relations Commission
 Normal Township
 Normal Township Senior Citizens Program
 North Danvers Mennonite Church
 Office of Rehabilitation Services
 Old Town Township
 OSF St. Joseph Medical Center, Social Services

OSF St. Joseph's Occupational Health Center
Our Saviour Lutheran Church ELCA
Parent Infant Connection
Parents, Family & Friends of Lesbians And Gays
(PFLAG)
PATH
Peace Meal
Pharmaceutical Assistance Program, Circuit
Breaker
Planned Parenthood, Medical Services
Project Oz
S.C.O.R.E.S.
S.O.A.R., Special Opportunities Available in
Recreation
Salvation Army
Scott Health Resources Center
Show Bus, Meadows Mennonite Retirement
Community
St. John's Lutheran Church
St. Vincent de Paul Society - Food Pantry

THEOS, They Help Each Other Spiritually
Toenail Lady
Tri-County Special Education Association
Unit 5 Special Education
Unitarian Church of Bloomington
United Methodist Church of Ellsworth
United Ostomy Association
United Way of McLean County
United Workforce Development Board
Unity Church of Bloomington-Normal
Veteran's Assistance Commission
Yates Township
YMCA of Bloomington-Normal
Youth Impact
YouthBuild McLean County
YWCA of McLean County, Child Care
YWCA of McLean County, Health Promotion
Services
YWCA of McLean County, Senior Services
YWCA of McLean County, Women's Services

Appendix 4b: Health and Human Service Providers' Survey Instrument

Assessment 2000

Health and Human Service Providers' Survey

June 21, 1999

«ID»
«First_name» «Last_name», «Title»
«Agency»
«Mailing_address»
«City», «St» «Zip»

Dear «MrMs» «Last_name»,

Your organization is invited to participate in *Assessment 2000*, a cooperative effort of the United Way of McLean County, local governments, trades and labor, and health and human service organizations. The project will identify trends, strengths, demand, service capacity, and areas for improvement in health and human service provision in McLean County.

An important element of *Assessment 2000* is a survey of the health and human services provided to McLean County residents. Your voluntary completion of the enclosed survey will provide valuable insight and will support planning for improved service provision in McLean County. The findings of this survey will be available to you and to other service providers for activities including program planning, grant writing, etc.

If appropriate, more than one person may assist in filling out the survey. The names of people who complete the survey will be kept confidential. The responses of all health and human service providers in McLean County will be summarized in a general report that will be available after January 2000. If you have questions or require assistance in completing this survey or if you have questions about the project, please call the Applied Social Research Unit of Illinois State University at 309-438-7771.

Please return your completed survey in the enclosed postage-paid envelope by **July 8, 1999**. Thank you for the time you spend completing this survey. The information you provide will aid service provision for you and others in McLean County for years to come.

Sincerely,



Peter J. Borowski, Chair, Board of Directors
United Way of McLean County

Assessment 2000 is a cooperative effort of the United Way of McLean County,
local governments, trades and labor, and health and human service organizations.

Assessment 2000

Health and Human Service Providers' Survey

This survey is divided into four sections. **Section I** asks for basic information about your organization. **Section II** focuses on your organization's support needs for maintenance, enhancement, or expansion of services and programs. Section II also explores issues of staffing, training, accessibility, resource sharing, and communication. **Section III** asks about your organization's major categories of services or programs in more detail. It also asks about the provision of these same services or programs in McLean County as a whole. **Section IV** asks for your perceptions about the strengths and challenges, and the gaps and duplications of the health and human services delivery system, both in your organization and in McLean County.

Please return your completed survey in the postage-paid envelope by **July 8, 1999**.

Section I: Information about your organization

1. Name of organization _____
2. Name of person(s) filling out this survey _____
3. Title of person(s) filling out this survey _____
4. Phone number(s) of person(s) filling out this survey _____
5. Can we call you for more information if necessary? • No • Yes
6. In our report, can we say your organization completed the survey? • No • Yes
7. Is your organization: • For-profit • Non-profit • Unit of government
8. What is your organization's primary mission or purpose? _____

9. What geographical area(s) does your organization serve? Check all that apply.
 - Bloomington
 - Normal
 - Other McLean County city/town (Specify) _____
 - Rural McLean County
 - Other (Describe) _____

Section II: Organization's needs

Maintenance, enhancement, and expansion

10. Does your organization need any additional resources to *maintain* its current level of service to its clients? Please check and describe all that apply.
- Organization has no additional support needs to maintain current level of service.
 - Replace computers (How many?) _____
 - Replace other equipment (What kind and how many?) _____
 - Update software (Describe) _____
 - Staff training (Describe) _____
 - Facilities improvement (Describe) _____
 - Other (Describe) _____
11. Is there a current need to *enhance* or *expand* your organization's services or programs?
- No (Skip to question 14)
 - Yes, but there are no current plans to expand or enhance services or programs
 - Yes, and there are current plans to expand or enhance services or programs
12. What resources would your organization need to *enhance* or *expand* its services or programs? Please check and describe all that apply.
- More facility space (How many additional square feet?) _____
 - More staff (What kind and how many?) _____
 - More computers (How many more?) _____
 - More equipment (What kind and how many?) _____
 - More staff training (Describe) _____
 - Updated technology (Describe) _____
 - Other (Describe) _____
13. Why is there a need to enhance or expand your services or programs? _____

Staffing, training, and accessibility

14. Is it difficult for your organization to employ qualified staff?
- No (Skip to question 16)
 - Yes
15. Why is it difficult for your organization to employ qualified staff? Please check all that apply.
- Salaries not competitive
 - Benefits not competitive
 - Long hours
 - Large caseloads
 - Vehicle needed for job duties
 - Not enough qualified people available
 - Inadequate time for training
 - Inadequate resources for training
 - Dangerous working conditions
 - Unhealthy or stressful working conditions
 - Liability issues
 - Other (Describe) _____

16. Is it difficult for your organization to attract or retain volunteers?
- No (Skip to question 18)
 - Yes
 - Not applicable (Skip to question 18)

17. Why is it difficult for your organization to attract or retain volunteers? Please check all that apply.

- Inconvenient hours
- Vehicle needed for job duties
- Lack of recruiting resources
- Inadequate resources for training
- Inadequate time for training
- Public unaware of volunteer opportunities
- Undesirable working conditions
- Liability issues
- Other (Describe) _____

18. Does your organization provide training for:

- | | | | | |
|-------------------------|--------------|---------------------------|-----------------------|-------|
| New employees? | • Not needed | • Needed but not provided | • Yes, but inadequate | • Yes |
| Established employees? | • Not needed | • Needed but not provided | • Yes, but inadequate | • Yes |
| New volunteers? | • Not needed | • Needed but not provided | • Yes, but inadequate | • Yes |
| Established volunteers? | • Not needed | • Needed but not provided | • Yes, but inadequate | • Yes |

19. If your employees or volunteers need training, what training do they need? _____

Questions 20 through 24 take into account organizations that provide services or programs from more than one location or facility. If you have one location, check the boxes for Site 1, if you have two locations, check boxes for Site 1 and Site 2, etc.

20. Please give the address, including zip code, of facilities where services or programs are provided.

Site 1 _____

Site 2 _____

Site 3 _____

Site 4 _____

Site 5 _____

21. Is this facility within walking distance of a public transportation route?

	Site 1	Site 2	Site 3	Site 4	Site 5
No	•	•	•	•	•
Yes	•	•	•	•	•

22. Is this facility accessible for persons with disabilities?

	Site 1	Site 2	Site 3	Site 4	Site 5
No	•	•	•	•	•
Yes	•	•	•	•	•

23. What are the facility's hours of operation? Check all that apply.

	Site 1	Site 2	Site 3	Site 4	Site 5
Daytime hours during the week	•	•	•	•	•
Open in the evening at least one day per week	•	•	•	•	•
Open on Saturdays for at least a few hours	•	•	•	•	•
Open on Sundays for at least a few hours	•	•	•	•	•
Open on holidays for at least a few hours	•	•	•	•	•

24. Is this facility able to meet clients' needs within its hours of operation?

	Site 1	Site 2	Site 3	Site 4	Site 5
No	•	•	•	•	•
Yes	•	•	•	•	•

25. Approximately what percentage of your organization's service units are delivered away from your site(s) (e.g. outreach, street based, in schools, etc.)? _____

Resource sharing

26. In the last year did your organization make available any of the following resources to other groups or organizations? If so, did you charge a fee for these resources?

Part A: Check all the resources made available.

- Rooms for meetings/program activities
- Office space for other organizations
- Equipment used in your facility
- Equipment loaned out
- Staff expertise
- Volunteers
- Training
- Other (Specify) _____

Part B: Did you charge a fee?

- No • Yes

27. In the last year did your organization use any of the following resources from another group or organization? If so, did you pay a fee for these resources?

Part A: Check all resources used.

- Rooms for meetings/program activities
- Office space
- Equipment used in their facility
- Equipment used in your facility
- Staff expertise
- Volunteers
- Training
- Other (Specify) _____

Part B: Did you pay a fee?

- No • Yes

28. Would your organization consider making (or continuing to make) available any of the following resources to other groups or organizations? If so, would you charge a fee for these resources?

Part A: Check all resources you would make available.

- Rooms for meetings/program activities
- Office space for other organizations
- Equipment used in your facility
- Equipment loaned out
- Staff expertise
- Volunteers
- Training
- Other (Specify) _____

Part B: Would you charge a fee?

- No • Yes

29. Please comment about opportunities for resource sharing within McLean County.

30. Please comment about barriers to resource sharing within McLean County.

Section III: Organization's major services or programs

Please photocopy and complete Section III (page 6, questions 40 through 49) for EACH major service or program your organization provides.

40. Please give name and brief description of one major program or service your organization provides.

41. Please check all the categories of people who receive this service or program from your organization.

- | | | |
|----------------------------------|-------------------------------------|-------------------------------------|
| • Age-based (Specify ages) _____ | • Gangs | • People with physical disabilities |
| • At-risk youth or drop-outs | • Homeless | • Single or teen parents |
| • Displaced workers | • Incarcerated people | • Substance abusers |
| • Ex-offenders | • Low-income | • TANF recipients |
| • Families | • People acutely or chronically ill | • Unemployed |
| • Gender-based (Specify) _____ | • People with mental disabilities | • Veterans |
| | • Minorities (Specify group) _____ | • Victims of violence/abuse/neglect |
| | | • Other (Specify) _____ |

42. For your record keeping, how do you count the number of clients you serve? Check all that apply.

- Individuals
- Families
- Other (Describe) _____

43. How many individuals/families.....

- A. did this service or program assist in the most recently completed program year? _____
- B. can this service or program assist at any given time? _____

44. Does this service or program have a waiting list now? In most recently completed program year?

Now

- No
- Not applicable (Service mandated)
- Yes, an open waiting list
- Yes, a capped waiting list

What is average number on the open or capped waiting list? _____

In most recently completed program year

- No
- Not applicable (Service mandated)
- Yes, an open waiting list
- Yes, a capped waiting list

What was average number on the open or capped waiting list? _____

45. Is there a fee for using this service or program? • No fee • Sliding fee • Flat fee

46. How does your organization keep records of who uses this service or program? Check all that apply.

- There is no specific method
- Computer (Software used) _____
- Paper files
- Other (Describe) _____

47. Are there other organizations in **McLean County** that provide this service or program?

- No
- Yes
- Yes, but service/program designs differ
- Don't know

48. Which one best describes **McLean County's** present ability to serve clients needing *this service/program*?

- It can serve many more clients than are presently being served.
- It is serving close to the maximum number of clients.
- It is serving the maximum number of clients.
- It is serving more than the maximum number of clients than staff or facilities can handle effectively.

49. Which one best describes the waiting list in **McLean County** for people needing *this service/program*?

- McLean County has no waiting list for this service.
- Not applicable (Service mandated).
- McLean County has a short waiting list w/waiting time usually not exceeding ___ days/wks/mos.
- McLean County has a long waiting list w/waiting time usually not exceeding ___ days/wks/mos.

Section IV: Challenges and strengths, and gaps and duplications in providing health and human services

50. What are the *three* greatest challenges to your organization in providing its services or programs?

- There are no major challenges
 - Not enough staff
 - Child care issues for clients
 - Transportation—clients can't get here
 - Hours not convenient for clients
 - Eligibility requirements for clients
 - Client resistance
 - Inability to attract or retain qualified staff
 - Other (Describe) _____
- Insufficient operating funds
 - Not accessible to persons with disabilities
 - Language barriers
 - Clients can't afford cost
 - Too much paper work
 - Lack of volunteers
 - Not enough facility space

51. What are your organization's strengths in providing its services or programs?

52. What do you consider to be McLean County's strengths in providing services or programs similar to yours?

53. Please describe any gaps in McLean County's health and human service delivery system in the past year. By "gaps" we mean situations where a service is unavailable or insufficient to meet needs. Your comments can include services or programs not provided by your organization.

54. Please describe any unnecessary duplication or excess capability in McLean County’s health and human service delivery system in the past year. By “unnecessary duplication” or “excess capability” we mean situations where available services are more than what is needed. Your comments can include services or programs not provided by your organization.

55. Please share any further comments you have that would assist efforts to improve McLean County’s health and human service delivery system.

Thank you for your participation

Appendix 5a: Service Providers' Survey: Resource Sharing Opportunities (Question 29)

Question 29. Please comment about opportunities for resource sharing within McLean County.

- Everyone that we have asked has been very generous—but we don't ask for much.
- We need to make services available to seniors in places where seniors gather. Nutritional sites and recreation sites should have information and accessibility to programs that educate and inform seniors of services in the community.
- If it would benefit customer services, we would help.
- We have intergovernmental agreements with Township of Normal for General Assistance screening.
- Volunteers.
- We deal with information on Diabetes. We have nothing else to offer.
- Many smaller N-F-P have trouble keeping up with technology and tech support!
- Opportunities for resource sharing are very favorable and we actively support this concept.
- Mostly referrals taking place—not true collaboration.
- This area is improving in working together toward common, mutual goals.
- We already do this with education, training, and programming, with CHS, Baby Fold, Catholic SS, Children's Foundation.
- We donate supplies and equipment regularly to community free clinic on Franklin Ave. We cooperate with cancer center.
- Dietitians are available to community groups depending on availability.
- The various organizations I'm familiar with seem to be able to share with each other very effectively.
- We all could do more in sharing human resources (staff, volunteers, training).
- Both the business social service and educational institutions are open to sharing and exchanging resources within the local community.
- Numerous opportunities. McLean county is rich with resources, but often our knowledge of what each other offers is limited or staff turnover is high; therefore follow-through is a barrier.
- We always utilize the expertise of qualified professionals in McLean County. We also maintain a list of "Speakers Bureau".
- There are many opportunities for resource sharing within McLean County—Human Service Council, MCLIC, LAN, ABC, etc. It's a matter of getting involved.
- Training ([?]and costs). Human Resource training, (costs and hiring (to deal with turnover).
- Because we are a tax-supported local government agency office, we feel it is part of our obligation to offer these services to the community at no fee.
- GED Classes, mentor training, regional agency meetings are just a few of a variety of non-profit organizations that use shared space and equipment.
- Fairly good—a lot of cooperation in our area of expertise.
- We share kids, i.e. youngsters at Heartland Head Start may have older siblings that go to Boys & Girls Club. Also they may live or have relatives (aunts, grandparents) who live in Bloomington Housing—all of which have been trained in violence prevention.
- Information sharing with area police departments.
- The building is not open to the public during the week—daytime. We have allowed various groups

Appendix 5a: Service Providers' Survey: Resource Sharing Opportunities (Question 29)

to meet occasionally.

- Among human service agencies, there is a lot of sharing and collaboration. It is one of the little unknowns in our community. A lot of dollars are saved by agencies that shoulder a great amount of weight, especially in such areas as United Way campaign participation.
- Agencies share what they can.
- Current opportunities are adequate. We appreciate the PATH directory. Our community room is available free of charge to all organizations serving older adults and their caregivers.
- We share primarily with other environmental groups that have limited facilities.
- Our road district cooperates with McLean County Highway Department in the use of equipment and purchasing. Also, with snow removal on County roads during bad storms.
- Good relationships/collaborative spirit among most providers, help each other out, feel like a team.
- There is a great spirit of cooperation among agencies. Resource sharing is easy in McLean County.
- Any current listing needs to be just that, up-to-date. Each list is very helpful if it is current.
- All or most of our agencies could network their programs based on their strengths rather than “the needs”. It could include schools, corporations, organizations, churches, banks, public institutions, and individuals.
- Have good resources available, good communication between agencies.
- PATH resource seminars are a good example of sharing training—STOP training with Bloomington PD and PATH.
- Training for other organizations, supervisors at business, schools—both staff and children—basically we will go to any organization and business and give workshops on addiction related issues at no charge—we will also train supervisors and managers in how to deal with addiction issues in the workplace.
- ODC has a large conference room for meetings—in return we would ask the group to tour our facility. ODC has available bulk rate printing and mailing services on a fee for service basis.
- Unless it is through CRRN, there doesn't seem to be any.
- Letting communities know where we are located and the services we have to offer. Activities, speech therapy, physical therapy, and occupational therapy.
- The majority of social service agencies work cooperatively with each other. Meetings of the Human Service Council and Continuum of Care offer opportunities to share information and resources.
- Don't know of any.
- Agencies need to get together to hire a board certified child/adolescent psychiatrist.
- It is vital to collaborate expertise, manpower and technology.
- This division refers offenders to various service providers who upon assessment/evaluation refers the same client to other agencies for specific services.
- Needs to be a centralized place where a list of resources available is posted. Do not always know who can provide training, etc.
- Staff resource sharing has greatest potential. Difficulty with space and equipment (liability/cost).
- We have expertise in work injury management, company assessments, safety, regulatory compliance.
- We work cooperatively with other agencies and meet monthly.
- It appears to me that the opportunity is there.
- Unsure.

Appendix 5a: Service Providers' Survey: Resource Sharing Opportunities (Question 29)

- Places in McLean County are very willing to share information with us.
- We would be willing to share resources as possible and would appreciate being able to access new resources. Currently the Children Care Resource and Referral Center is an excellent resource to help us meet needs.
- The YWCA childcare programs network with the staff from the CCRRN, other centers, ISU, Heartland as well as being able to link services with agencies such as PATH, Community Action, Baby Fold, Children's Foundation, etc.
- Have done talks for 4-H clubs, Senior Expo, Lexington School, Health Fairs at McLean County Health Department, Illinois Wesleyan, Sugar Creek Elementary School.
- RSVP (a part of senior services) provided 580 volunteers to not-for-profits providing 78,000 hours of service last year.
- Mostly depends upon your personal relationship with other people in the community. Lots of in-kind exchanges with other non-profits.
- No office there.
- Clergy and congregations easily share resources within the denomination and ecumenically.
- Room availability at our church would depend on the purpose of the meeting or program.
- Unknown.
- We have a fellowship hall that we open to the community.
- We currently resource share but don't want to advertise any. We do what we can, when we can, as requested or see a chance to.
- One of the biggest needs is to have a centralized internet system.
- Open-minded attitudes could lead to creative solutions. If a facility would become available for a satellite service center for multiple agencies to use/share, human resources could be shared through cross-training, utility costs and rent could be shared, delivery of a variety of services could be offered at reduced administration overhead costs.
- Sharing of staff expertise around transportation issues has been possible through the McLean County Transportation Advisory Committee.
- Pantagraph/Community News regularly published lists of services such as mine.
- With those few agencies we work closely with, it works well.
- Our conference room is available to non-profit organizations on a first come basis. Employers may use rooms for interviewing.
- We work closely with many help groups. They are great to work with.
- We are always looking and are open to these opportunities. There are more opportunities than we know—better networking could find them. Most people are glad to cooperate if asked.
- Everybody in our organization, which is several different organizations, agencies, and businesses in this community, are very generous with their sharing of any resources. They are about the betterment of this community and not individuality or turf issues or struggles.
- We would welcome groups such as AA, OA, etc. We have a chapel for wedding services.
- We often share with other churches.



Appendix 5b: Service Providers' Survey: Barriers to Resource Sharing (Question 30)

Question 30. Please comment about barriers to resource sharing within McLean County.

- Haven't tried too much, so unaware of any barriers.
- Some groups (social service) seem to be territorial and want services performed only in their offices.
- Many non-profit groups.
- Time to figure out ways to share.
- In the case of vehicle sharing, liability and contractual obligations are barriers for the B-NPTS.
- Sometimes fees are associated which prevent involvement. I often feel that there is some territorialism involved within the two communities.
- Communication between agencies. Community grants leave out key players.
- Not networked.
- Time limits, staff has very limited time.
- Lack of communication on education regarding resources.
- Very limited professional staff which limits amount of involvement in community.
- Some relationships between agencies are competitive—this can be a barrier to sharing resources.
- Some might say costs of sharing are a negative factor.
- Difficult to know who and what is available from each other.
- Political policy and procedure.
- We are also certain that we have only topped the “tip of the iceberg” in community resources.
- Have not had any.
- Strict government funding guidelines for eligibility funding is not flexible. Resource limits makes sharing difficult.
- Very few barriers—mostly “Turf” concerns or regulations by individual controlling boards and/or policies.
- Limited amount of large public meeting space—Police—Asborne Room, McBarnes conference room, Public Libraries.
- Mental health cooperation—sorely lacking.
- Lack of awareness of availability.
- It's difficult being cross-categorical without a specific directive from a unit of government or a school board. We have isolated success but poor institutional “buy-in”.
- None.
- We are a small organization with little to offer at this point, but we are open to helping in whatever way possible.
- Ignorance of such sharing is the greatest problem. After countless hours and hours of sharing, referring, and collaboration without any recognition of such good stewardship of funds, the effort becomes tiresome.
- Budget constraints of each agency.
- No significant barriers encountered.
- We are primarily a clinic designed to train graduate students to work with the speech-language and hearing disordered. Our faculty and staff are certainly available to share their areas of expertise with others in the community.

Appendix 5b: Service Providers' Survey: Barriers to Resource Sharing (Question 30)

- Information and opportunities.
- None.
- In some cases, feels like there are cliques that are hard to break into. Some networking meetings are so poorly organized it is a huge waste of time for many.
- Most of the barriers have to do with state and/or federal rules and regulations that make sharing difficult or impossible.
- Agencies and organizations must take the time to share their resources by completing requests.
- Most focus on needs rather than the strengths of the people.
- Unable to know all the possibilities.
- Time allocation for staff that are already time stretched.
- Just getting the word out—plus competition from other local addiction facility.
- Little systematic accountability for resources.
- To my knowledge there is not a centralized clearinghouses, if you will.
- Large turnover in daycare staff and not enough opportunities to get to know others.
- Several nursing homes within McLean County.
- Limited contact with rural communities.
- Don't know of any.
- Child welfare agencies want to refer clients to a C/A psychiatrist but they accept no fiscal responsibility for financing the service. Medicaid rates only pay about 50% of the cost.
- Money, time, resources, lack of “out of the box” thinking.
- Confidentiality.
- Turf issues—some social service agencies do not want to go to others for training—may make them look like their agency is lacking.
- Staff time and availability to handle additional demands.
- None.
- Lack of knowledge on what's available.
- Unsure.
- I have not run into any barriers to resources in McLean County.
- There is no formal sharing process. If there was, many more agencies would share resources.
- I haven't encountered many barriers. Most social service agencies readily agree to share information and offer assistance whenever it is feasible. However, I don't feel the consumer, in our case the parents, feel that the access is easy to accomplish.
- It is hard to know who has resources that they are willing to share.
- It seems like there's a lot of non-profits competing for local support/funding, depending on a limited population base.
- No office there.
- As a single staff pastor my time is limited. It's difficult to know what is available and/or take the time to investigate needs.
- Small church.
- We already share with 3 other campus ministries. Fees are also a barrier when working with student groups.
- We are part of BPARD and get much from them—thus some “things” aren't ours to share. Staff time and money.
- Resistance to change, turfiness needs to be addressed and reversed, regulatory issues and requirements.

Appendix 5b: Service Providers' Survey: Barriers to Resource Sharing (Question 30)

- Newsletter.
- A problem for our agency is distance from agencies based in Bloomington-Normal.
- It is hard to keep current on all the resources available with many different agencies in our area.
- Since we have mostly federal funds, we need to be specific on how our resources are used.
- Would help to get criteria for eligibility from other organizations, i.e. Public Aid, Community Action.
- The main barrier is the fact that we are so busy in our own world we don't take time to dream and ask.
- I sometimes disagree with how competitive funding is allotted in this community. Agencies that are (for profit?) and charge fees should not get as much money from local funding sources as non-profits who provide their services for free.
- We have activities going on Wednesday evening and often on Thursday and Friday as well as the weekend. We are relatively small—hold about 70 people theatre style.
- Some organizations prefer not working with religious organizations.



Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

Question 51. What are your organization's strengths in providing its services or programs?

- Experience, caring, expertise.
- Supplying balanced meals to those in need of special diets is one of the organization's special strengths.
- We help those who need help with electricity, gas bills, groceries.
- Quick timing. Try to complete a complaint process in a few months' time. Get first response in less than 1 month's time.
- We work to answer the needs of all our clientele.
- Our willingness to work as a partner with other agencies in the community that provide supportive services to senior citizens in McLean County.
- Face to face counseling for services. Resources for employment, professional staff and good networking with other agencies.
- We know our constituency.
- "All Volunteer" keeps cost low. Dedicated cadre of volunteers and allies. Collaboration with allied groups to provide programs.
- Flexibility—part of a national organization that provides resources (not financial).
- Our free service to others that need it.
- Strong national support, presence, quality programs, passionate volunteers.
- Experienced staff—little turnover. Excellent support from cities.
- We are part of a national organization and therefore are able to access technical support and resources for implementation of programs which are diverse and specifically designed to meet the needs and interests of clients. Our fees are affordable for any and all youth/families.
- Dedication of staff and volunteering a lot of time. Excellent staff skills.
- Strong mission/orientation, committed staff, strong staff training program, organizational structure, good cooperation with other organizations.
- We have quality staff—professionals in case management and trained by BBBS of America. Direct service time spent on both clients and volunteers accounts for high retention rate of volunteers, longer match lengths—equals success.
- All services are free. We are non-judgmental. We are confidential. We work for no pay, we work because we care. There is no pressure, help is given when it is wanted.
- Flexibility in our programs—we can be "creative" when needed as long as we stay within HUD's federal regulations.
- Highly qualified staff, all licensed and credentials; wide variety of programs across all age groups; providers are on most major managed care and insurance panels; some sliding scale available through the pastoral counseling team-local church support; BroMenn provides a continuum of care.
- BroMenn Home Health Care has been in existence over 25 years—experienced staff, well qualified staff, knowledgeable regarding home healthcare industry.
- Long term community based hospital; good word of mouth from hospice families; longevity of hospice staffers and volunteers.
- Professional staff with experience in working with outpatients; approximately .8 are designated specifically for providing this outpatient nutrition services. Good relationship with physicians.

Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

- We are a strength-focused organization. We strive to eliminate barriers to clients receiving service—(example)—provide in-home counseling to clients who are unable to get into the office.
- Our members who all have or have had heart disease or a family member has had heart disease. They want to help others through a difficult time.
- Services are provided with specific age development levels in mind. All programs are gender specific to girls. We offer girls the opportunity to explore a variety of opportunities and interests, not just one or two activities. They also have the opportunity of an additional adult role model in their lives.
- The Chamber of Commerce has an accredited reputation that attracts clients. Our organization is known to have professional standards and practices. Many organizations are willing to aid us in providing program, and collaborative effects are easy to access.
- In small towns you are often aware of a client's real situation and you know when they are not telling the truth which can save the township money for those who really need it.
- Very diverse staff (educational background, racial, gender); for substance abuse treatment we accept public aid, have grants available and accept insurance; flexible programming designed to meet client needs (hours of service and continuum of care); able to address substance abuse and psychiatric issues for youth; offer free screenings for substance abuse to all youth in McLean County (2 hour interviews) on and off site.
- Quality service, inexpensive, experienced staff, and good facilities.
- Skilled, motivated, professional staff. Good facilities and support.
- Flexibility and availability; 24 hour accessibility; Nationwide affiliate provides network; expertise in training/consultation; trauma response team.
- The ability to assist with school projects/programs and bring collaboration between the school, parents, agencies to the school.
- Caring staff; strong board; responsive to community; strong staff and volunteer leadership to work in a community context.
- 23 years experience; accessibility; referral and advocacy; connecting to medical services.
- We do an excellent job in providing quality healthcare to the working poor of McLean County. We are a primary care provider who will see at least 60,000 people this year and will provide over \$500,000 worth of free medication by using a volunteer driven organization and donated medications on an extremely limited budget.
- Providing a unique service (a community center for gay, lesbian, bisexual, transgender and questioning adults and youth [separate programs]) and their supportive friends and allies. Providing meeting and training space for ourselves and other community groups. Providing HIV/AIDS/STD information, referrals and prevention materials free of charge.
- Excellent curriculum kits and training.
- Long history with state and national connections. Confidentiality of confidential sources and cash rewards.
- The programs offer a platform to many local churches to be involved in the lives of the families on the West Side in a nonthreatening atmosphere. Many youth find a sense of belonging and family through the relationships formed not only with the staff, but also with the other youth that attend.
- Strong community involvement—volunteer hours and in-kind contributions allow us to maintain affordable services. Collaborations with other agencies have meant enhanced program with no additional expense. Some collaborations provide required inputs at no cost.
- Excellent staff and much improved communication between agencies.

Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

- Mandate to serve older persons and family caregivers under Federal Older Americans Act and Illinois Action Agency. Senior volunteer leadership on our corporate board and advisory council. Experienced and trained staff. Volunteer support for local senior programs. Federal/state/local partnership in funding community programs on aging. Seniors provide out-of-pocket voluntary contributions for service. Strong interagency coordination among senior programs.
- Educational level and experience of staff, the facility, access to a variety of specialized professionals, medical directorship of Dr. Andrew Morgan, affiliation with OSF, focus/specialization in pediatric rehabilitation services.
- Only certified personnel supervise the diagnosis and treatment of speech, language and hearing disordered individuals. Service is delivered by graduate students under our supervision.
- Knowledgeable, creative staff—excellent volunteers, unique services.
- We pride ourselves in providing the services needed at the least amount of taxes to accomplish those services.
- Unique programming specialized for children exposed to domestic violence. Excellent advanced doctoral student clinicians. Research re: topic conducted and shared locally and nationally.
- Our organization started out with monthly meetings. Due to low attendance meetings were discontinued. I am available for support to assist families as far as how and where to go for testing for diagnosis. I have brochures on Fragile X and have done a couple talks about Fragile X. Because I have 2 sons with Fragile X, I try to limit my outside activities to focus on their needs. Basically the information I provide is from personal experience and what I've read.
- We have a great deal of flexibility to be able to meet needs. The staff is extremely dedicated and caring. We have great community support in providing referrals, rent-free facilities and needed resources.
- Green Thumb is the oldest and largest provider of the Senior Community Service Employment Program—providing employment and/or training opportunities to eligible applicants. Nationwide, Green Thumb provided opportunities to over 28,000 older Americans in 1998. Seniors, who are familiar with Green Thumb, relate to Green Thumb, because they know we work with 55+.
- Partnership with families, rewards for volunteers, board direction and planning, family participation and accomplishment, relationship driven.
- Family's needs are assessed to determine their strengths and needs before helping the parent to set goal and develop tasks to accomplish those goals—this gives family ownership.
- Strong organization, reputation, solid funding, excellent facility.
- Use of volunteers, centralized information and referral service, commitment to keeping trained staff.
- Ability to treat multiple addictions—only program in area to treat gambling addiction, full complement of services, professional credentialized staff, only medical detox program in area, hospital based setting.
- Highly qualified staff, low ratio of staff to clients (1:5).
- For over 30 years, ODC has served this county's disabled population well. It has successfully placed an average of 50 people into employment annually. ODC also provides in-house work/training in its light industrial shop setting for individuals in need of extended services prior to, or as an alternate to, community employment. Although ODC has many qualified and dedicated staff it is often difficult to remain competitive in salary & raises—not necessarily compared to similar agencies—but to private industries.
- Majority of current staff has at least some college credit hours, some have degrees.

Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

- Giving residents the best ADL and medical care possible. Our activities are fun for our residents and based on their comforts.
- Dedicated staff, strong administrative leadership. Ours is the only organization directed and controlled by individuals with disabilities and serving individuals with disabilities.
- We are expert in providing high quality residential and supported employment for adults. We are experts in early intervention, respite and other types of in-home support.
- They are free (or very affordable). They are well written, up-to-date, and the cost for delivery is very effective.
- 24 hour mobile crisis team, psychiatrist/nurse/drug program, child/adolescent outreach services, sound fiscal management.
- We are committed to excellence. We have set high benchmarks and will not accept anything less. We have committed, well-trained staff who deal very well with sensitive difficult matters.
- Quality officers and facilities. Approach has always been one of dealing with probationers where they are.
- Good staff who are willing to work until job is done. Some support from the courts.
- Dedicated staff with a vision, ability to adapt services to meet needs, a strong commitment to prevention, ability to plan strategically, ability to network and collaborate.
- We provide quality healthcare that is mission driven.
- Staff expertise, comprehensive services and name recognition.
- Length of time in community, relatively low turnover in management, well-known in social service community.
- Very familiar with service area, client needs and other senior services. One-on-one client contact, commitment to avoid waiting list for service, efficient response time to referrals.
- Support to family members, teen youth group.
- Patients can be seen quickly if they are having a problem. We also offer evening and Saturday appointments. We guarantee confidentiality to our clients, including teens. Sliding fee scale.
- Program 1: Identifying and providing services to hardcore gang members. The gang members want to use our assistance. Through community collaboration we have developed a service and referral network involving schools, law enforcement, court services, and other social service agencies. We have credibility with the youth and their families while still remaining credible with the schools, court services, law enforcement and other community. Program 2: Collaboration and networking with other social services in order to avoid duplication of services. Diversity of our staff and their commitment to human service field, willingness to try innovative programming and flexibility and outreach eliminates most barriers to our services. Program 3: 24 hour capability, community based approach (we actively strive to keep the Juvenile Court and the DCFS from becoming involved with clients if possible); goal is family reunification/preservation.
- Strong leadership, construction and education curriculum honored by the National Youth Employment Coalition and School to Work—All Means, All Award. Also, excellent outcomes of employed graduates, GED attainment, attendance, and post program wages. Strong, comprehensive graduates program.
- Years of service, ability and capacity of expansion, administration, knowledge of the field, facilities and equipment, collaborative efforts with other agencies.
- That we target families and have a wide range of activities that range from infants to seniors. There is something for everyone in the family to participate in.
- Dedicated staff, 14 passenger paratransit bus for night ride, low turnover, many years experience.

Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

- Dedication to organization mission which is unique in the county, well-known and respected in community, national framework that occasionally lends expertise, free or low cost offerings from this department, excellent collaboration.
- High success rate.
- Excellent expertise of management team, good agency reputation, successful outreach model, quality of outreach workers, community networks.
- Years of experience, bilingual staff, people-oriented and caring staff.
- Growing core of lay leadership, strong sense of community—friendly.
- We attempt to be thorough, fair, and respond as we are able. We generally have volunteers available to help.
- Care for elderly, counseling/direction for college age.
- Gives students opportunities and training for serving others. Ministry helps subsidize trips so students can afford them. Positive experience. Utilizes church facilities and promotes ecumenism—brings students from different faiths together for common cause. Educates students about cultural, economic, and social differences.
- People care and want to help those with real needs.
- Church-led pre-school.
- Excellent programs, excellent staff, quality equipment/supplies, knowledge of clients and how to serve them, diversity of programs.
- Simple application process, limited verification requirements, friendly and compassionate paid staff and volunteers, no waiting lists, flexibility. Same day service in many cases, call or walk in for info, secure appointment with case manager, determine eligibility and needs, access appropriate health care provider or benefit for clients.
- The strengths of Seven-ten House are to provide a place mental health consumers can form advocacy groups to educate the public about mental illness and reduce stigma, also we address mental health issues. Seven-ten Front House is run by a board composed of 3 National Alliance of the Mentally Ill (NAMI) members of Livingston and McLean County and 3 members of the Depressive and Manic Depressive Support Group of Bloomington/Normal. There are no paid professional individuals at Seven-ten Front House.
- Twenty successful years of providing rural public transportation! This is due in large part to caring, well-trained, dependable staff, and availability of federal and local funding.
- Able to provide food products to all that come to us and are eligible within our income guidelines.
- Widowed people have “been there”.
- Professional, personable, efficient, proficient system of retaining clients, flexibility for client schedules. Service eliminates clients having to be transported. Very reasonable, sterile equipment, courteous staff, in the field and office.
- Well organized. We collaborate well with our districts. Staff tend to stay in our organization for periods of years. High level of commitment to provide quality services.
- Our program has over 20 years experience in assisting customers in choosing high growth training. We have quality staff who provide on-going case management to assure successful completion of training. On average we have 95% entered employment rate.
- My boss, Sammy Ferrara has worked in this position and understands the people and the program requirements from other groups. His expertise is a major strength for us.
- Close to people involved.

Appendix 5c: Service Providers' Survey: Organization's Strengths (Question 51)

- We are part of a strong, national organization with support services. We have a full time staff team committed to our mission. We have great volunteers. We have quality programs to offer people.
- Community collaboration, working together, team approach. Decision makers and agency directors on our board. Credibility with gang youth.
- Good volunteer base.
- Close to the need, willing to be involved, and responsive to community's need.
- Openness, welcoming presence, stability—established in 1982.
- New, handicapped accessible building, good parking.
- Dedicated staff, large well kept facilities, willingness to let others use our facilities.

Appendix 5d: Service Providers' Survey: McLean County's Strengths (Question 52)

Question 52. What do you consider to be McLean County's strengths in providing services or programs similar to yours?

- Scope of services and professionalism.
- City of Bloomington and other local groups reach out to citizens about discrimination and provide a good base, but of course there is always more work to do.
- Networking and cooperation between agencies.
- Growing, low unemployment, excellent collaboration issues.
- Large tax base.
- We have a solid community and the finances to support itself.
- McLean County is always quick to respond to community needs when asked.
- Financial—county has strong economy and growing tax base.
- There would appear to be a great number of services but often times as in our case the location becomes a negative factor for many families, or a barrier for involvement.
- There are four major service providers in McLean county that provide foster care and adoption services. They work well together.
- No other programs offering one-to-one prevention type mentoring services in McLean County. (The 8% program is paid advocacy.)
- None—this service is directed only within Bloomington city limits.
- There are qualified providers in county; other sliding scale exists in CHS, Catholic SS; there are a wide variety of specialized programs in the county.
- Population mix; other skilled agencies also providing home health care; other non-skilled agencies that provide supporting care.
- Variety of services available, McLean County understands the uniqueness of the differing counseling programs.
- Both hospitals want to be of assistance to Mended Hearts.
- Boy Scouts offer a similar opportunity for boys. Most other program[s] offered in communities are not gender specific.
- Agencies seem to work well together—per my limited knowledge.
- The desire by line staff to work together in the best interest of the clients.
- Social service network that works together.
- Strong and diverse provider community.
- Very limited programming (only one other program exists). This service is purely “contact-only” driven.
- McLean County has many direct service providers and many entities to help.
- Good quality agencies; good array of sources; pro-active approach to service gaps; creative leadership; involved citizenry.
- Social service networking; safety (people come here from Chicago to be safe), client community knows this statewide; economics; geographic location; availability.
- Volunteers willing to do what it takes to get the job done and the excellent referral system in place among the social service agencies.
- PATH provides meeting/training space at McBarnes. We are unaware of others providing such services with the following exceptions: ISU/IWU both have student groups for older GLBT youth and Interweave at U-U church.

Appendix 5d: Service Providers' Survey: McLean County's Strengths (Question 52)

- Most agencies have a desire to network together. Community is very supportive of new agencies. Pantagraph is very good with working with new agencies. City officials are open to new ideas and willing to work with you.
- Existing programs—those similar to this one who are the non-profits—are of high quality. These services have found creative ways to keep costs down and offer excellence. A curious fact but only the not-for-profits early childhood services are nationally accredited. Now, the for-profits are struggling to catch up!
- Same as 51.
- Community-wide commitment to meeting needs of seniors and caregivers. Dedicated and trained staff. Volunteer support. Local funding in support of senior services. Local control and leadership over direction of community programs. Strong interagency coordination, communication and cooperation.
- Expertise of the Universities to draw upon.
- Supportive community—people want to do the right thing with their waste.
- They can not do it as efficiently as we can—in most cases the clients are known to us and we are aware of their needs.
- In some ways, community is “service rich”—many potential referral options for related service.
- A strong service orientation makes a large pool of eager volunteers. The healthy economy means resources are available. A good communication network among agencies.
- Numerous organizations/agencies work well together and are very willing to share information with others. This is at the top of my strength list.
- Unknown.
- There are no other programs quite like Head Start, it does tap into a variety of other resources.
- Is a very cohesive social service community with close networking between agencies.
- Availability of services to persons who can afford to pay or have insurance is very good.
- Commitment to excellence, though it is hard to achieve funding for excellence.
- McLean county does possess multiple social service agencies and resources. However, most—if not all—are restricted or limited to specialized or targeted population groups often because of funding.
- Several are available in the community.
- Several to offer the public.
- In general, the social service network is very strong and the many organizations work well together to serve the community.
- There are 2 other small service providers of residential services and 2 other providers who provide employment.
- We are the mental health center of the county and no other providers provide the same array of services/or serve anywhere close to the number of people we serve (over 3000/yr). McLean County has a full array of services available to its citizens. Health Department funds programs extremely well.
- Our program (CASA or CAC) is the only provider and partnering and collaborating with the agencies like States Attorney (SAO); DCFS judiciary has allowed McLean County to stand out as an exemplary program.
- There are a number of service providers who recognize our citizens' needs and pattern programs to address these issues. These providers are very competitive, thereby creating an atmosphere to research and improve their product.

Appendix 5d: Service Providers' Survey: McLean County's Strengths (Question 52)

- No agency in McLean County provides same services.
- Ability to work collaboratively.
- An alternate resource.
- Staff expertise.
- Regardless of some talk, we enjoy better coordination than most counties. There is a lot of collaboration—Continuum of Care, adolescent LAN, community response to gangs, etc.
- Cooperation between social services providers, planning for future needs, ability to garner financial support for services.
- The McLean County Health Department's STD clinic offers testing, treatment and counseling at a reduced fee level. The STD clinic also offers non-invasive HIV testing at a reduced fee.
- Program 1: If somebody needs help they can usually get it in McLean County. Program 2: Collaboration among service providers and school systems. Program 3: Support and collaboration from States Attorneys Office, collaboration between ours and other social service/law enforcement agencies, community members willing to offer assistance.
- We are a service-rich community, and can utilize other agencies for referrals and specific help (i.e., Illinois Department of Human Services, Health Department, Community Development, AVERT, etc).
- In Bloomington/Normal, number of good childcare centers outweigh the not-so-good. There could never be enough quality childcare! Good training opportunities for staff. Local universities provide staff for school age programs.
- The YMCA has similar programs and interests and it is a strength to have the YM and the YW located at different ends of town. But at the same time they are still a "competition".
- Good networking with other agencies and very little duplicity of services.
- McLean County has numerous women's groups: AAUM, International Women, League of Women Voters, etc. I continue to be amazed at the wide variety of services available in town. Many of these organizations profess a commitment to diversity.
- Good cooperation.
- No specific knowledge.
- There are many faith communities to choose from.
- The Normal Township Aid to Indigents has been a great help to us and vice versa.
- McLean County has no Spring Break program. McLean County Habitat has only talked about it. Campus ministries and ISU and IWU Habitat chapters offer Spring Break Work Trips.
- This does not really apply.
- Nothing in county to compare to.
- A very good employment base.
- Communication between similar organizations to work together to find and identify appropriate resources for low income persons who lack health insurance benefits.
- Strengths of McLean County would be helping educate the public and the advocacy groups—also a place where they focus on mental health and the people who have mental illness.
- A strong United Way has been very helpful by providing part of the local match needed to operate the program in McLean County.
- Many fine agencies.
- Both hospitals are running grief programs and at least one church but none strictly for widowed people.
- Since services are mandated, I am confident that all eligible students can and will be served.

Appendix 5d: Service Providers' Survey: McLean County's Strengths (Question 52)

- Strong employer base with many high growth jobs, cooperation across agencies, high level of concern for helping disadvantaged citizens, many providers of training which increase customer choice.
- We work closely with Bloomington/Normal township, Community Action, Public Aid, PATH. They are all fine organizations and the people are helpful and cooperative.
- Don't know.
- There is a basic value system of caring in the hearts of service providers (staff and volunteers). There is a willingness to work together.
- Community collaboration, funding opportunities.
- Money, time, volunteers, good planning.
- Many excellent caring churches.

Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)

Question 53: Please describe any gaps in McLean County's health and human service delivery system in the past year. By "gaps" we mean situations where a service is unavailable or insufficient to meet needs. Your comments can include services or programs not provided by your organization.

- Feel that there aren't enough homeless shelters in the Bloomington/Normal area. Plus citizens need a place to go for legal advice that doesn't cost money. Commissions have to remain unbiased, to keep providing adequate services to everyone in Normal and Bloomington. This causes a problem when people want to know if something is illegal or not.
- Handyman services to help seniors stay in their homes and home up keep—installation of handrails, gutter cleaning. Need volunteers to help seniors with income tax filing (during the day since seniors on a whole do not like evening meetings).
- Housing, transportation, employment.
- Don't know.
- Evening HIV testing availability (CTRPN). Schools slow to include meaningful information on HIV prevention for those choosing not to be abstinent.
- Affordable home health care.
- Collecting enough blood for use in McLean County, financial support for disaster victims, programs (like volunteerism) that youth can positively get involved in.
- The local transportation system does not accommodate the working families without personal vehicles. When the buses stop running at 6:00 PM people have a hard time getting to and from work.
- Funding for clients for abuser services. Psychiatric services (affordable).
- All agencies need more foster and adoptive homes. Additional funding is needed to ensure adequate outreach.
- Services to teens. We like to get children started into the program by age 12 or 13 (they can remain until age 18), but we get a lot of requests to take 15 year olds.
- Rehab in county can be attained through another source (Rural Housing) but the source only has 1 staff person to administer to 4 counties.
- Limited resources for poor families, the uninsured, or people with pre-existing conditions. Elderly mentally ill particularly have limited resources.
- [Comments from one respondent suggest fraudulent billing to Medicare for related medical services by some medical providers.]
- Transportation.
- It is somewhat difficult to maintain staff and services when percentages of clients present with no insurance or way to pay. Medicare covers outpatient education for diabetes services only.
- Psychiatric services for children and respite services for parents of children with psychiatric needs.
- NA.
- Still need more referrals agency to agency, so clients are not confused by services available.
- Public transportation is inadequate to meet the needs of residents and workers. Childcare slots for infants, multiple sibling groups, and teenagers are inadequate. Social service agencies do not offer service hours outside of traditional day hours and the low-resource working population is having trouble accessing supportive resources outside of their work hours.

Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)

- Respite for parents of older children (Junior and Senior High); child care for Junior High Youth; the overlap between substance abuse/child abuse/domestic violence are not consistently addressed by agencies—referrals are not made and therefore agencies are dealing with problems but not always the whole problem.
- Medical detox for indigent clients.
- Spanish-speaking services are always a problem. Also demand for sliding fee services in our counseling service has consistently exceeded available United Way funding. Access to prescription medications continues to be a problem.
- We are always looking for qualified providers (both IP and OP) to serve our clients. There are not enough licensed therapists or psychotherapists with flexible hours.
- One gap that we have found is countywide volunteer coordination. Currently a person has to call all over the place to find volunteers.
- Family support for families not meeting strict government guidelines. Short term child care. Vocational training for adolescents/dropouts. Domestic violence: visit/exchange.
- Transportation—need public all night transportation; medical needs—better public health service, medical clinic, dental clinic, discounted prescriptions.
- Mental health counseling/medication is totally over-taxed to support the number of individuals who need it.
- Lack of evening bus service, particularly for youth, makes attendance difficult for some. Schools slow to include meaningful information on diversity, especially for sexual minorities.
- How can we create a culture of collaboration and reconciliation in McLean County which would support conflict resolution techniques in schools and human service agencies? Schools in the area have been quite slow to institutionalize conflict resolution into their curriculum and instruction. There's been enough awareness opportunities. It takes money and political commitment to get the training and format (peer mediators) into the "routine use" of schools.
- Not enough funds to offer the amount of services needed by those who are unable to pay the full cost of the program. Also, the full cost of human service programs is subsidized by staff who are willing to accept low wages and minimal benefits. When my staff are working at the poverty level, there is something wrong with the system.
- Dental for adults, affordable childcare, and evening/weekend transportation.
- 1. We need more affordable assisted living facilities for older persons in McLean County, e.g. rental assistance or subsidized monthly care plans, as alternatives to placement in long term care facilities. 2. We need better coordination of geriatric mental health assessment, treatment and supportive counseling services for older persons with mental illness, disabilities, and affective disorders.
- Unknown. Easter Seals-UCP program services division is new to McLean County area. A community needs survey expressed a great need, however, for inclusive childcare and expanded rehabilitation services.
- Funding for mental health services could be increased, so better services could be provided. Increased opportunity for advertising and getting information about our program out to the public would be helpful. Need more psychologists! Waiting lists too long in emergency/urgent situations, few child specialists.
- Our program has a need for additional transportation and child care for our classes. Vision testing and correction is needed.
- Transportation is a true concern of senior adults. I know McLean County has moved in the direction to help folks with this, but there is still more work to be done.

Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)

- Again, a focus on needs insures survival and at best maintaining the status quo.
- Dental needs for all ages is lacking, medical needs of adult ADHD is lacking, shelter for homeless families is lacking.
- Shelter for youth under age 18 that gives time apart from their parents.
- Services for persons who do not have money are limited—no medical detox available without money.
- Working poor still have a hard time finding affordable, quality childcare.
- Child care is very costly for the “working poor”. Housing—not simply a home/apartment—but training for independent living skills.
- Waiting longer than in previous years to learn if center has received any grant money.
- Lack of rural transportation creates a problem for individuals needing to get to Bloomington/Normal. Accessible/affordable housing for individuals with disabilities is lacking. Evening and Sunday transportation for leisure activities.
- There really is no limit to our capacity to service individuals except for the shortage of workers. Secondly, because of our pay and benefits, affordable housing for my employees is difficult to secure.
- Early pre-natal care for indigenous clients.
- Psychiatrist services—both adult and child/adolescent (mostly child/adolescent).
- Our gap is need for more trained volunteers and staff to supervise. I would say with the demand for services locally there is a great chance for many gaps in service delivery.
- The majority of our clients do not have sufficient funds to pay for services or adequate skills to properly manage their funds. They tend not to apply themselves to avoid additional service requirements and fees. These clients appear to need services and generally make positive changes if they can afford to continue in treatment/intervention.
- Shelter care facility for youth who need respite from parents could also be a shelter care facility.
- Counseling—without wasting time. Housing—low income. Child care.
- Adult dental—lack of resources for prevention and dentures. Lack of resources for comprehensive efforts to combat cancer, heart disease, stroke, and infant mortality.
- More resources are needed for patients needing financial help paying for medicines, in particular, medications needed immediately after discharge from the hospital.
- Injured worker placement in alternative employment.
- Affordable housing, housing for people with disabilities, lack of in-home care providers for disabled, 2nd and 3rd shift child care, availability of jobs beyond 20 hours (no benefits), transportation after bus hours, utility money—state and federal dollars run out too soon, services for individuals between 150%-200% of poverty level, services for families in need who fall through the cracks, dental care for adults beyond extractions, subsidized treatment for domestic violence batterers, transitional housing for youth, limited slots at SPICE, our most comprehensive service for young children with developmental delays.
- Rural need for service is an ever-increasing need.
- Patients interested in sterilization services have difficulty finding a provider to perform the surgery and the patient usually needs to travel out of town for the procedure. STD testing and treatment for males only provided at a low fee in one place. Abortion services are not provided in McLean County. Dental care at reduced fees. Planned Parenthood is the only non-biased pregnancy testing and counseling organization, therefore making it difficult to know their options.

Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)

- Program 1: The red tape involved in obtaining certain services is a drawback. The time it takes to go through the system is usually too late and doesn't benefit the individual needing help (especially financial). This frustrates the individual to the point of giving up. Program 2: Few schools which have programs that will help student transition from one school setting to the next (e.g.) elementary to middle school, middle school to high school. Lack of services to help at-risk youth transition to an independent living situation. Program 3: The biggest gap in service exists for youth 16-17 years of age (primarily 17 years old) who are not living at home, and are effectively "Couch Homeless". These youth become eligible for a variety of services when they turn 18.
- Housing for disenfranchised young people under 18 and for those youth with poor credit history.
- Rural child care, evening care, qualified care for special needs, older child care age 12-15 years.
- I personally have not come across these situations.
- Some people need transportation when Bloomington/Normal transit and the YWCA transportation do not run. Some areas are not covered with public transportation.
- Breast cancer awareness/education seems fractured. There are more opportunities for joint efforts. Part of my programs, women's services, have a long way to go to fill the need for women's total health needs. The community in general seems to focus on physical health and prevention, neglecting the emotional and spiritual aspects of modern women. I'd like to see more resources devoted to women's issues.
- Transportation.
- I'm not very familiar with McLean County to be able to make comments at this time.
- When I have calls from people needing assistance (i.e. utilities, shelter, food, etc.) it is nearly impossible to determine whether or not the need is legitimate and whether or not the service is being duplicated. Usually when I call to investigate the client's claim about inability to get help from other agencies, there can be no exchange of information due to confidentiality.
- I'm not aware of any except a respite center for seniors who live with their children. There is no one to care for the elderly overnight or for short periods.
- Transportation in community, public—especially in evenings. Cross-categorically labeled disabilities not finding needed services because many agencies so specific in who they serve (funding?).
- Dental—lack of comprehensive dental services such as replacement of teeth that are extracted, no help for dentures, limited help for partial dentures, lack of preventative dental for adults on public aid—however the state may restore this benefit during 1999 and plans are underway to access this for the population. Transportation—for elderly persons to routine medical appointments and dialysis appointments. (Jim Scott transports cancer patients to their medical appointments and treatments).
- Transportation is insufficient to meet demands—especially to medical appointments and to work.
- Unable to comment.
- Several clients need canes and walkers and wheelchairs. There needs to be a place where these items can be donated, stored and distributed free of charge. Other related items: toilet seats and bath chairs.
- Shortage of effective child and adolescent mental health services.
- Some services are only available if you can prove you don't need them (i.e. rent-utility assistance). Restrictive eligibility. Lack of child care providers.
- We seem to have many help groups.
- Don't know.

Appendix 5e: Service Providers' Survey: Service Gaps (Question 53)

- Rules and regulations on services such as “I’m sorry but since you work for a living even though you only make \$7.00 an hour you are over the monthly income to receive any assistance”. Transportation in this community is a major concern. Day care appears to be an absolute racket. Our youth have babies, unreliable or no transportation, and if they work they can’t make ends meet but make too much money to receive assistance.
- I’m not aware of McLean County’s health and human resources being active in our area [a rural community].



Appendix 5f: Service Providers' Survey: Service Duplication (Question 54)

Question 54: Please describe any unnecessary duplication or excess capability in McLean County's health and human service delivery system in the past year. By "unnecessary duplication" or "excess capability" we mean situations where available services are more than what is needed. Your comments can include services or programs not provided by your organization.

- There are times when seniors do not need to have home visits when they could make arrangements to meet an outreach worker at a senior facility.
- Township general assistance is essentially unnecessary. Duplication of other programs.
- Local HIV/AIDS services are not in danger of unnecessary duplication or excess capability in the foreseeable future.
- Not aware.
- [Our] programs aren't duplicated in McLean County. I am not aware of wasteful duplication by other providers.
- Counseling for female domestic violence abusers. Since there are very few females with court designated counseling because of their domestic abuse behavior, and since there has been an agency which has handled these cases with reduced fees based on income for the past five years, there is no reason for U.W. to find another U.W. agency to start women's D.V. abuser services.
- None.
- Paid counseling.
- Many downpayment assistance programs; need some of it directed countywide.
- None, I'm aware of.
- None.
- I don't know of any—but I'll bet they exist.
- I'm truly not aware of any "unnecessary" duplication. I have served in 3 different agencies in McLean County for a total of 13 years and often am asked this question by United Way panels. Although several agencies offer similar services, such as counseling, it is all necessary. They all have full client loads so service must be needed. Day care also has the same situation.
- Our business requires more services, not less.
- There are many, many counseling services for adolescents and this looks like there may be some duplication.
- Some citizens services—don't know for sure.
- None to my knowledge.
- Considering that GLBT/HIV/AIDS community is 6-10% of entire community, it is not underserved now nor is it likely to be soon.
- This is mythical. There are no services being duplicated, not affordable ones. There may be empty classrooms or counselors offices, but only those who are charging high rates. To me, those are not similar services. There is great need for all of our human services and health services at reasonable prices.
- Assessments of clients.
- We know of no unnecessary duplication.
- Not aware of any.
- Paperwork-intake-assessment procedures are sometimes duplicated by agencies/organizations.

Appendix 5f: Service Providers' Survey: Service Duplication (Question 54)

- None known.
- [One respondent mentioned two homeless shelters but also indicated that each shelter has different criteria for clients].
- Not aware of any.
- Half day federal/state programs like Head Start and Public School at-risk programs that serve same clientele. Would be better for preschoolers to be in one full day program rather than 2 part time.
- Obviously I am biased but there are too many “different” agencies/sources to help individuals seeking employment and unfortunately most (including us) have had to limit our service availability due to the requirements of our major funding resources.
- Children may apply to Head Start and a school district’s early childhood program at the same time to make sure they are admitted to one.
- None known.
- Illinois (government) provides many opportunities to administer our site. There are more units of government than any other state in the United States. The per diem fees and other associated costs distracts from service dollars.
- Don’t have any idea.
- Not aware.
- None that I am aware of.
- Youth services are highly fragmented. Do we need two homeless shelters or would one well-managed organization meeting the needs of transitional care for intact families improve services?
- Chestnut’s Secure program vs. Neville House services. O-S services have a lot of overlap but coordination through CRRN has helped. Sliding scale counseling is abundant with no waiting lists and difficulty finding clients at times. Employment Support Services—this group’s mission isn’t clear or at least it’s not clear who they’re serving.
- There are many crisis pregnancy centers in the community which do not offer comprehensive counseling or unbiased options.
- Program 1: When it comes to the health and human service delivery any community needs all the help they can get. I see no duplication. I do however believe we would function better if we were one city instead of 2. Program 2: With the increasing demand for social services, there does not appear to be any “unnecessary duplication” or “excess capability” of services. Program 3: We believe there may be services in certain areas that are being duplicated or the potential for duplication. However, before a program is cut for fear of duplication greater effort must be made on the part of Social Service Agencies to collaborate to identify existing providers and their respective programs.
- Not aware of any.
- There is never any unnecessary duplication of childcare services!
- I am only aware of the YMCA and 4 Seasons (not-for-profits) that are providing the same services.
- It seems there is an excess of perpetrator/offender services in this community. I do not have info on the actual number of people they are serving. In the diversity arena, there are several different organizations that are struggling to differentiate their work from one another. Although concerned about the same issues, approaches and focus do differ.
- I am unaware of unnecessary duplication.
- Not aware of any.
- I don’t have sufficient knowledge of the total picture to comment.

Appendix 5f: Service Providers' Survey: Service Duplication (Question 54)

- Services like mine should be published (listed) regularly and free of charge in the Pantagraph and Community News.
- Too many agencies providing welfare to work assistance. Too many job developers.
- I feel we all work together well.
- Don't know.
- I can't give you specifics but it seems like several agencies do the same thing. If agencies would merge in certain areas it would help. I would like to see there be one agency that is responsible for the homeless and the shelter.



Appendix 5g: Service Providers' Survey: Other Comments (Question 55)

Question 55. Please share any further comments you have that would assist efforts to improve McLean County's health and human service delivery system.

- More education needs to be done to inform all citizens that these services exist. Many citizens don't realize that services exist for their problems. We try to advertise and educate but that doesn't seem to be enough. We understand, though, that to reach these people could be a huge undertaking.
- We want and need "one stop" shopping for poor and nearly poor for these people to receive servicing.
- MCHD recently ceded its HIV case management to HIHAC, based in Peoria. HIHAC has done a good job to date. However, the transfer leads me to question MCHD's commitment to providing other services as well. What else will they abandon?
- To maintain the base of programs that are deemed important to our community. When financial support is shifted without planning, from "fixed problems", they "break again". Programs that are response-based are hard to fit into the "need" or "gap" demographic.
- Have a single U.W. funded abuse service fund which would pay (after delivery of counseling services) for domestic violence abusers as there are four state-approved counseling services. As the U.W. program is now established (by paying for services from only one agency) U.W. has determined with no evaluation, that the U.W. funded program must be the best and the most economical. Unfortunately, that is not necessarily the case. Three of the four services (male group counseling) were established at approximately the same time with the fourth state-approved service starting this year.
- More emphasis should be put on prevention and early intervention efforts. It's hard to change behaviors and attitudes at 13, 14, 15. Prevention is more cost-effective than intervention—let's make better use of dollars. More collaborative efforts/communication needed, e.g., 3+ Teen Reach grants submitted recently from this community.
- More abstinence education.
- Please remember when assessing community needs that if funding is taken from one service to provide for a new need identified, it could create additional needs for the community.
- It seems to me that the county and townships could fund more social and health services than they do.
- In my opinion, the best way to streamline services for our clients and communities is a better referral system and team approach to serving. Working together as a team or partners would make us all, as agencies and individuals, stronger. We would be more fully strengthening our community from the ground up.
- As assistance becomes more limited, larger numbers of people are falling in cracks, thus, a growing number of people having unmet needs in the future.
- We focus a lot on younger children and are getting better at dealing with needs of elderly, but for Junior and Senior High youth, we don't seem to be engaging them in supervised activities that they will willingly participate in. Mostly related to at risk youth or those already in "trouble".
- We have noticed that in our business there are more services available in other comparable communities (i.e. Champaign, Decatur, Springfield). Services are more limited or non-existent in Bloomington.

Appendix 5g: Service Providers' Survey: Other Comments (Question 55)

- A more tolerant community for troubled kids.
- Outcome planning and measurement, like the United Way is doing—tough, but prevents duplication. More effort to develop neighborhood community services like recreation or neighborhood watch. Maybe United Way could work on 1/4 of city per year to develop neighborhood communities—churches could participate too. Listen to people—what they need in their neighborhood.
- We provide a spiritual need more so than physical, based on our belief that it is man's heart that first needs taught—then the physical needs are met also. We work to direct young people to whatever agency is needed to improve their physical situations, i.e. counseling, food, day care.
- Perpetuating the myth of duplication is a great disservice to our agencies! Funding decisions are made, based on the results of surveys, such as this. It is frustrating to think that we are not doing enough, but it is even worse to pretend that the cut-backs do not have an effect on our population. The delivery system will be improved by open, realistic dialogue and by every possible effort to increase funding.
- One stop, more funding.
- Periodically, McLean County Board, Bloomington Township Trustees, and other funding sources question their investment of local funding in senior services and other human service programs. We recommend that the results of this assessment process become a springboard for inter-governmental and private funding sources, discussions about setting priorities for the allocation of private and public funds for human services. Obviously we would like to see increased allocation for the following services: 1. Door-to-door and through-the-door non-emergency medical transportation countywide; 2. In home care to supplement care funded by Medicare/Medicaid waived services; 3. Mental health assessments, treatment and counseling for older adults in their own homes and in long term care facilities; 4. Integration of affordable and accessible housing and community-based long term care.
- I would like to see pediatrician involvement increase as it relates to the early, intervention system.
- We have a good system—the problem is helping individuals find the services they need.
- I personally feel McLean County has recognized problems and concerns, and further has addressed some issues. Future program sharing between organizations/agencies is vital to the continued success of our McLean County offerings.
- Read “Building Communities From the Inside Out” by John P. Kretzmann and John L. McKnight. Then focus all agencies, activities, and programs on the strengths of the community.
- Single stop shop such as discussed at Radison would be ideal.
- A welfare services forum held annually or semiannually—would most likely need to be at least half a day long. When agencies can give overviews of their programs to each other and enlist the “working” support of each other. It seems that agencies often work in a vacuum from each other.
- Need more counseling services for persons/children who are victims of abuse.
- Although I have attended several in-services on the “one-stop” concept, I have seen very little progress in this regard especially for governmental agencies. Further I do not see how well independent private, not for profits, would fit into this model.
- Target funds to help salary and environments in the many day cares in town.
- Don't gut the existing infrastructure of agencies and services by redirecting limited dollars to new projects.
- We need to constantly challenge ourselves—look at new, better ways to deliver. To stay cutting edge the community of social service providers needs greater solidarity.
- Assessment 2000 should help focus priorities. Target the work poor <185% of poverty.

Appendix 5g: Service Providers' Survey: Other Comments (Question 55)

- To have an organization such as PFLAG, advertised more visibly in the community as a means to reaching out to parents, family and friends in need of support and education on the issue of gay and lesbian family members. Society has done much to harm our g-b-l-t loved ones and through educating, society can change and be accepting of our loved ones.
- Program 1: Prioritizing what is needed, working together as a community, not the two separate cities, and work at not only providing services that are extremely essential but don't duplicate services that are not high priority. Better transportation and activities for low income families, improve day care for needy families. How can mom get off welfare when it costs her more money in day care than she would make working each week? Program 2: Community needs to have standardized comparable information in order to be able to examine and evaluate programs and services. This will allow us to keep programs that work, direct the promising program and eliminate programs that don't work. Program 3: Utilization of the focus groups for Assessment 2000 is very beneficial. A greater focus needs to be placed on at-risk population, i.e., history abuse and neglect, lower socio-economic scale, poor school performance, family dynamics consistent with abuse, neglect, domestic violence, and substances abuse.
- Centralized access for consumers of social services available to them.
- I would like to know more about what other agencies offer. What kind and types of programs (not even related to health and fitness) that are available.
- Much of this survey does not inquire as to most of our programs which are mobile, statewide and not provided at a fixed location. Our major concern vis-a-vis McLean County and every county, is a definitive description of what services are provided so that we are not duplicating them. The Lions of Illinois have thirteen programs but are asked to fund many needs which should be addressed by those who might have a mandate to do so. No one seems to have a good understanding (DHS or any other) of what various groups and/or governmental entities provide to the visually and hearing impaired in Illinois.
- If we could share information about who is being helped in what ways, that would be helpful in assessing needs from clients. With the forthcoming changes in government aid and service I feel churches and community service agencies will be wise to form stronger ties and work together more closely.
- We must continue to explore the idea of a one-stop shopping for health and human service delivery systems by researching what has worked in other localities and investing our local talent and resources to pursue a plan for McLean County. Recognize that what has always worked before may not be the best option for the future.
- I don't have sufficient knowledge of the total picture to comment.
- Community Health Care Center could save time and money if they would allow me to schedule my annual checkup myself. I need one oncology visit, one blood test, one mammogram, one bone exam, one chest x-ray. Or if they could allow me to phone the clinic and ask permission to make the appointments and authorize the payments, perhaps without a reference number, I would not have so much trouble. When they have to call and schedule everything, I usually can't keep the appointment they get for me.
- Lack of clarity that the focal point for one-stop services is the IETC.
- An extensive evaluation and assessment on not particularly what is needed but what works. When you figure out what works you throw your resources at them. My line of work is intervention, prevention and suppression. I believe a combination of targeted prevention and lower level intervention with suppression is the key. Predicting behavior before it happens because of several risk factors is the way to go.



Appendix 6: Focus Group Methods and Summaries

The *Assessment 2000* project utilized focus groups—facilitated small group discussions on a particular topic—to collect information from a broad range of community members, health and human service providers and consumers, and other professionals involved with community planning and development. Focus groups, most notably used for market research, increasingly are used in community settings as a research, planning, and/or development tool. There are several advantages to using focus group discussions as a research activity. Focus groups can supplement knowledge gained from surveys, allow facilitators to ask questions that can't be easily asked or answered in a written survey, and provide opportunity for follow-up questions to gain more in depth information. Focus group participants may be stimulated by and can build upon other participants' comments. Finally, focus groups can ensure inclusion of people with particular characteristics or experiences—people who may be overlooked in a general survey of a population.

Focus group development

The *Assessment 2000* project committees identified individuals and networks of individuals from whom to seek input through the project. Based on this list and the project information objectives, the Applied

Social Research Unit developed a list of focus groups to be conducted and the issues to be addressed by each group. Project committees and ASRU and United Way staff identified participants for each group. A contact person was also identified for most groups to assist with focus group development. Contacts, typically a member of the network for which the focus group was being composed, suggested appropriate individuals, venues, days, times, and incentives for groups.

For most groups, ASRU or United Way staff invited participants by means of a letter that briefly described the project, the focus group composition and topics for discussion, the date, time, and place for the meeting, and the incentive offered to participants. Focus group incentives included one or more of the following: a meal, refreshments, or a Wal-Mart gift certificate. Project staff called participants to confirm their attendance at the scheduled meeting. In some instances, contacts coordinated invitation of participants to the focus group. For one focus group, an ASRU staff member verbally announced the focus group meeting and invited participation.

Meetings were held at various locations throughout Bloomington-Normal including: Bloomington City Hall, Bloomington High School, City of Bloomington Public Library, East Central Illinois Area Agency on Aging, Western Avenue Community Center, Life-Cil, OSF St. Joseph Medical Center, St. John's Lutheran Church, The Baby Fold, the Regional Office of Education, the United Way of McLean County, and Wood Hill Towers. One group was held at Gridley High School. Each focus group lasted for approximately 1½ hours. The following table lists each focus group with the number of people who were invited and the number who participated.

Appendix 6: Focus Group Methods and Summaries: Focus group development

Focus Group	Number of Invitees	Number of Participants
#1: People Experiencing Homelessness	open announcement at Home Sweet Home Mission	9
#2: Public Housing Residents	approximately 100	4
#3: Advocates for Diversity and Human Rights	17	7
#4: Hispanic Community Members	contact invited participants	20
#5: Persons with Disabilities	contact invited members of two disabilities groups	19
#6: Faith-Based Community	25	9
#7: Urban High School Youth	Bloomington H.S. social studies class	23
#8: Rural High School Youth	Gridley H.S. consumer education class	26
#9: Family Members Discussing Child Welfare and Family Issues	contact invited participants	9
#10: Youth Advocates	20	9
#11: Senior Advocates	18	8
#12: Social Service Providers	14	10
#13: Health Care Providers	17	7
#14: Domestic Violence Survivors	contact invited participants	5
#15: Early Childhood Advocates	16	14
#16: Educators	32	9
#17: Rural Service Providers	18	6
#18: Employers	31	7
#19: Criminal Justice Providers/Advocates	16	9
#20: Persons with Mental Health Problems and Their Family Members	several contacts invited participants	5
Total Invitations and Participants	over 400 invited	215 participants

Bloomington Housing Authority and ASRU staff members worked together to plan the public housing residents focus group meeting to be held at the Lawrence Irvin Neighborhood Center (LINC Center). With the approval of the Residents' Association president, an ASRU staff member delivered focus group invitations to approximately 100 residents of Sunnyside Courts. Three residents called the ASRU to reserve their places at the focus group but no residents attended the scheduled meeting. As an alternative to this focus group, an ASRU staff member held a meeting with Wood Hill Towers' residents. A Wood Hill Towers Residents' Council member invited participants to this meeting. Four people attended the meeting.

Staff of the Children's Foundation and ASRU worked together to plan the child welfare and family issues group to be held at the Children's Foundation. The focus group was not held due to unavailability and/or disinterest of potential participants. A second meeting was scheduled with assistance of Healthy Start staff at The Baby Fold in planning and inviting participants for the group. This meeting was conducted.

Appendix 6: Focus Group Methods and Summaries:

Focus group administration

The employers' focus group, meant to discuss employee attraction and retention issues, was cancelled due to potential participants' unavailability and/or disinterest in attending the scheduled meeting. This focus group was not rescheduled. To gain employers' perspectives, an ASRU staff member talked individually to several employers who had been invited to the focus group. This staff member also attended a job fair at the Illinois Employment and Training Center to talk with several other employers. Notes from these conversations are summarized with the other focus group notes following this methodology section.

Focus group administration

Focus group discussions provided an opportunity for participants to respond to broad open-ended questions and elicited qualitative information to aid interpretation of survey results. Professional ASRU staff members facilitated focus groups. Also, an ASRU staff member attended each group to take notes, run the taperecorder, and assist with set-up and clean-up. A social service professional assisted with the group that included survivors of domestic violence. In some groups, a third person (either ASRU or United Way staff) attended as an observer. In focus groups in high school classes, a team of facilitators led small group discussions that were conducted simultaneously.

The content of focus group discussions changed according to topics and participants. Generally, each focus group followed this agenda:

- Introductions
- Discussion Guidelines
- Brief Description *Assessment 2000* Project
- Discussion Questions
- Conclusion and Thanks

To begin each meeting, the lead facilitator briefly introduced himself or herself, other *Assessment 2000* project staff, and the agenda and asked participants to introduce themselves. The facilitator then presented the following focus group discussion guidelines:

- Confidentiality—in *Assessment 2000* reporting, there will be no association of individual participants with any information or quotation. Also, the facilitator asked each participant not to associate other individuals' names with comments they make in the focus group.
- Tape recorder will be used to maintain an accurate record of what has been said in the focus group; recordings will not be used to identify individual speakers. Recordings will be destroyed after one year.
- Opportunity for each person to participate—everyone contributes; nobody dominates; one person talks at a time; no side conversations.
- Primary focus is on the future versus focus on past events.

The facilitator described the *Assessment 2000* project purpose and activities and how the focus group fits into project research. Each participant received a one-page project description. The facilitator then introduced the discussion questions and the format for addressing each question. In some focus groups, participants worked in small groups to discuss a question. Participants then reported on small group discussions to the full group. Participants also addressed questions individually. In a few groups, participants voted on the issues of greatest importance to them.

Appendix 6: Focus Group Methods and Summaries: Focus group summary and analysis

The focus group summaries following this narrative include the specific questions addressed in each focus group. Generally, questions were asked to elicit the following types of information:

- strengths of the health and human services system;
- challenges of providing health and human services;
- met and unmet service needs of McLean County residents;
- existing resources (e.g., formal or informal resources, under-recognized or under-utilized) that could be used to address unmet needs;
- ways in which resources could be used effectively and in new ways;
- relationship between various categories of community organizations, e.g., churches, schools, businesses, and social service agencies;
- best ways to communicate service availability to community organizations and County residents; and
- recommendations for improving health and human service provision in McLean County.

At the conclusion of each group, the facilitator told participants that the *Assessment 2000* report would be available after January 2000 and that interested participants should contact the Applied Social Research Unit or the United Way of McLean County. Finally, the facilitator thanked participants for their participation and invited them to write additional comments, suggestions, etc., on index cards or speak to facilitators directly with any further input.

Focus group summary and analysis

At the conclusion of each focus group, the notetaker for that group completed a short summary of the information participants provided. Six ASRU staff members served as notetakers for one or more focus groups. Organization of summaries varied with notetaker, the questions participants addressed, and focus group dynamics.

To analyze focus groups, an ASRU member examined each focus group summary for consistent and unique themes. Each theme was listed with the focus group number that addressed the theme. This analysis enabled all ASRU staff to utilize focus group summaries efficiently and effectively when analyzing information from other project activities and when writing the *Assessment 2000* report. Broad themes emerging from two or more focus groups include issues concerned with:

- Categorical funding and eligibility criteria
- Child care and welfare
- Coordination of services
- Criminal justice
- Disability
- Education and training
- Employment and job skills training
- Health care
- Housing and homelessness
- Income, poverty, and financial management
- Informal assistance

Appendix 6: Focus Group Methods and Summaries: Focus group summary and analysis

- Information provision and sharing
- Mental health and substance abuse
- Religious issues and organizations
- Rural services and issues
- Senior services
- Service provision (general) and workers
- Transportation
- Volunteering and volunteers
- Youth issues and services

Please see the focus group summaries following this narrative to see how participants addressed these themes and other individual issues.

Appendix 6: Focus Group 1: People Experiencing Homelessness

Date: September 30, 1999
Time: 6:30–7:45 p.m.
Place: Bloomington Public Library

Facilitator: Steve Lyons
Notetaker: Sue Savage
Observer: None

This focus group was made up of nine homeless people, most, if not all, of whom were staying at the Home Sweet Home Mission. The following summary comes from notes taken during the focus group and from conversations after the meeting. The information is based on the perceptions and experiences of the participants. PATH (Providing Access to Help) provided information that appears in brackets. Focus group participants addressed the following question.

What advice would you give someone who had just come to McLean County and was homeless about the best way to get help?

Health services

- BroMenn & OSF have to take someone in an emergency situation. It's the law in Illinois.
- If homeless person has no medical insurance, BroMenn or Chestnut or Light House (a residential detox place, but not medical detox) won't take the person if he/she is having seizures or other similar medical withdrawal problems. Instead they will recommend person go (and some will arrange transportation) to White Oaks in Peoria. But the hospitals will treat homeless if they have medical insurance.
- The hospitals are the only place homeless can go for health services for free, but they keep them as short as time as possible. Home Sweet Home Mission sends clients to McLean County Health Department.

Homeless shelters

Safe Harbor

- They put clients out at 7 a.m.; clients can't come back until 8 p.m. [A hot meal is served at 8 p.m. This meal is available even if persons aren't staying there.]
- If a client has to be in court on certain dates, Safe Harbor, through PATH, will provide round trip bus transportation to court.
- If a person can walk in, Safe Harbor will take them—so this is a good place if the client is doing drugs and isn't concerned with dealing with their problem. Sometimes the beds are all filled but they will feed walk-ins anyway.

Home Sweet Mission

- It is a good place to stay. A person has to be willing to work; a person can't stay there unless employed or looking for work. Client needs to show them proof they are seeking employment. Home Sweet Home gives client the paperwork to show that the client has looked at 10 different places in a week.
- A person has to talk to caseworkers at Home Sweet Mission. Caseworkers are helpful. An employee at the Mission was helping one focus group participant. But, this employee's boss told the employee who is not a caseworker to stop helping the participant and to let the case manager do it. The case manager didn't do anything for two months. Now, the participant goes to the

Appendix 6: Focus Group 1: People Experiencing Homelessness

Office of Rehabilitation Services. They are helping him and sent him to Wal-Mart where he is now employed.

- One focus group participant expressed liking Home Sweet Mission. If a client has a job s/he has to save money for his/her own place; “it’s the rule.” [This new rule has caused some controversy. A proportion of a client’s earnings is put in escrow towards their deposit and first month rent for an apartment. This rule was made to keep some clients who get paid in cash from spending their money on drinks, etc.]
- One focus group participant arrived in Bloomington-Normal at night with \$500 check, police sent him to the Mission and then he got a job. The participant said the Mission is a good place because it gives homeless a place to stay, food, and transportation while they save money to get their own place; it is a very safe place. Another participant, a woman, said she found a lot of racial problems in her section. She was also concerned about pickpockets and whether storage lockers were secure. A third participant, a man, said he hadn’t found this to be a problem. The men thought the rules at the Mission were good.
- Mission meets basic needs and gives a chance to interact/socialize with a different set of people; and it helps clients move on to a better life.
- Another participant said he doesn’t have a problem with drugs, just needs a bed to stay in, so for him Mission can be tiresome with all the rules, all doors locked, etc. He said it makes you feel like you can’t be trusted.
- Home Sweet Home will take homeless any time of day or night the first time without a breathalyzer. Participant said this is the only rehab that he has seen like that; that is, a person can go in any time of day when they need a place to stay. Although, a female participant said that hasn’t always been her experience with Safe Harbor or Home Sweet Home. After client becomes a resident at Home Sweet Home, if they come in after 9:45 (even if they have a midnight pass) they are given a breathalyzer. [Also, if client comes in earlier but they think client might have been drinking, they do the test. If any positive reading results, client can not spend the night.]
- [Home Sweet Home is basically open 24 hours a day.]
- [Home Sweet Home serves approximately a five-county area. If client is from the service area, they are assigned a caseworker who develops a plan for each client. There is a lot of flexibility in this planning. If the client is from outside the service area, the client has 3 days to find employment or leave the Mission.]
- [Each client is expected to do a chore each day.]

Other

- In some communities, if shelter rooms aren’t available, churches, the Salvation Army, and Community Action will pay for a homeless person to stay in hotel room one night. In some communities, places like Salvation Army will give food vouchers for fast food restaurants, etc. The Mission gives food cards for lunch and dinner even if clients don’t live at the shelter. They also give sack lunches.

Housing

- One participant said that a person has to have birth certificates for the renter and children to rent public housing. Another participant was very concerned about this.
- Places that rent by the week (as opposed to places that rent by the month) don’t do credit checks.
- Participants commented on affordable housing. One participant, with his wages, can only afford \$350 per month but can’t find anything suitable or livable for that amount. To rent a one bedroom

Appendix 6: Focus Group 1: People Experiencing Homelessness

apartment in this area costs \$400 per month plus \$400 deposit. He said that in Decatur a whole house with many bedrooms can be rented for that amount. Rent is much cheaper in Lincoln than in Bloomington/Normal. Rent is high here compared to wages—there is a need for affordable housing or better wages.

Public assistance

- A participant who recently arrived in this area was told at that time by another participant the following: where the Township office was (for General Assistance), what they required, what they want client to do (i.e., go to food stamp place, employment office), and what kind of help they give, etc. The participant was also told where the plasma center is (to sell plasma) and where everything is that he needed to know.
- Focus group participants expressed some dissatisfaction with the Township office. One participant was at this office the day of the focus group, Thursday. The office was closed and would not be open again until Monday.¹ Another participant said the Township didn't really help him.
- Office of Rehabilitation Services is very helpful with job hunting, job training, wheelchair, etc.
- One participant commented on the Hands-Up Program through Public Aid. The participant has heard that through this program, clients do community work and are paid close to \$10 per hour and Hands-Up puts it towards client's bills (e.g., electric, and gas).
- Participants commented that Holy Trinity Church gives lunches on Tuesday and Thursday; Mondays the church gives away groceries and clothing.
- The Bishop in Peoria gave vouchers, bus passes, and other help, but not overnight shelter.

Employment

- Staff Leasing is a good place to get a job. A person can fill out an application and in a few days the applicant has a job. One participant was here 30 days and had 2 jobs already. They helped participant when transportation to the first job became a problem.
- Express Personnel is a good place to go—very flexible, get paid every week. A person has to work 720 hours with Express before s/he can get hired by the company s/he is working for.
- Labor Ready pays cash the same day an employee works. A person doesn't have to have a contract with Labor Ready; a person can get hired by the company anytime, even after one day. A person can return over and over again to the same job.² Springfield office had jobs available right away, but Bloomington-Normal didn't have a job for one participant on one occasion. Regarding Labor Ready in Peoria, a person has to be there at 5 a.m.; jobs are supposed to be first come, first served, but there is favoritism—they pick their buddies. This is not true here.
- Participants advised looking for a permanent job with benefits. Homeless persons working temporary jobs for low wages may be tempted to go back out and hustle and make two or three times as much money.

Comparison of different communities

- One participant said he has been homeless all over the country and Bloomington-Normal is good place—there are a lot of services and help. If homeless people can't make it here, they can't make it anywhere. Each person has got to help him or herself.

¹ The facilitator noted that Township employees were in a training session on Thursday and Friday.

² The notetaker observed that for these focus group participants, work seems to be on a day to day basis.

Appendix 6: Focus Group 1: People Experiencing Homelessness

- Peoria has a community center where people can wash clothes, watch t.v., and get bus passes to go look for jobs.
- Participants commented that transportation is good in Bloomington-Normal.

Rehabilitation

- One participant has been in several regular rehabilitation programs. Most programs talk a lot about using drugs. He also has been in a spiritual rehabilitation program in another state for three weeks. They believed in getting rid of the garbage in the client's head and filling it instead with positive thoughts through Bible study. The program didn't allow clients to talk about drugs. Home Sweet Home Mission doesn't encourage war stories either. The Mission's emphasis is on working and being productive. The participant said his/her attitude has improved 110 percent since being at the Mission.
- Another participant is going into a 14-month spiritual rehabilitation treatment program in Chicago. He got out of prison in June and went to Home Sweet Home in July. The transition is rough. The participant has been an addict for a long time and said he is on his way back to prison if he doesn't get rehabilitation or something pretty quick. He rates Home Sweet Home as five-star even with (or maybe because of) rules and regulations. He said the Mission is better than flop houses where everyone is drunk or getting high. Flop houses can be dangerous for those reasons.
- One participant said he can control his drinking and said the previous night he had two wine coolers but didn't have to worry about having a place to sleep because he knew he could go to Safe Harbor. He said that when his body wants/needs that wine, just a little bit of wine, knowing Safe Harbor is there is good.

Miscellaneous advice

A few participants provided other advice based on their experiences with homelessness.

- Remember that you won't be babied because you are homeless. Take care of yourself.
- If you are new to a place and have a major medical problem, take care of that before dealing with finding a homeless shelter to stay. If you have a substance abuse problem, go into treatment right away or, if the problem is milder, find shelter and then get outpatient treatment.
- Sign up for Public Aid and food stamps.
- If you have cash, get changed to traveler's checks. You might lose it to pickpockets. Some places that you work don't provide secure places to keep your belongings.
- Take time to talk to caseworkers at Safe Harbor, Home Sweet Home Mission, etc. Search out resources.
- A female participant said she was followed around at shelters. A homeless man followed her to her apartment, then called her a lot. Therefore don't tell everybody where you are moving, don't date, and don't share personal information freely.
- Re-establish your credit. You can get a free credit report at credit bureau on Main Street on the south side of town if you are having a problem with your credit and you want to know why.
- Live close to basic needs including Aldi and Dollar stores, hospital, laundromat, 24-hour pharmacy, school, and work. Participant giving this advice had such a place to live in Springfield but can't find the ideal living situation in Bloomington-Normal.
- Don't be obsessed for clothes and food, there's plenty of both.

Appendix 6: Focus Group 2: Public Housing Residents

Date: December 2, 1999
Time: 1:00 p.m.–3:00 p.m.
Place: Wood Hill Towers

Facilitator: Steve Lyons
Notetaker: Steve Lyons
Observer: None

This focus group was made up of four residents of Wood Hill Towers, a public housing development in Bloomington. All participants were elderly (i.e., over age 60). There was one male and three female participants. The focus group participants addressed two questions. Each question is provided in bold type followed by a summary of the participants' discussion.

Where would you advise someone who just moved into public housing in McLean County to go for help if they needed it?

The Bloomington Housing Authority (BHA) has three people who are Resident Service Coordinators. They act as a go-between with social service agencies in Bloomington-Normal.

At Wood Hill Towers (WHT), people don't want to get involved. WHT is not a nursing home. That is, WHT is a residence, but does not provide services as a nursing home would. At the same time, there are a lot of residents who help out other residents, but some residents are not physically able to help other residents. "Basic neighborliness" is present. If you need somebody to talk to, you can find someone day or night.

The Senior Services Coordinator at WHT, established two years ago, has given good referrals so far.

WHT is a Peace Meal site. Residents get a nutritious meal. It also provides socialization and functions as an "early warning system" in identifying problems that neighbors may have.

Floor Representatives on every floor of WHT check on their neighbors.

Participants applauded the work of the East Central Illinois Area Agency on Aging (ECIAAA). ECIAAA does a lot for public housing residents and a lot for the community.

Participants noted that they had a Resident Advocacy program. Speakers would come in and talk about issues such as conflict resolution, mental health, and adult education. They noted that Illinois State University has done a lot for the residents. Illinois State University interns have offered exercise classes and cooking classes. The College of Nursing has used nursing students to offer services to residents. The University has given them educational materials on various health issues.

A nurse from the McLean County Health Department has given flu shots to residents and administered cholesterol screening.

The YWCA supplies some services to elderly residents. They provide chore workers, most of whom are competent.

Appendix 6: Focus Group 2: Public Housing Residents

Community Action is one of the best agencies in town. They offer utility assistance as well as weatherization and other services.

The first thing someone needing help should do is call PATH and then go to Community Action.

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about the needs of public housing residents?

There is a need to address the mental health needs of public housing residents. Some residents have deep-rooted mental health problems. They are not satisfied with the level of mental health services in the County, especially for elderly public housing residents. There is a need for “assertive community treatment.” There is a need for an increase in the number of group homes for the mentally ill in McLean County. There is also a need for more housing for people with mental illness.

No system for continuous mental health care exists. The Center for Human Services (CHS) never has enough money and takes a crisis approach to mental health services. CHS does not meet the need for mental health services.

The residents noted that they only have a security guard four nights a week in WHT. At the same time, they noted that security is not generally an issue. There are some problems with adult children living with elderly residents. Some older residents resent the younger residents.

The residents have been trying to get a resident on the Screening Committee that admits new residents into WHT. At the same time, they noted that the BHA does, in general, do a good job in screening applicants who want to move into public housing.

They noted that there are 81 vacancies in WHT. In their opinion, public housing is overbuilt for seniors. There is no need for more public housing for seniors. Affordable housing is a problem for younger people. Because of the lack of affordable housing, adult children end up living with their elderly parents.

There is a need to help seniors with the cost of prescription medication. Costs are higher than many elderly public housing residents can afford.

Participants said the Bloomington Housing Authority should ask public housing residents what they need, rather than telling them what they need. BHA staff do not come to Resident Council meetings. BHA is sometimes not very responsive to the needs of residents.

Appendix 6: Focus Group 3: Advocates for Diversity and Human Rights

Date: August 10, 1999
Time: 11:30 a.m.–1:00 p.m.
Place: Bloomington Public Library

Facilitator: Sharon Mills
Notetaker: Lucinda Beier
Observer: Steve Lyons

This focus group was composed of seven participants invited either because of their job responsibilities or because of their leadership roles in local advocacy organizations. Participants addressed two questions in the focus group. Each question is provided in bold type followed by a summary of the participants' discussion.

What recommendations would you make to improve health and human service provision in McLean County, especially in relation to needs of culturally diverse or underrepresented persons or populations?

Participants split into groups of two or three and came up with recommendations. The facilitator asked groups to report these recommendations one at a time. Each recommendation was discussed in turn by the group as a whole.

Observations about larger issues and problems. There is a lack of linkages between community groups and diverse populations as well as links with large employers.

- Minority groups (particularly Hispanics) are often “invisible.” The wider community (employers, social service agencies, etc.) tends to depend on one person to represent and reach the whole group.
- Each organization should have a community outreach person whose responsibility would be to create better links with community groups (Asian, Hispanic, etc.). That person should find out who the informal leaders in the community are; those informal leaders should participate in planning.
- The social agency workforce needs to become more diverse. Also, business and civic leadership should reflect the diversity of the community (e.g., diverse persons in “key positions”). As it stands, many people—particularly African American and Hispanic males—are alienated from involvement.
- Materials published by local government and civic organizations should show the diversity of community.
- There is a gap between new immigrants, who are struggling for assimilation and survival, and those who have assimilated successfully. It’s hard to get people involved in meaningful community work.
- Educate members of the community about the benefits of diversity.
- Expand role of United Way beyond fund-raising and allocation to promotion of community involvement for *all* residents.

Appendix 6: Focus Group 3: Advocates for Diversity and Human Rights

Improve landlord-tenant relationships.

- There is a need for countywide landlord-tenant law.
- Distribute consistent information about landlord and tenant rights to landlords, tenants, and police. This could be in the form of a “Frequently Asked Questions” sheet.
- Stop setting families up for failure. Examples: denying public housing to families with a bad credit rating or a member with a minor criminal record.
- Problems between landlords and tenants relate more to socioeconomic than diversity issues. People with money hire attorneys; people without money try to handle things themselves. The Town of Normal is trying to set up a kind of ombudsman program to help people who can’t hire attorneys.
- Laws must be enforced. If a tenant has a problem with roaches, s/he should not have to go to an attorney.
- There should be better public information about where to go to get a service or enforcement. There should be more outreach.
- All information should be published in the appropriate languages.

Young people should receive appropriate information how to take care of their bodies and minds-how to make themselves feel good. One useful strategy is media advocacy. Another is to reduce the number of choices given to children. Children will “model what they know”; it is important to provide good models.

Provide information to retirees and other older adults about matters including health issues and money management. This is particularly important for older women who are more likely to live alone and be poor than are men.

Need for mobile van-health mobile, provide health information (speakers); all boils down to outreach. Many services require those who need them to reach out for services; we don’t do enough to aggressively maintain the health of populations.

How can diverse or underrepresented persons/populations be brought into planning and provision of health and human services?

Because meeting time was running out, participants answered this question on notecards. Their answers are summarized as follows.

- Recruit informed leaders from diverse and underrepresented groups to assist in reaching these groups. It may entail recruiting bi-lingual members.
- Invite members of diverse communities to focus groups such as this. Include low-income people. Have a Spanish-speaking focus session. Have a single mother’s group, etc.
- United Way organizations can create paid entry-level jobs for members of diverse groups to work in outreach to members of diverse groups.
- If we want diverse involvement of our citizens, we need to make sure their basic needs are met and we need to offer educational opportunities to children as well.
- We can do a better job of reaching parents through the schools.

Appendix 6: Focus Group 3: Advocates for Diversity and Human Rights

Wrap-up comments

One member of the focus group commented, “Results of that study [1995 *Community Assessment of Needs*] showed that race relations in the community were very good. I don’t know how that information came out, but I am very concerned about how we can get at good information. I don’t want this issue to be hidden in this report. The fact that we need people to staff diversity and human relations departments indicates there are some problems. The diverse population is getting larger; demographics published by community organizations don’t reflect this. I want to make sure that these needs are being met; don’t know if we can get this information without going door-to-door.”

Another member of the group said, “Cultural issues are important; our Hispanic or Asian population don’t mind having 15 people in an efficiency apartment. They don’t care if there isn’t running water. There are not homeless Hispanic people—but there *are*.”

Appendix 6: Focus Group 4: Hispanic Community Members

Date: August 27, 1999

Time: 7:00–8:30 p.m.

Place: Western Avenue Community Center

Facilitator: Rachel Waterman

Notetaker: Martha Mendez

Observer: Sharon Mills

Twenty participants (13 females and 7 males) attended this focus group. Except for one, all participants were originally from Mexico. Ten participants said they have been in the United States (including Illinois) between 5 and 24 years. The other half said they have been in the United States (including Illinois) less than three years. Three participants were visiting their families. Of all participants, only three said they have been in Illinois more than 10 years. The participants addressed two questions; each question is provided in bold type followed by a summary of the participants' discussion.

What health care or social service agencies have you gone to where you got help and/or felt comfortable?

Health

Participants commented on services of three health organizations: St. Joseph Hospital, Community Health Care Clinic on Franklin Avenue, and the McLean County Health Department. In all locations, language has been a barrier. These institutions do not have personnel who speak Spanish. When participants have had an interpreter there has not been any inconvenience with these services.

Child care

Participants report that child care is very expensive, without personnel that speak Spanish, and offered only during the daytime. Many participants have second shift positions and indicated the need for child care for extended hours (e.g., until 11 p.m.).

Job training/education

The following issues affect their possibilities of finding and keeping jobs: 1) lack of technical skills for jobs; 2) little knowledge of the English language (this makes it difficult for them to follow instructions and learn about new technologies); and 3) lack of training for soliciting jobs and for interviewing.

Public transportation

According to participants, this service is deficient. Busses pass only once an hour and service stops after 6 p.m. Also, there is no bus service on Saturday and Sunday. Bus routes do not include areas outside town where many Hispanics/Latinos live (i.e., the Meadows) and work. Also, a great number of bus stops are not sheltered which is especially troublesome for users during winter. In general, the bus services are not adequate for those who depend on public transportation to get from their homes to employment.

Finance and money management

Some of the members of the Hispanic/Latino community are not legalized yet. Because they do not have Social Security numbers, they are ineligible for state identification cards and, therefore, can not obtain bank accounts. Local employers pay participants (documented or undocumented) by checks

Appendix 6: Focus Group 4: Hispanic Community Members

which they are unable to cash either in financial institutions or check cashing locations due to the lack of acceptable identification.

Furthermore, regardless of whether a Hispanic/Latino account holder has sufficient balance to cover a check, several local banks will not allow non-English speaking account holders to deposit checks endorsed by someone else.

According to participants, a local grocery store cashes checks only for food coupons. The store charges \$2 per \$100 check cashing fee. People must use food coupons entirely and cannot get cash back.

Not having Social Security numbers also negatively impacts the family's ability to receive appropriate tax deductions and reimbursements. For example, some Hispanics/Latinos declare family members as dependents; however, if they do not have social security numbers, reimbursements and payments are not calculated correctly.

Department of Children and Family Services (DCFS)

Participants reported that DCFS is removing Hispanic/Latino children from their homes without first providing parent education and without understanding the different cultural concepts of what constitutes discipline and abuse. Participants believe this situation is destroying Hispanic/Latino families. They believe that DCFS is enforcing laws without considering Hispanic/Latino cultural values. Also, it is educating children with American values that contradict Hispanic/Latino values with regard to family structure and discipline.

Religious issues

Currently, there is only one local church that offers services in Spanish. St. Mary's offers one mass per month in Spanish as well as a Bible study class. Participants reported a need for more religious services for their community in their language.

Places for help

The owner of the Mexican store La Chiquita has assisted Hispanics/Latinos. This person has assisted in the following ways: interpreting for job interviews, for medical visits, or with police; arranging appointments; and providing rides.

In the Community Center at Western Avenue, there is a person who also assists Hispanics/ Latinos. She helps with immigration papers and interprets for appointments and job interviews. She provides help in general to Hispanics/Latinos.

Because St. Mary's Church is a place where a great number of Hispanics/Latinos gather, it is also a place where new Latinos can come to introduce themselves.

Appendix 6: Focus Group 4: Hispanic Community Members

What recommendations would you make that would improve the quality of life for Hispanics/Latinos?

- Create a training center, like Community Action, but smaller and better planned specifically for the Hispanic/Latino community offering the following services in the same location:
- Up-to date assistance on technical skills (job skills training) in order to get jobs that pay higher than minimum wage.
- Courses in English as Second Language, divided into different levels.
- American cultural skills training (explaining American cultural concepts especially regarding job skills, interviewing, etc.).
- The Employment Office should have somebody who speaks Spanish. Also, this office should help Hispanics/Latinos complete applications, make appointments for soliciting jobs, offer training for interviews, and follow up to clients.
- There should be medical staff who speak Spanish.
- There is need for cultural sensitivity training for human service and health service employees, so they will approach working with Latinos with more patience and understanding.
- There is need for a child care center that offers services during day and night hours with staff that speak Spanish so they can communicate with both children and parents.
- The public transportation system (busses) should be in service at night and on weekends. Also needed is a route that passes outside town where factories are located and by the Meadows where a great number of Hispanics/Latinos live.
- There should be more masses in Spanish at churches.
- Finally, the participants said they realize that there are agencies that offer particular services they suggested in the focus group. However, in these agencies there are no personnel who speak Spanish, and thus the Hispanic/Latino community can not utilize these services. Also they indicated that both communities, Hispanic/Latino and American, need to understand each other's cultural values.

Observation

The participants in this focus group said the Immigration Office is very slow in the legalization of immigrants. Although this problem was recognized as a Federal matter in which the County has no direct responsibility, it was addressed as an issue of great concern for the community, especially related to its impact on immigrants' ability to utilize local services.

Appendix 6: Focus Group 5: Persons with Disabilities

Date: September 15, 1999
Time: 6:30–8:00 p.m.
Place: LifeCil

Facilitator: Steve Lyons
Notetaker: Sharon Mills
Observer: Diana Cristy

Members of the Coalition for Citizens with Disabilities and S.C.O.R.E.S. (formerly Central Illinois Disability Awareness Association), their family members, and a personal assistant attended the disability issues focus group. Participants varied in age and the length of time they have been disabled. Nineteen men and women participated in the focus group. This summary includes information from the focus group discussion and written responses of participants. The participants addressed two questions; each question is provided in bold type followed by a summary of the participants' discussion.

Where would you advise a person with disabilities or a family member of a person with disabilities in McLean County to go for help?

Participants reported that who you call for help depends on the person's needs/disability. Participants provided examples of places to go for help as follows:

Social service and charitable organizations

United Way, Community Action, Home Sweet Home Mission, MARC Center (for people with developmental delays), PATH, Public Housing Authority, S.O.A.R. (Special Opportunities Available in Recreation), Office of Rehabilitation Services (will help some financially), Show Bus, YWCA (Curb Service, not County), and Red Cross (emergencies). Participants said LifeCil is probably the most generic to all disabilities, most comprehensive; may refer you elsewhere, but they will give an answer and try to help; could not provide help for a transportation issue.

Medical and rehabilitation organizations

Community Health Clinic on Franklin Ave. (provides health care services on sliding scale), doctor's office, Health Care Agency (interim health care, National, for pay), hospitals, and R.I.C. (Rehabilitation Institute of Chicago). The McLean County Health Department provides services free or on sliding scale; may ask for donation; and has a lot of information.

Associations and social service clubs

Coalition for Citizens with Disabilities, S.C.O.R.E.S. (formerly Central Illinois Disability Awareness Association), Shriners

Other

People with disabilities, *Accent Magazine*, friends and neighbors, churches or religious organizations, libraries, schools/teachers, ISU Department of Disability Concerns, military organizations, phone book, referral from a Pekin agency, and Welcome Wagon

Appendix 6: Focus Group 5: Persons with Disabilities

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services for people with disabilities?

Coordinated, holistic social service system

Participants recognize there are many resources in McLean County but knowing what they are and how to access them is a problem. Participants call for:

Better communication and coordination among organizations; pooling of information and information sharing; training and cross training for persons within and among organizations about services agencies offer. Participants shared frustration with being referred from agency to agency to agency, etc. In one case, participant was referred back to a different person in the initial agency contacted. Not necessary for one agency to handle all problems, but people should know where to get help for particular problems. Need a way to tie services together. Agencies should educate public about services offered. A participant gave example of trying for four months to get wheelchair lift for a van. Participant went to several places and got runaround. Participant perceives agencies not organized enough, working together enough, meshed enough. Participant said there is not cohesion among agencies in the County. Participants perceive that some agencies are reluctant to give resources or information unless you “get in their face” or take direct action.

Participants commented that PATH produces comprehensive directory but PATH doesn’t know what every agency does and does not do. They see a need for a printed directory with expanded definitions of services provided. Example: people who see S.C.O.R.E.S. listed in the directory call for service that S.C.O.R.E.S. doesn’t offer. All the hospitals, churches, libraries should be better informed of resources available—information must be provided to them. If new to the community or newly disabled, a person may go to these places first.

Need more advocates, agency accountability, and sensitivity for dealing with disability issues. Without agency accountability, people fall through the cracks. Some participants perceive a lack of a caring attitude among social service providers. One participant commented that the police need to know that they may be dealing with someone who is hearing impaired when yelling stop or trying to apprehend someone.

Proactivity versus reactivity in dealing with disability issues. Some participants perceive organizations don’t seem to want to take persons with disabilities and their issues seriously.

Emulation or replication of other programs or organizations. One participant gave Special Olympics as an example of organization that is successful at organizing. Organizations need to look at what others are doing to gain ideas for what they can do improve. Important to get organizations to work together so funds are funneled to right places.

Employment

Discrimination. Some participants perceive local major employers do not want to consider persons with disabilities for employment. One participant believes a friend is illegally discriminated against when looking for employment because of epilepsy. Participant said friend’s epileptic seizures are

Appendix 6: Focus Group 5: Persons with Disabilities

controlled and usually do not occur while working. Another person gave example of work her child could perform but would not be considered for by an employer. This participant also said the work program through the high school would only place persons with disabilities in nursing homes, libraries, or ISU. Another participant said that one local employer is hiring persons with disabilities.

Help businesses employ persons with disabilities. Some person or group could be employed to talk to businesses in town and tell them about jobs people with disabilities are being trained to perform. This person could suggest workspace changes to the employer so disabled people could work, e.g., adapting a computer station by making it a little wider and raising the key board. A job training center could train persons with disabilities and staff could work with business and industry to find employment for disabled.

Housing

Housing—available, affordable, and accessible—is one of the biggest issues for persons with disabilities. Participants shared experiences of looking for housing in McLean County. One participant who was about to be homeless contacted many organizations for help. This individual said the persons he talked to acted like they did not care enough; they acted like he was “bluffing” them. He explained situation to agencies and they listened but they did not know how to handle situation and referred him to someone else who didn’t know anything. After persisting to get help, the Bloomington Housing Authority was able to find him an apartment.

One participant commented that she has seen much development in the County over the last ten years but not housing development supporting persons with disabilities such as wheelchair accessible apartments. She notes that apartments that are accessible are deteriorating and people don’t want to repair them because they are HUD housing.

People with disabilities must organize and advocate for themselves

Participants discussed their own need to better organize to advocate and resolve issues for themselves.

The disabled community itself is fragmented; there are many spur groups. Some persons with disabilities think that if they join a large coalition, they will lose their status associated with a specific disability. One participant recognized the diverse number of disabilities but said there are basically four or five issues common to all: housing, medical care, employment, transportation, and adaptive devices. Another person said the needs of individuals with disabilities vary; nobody has the same problem. Need a place, group, or an organization that has ideas for everyone.

Need an organization, perhaps a union, that would advocate for persons for disabilities. Persons could pay into an organization that could pay a lobbyist to go to Springfield. A large group could be very effective politically and otherwise at the local, state, and national levels. This organization could also produce a newsletter. There needs to be a group that comes together to focus and tackle one issue at a time and resolve it.

Coalition for Citizens for Disabilities. The Coalition is the only cross disabilities group or at least the only group in the state advertised that way. The Coalition allows persons with disabilities to come

Appendix 6: Focus Group 5: Persons with Disabilities

together under one umbrella and maintain their particular interests. The Coalition is trying to get everyone together.

Educate County residents and government officials about disability issues. Attitudes about persons with disabilities are changing slowly, especially with the passing of the Americans with Disabilities Act. Persons who have had a disability for many years—40 to 50 years—may have gotten “brow beat so much and so often that they about gave up. Back then, you know what they thought about disabilities.”

Participants suggested strategies for organizing and advocacy such as: having a meeting in a public place such as a restaurant where other people will see a large group of persons with disabilities; going to City Council meetings; and contacting the media, asking the Pantagraph to write articles, and writing letters to the editor about disability issues.

Need for services, finance, equipment and supplies

Participants discussed and provided examples of the high costs of equipment, supplies, and accessibility features. They see a need for specific types of services. Participants recognize that funding is an issue for the County, service providers, and themselves.

Need for specific resources such as an accessible van, other adaptive equipment, and equipment repair. One person needed the brakes fixed on a wheel chair. There is not a service center in McLean County—Peoria and Springfield are the closest places. Another individual needed to get a switch fixed on a lift. She has a friend who could have made the repair. The company through which the part was ordered said a certified dealer had to make the repair. She traveled to Champaign three times for the repair.

Transportation service is a major issue. Participants see the need to get vans fixed, develop a countywide transportation system, and expand service hours beyond 6:00 p.m.

Need for all services extended to rural areas. One participant has lived in a rural community for one year and has only found nursing services.

Need for personal attendants, in-home counseling, and medical care for bed-bound persons or for disabled persons without transportation. One participant said a McLean County organization will go to elderly persons’ homes to provide flu shots but will not go to bed-bound disabled persons’ homes. Disabled individual needing a flu shot will have to spend money for ambulance to take her to doctor instead of someone coming to her.

Government; ADA compliance and enforcement; policy-making

Participants see their own need to file more suits under ADA (Americans with Disabilities Act) with Federal Justice Department. Federal and State agencies should make it easier to file grievances. At the time of the focus group, LifeCil was offering a 12-week long training series on disability rights laws. Series began September 29, was from noon to 4:00 p.m. on Wednesdays, and explored all avenues of rights and laws that protect people with disabilities (e.g., how to file a lawsuit, who that

Appendix 6: Focus Group 5: Persons with Disabilities

lawsuit goes to, and how to be productive in putting the suit together). The series was videotaped for viewing at a later date. Most LifeCil staff attended the series so they can help with filing lawsuits.

Participants see a need for accountability and strict enforcement of existing laws—the Americans with Disabilities Act and the Illinois Accessibility Code—by City, Town, County, and governmental officials and employees. Participants provided example of restaurants in the County that are not accessible for persons in wheelchairs; there is a need for accessible wheel chair ramps and tables. Accessible and available parking is also an issue. One participant noted that as a home rule city, Bloomington officials can pass laws to help the disabled.

Governmental agencies and our legislators must have information about persons with disabilities and organizations that can support them.

Eliminate counter-productive policies; address categorical eligibility restrictions. Participants provided examples of policies that restrict insurance benefits or remove benefits if the person gains employment. One participant knows an individual who asked a business to pay her less so she wouldn't lose her benefits. Another said, "A lot of people make too much money to get help but not enough to take care of what they need to." Another person asked how one is supposed to live on \$500 per month benefits and \$10 per month food stamps. As of July 1, a person can make up to \$700 through employment without losing benefits. If a person goes over \$700 per month, he or she loses benefits. Finally, one person said the Work Incentive Act has passed the Senate and will probably pass in the House. The Act will not penalize you by taking insurance away if you go to work.

Appendix 6: Focus Group 6: Faith-Based Community

Date: September 8, 1999
Time: 11:30–1:00 p.m.
Place: OSF St. Joseph Medical Center

Facilitator: Sharon Mills
Notetaker: Lucinda Beier
Observer: Kelly Hall

The faith-based community focus group included eight participants. Seven participants serve as pastors for McLean County churches. One participant serves as a community outreach worker for her church. In addition, one pastor who was unable to attend the meeting responded in writing to the topics addressed in the focus group. In constructing the group, *Assessment 2000* staff attempted to vary invitation by location in McLean County, size of church congregation, and denomination. All participants represented Christian denominations. The following narrative summarizes verbal and written responses to the focus group questions.

What recommendations would you make to improve health and human service provision in McLean County?

Participants worked in small groups to address this question. They shared their responses with the group as a whole; this stimulated further discussion.

Address needs for health care, long-term care, dental care, and eye care; address working poor issues

- There's almost no dental assistance for low-income adults.
- Shortage of beds for nursing homes. That needs to be expanded. Intermediate care is better. Sometimes families have to apply pressure to their doctors.
- Two "dead spots"—transition of people who are working to a lower income. Problem with working poor. Gap in both financial assistance and medical care. Very poor people also have a problem—particularly receiving high quality, timely health care. Community Health Care Clinic is wonderful, but there is a 5-week gap from intake to appointment. Hospitals do some pro bono on referral; but they don't tend to take walk-ins.
- Problem with under-insurance and people who can't cover the deductible. End up using emergency rooms.
- Problem with obtaining eye care. Lions Club helps with cash assistance. No coverage for poor.
- Need for help with paying rent and utilities. A lot of this has to do with money management. CAA (Community Action Agency) used to have a mentoring program where they helped women to learn to manage their financial assets. There are people in congregations who can't manage their money (mainly manic depressives); ask others in the congregation to manage money for them. We need a formal program to bring people back from the edge of crisis. Eastview has a program teaching "Larry Brickette" method that provides directions on how to budget and manage money. Heartland does weekend seminar once a year, bringing in someone from outside the church. Observed major problem with credit card debt. Terrible health implications: "If my electricity is going to be cut off, do I pay my health insurance bill?"
- People can resent when pastors intervene: "You know my dirt." Formal program would make things better.

Appendix 6: Focus Group 6: Faith-Based Community

Improve information sharing and management and organization of services

- PATH is excellent—to be able to phone in.
- PATH information only goes to people in the right circles. Elderly, in particular, don't know about services in the community.
- We don't know what other faith-based organizations are doing. A faith-based PATH directory would be very useful. Information about how to access services would also be useful.
- There is a problem with competition. Different churches will offer programs or services to attract new parishioners. Or, programs at other churches are kept secret to keep people from leaving churches.
- Competition between the major health care providers in community hurts health of the community.
- Competition among the evangelicals and between congregations themselves. Success carries with it the necessity to keep the money flowing. Are churches willing to participate in what is already there? Divisions among the Christian churches have kept them from being better integrated in health and human service provision.
- There are two ministerial associations in community. One evangelical; another, in some ways more "main line." You could describe them as conservative and liberal. In three years no significant communication between these two groups.
- Bloomington Normal Clergy Association gets together quarterly. This participant didn't know about the evangelical association.
- There are a ton of activities going on at Eastview Christian Church. "Help Inc." at Heartland—people in room wouldn't know about it unless they came here today.
- Community organizations don't let the churches know what is going on—what is out there.
- One participant said the "simplest way to get information in my face right now is through e-mail. Second way is having a Website." To have someone manage a Website directory would be great—much more up-to-date than a paper directory. Probably not a full-time job once the Website is up and running. Probably not as big a project as we think. There was some discussion about how big the job is.
- Decentralize services to better serve rural areas.
- Transportation is always a hassle for small communities. Things happen by word of mouth. There's not an organized service. Meadows had an organized route; Show Bus comes through at a specific time.

What roles do faith-based organizations currently play to support and/or provide health and human services in the County? What roles could faith-based organizations play in the future to support and/or provide health and human services?

- Safety net for people: church is the place people turn for spiritual support, referrals, "Help me find a bridge out of my crisis to something!" We must be a key part—a service broker.
- Typical social service route doesn't always provide satisfaction. Then they come to us, saying "Can you help me?" Sometimes ends up in a referral back. Sometimes, someone in the church provides one-to-one help.
- Churches have a role in helping people because there is no vested financial interest. People may be suspicious of, say, paid counselors because the perceived vested interest is in keeping them sick. People trust our recommendations.

Appendix 6: Focus Group 6: Faith-Based Community

- Rural church is in a small community where you know lots of people. Many people aren't even aware that they have needs. Church can approach them directly to say, "Are you aware that this or that service or program are available?" Peace meals—incredible how this can help people's mental health.
- Small church/large church mentalities—help and trust from within versus from without.
- Some churches have a nurse—paid or unpaid. This is particularly useful for elderly and good for referrals or reassurance.
- Money and hope: what dictates our health care is money. We are an affluent community here. Average individual can take care of himself. However, we will have increasing number here who can't do that. Important to have money to help these people get health care. Community care fund, benevolence area, very important. Also a teaching process: you don't just give people fish—you teach them to fish. It is also important for medical community to evaluate cost of service.
- Problem with eligibility for help: some people make too much money to get official help, but too little to make it.
- Churches can't pick up financial slack for health care.
- Churches should host on-site meal programs, wellness clinics, etc. Mennonite regularly does screenings for Head Start.
- Crisis Counseling hasn't been discussed. Often when people can't get appointments, they come to us. I'm not a trained counselor, but provide this service. All churches do this—couples on the brink of divorce, teenagers contemplating suicide, etc.
- Talked a bit about finding ways to work together. Not sure it would work to have all churches come together in the same place. Might work best to get smaller groups together to focus on issue or project.
- Churches could share each other's newsletters.

The following comments were supplied by one Pastor by mail.

What ways can we improve health and human services in McLean County?

- Many human service organizations and agencies to assist needy people.
- Praises Cancer Center as a model for "complementary use of health resources."
- Heavy impact of rising health care costs and negative impact of HMOs and PPOs on physicians' freedom to do their jobs.

How can faith-based communities impact the future of health and human services in McLean County?

- Calls for "a stronger presence of Lutheran Social Services of Illinois" as a way to complement state-funded programs. This organization adds a "spiritual dimension of care which is received warmly and well from clients and patients."
- "... preschools and day care needs are growing . . . we are in need of quality places to meet the needs of parents and children"—specifically, parent support and training. "Faith-based organizations can help in this work by providing new resources, including classes and groups"
- More substance abuse programs, particularly for young people, are needed.

Appendix 6: Focus Group 7: Urban High School Youth

Date: October 13, 1999
Time: 10:12–11:07 a.m.
Place: Bloomington High School

Facilitators/Notetakers:
Frank Beck, Lucinda Beier,
Steve Lyons, and Sharon Mills

A social studies class at Bloomington High School served as the urban youth focus group. In all, 23 students participated. The class was divided into four groups; each group addressed one of four questions and the class as a whole also suggested ways to improve health and human services for young people in McLean County. Each question and students' responses follow.

What kinds of things do you or other young people do that contribute to the community?

The facilitator concluded that adolescents do a lot to contribute to the community. They do so many things that don't get noticed because the media prefers to focus on problems. That's what people want to see on the news, so that's what they get. Students in this group discussed the contributions they make as follows:

- Jobs they hold: Construction/roofing, teaching gymnastics, babysitting, fast food work.
- Things they do for parents: Run around after grandma, take siblings around, pick up the house, walk the dog, mow the lawn, shovel snow.
- Sports they participate in: Football, Volleyball, Baseball, Cross-Country.
- Volunteer activities through school: Tutoring at the Boys and Girls Club; Walk for Diabetes; work at and collect food for Clare House.
- Extracurricular activities they are involved in at Bloomington High School: Christian Club/Youth Alive, French Club, Spanish Club, Drama Club, Speech Team, African-American History Club, Key Club, Environmental Club (cleaning up schools and neighborhoods).
- Volunteer activities not sponsored by the school: Church (Bible study, leading 4th and 5th grade fellowship, choir), plant trees and clean up the woods, recycling.

On top of all this, they still do their homework. They mentioned the average amount of TV they watch saying the minimum is 2-3 hours on weekends and the maximum is 1 and 1/2 hours per day.

What are the biggest problems for young people in the community?

Students in this group said there is no place to go or no place for them to hang out. In their view, there is a need for a "teen club." They described a teen club as "just a place to go," where they could dance, talk, and meet with their friends. They also said that there was more of a need for recreational activities outside of school.

When asked specifically about depression among their classmates, one person remarked that there were a few students who were suffering from depression, but that they were now taking medication for depression.

Appendix 6: Focus Group 7: Urban High School Youth

Much of the discussion focused around school. One student said schools need to be more “fun.” They said students don’t feel engaged and there is a real problem of students keeping focused in class. One suggestion included students being allowed more “open lunch” days, that is, being allowed to leave campus at lunchtime. Students said they would like to have more say in how classes are run, though not necessarily in terms of what is taught. One student said he is not in a position to know the importance of what he was being taught. Several students emphasized they want courses to help them in the jobs they want to get. Students said it is hard to remain interested in their classes. They also believe that what they say is not important or taken seriously in school.

When asked about the problem of school violence, they said it is not really an issue. There had been a fight in recent days where teachers didn’t intervene but stood around watching it transpire. The implication was that teachers were unfamiliar with fighting and didn’t know what to do. The students said there had only been two fights in the last year. One student stated that the police officer assigned to Bloomington High School is only there one day a week. Another said the police officer is “too much in your business.”

One student suggested a need for more “stuff” for girls to do. In her view, there are not as many opportunities for girls as there are for boys. She said Project Oz has summer basketball for boys but not for girls. One student said she did not have time for additional activities. Another said out of school activities are held too late in the evening.

Where do young people in the community get help when they are in trouble?

The group agreed they mostly go to friends and family for help. Regarding family, some students go to parents. One girl lives with her father; she said she has sometimes tried to keep him from knowing about her problems, but this never works. Now she always tells him when she is in trouble. Some students go to siblings (an older brother) and some go to members of extended family (an auntie). One student said she sometimes goes to friends’ parents. One student said she would ask her brother to help her get health care if she didn’t want her parents to know she had a health problem. They said the main problem with telling parents about their own or their friends’ problems is that they have to keep on living with parents and parents have long memories. They worry that their freedom to do things or to associate with certain friends will be curtailed if they are open with parents. One boy said he talks to his mother, but he always tries to keep things light.

Other students mentioned school personnel as sources for help. One student mentioned the possibility of going to a school counselor, but the group agreed that they mainly see counselors when they are in trouble and are referred to the counselor or when they want to change school schedules. One student mentioned contacting the principal, particularly in cases of violence (fights). Students agreed there have been more fights this year than in the past.

One student said that support groups are available for substance abuse problems. Students agreed they would not talk to their ministers about any problems.

Students discussed problems including pregnancy, drug abuse, depression (and suicide), violence, and the poor image teenagers have in the community. One student, a skateboarder, said that in his neighborhood, teenagers are “the black sheep.”

Appendix 6: Focus Group 7: Urban High School Youth

Regarding pregnancy, one student commented on the large number of young girls she knows who get pregnant. When asked why, she said they get pregnant out of boredom. Young fathers take no responsibility for the situation. When asked what the girls do, she said they have the baby and drop out of school. Two girls agreed that condoms don't work and that birth control pills are not as good at the injection now available. The group seemed to know about Planned Parenthood, but there was no discussion about quality and accessibility of service.

Students didn't have much to say about drug abuse, depression, and violence. They had no ideas about what to do if they had a friend at risk from these problems; although they agreed they would not go to the police nor would they go to a friend's parents if the friend were at risk. These students do not see the police as a resource. The group agreed that the Bloomington police are okay, but they think Normal police target teenagers for harassment. One example given was driving 31 miles per hour in a 30 mile per hour zone and being stopped for speeding.

The two young men in the group were mainly concerned about the image of young people in the community. They said adults do not see the good things they do, but only the bad things. They were particularly irritated by adult disapproval of skateboarders.

One student said young people know nothing about services available in the community. She had never heard of a suicide "hot line" or PATH.

What do you like about living in Bloomington-Normal? What don't you like about living in Bloomington-Normal?

Students said they like the environment in the community. They gave examples of new restaurants and buildings. They think the community is clean. They also like the availability of movie theaters.

Students focussed more on their dislikes than likes in this group. They said "there is nothing to do" in the community. They discussed wanting an "amusement park." When asked about Grady's and Normal pool and slide complex, students commented they can't stand around and talk in the parking lot at Grady's. They think Grady's is expensive and mostly for little kids. They said the Normal pool and slide is always "packed."

Students also talked about Bloomington High School. They believe the school and its hallways are crowded; this makes it hard for them to get to class. They would like more variety with the lunch menus. They commented that Olympia High School has Avanti's food on Wednesdays. They also perceive that some teachers do not seem to care and said that some teachers pick favorites. They said that some teachers do not offer help the students need. Students want teachers to check for understanding before moving on to new material; they want teachers to ask students if they have questions. They said there is some opportunities for additional tutoring.

Students in this group believe attitudes about Bloomington High School are unjust. Some people think students are rowdy, carry around weapons, and fight often. Students believe fights are rare.

Appendix 6: Focus Group 7: Urban High School Youth

This group of students suggested additional activities for teens. They would like a place to attract teenagers like a club that would have music, food, and local bands; they mentioned the Revelations club in Peoria as a model. Students talked about the Wild West club. They said this club had a dance night on Mondays without country music; teens were allowed entry. After a few fights, this night was ended. Students said some of the problem was drunk adults and not the young people. They believe the best remedy would have been to have security or a police officer to monitor the club instead of ending the dance night.

Students said that community leaders need to talk to young people more often to seek their opinions. They believe that adults make assumptions about young people and then act on assumptions.

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services to McLean County’s young people?

Students reinforced some of the statements that had been made to earlier questions and suggested additional improvements. They said:

- There is a need for a teen club like Revelations in Peoria.
- Young people need more information and need to be made more aware of what social services are available in the community.
- Adults need to be informed of the “good things” that young people do in the community and that they participate in the community.
- There is a need for more activities and sports outside of schools for girls.
- There is a need for a good place to skateboard, e.g., build a concrete skate park. One student said there is a place to skateboard in Normal but it is not maintained; it needs to have some money put into it. One student said kids are punished if they skate in certain areas that do not have signs about skateboarding.

Appendix 6: Focus Group 8: Rural High School Youth

Date: November 2, 1999
Time: 8:00–9:00 a.m.
Place: Gridley High School

Facilitators/Notetakers:
Lucinda Beier, Kelly Hall,
Sue Savage, and Sharon Mills

This focus group comprised students of a Gridley High School consumer education class. In all, 26 students participated. All students were seniors and almost all had lived in Gridley most or all of their lives. Almost all students had jobs. The class was divided into four groups; each group addressed one of four questions and the class as a whole also suggested ways to improve health and human services for young people in McLean County. Each question and students' responses follow.

Students said they shop in Bloomington-Normal, El Paso, Pontiac, Flanagan, Fairbury, and Meadows. They also described the types of services they believe make up a health and human services system: child care, senior services, services for people with disabilities, doctors, nursing homes, hospitals, and pharmacies.

About one-half of the students will be attending junior college after graduation; the other one-half will be attending a four-year college after graduation. About one-third of the students know what they want to do for a career.

About one-quarter of the students want to come back to Gridley after going away to school. Students gave the following reasons for their desire to return to Gridley or another small town: small town living; closeness; good place to raise kids; Christian community; values of parents; opportunities to participate in activities that might be competitive elsewhere.

What kinds of things do you or other young people do that contribute to the community? With what things are you involved?

Students listed the types of school, work, and volunteer activities in which they are involved: cheerleader, lifeguard, farmhand, bookkeeping, construction worker, McDonalds, Phister Hybrids, tutor, secretary work at an insurance company, volleyball, basketball, baseball, football, FAA, FEA, FBLA, National Honor Society, marching band, scholastic bowl, Vacation Bible School, sing at Meadows Retirement Village, and go to Bloomington-Normal for pleasure.

Students said they watch little t.v.—up to ½ hour every day and ½ hour or less on the weekends.

Students were involved in many church-related activities such as: church youth group, raking leaves, baby sitting, Christmas singing, taking cookies to seniors, blankets, food drives, and mission trips.

What are the biggest problems for young people in the community?

The group's discussion centered on some of the pressures young people experience. They talked about the pressure from parents and teachers to do well in school. Students believe doing well in school would allow them to do well in college which would allow them to do well in a job. They also

Appendix 6: Focus Group 8: Rural High School Youth

talked about feeling pressure to make decisions about attending college, which college to attend, what to major in, and what future career aspirations will be. One student talked about pressure associated with preparing oneself to make such decisions and the need to be organized. Several in the group said parents, older siblings, and sometimes friends who are in college help them to deal with some of these issues. One individual said these are the most significant issues on teens' minds.

The group also talked about peer and group pressures. For example, one person said that some young people feel pressured to fit in with certain groups. Another talked about group pressure and the need to go along with the group, that is, to go along with what the group does and where the group goes.

The students said they sometimes turn to friends for advice about dealing with relationship issues with other friends. A few said they talk to a minister or pastor about problems or issues they are having. A few students mentioned friends' parents with whom they are comfortable talking.

The group said drugs are not a community problem. One teen mentioned the closeness of the community members' as a positive aspect of living in Gridley.

Where do young people in the community get help when they are in trouble?

Students agreed that they mostly turn to parents (3 students) and other family members (sisters, an older brother) when they have problems. Two students mentioned talking about problems with friends. One boy mentioned turning to the Youth Pastor at his church. Students agreed they would talk to school guidance counselors about college decisions, school-related problems, and, in one case, family problems. They also mentioned talking to "special" teachers about issues that trouble them.

When asked what group members would do if they or a good friend had a serious problem with something like depression or suicidal impulses one boy said that he would find out about formal resources—"Crisis Help-Line, things like that . . ."

When asked what kinds of problems young people face in Gridley, the girls mentioned eating disorders as problems for which there are few local resources. They also mentioned compulsive behavior and perfectionism. There is a heavy local emphasis on image—what parents and church members think of them. Family and community expectations are high. "Parents want to uphold image to other people. It's not just the kids." "Embarrassment and shame are stronger than the law. We don't want people whispering."

There is some drinking (alcohol) among young people, more among boys than among girls, and lots of smoking. The group agreed they would not go to parents or school about these problems.

What do you like about living in Gridley? What don't you like about living in Gridley?

Several students said they like their small school, one-on-one time with teachers, and special help provided by teachers. One student had experienced a larger school atmosphere and preferred a small school.

Appendix 6: Focus Group 8: Rural High School Youth

Several students also expressed liking that they know everyone in the community. Gridley is “one big block.” Everyone participates in what is going on. Activities center on school and community activities such as homecoming, football games, and Gridley Fest.

Finally, one student said s/he likes the quietness of Gridley.

A few students said there is a lack of variety of subjects in school, for example, computer classes and art classes. [The class teacher said that Gridley High School offers many courses off campus, etc.]

They dislike the necessity for travel for some social activities, for example, movie theatres, pizza parlors, and other restaurants. Gridley’s location makes it necessary to have car or catch a ride with friends. All of the students in this group have cars for which they depend on parent’s insurance.

They also dislike having a lack of personal privacy. They said that everyone knows everyone and everything. Stories get twisted.

They believe it is hard to find jobs. They said that youth as well as adults have trouble finding jobs. They must go to other communities to find jobs, e.g., El Paso. Opportunities for work on farms though are plentiful.

If you were writing the “Recommendations” section of our research report, what advice would you give McLean County leaders, service providers, and residents about how to improve health and human services to McLean County’s young people?

- More variety of school classes, for example, college prep., other specific fields
- More career guidance, for example, for college
- Encourage individual development
- Opportunities for clubs and activities

Reflections on general discussion

The class seemed to value the very things (close-knit small community) they resent (everyone knowing everyone’s business). There seems to be general affection for the community and little of the alienation expressed by urban youth. None of these young people seemed to feel like the “black sheep” of the community. Also, students seemed to be involved in a wide range of activities; no one (in the full-class discussion) complained about having “nothing to do.” Students said there hasn’t been a teen pregnancy in the area for three years.

Appendix 6: Focus Group 9: Family Members Discussing Child Welfare and Family Issues

Date: November 9, 1999

Time: 6:00–7:30 p.m.

Place: The Babyfold (Willow Street Offices)

Facilitator: Kelly Hall

Notetaker: Steve Lyons

Observer: None

There were nine participants in this focus group. Seven participants were single mothers. There was one married couple present. The narrative below summarizes participants' responses to the questions in bold type.

If someone asked you where to go in the community for help for themselves or their children, where would you tell them to go?

One participant said that the first thing you need to know is what kind of help they were looking for. On the whole, her experience in the Healthy Start program has been good. Healthy Start provided referrals for other needed services. Healthy Start would tell her where she needed to go. Her Healthy Start caseworker would tell her where to go and options available to her. Another participant agreed that her caseworker at Healthy Start had been very helpful in helping her to find services and in getting transportation. Healthy Start informed her about child care subsidies and child care referrals from the Child Care Resource and Referral Network (CCRNN). Those subsidies helped one participant who was working full-time and going to school.

Healthy Start helped to link one participant with WIC (Women, Infants, and Children nutrition program) and the Illinois Department of Public Aid. Participants reported different experiences with Public Aid. One participant said that Public Aid had been helpful on the phone. Another reported that she had been given incorrect information about Medicaid eligibility that resulted in a large, unpaid medical bill. Participants complained that they were never assigned the same caseworker twice. Another said that Public Aid caseworkers are overwhelmed and overworked.

Participants said that people needing help need to make sure that they have all of their information. Apply for everything right away. You need to apply (for Medicaid and child care) when you are pregnant. Start looking for day care the day you find out you are pregnant. In Bloomington, Illinois, the waiting list [for day care] is a year and a half for newborns. You have to be very patient. You have to be honest.

Participants suggested using informal networks if someone needed help.

Another participant suggested that the Crisis Nursery is a place to go for help. It is open 24 hours a day, seven days a week.

Why do you use the places that you do when you need help?

Participants did not answer this question directly.

Appendix 6: Focus Group 9: Family Members Discussing Child Welfare and Family Issues

How would you change the services that you use to make them better?

Participants discussed the issue of assets and categorical eligibility. Several participants complained that they could not work because they would then make too much money and lose their eligibility for Medicaid. Others complained that eligibility criteria focus on how much you earn, but should focus on cost of living.

Social service agencies are not open at convenient times, according to several participants. Some agencies did not make appointments, that is, they handled cases on a walk-in basis only. Participants wanted agencies open in the evening and wanted to make appointments.

Participants complained that categorical eligibility put them in an untenable situation. Welfare reform encourages people to work. However, when people go back to work, they lose eligibility for Medicaid and food stamps.

Several participants complained of disrespectful treatment by some child care providers and health care providers. Staff in some social service agencies need more training and better communication skills. Some agencies do not care if their staff are disrespectful to clients. Participants wanted to be treated respectfully by social service agency staff.

Transportation is a big issue for many low-income families with young children. Some people do not own an automobile so they rely on public transportation. It is hard to carry kids on the bus. The bus schedule is a problem because buses don't run in the evening or at night.

Affordable housing was another issue mentioned by participants. Some participants complained that Section 8 housing was unsafe. One participant noted that Community Action provided some housing assistance in the form of financial assistance for first month's rent and a security deposit.

Why are these changes needed?

Participants did not answer this question directly.

Appendix 6: Focus Group 10: Youth Advocates

Date: August 13, 1999

Time: 7:15–8:40 a.m.

Place: United Way of McLean County

Facilitator: Steve Lyons

Notetaker: Sue Savage

Observer: None

This focus group comprised representatives of youth organizations and programs, the criminal justice system, and various social agencies. There were nine participants in the focus group. The group addressed two questions; the questions are listed in bold type below followed by participants' discussion.

What are the biggest challenges facing McLean County providers of youth services during the next five years?

Violence

- In the past parents were investigated for violence against children, now several cases a year involve children's violence against parents. Access to media portrayal and information of violence perpetuates it.
- Forty percent of sexual/physical abuse of children in McLean County is from other children. The average age of the perpetrators is 11-13 year olds, and one perpetrator was 3. This child abuse by other children is increasing.
- Intensifying crises in families may contribute to, or may be the cause of the increase in violence. It is also in rural communities, but rural communities don't seem to be aware of it or acknowledge it.
- Sexual harassment is as prevalent as sexual abuse and is increasing in frequency too.
- Violence against gays and lesbians also seems to be on the rise.

Turnover of case workers

- Private agencies experience a high turnover of caseworkers which impacts the quality of care/treatment that the children receive.
- Much of the turnover is because of burnout. But to give quality help to youth you need trained and experienced caseworkers. One participant said in the last week, they have lost four caseworkers without notice.
- Because of the stress of the job and low salary, fewer people are going into the field, therefore social agencies end up hiring less qualified people. And then agencies have to train these people. Not only is this not cost effective, it also cuts into the time that could be used working with the children. The children are the ones that pay the price because they receive lower quality help. Many workers come in for a year or two and then leave. Pay increases, training, and time off are all needed to help reduce the turnover. One agency budgets \$25 per quarter per person for training which is not enough.

Appendix 6: Focus Group 10: Youth Advocates

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services for young people?

Training

- Teachers do not have enough training or awareness to deal with issues of respect and tolerance they encounter in the classroom. Social service professionals could also use training in these areas.
- Some type of overall systematic training for staff is needed. Training is especially needed for subject matter competencies for staff in child welfare. Illinois is coming up with test for child welfare workers but it has been in the works for five years and still is not completed.

General attitude

- General attitude of community is that social/human service workers do this for altruistic reasons, therefore compensation is not an issue. Boards of these agencies, the general public, and the government tend to think this too. Expectation of many people is that social service workers should do this for a few years to get it out of their system and then get on with life. “It is really good that you do what you do” is the attitude that many social workers experience from others, but it never translates into support of any kind. The social worker profession is not a very respected position.

“Social Service Day”

- Start a “Social Service Day” on a national level to change the public’s attitude. This would allow the public to become informed of what social service workers actually do. “Social Service Day” would both educate the public and provide recognition for the social worker.

Reduce turnover/support your local social service worker

- Organizations need to reduce turnover in order to provide the quality and the experience of social workers for good services to the children in the community. Some agency staff are going to their boards to promote the cost effectiveness of paying higher salaries for their staff rather than hiring less qualified, lower salaried people who then need more dollars spent on training. Grantors should also be aware of the cost benefit of paying qualified, experienced workers a better salary.
- Nonmonetary ways to support case workers-convince public to do more than pat people on the head and say they [public] are so glad they [social workers] are doing the work.
- Society does not have positive service mentality. Need to instill the value of community service in school by role modeling and by experience. Community service is best kind for school children to experience.
- Elementary, middle, and high schools teach service ethics by example, whether it be good or bad. Participant gave an example of a college-age worker who did not understand or have good work ethics.
- Instill respect at a young age; teach by role modeling. McLean County Community Compact is a program in schools for role modeling of businesses to students. Mentoring is an important and successful role model device (examples: Big Brothers/Big Sisters and Jump). Big Brothers/Big

Appendix 6: Focus Group 10: Youth Advocates

Sisters has a high rate of reduction of high risk students staying out of trouble. Each person has circle of influence-each social worker influences their board members, and peers, besides the youth they work with.

Agency accountability and cooperation

- Agencies have to be accountable for inefficient caseworkers.
- Agencies don't work together enough on a regular basis. They need to get together not only when things aren't working, but also to help. People tend to get focused on only their agency and become territorial. They need to learn to work together as a group for the benefit of the children and be aware of what other agencies are doing and offering. Otherwise competition develops between agencies. This can also lead to wasteful duplication of services.
- People from different agencies may come together, have a speaker, have a little bit of sharing, but don't work together as a team.
- Develop a menu of services available from all agencies as a resource to find information and increase communication to best help each family.

Consistency for child

- Starting to try to keep same psychiatrist when the child goes to different schools or foster home. Changing of caseworkers happens even within agency. It is not cost effective. Over the past 2 to 3 years one child had 13 caseworkers, but has same court representative.
- Need some way to maintain consistency in monitoring and tracking.

Leadership and training for children and families

- Leadership and skill training for youth and staff is important.
- Curriculum in schools should include programs for preventing violence and conflict resolution with parents involved in the program too. Having the parents involved is a challenge. Some schools have this but not all schools. And where it is offered, it often is not reinforced in the family home. Needs to be in all schools.
- Some neighborhoods have been having large shifts in the residents' profiles. This is something the schools need to be aware of to meet the needs of the incoming families. Sometimes this means introducing conflict resolution programs to students when there was not a need for it before.
- Kids expect different things now from jobs. They expect their first jobs to pay more money. And their attitudes about their first jobs are "well, when I get a 'real job'"

Appendix 6: Focus Group 11: Senior Advocates

Date: September 29, 1999

Time: 1:30–3:00 p.m.

Place: East Central Illinois Area Agency on Aging

Facilitator: Lucinda Beier

Notetaker: Sue Savage

Observer: Sharon Mills

This focus group was made up of eight administrators and service providers who work for agencies providing service opportunities to, and service needs for, senior citizens. The following summary comes from notes taken during the focus group, notecards turned in by participants, and from conversations that followed the session. The questions the group addressed are listed below followed by participants' responses. Each participant voted for one recommendation she believed to be most important for serving older adults. The number of participants voting on a particular issue is in parentheses next to the issue.

Describe the characteristics of an ideal system supporting the health and human service needs of older adults in McLean County.

If you were writing the "Recommendations" section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services for seniors?

Transportation

- Transportation for elderly and infirm that is dependable (very important!), affordable and accessible throughout the County.
- The YWCA has a state-funded bus program for state clients but these clients are reluctant to use it. It can be used for day trips to stores, doctors, etc. However this same bus can't be used by state clients that pay on a sliding fee scale.

Service flexibility and organization; information sharing

- Option of more flexibility to meet demands of diverse age groups. (1) These groups can vary in age from 60 to 100 which can represent a wide range of needs. An example of flexibility would be if Peace Meals could allow different meal options and different meal times, weekend provision of meals, eliminate the need to register for meals beforehand, might include nutritional information, etc. The lack of flexibility results from a lack of resources, including people, facilities, imagination and money. For instance, serving an evening meal would require a second shift of workers or a way to keep the food that is served at noon until evening. Need resources to provide flexibility in offering acceptable levels of in-home services.
- Use a variety of media to advertise the PATH directory. Beef up PATH (1), get additional staffing, include volunteer coordination and be updated more than once a year.
- The Human Resource Service directory was not in the phone book this year.
- One-stop senior center, a centrally located resource center. (3)
- Any successful resource needs to be user-friendly. (1)
- This one-stop senior center would allow better utilization of services that are available.
- There is a successful One-Stop Shop for Senior Citizens in downtown Quincy (Adams County). It has information about Alzheimer's, volunteers, PATH, Peace Meals, transportation, AAA, etc.

Appendix 6: Focus Group 11: Senior Advocates

- Web-based referral database. Senior citizens might not be able to use but possibly their families would. Agencies aren't even computer linked now. Agencies need new computers with Internet access.
- Information database would have to be kept current.
- A common and stable language for services.
- Awareness of what other agencies provide. (1) McLean County providers are willing to give up "turfdom" to benefit their clients. Not true of all counties. One participant suggested that agencies work together to share staff.

Affordable assisted living

- Affordable assisted living both in clients' homes and in special housing. (2) Elderly who can no longer live in their own homes aren't necessarily ready for a nursing home. Existing assisted living places suit their needs, but are too expensive for low-income elderly. The result is they are stuck (and isolated) in their homes. This is especially true of rural people.

Staffing issues

- Reliable home care providers (with emphasis on "reliable"). There is a shortage of home care providers. Nursing homes send more people home now than in the past but if the senior service providers aren't available it doesn't work. Maybe agencies could share workers to fill in gaps. Good workers are overworked which leads to burn out. Certified Nurses Aide (the hands-on care givers) without experience earn about \$8 per hour and with shift and weekend differential can earn around \$9 per hour. Most dedicated workers are middle-aged women whose children are in college and whose husbands have jobs that provide benefits. The competitive job market leads to competition between agencies and places like Wal-Mart and McDonalds—and agencies lose. The high turnover reduces reliability of workers and is hard on senior citizens.
- Abuse regulation is needed for health care workers similar to nursing homes. Nursing homes get a 10-page list monthly of people who have been convicted (?) of abuse. Nursing home participant offered to share list with home health care providers.
- Target non-traditional workers for caring jobs.
- Child care. Eighty percent of single mom's absenteeism from work is caused by child care problems. There is a need for available and affordable child care but both child care agencies and in-home child care providers are in short supply. Personal assistants are in short supply—someone to help pay the bills, refill prescriptions, remind them to take their medications, etc. Central agency could provide coordination and advertisement to promote volunteers to help with activities such as transportation to hair dresser, friendly visiting programs, etc.
- Churches are taking back seat to agencies. Their volunteers could provide meals, respite care, senior programs could use their facilities, etc. Peace Meals has strong church support in some cities, but in others cities, the churches just "take care of their own."
- More affordable and accessible in-home mental health care.

Rural access

Address problems that are exaggerated in rural areas. Look at provision, coordination and consolidation to meet the increasing requests from rural areas.

Appendix 6: Focus Group 12: Social Service Providers

Date: September 21, 1999
Time: 11:30 a.m.–1:00 p.m.
Place: OSF St. Joseph Medical Center

Facilitator: Steve Lyons
Notetaker: Sue Savage
Observer: Sharon Mills

This focus group was made up of ten caseworkers, counselors, coordinators, supervisors, etc. from social service agencies serving McLean County residents. The following summary comes from notes taken during the focus group, notecards turned in by participants, and from conversations that followed the session. Participants' responses follow the questions they addressed in the focus group.

What are the greatest unmet needs of social workers, caseworkers, and human service workers in McLean County? How do those unmet needs impact the delivery of services to clients?

If you were writing the “Recommendations” section of our research report, what would you tell County leaders, service providers, and residents about those needs identified above and how meeting those professional needs would impact service delivery?

Information sharing among agencies

- Must be kept very up to date.
- Standardized form for all agencies. They would get the information from the client that would be available to other agencies, for example, via computer.
- Could create a computer network among agencies or a database of information on a Web site. Any agency could access what is available from other social services. It would include all eligibility requirements, programs, services, availability, etc. The social worker would be able to tell if an agency that provides a certain service is out of funds, and at the same time see another agency that could provide the same service. This would also help lower client frustrations because they would not be sent from place to place only to find they don't meet some requirement, etc.
- Centralized location for information—could be an expansion of what PATH already does.
- Or each agency could be responsible to keep their own information updated, which would be possible if the network were set up on computers. This would enable the provider's information to be very current and less chance of data error. This would have to be something easy to learn and maintain. Model: Something like Pantagraph's Community Zone on the Web.
- Participants discussed the benefits of a computer network. Network would increase the accessibility of services for clients because they would only be sent to appropriate agencies. This might also lead to clients being more likely to follow through. Network would save time—for both client and provider. The client won't be going to the wrong places and the provider won't be working with clients that in the end they can't help. Network would reduce frustration for both client and provider. This could lead to increased sensitivity of social worker to individual needs. Network would help reduce social workers burn out because they are more efficient. Network would create a more rewarding experience for both provider and client and increase efficiency of service delivery. Now, it is not unusual to make 10 to 12 calls to find one resource for client. Clients would not be as likely to lose their jobs because they were taking too much time off to find social

Appendix 6: Focus Group 12: Social Service Providers

services they need. Network would result in more accurate and timely information which would improve client's image of social services. Finally, due to these benefits, the network would improve social service workers' attitudes and job satisfaction.

- Workforce Reinvestment Act is a mandated plan to be done by Illinois Employment and Training Center (IETC). It is in the very early planning stage to do a computerized database network. However the information would only be accessible through their offices—couldn't be accessed through other social service providers. Their database is supposed to include everything—education, employment, social services, Department of Human Services, state and federal services, etc.

Niche funding/categorical eligibility

- Loosen up federal and state funding criteria because criteria sometimes are so focused that they miss the people they are hoping to serve. The need is there but the client might not meet every single qualification the federal and/or state agency set. Local communities should be allowed to set the detailed criteria in order to meet the needs of their own residents. Eligibility requirements, definition of populations, etc. get in the way. An example of this is that many services are for TANF recipients. Many people still have the same needs as they did before but because they are no longer eligible for TANF, they are no longer eligible for many other services or resources. Millions of dollars are unused because of this.

Access to current technology

- Agencies don't have computer experts on their staff.
- Social services often can't afford computers and computers given to agencies are often outdated so they can't handle things like the Internet.
- Need technical support.
- Need resources (money) to buy current technology (computers, software, etc.) and technical support.

Staffing and training issues

- There is a need for training in several areas: skills update in service provision; diversity training because of recent influx of different ethnic populations; and sensitivity training—this includes remembering to treat each person as individual, not just as a client (which is hard to do after working with many clients).
- Need to continue to develop face to face interactions with workers from other agencies so that they know each other more than just as voices on the phone. However, then networking becomes one more thing that needs to be done by overworked workers. Thus, it would be lowest on the priority list.
- Funders, other service agencies, bosses, and other workers often subtly, and not so subtly, encourage workers to take on more or new work. Excessive case loads and work duties, with no additional compensation (rewards, money, advancement, time off) lead to social service providers' burn out. It also leads them to start thinking State Farm jobs look better every day.
- "Powers-that-be" should ask the front-line workers about changes they would suggest, things that would make their work more effective, criteria and rules that should be used for their clients, changes that would make their jobs better both for themselves and for their clients, etc.
- Special staffing issues apply to low-income workers who are often found in service provision jobs. There is a lack of affordable housing. The population of service workers is aging. There is a lack

Appendix 6: Focus Group 12: Social Service Providers

of affordable medical insurance for adults (Community Health Care will be/is overwhelmed). Some low-income workers can't afford to keep cars in good condition. There is limited transportation at night. The YWCA started an on-call night bus system about a year and a half ago. It runs from 6 p.m. to midnight on Monday through Saturday and from 6 a.m. to midnight on Sundays.

- Safety concerns are first to go in budget cuts.

Other issues

- Participants mentioned a few other topics but did not discuss them at length. These topics included: lack of resources; the need to provide feedback to policy makers; difficulty with evaluating programs; and barriers to collaboration such as some agencies feel like their clients are "theirs" and not to be shared with other agencies.

Among those needs identified above by your colleagues, have you identified any formal or informal resources in the community that might help to address those needs?

Access Central Illinois-Community Zone

- Potential source for some of the technology issues.

PATH

- Path and other organizations offer sensitivity training which is fantastic, and can be cost effective, but still is often too expensive (\$35 per person) for agencies with 20 to 30 staff who need the training. Some workshops introduce you to what some of the other organizations do.
- The PATH directory itself can be helpful, especially when agencies list eligibility requirements, but it is expensive enough that some agencies buy one that has to be shared. Also is only updated once a year.

Welfare Simulation (University of Illinois Extension)

- This is free now but they are going to start charging a fee. This is a sensitivity training workshop where the social service worker, employers, and community people pretend to be the client.

Human Service Council

- Partially helps meet information and networking needs. Not as proactive as Employment Support Services Council.

Employment Support Services (ESS) Council

- Businesses, education, and community services are trying to address first Welfare to Work, now local resources.
- ESS participants share at monthly meetings what services are available in community.
- Helps meet networking and information needs.
- ESS is more proactive than Human Service Council in trying to deal with communication issues, looking for state funding, etc. More coordination and deals with specific problems such as transportation problems, mentoring programs, gaps in services, concerns with service provision, etc.

Appendix 6: Focus Group 13: Health Care Providers

Date: September 30, 1999
Time: 11:30 a.m.–1:00 p.m.
Place: OSF St. Joseph Medical Center

Facilitator: Lucinda Beier
Notetaker: Steve Lyons
Observer: None

There were six participants in this focus group representing a variety of health care organizations. Participants addressed two questions. These questions are listed in bold type followed by participants' responses.

What are the biggest challenges facing McLean County providers of health care services during the next five years?

Diminishing resources

Participants talked about the major challenge of diminishing resources, caused by both the Balanced Budget Amendment (BBA) and the growth of managed care.

Gaps in care

Participants identified gaps in health care provision—particularly to low-income and uninsured people—including:

- Access to necessary medications (a situation exacerbated by factors including lack of prescription drug coverage and cutbacks in drug assistance programs provided by pharmaceutical companies);
- Access to mental health services for people without insurance or people who do not meet program eligibility requirements; and
- Access to eyeglasses, dentures, and preventive care.

Working poor

Half of the participants said that increase of the working poor and working people without health insurance are growing issues. People are working, but working several part-time jobs. People are working jobs without health care benefits or paid time off for medical appointments. Lack of insurance is a real issue. Lack of time allowed by employers for employees to take care of their health care needs is also an issue. There is an increase in service jobs that typically come without benefits. One participant said she has statistics that show that 24 percent of the patients at her clinic are professionals who work at permanent part-time positions without benefits at some of the larger companies in town. Other people are job-sharing. They are not full-time so they are not offered benefits.

Staffing

Several participants discussed manpower issues. One of the biggest challenges facing providers of health care services is that they are beginning to see shortages at the professional, technical, and service levels. The workforce is aging and people are retiring. There are not enough young workers to fill all those jobs. Turnover is also a problem. BroMenn is in the midst of another nursing shortage. At the same time, the general population is getting older, so there is a shortage of geriatric specialists to serve this population. There is also a problem in finding home care workers. The Balanced Budget

Appendix 6: Focus Group 13: Health Care Providers

Act cut all the reimbursement money for rehab therapy so they laid off all the [rehabilitation] therapists in nursing homes.

Rural access

A few of the participants contributed to a discussion about health care access. The size of the county is a problem; people in the rural sections of the county have difficulty accessing services. Rural hospitals lacking affiliation with larger entities are just not going to make it. The challenge of providing home care is affecting rural residents first. Home care providers can't reach enough clients in a given period of time [i.e., a productivity issue].

Transportation

Transportation to health care providers is also an issue for the working poor, elderly, and others—particularly rural residents. Scott has a transportation program for the elderly and cancer patients but doesn't serve those outside Bloomington-Normal. ShowBus does some things in the rural areas. One participant said that “appropriate” transportation is an issue. Some people can't get to the bus stop from their apartments because of a mobility problem; getting on and off the bus is difficult for some clients. City busses quit running before the clinic is done with business.

Prevention and education

Several participants discussed the importance of educating people about the health benefits of preventive screenings and lifestyle changes that they can make themselves. Prevention is a major part of the service of the Community Health Care Clinic (CHCC). CHCC spends a lot of time teaching clients about nutrition and medical management and the things they need to do to change their lives to assure that they are not going to need medication, surgery, or intervention. One participant commented that physicians don't have time to provide health education to patients. Another pointed out that teenagers and children, in addition to adults, need prevention education. It is important that education be appropriate for the age and educational level of the learner. It is also important to give prevention information at the “teachable moment.”

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health care services to McLean County residents?

- People have to partner and collaborate to find solutions to health care delivery challenges. The Cancer Center is one example of that kind of activity; the Adult Dental Clinic is another. Social service agencies need to continue to meet and collaborate.
- There is a need for health care organizations to work together to seek alternative sources of funding (grants, foundation and private funding) for health services. More funds are needed for senior services and transportation. Funding is also needed for staff recruitment and training. One participant voiced concern about the possible decrease of funding from the hospitals and potential impact on free clinic care.
- It would be good if some of the health care and social service providers (e.g., Community Health Care Clinic, Public Aid, Township, McLean County Health Department, and Center for Human Services) were under the same roof. It would be nice if they could all be together working together.

Appendix 6: Focus Group 13: Health Care Providers

- A client tracking mechanism (virtual one stop) would be a good idea. Internet links between all the offices would be an ideal.
- There is a need for research information about the negative impact of recent legislation (BBA) on providers. Legislators should be aware of the effects of their decisions. Providers need to demonstrate to legislature that investing money here will save money later on. Providers need data to show their need for increased resources.
- There is a need for good outcomes data for health prevention and intervention.
- There are not very good score cards for health care. People don't know how much it costs. There is a need for more information (e.g., incidence of stroke among women in the four-county area). We don't know the stroke rate or heart attack rate. It is not articulated in any way that is tracked. One participant wasn't sure if people even know what our biggest health issues are.
- Insurance companies track the amount of hospital care given as the "medical loss index." They call the amount of health care given as their loss.
- There are a lot of disease-related special interest groups. There is a lack of a common focus. There is no common agenda. It takes a lot of resources to support all those special interest groups. One participant suggested that focusing on smoking cessation would create a common goal and support their goals.

Appendix 6: Focus Group 14: Survivors of Domestic Violence

Date: December 9, 1999
Time: 5:00-6:30 p.m.
Place: St. John's Lutheran Church

Facilitator: Lucinda Beier
Notetaker: Sharon Mills
Observer: Home Interventionist
(Guest of participant)

This focus group was made up of five women who have experienced domestic violence. The following summary comes from notes taken during the focus group, conversations that followed the session, and written comments turned in by participants. The questions the group addressed are listed below followed by participants' responses within broad topic categories.

Where would you advise a person experiencing domestic violence in McLean County to go for help?

If you were writing the "Recommendations" section of our research report, what advice would you give County leaders and service providers about meeting the needs of people who experience domestic violence?

Negative experiences with authorities and service providers

- Participants, all of whom had been abused, generally agree that there is a problem with "punishing the victim." Going through the formal processes is irritating, humiliating, and not very productive or rewarding.
- Participants recount fear and experience of having children taken away because agencies perceive children are in danger. One participant talked about agencies "using children as pawns" and said that "DCFS takes kids as an incentive to get the abuser out of the household." Another speculated that "decisions made about what kids to take are based on what parents look like" (e.g., race and social class).
- Several participants said that there is a need for better communication among agencies involved in dealing with domestic violence situations. Agencies request and maintain different information. Also, information is not always accurately communicated. One participant reported that the lawyer who represented her in court did not have full information about what had happened to her. (The information was on another lawyer's desk.) Thus, the case was plea-bargained to a lesser charge and the abuser was freed to continue harassment and abuse.
- Sometimes agencies record inaccurate information, and that information follows the victim of domestic violence for a long time.
- Rules and regulations are sometimes unrealistic. One participant said that she was unable to comply with the judge's requirement of no contact with the abuser for the duration of the case, since she was caring for the abuser's child.
- System is slow.
- Despite Orders of Protection, authorities cannot really protect the abused from further abuse when the abuser gets out of jail. One participant said, "When they get out of jail, what happens? They go to jail for 24 hours. Then they come home and they are pissed. There is no counseling until found guilty." Another said, "It doesn't matter that you have an Order of Protection; they

Appendix 6: Focus Group 14: Survivors of Domestic Violence

can still come after you. It's only a paper. All it does is cause you to have to go in front of the court and tell your story—humiliating.”

- Most programs for offenders aren't much good. Participants generally agreed that BroMenn's program is better than AVERT.

Advice for someone who is experiencing domestic violence

Participants advised handling the situation informally, rather than going through the formal system:

- First get kids out of the situation. Take them to a family member, friend, or church.
- Go to your pastor. Go back home to mother.
- Go to Neville House and go to a support group. Participants generally agreed that Neville House provides good service.

Recommendations for improvement of system

- Provide counseling and anger management to abusers while they are in jail. Recognize that a lot of abusers have gone through abusive situations and need help to keep them from repeating the cycle. The Center for Human Services will provide counseling to incarcerated people, but the service has to be requested.
- Recognize the role of substance abuse in domestic violence.
- Provide hope for families in domestic violence situations. Don't automatically try to break them up.
- Provide counseling for children from families experiencing domestic violence situations. One participant said, “Kids have feelings too.”
- Provide better training for caseworkers. According to one participant, “Caseworkers just step out of college. Some don't have kids. Some are interns.” Another said, “Social service agencies must go through counseling or training. They need to see first hand, must understand the feelings of the abused. When you are in an abuse situation, you are not together, you are upset and scared. All these emotions stop you from thinking rationally.” Several participants agreed that the experience of abuse makes people unable to advocate effectively for themselves.

Appendix 6: Focus Group 15: Early Childhood Advocates

Date: September 22, 1999
Time: 4:30–6:00 p.m.
Place: Regional Office of Education

Facilitator: Lucinda Beier
Notetaker: Sharon Mills
Observer: Magge Young

The Early Childhood Advocates focus group comprised 13 professionals who work as educators, agency directors, or project or program coordinators. In addition, one college student studying early childhood issues observed the focus group. The participants addressed two main questions; each question is provided in bold type followed by participants' responses.

Describe the characteristics of an ideal system supporting the health and human service needs of young children in McLean County.

Consistent case management

- Each child would have a case manager who helps to develop consistency among home, school, and child care environments. A case manager helps ensure consistent, safe, and nurturing environments.
- In Missouri, all parents have access, if they choose, to a person who comes to home and is liaison between home and school system.
- Use mentoring model. Provide mentoring support to families new in the community as well as families who have been here a long time to provide connection, role modeling, information, etc. Yet, some parents, do not like a call or visit—they may view this as an intrusion although its meant to help. Should be more like a good neighbor or welcome wagon. Our welcome wagon shut down.

Coordinated, centralized, fully funded, and family-friendly system

- Administration that is well-organized, family-friendly, accessible, and coordinated. Someone has to hold the system together. System that is fully funded, coordinated, single point of entry, community-based, and affordable. System that is centralized so we are not losing students and families when they switch agencies or organizations.
- Head Start Collaboration office, DHS, works on some issues. They provide technical assistance to coordinate some pieces of services.
- Identify players and bring them together to talk about these issues [issues in focus group]. Some of the players are WIC, Childcare Resource and Referral Network, Head Start, United Cerebral Palsy, Department of Mental Health, Health Department, schools, parents, etc.
- People and agencies are not working together because of communication issues and differing requirements by agency and program.

Open and regular communication; relationship building

- With centralization comes opportunity to build relationships with the families, community, individuals, and their agencies.
- Communication is needed among agencies and between families and agencies.
- By communicating, community can determine where programs are being duplicated and then collaborate for a more efficient use of resources.

Appendix 6: Focus Group 15: Early Childhood Advocates

- Also, by building relationships with parents over a period of time, parents are comfortable and can provide input.

Ongoing inservice or training

- There is a need to identify and support the professional development needs of early childhood staff and service providers. This may include the need to communicate available services and information resulting from needs assessments and the need for formal training and education to better serve children and families.
- Local higher educational institutions can design and offer training/coursework to meet professional development needs.
- Training and development will help professionals increase efficiency, reduce frustration, and move families through system.

Support and training for parents

- A lot of people are ill prepared to take on parenting. They need help and education.
- In adult education you hear more about family literacy approach. Involve parent in education and create understanding that parent is child's first teacher. Have a school or another place that is place for adults and children. Family education approach.
- We don't want to wait until they get in schools. Get schools involved but work with parents earlier than that. Children and parents learn by modeling. Powerful for parents to see teacher reading to children; also gives power to the parents.

Accessible, available, and inclusive services

- Services are available and accessible regardless of work schedule.
- Services fit needs of individual family.
- Services must be inclusive. Remove categorical eligibility or blend it.
- Past experience in education tells us that children and adults need role models. If we only work with a particular group that is the most needy, there may not be role models within this group with the exception of those working with them. They need some other parents and children to role model for them. The mainstreaming of children in special education is a good example of why that kind of thing is done.
- Today most services set up to be categorically oriented. You have to meet certain criteria to access that service. It shouldn't matter about eligibility. If there is a need you should be able to respond to it. Set aside stigma attached to eligibility requirements.

System that is preventative, not reactive

- One example is Healthy Start. Identify families when they have a baby. Start providing services right away and let parents know what is available.
- Use nontraditional methods to reach families. County fair may be vehicle. They go there before going to Star Literacy program.
- Need people out there making relationships with family. Can advertise through media but building relationship does more than media advertisement.

Appendix 6: Focus Group 15: Early Childhood Advocates

Serve rural residents in their communities, in their comfort zones

- Persons in rural areas must come to Bloomington-Normal to access services during specific hours.
- Clinton school district has Birth-to-Three program.
- Need to link with schools, churches, or other organizations in that community with which people relate to or don't fear. Would be different in each community. If we take idea that takes a village to raise a child, rural and urban must buy in and business must be involved also. Must be a community-wide effort.

Businesses must become more involved to:

- Know what social agencies are doing.
- Promote services
- Be flexible about allowing workers to access services that are mainly provided during working hours.
- Be flexible about enabling workers to deal with their children's' problems.

Businesses can:

- Support the system financially. For example, businesses can finance the costs of new training programs or support scholarships or scholarship and compensation programs such as TEACH Early Childhood Illinois that allow professionals to participate.
- Allow release time for employees to volunteer. State Farm gives eight hours release time per year to employees to volunteer in schools. But may not be accessible to all employees. Nontraditional employees—those working different shifts—must be involved also. Staff in schools and agencies must also be allowed to have release time to become involved without being penalized for being off work.
- Promote family-friendly policies.
- Provide training and information for families at businesses.
- Fund and distribute a family newsletter with information about services.
- Train human resources staff to field questions and inform employees.
- Allow social service provision in the work place. Human Resources staff could provide direction about who to go to and help employees get in touch with needed service.

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services for young children.

Evaluate and revise categorical service provision. This is a local and state issue. We need to analyze alignment of local services and then make recommendations at state, regional, or local level for re-aligning services or getting legislation and other needed pieces there to change who it is we have targeted as a group.

Reduce stigma related to eligibility requirements. Parents may feel they have to fail in some way to have access to a program. Everyone must feel like they can access a program.

Access tobacco settlement money. How do you get the money? Strong coalition around American Lung Association asking for half of money to fund prevention strategies. Universities and medical schools are building coalitions. Voices for Illinois Children and Day Care Action Council have platforms.

Appendix 6: Focus Group 15: Early Childhood Advocates

Evaluate individual organizations and programs. They could share resulting information better.

Include representatives from businesses and other nontraditional players on projects and committees. Think about as community-wide effort. This will help bring new ideas to efforts and get others to buy into idea that this is effort we all need to be involved in.

Organize an early childhood coordinating council to address these issues. There is a local interagency council that works on birth to three but does not involve all agencies

Encourage family-friendly policies in businesses. Employers may be more open now to helping families due to low unemployment rate and need to retain employees.

Having assessment/enrollment needed to get into pre-K program Head Start at businesses like Wal-Mart. Businesses would allow us space for the time needed to complete enrollments.

Connect with families earlier. See earlier suggestions in this report, e.g., caseworker, evaluation at birth, assessment and services in the workplace.

Promote programs like Even Start, First Families First, Parents as First Teachers, etc. through the hospitals. Take away eligibility/categorical requirements that restrict access. Doctors should be more aware of programs to share information with families.

Recognize rural McLean County issues. Use child care providers, public schools, churches, post office, city hall and other public organizations in rural areas as a way to deliver services, programs, and information. Rural communities are different from Bloomington-Normal. Access to services is minimal. There is no public transportation. Not everyone works or has a car. Some don't have phones or running water.

United Way must reach out to and support rural areas in the County. Rural residents do not contribute to United Way or know about United Way agencies because services tend to be restricted to Bloomington-Normal.

Realize everyone does not have the same access issues. Access to services and information must be available to all people/families regardless of circumstance (e.g., work schedule, income, location, etc.).

Provide regular updates and open lines of communication among agencies so all know staff in agencies and what agencies do.

Develop a media campaign that would demonstrate effectiveness of a preventative approach, have a healthy America theme, and be tailored to reach men, minorities, and the “uninvolved.”

Address staffing issues. Address shortage of qualified staff for early childhood programs, wages, the movement of professionals from child care to Head Start to Pre-K/Public Schools, and the need for professional preparation. Also necessary is support for accreditation of centers and family child care homes.

Appendix 6: Focus Group 16: Educators

Date: September 15, 1999
Time: 4:30–6:00 p.m.
Place: Regional Office of Education

Facilitator: Kelly Hall
Notetaker: Sue Savage
Observers: Magge Young, Diana Cristy

Nine educators (principals, a dean, a school nurse, a school counselor, a parent facilitator, and program directors) participated in the focus group. They represented primary and secondary schools and social service programs. Participants made suggestions for improving health and human services in McLean County. After making a list of recommendations, each participant was asked to “vote” for up to three recommendations they considered to be the most important. The numbers in parentheses indicate the number of votes that item received. The group addressed the following question.

What recommendations would you make to improve health and human service provision in McLean County?

Communication about health and human service information

Three ‘C’s of health and human services:

1. Clarify services
2. Coordinate who will provide the services; organize all the help organizations that are available.
3. Communicate to those who need to know
 - Clearinghouse located on the web (2)
 - More information to parents who don’t know what is out there. (2)
 - Improve communication between school & community. (10)
 - Agencies (police) are reporting that drugs are more of a problem than gangs now. Drug use is increasing and gangs are cooperating in selling drugs. People/parents are not aware of this but should be.

Family Center

- Locate in local community where anyone can get answers to health and human services questions. This would also ensure easy access.
- Locate in Bloomington or Normal in Wal-Mart or Kmart (or in empty store front) which are good places to reach parents with children. One elementary school representative commented that Wal-Mart is open to community service ideas.
- PATH is good, but is not always known by, or available to, a lot of parents. And some families may not have phones to call for more information.
- Might be a better place for some parents to go for assistance if they have had negative experiences with schools in the past from their own childhood or with their own children.
- Child care could be provided.
- Could act as a referral service and link the parents with the resources, even make necessary phone calls, or supply transportation to the service provider.
- Could be a One-Stop Service with all the services in the Family Center.

Appendix 6: Focus Group 16: Educators

Website and computer lab

- Resource guide would be geared towards schools and providers to know what is out there because most parents probably wouldn't have access to the Internet. Wouldn't cost a lot to implement, easy to maintain and implement—"the Web master could do it." Teachers would be the link between information and parents.
- A way to look for potential resources (grants, state help, "chat room" for principals talking about head lice, etc.).
- Computer lab at Family Center for parents so they could learn computers and how to access the Web.

Early intervention

- Identification and evaluation of special needs in children (1)
- Early intervention is key. (3)
- Child Find is a program that provides testing and screening of 3 to 5 years old for potential problems. This service needs to be easily and comfortably accessible to all parents. This can be done by a consortium of all involved working together. Maybe businesses (Kmart, Wal-Mart) could provide sites for the testing. Again because parents with children go to these places. [Child Find is associated with Family Ties, an organization that serves the State of Illinois and provides information and advocacy for persons with disabilities in educational and community settings and provides training to parents. Kim Tarkowski is the contact person in McLean County (828-8228).]
- Help with pro-active family education from birth to 3 year olds of children with problems (e.g., Down Syndrome, CP). SPICE (part of the MARC Center) works with 0 to 3 year olds in identification of learning barriers/problems. Specialists go into homes to assess problem and suggest treatments. (There are similar services by other groups.) State is limiting the type of children's problems that are eligible for this program. Parents need to know it exists.

Rural issues

- Need to increase access to health and human services in rural areas.
- Some programs aren't offered in rural areas.
- Child care and transportation are needed to ease access to health and human services.
- An outfitted van to go to rural areas to provide various health and human services may help to meet the need for services.

Health care needs of students and families

- Counseling services are needed: early intervention—use counselors in grade school; access to in depth counseling/evaluation when ADD is suspected; and increase access to family counseling.
- Prescriptions—some type of emergency funding for children who need prescriptions and for students who run out of necessary daily medications and can't afford a refill. In some instances, the child is at risk for suspension when not on medication, such as children who would be expelled from school for their behavior if they did not get their ADD medication. Also some physicians require 40 hour notice before a prescription can be written, the parent must pick up the script, and have it filled within 7 days. (1)
- Bring services to schools before and after school (e.g., dental care, vaccinations, etc.).
- Children's emergency dental care is needed.
- Community education about Kid Care Insurance available through the State of Illinois.

Appendix 6: Focus Group 16: Educators

- Access to in-depth assessment of students suspected of having ADHD. Depression, pervasive developmental delay, social/environmental stresses, thyroid condition and even giftedness could be confused with ADHD.
- Access to children's dental care—especially in emergencies.

Head lice³

- Head lice causes lots of absenteeism. (5)
- There is a need for resources to prevent chronic school absenteeism due to inadequate treatment of pediculosis (infestation with lice). Shampoo treatment alone is not acceptable. Students must be nit-free to return to school. Failure to treat the environment results in re-infestation.
- Resources and information on head lice could be made available at Family Center.
- Each school could be assigned a contact person [home interventionist] to help teach hygiene and health issues. Recently a social worker was put in charge of dealing with head lice but the position was not filled after over-worked staff member resigned.
- One school of 500 students had 40 cases when they conducted a check in the first week of classes. To remove nits is very hard and tedious—parent has to be motivated.
- Need money to be used for hygiene and cleanliness—some families don't have hot water and laundromats can be costly.
- Prevention by preparing parents to be parents—training in the homes.
- Principals can spend a lot of time doing head checks. During an outbreak in an elementary school without a nurse, the principal spent 50 percent of his/her time for a week going from room to room doing checks.

³ National Public Radio (NPR) ran a story on Morning Edition on September 15, 1999 about head lice and how they are becoming resistant to the over the counter shampoos, etc.

Appendix 6: Focus Group 17: Rural Service Providers

Date: August 4, 1999
Time: 8:00–9:30 a.m.
Place: OSF St. Joseph Medical Center

Facilitator: Sharon Mills
Notetaker: Sue Savage
Observer: Magge Young

Six representatives of organizations serving rural McLean County (areas outside of Bloomington-Normal) attended the focus group. One additional person who could not attend the group provided input before the group met. Participants were associated with social service, health care, protective service, and a school district. They addressed two questions in the focus group. At the end of the focus group each participant was given four dots and asked to “vote” for the challenges they considered to be the most important. The numbers in parentheses indicate the number of votes that item received. Participants’ responses follow each question listed in bold type.

What are the most important challenges regarding health and human service provision facing rural communities?

Access issues: transportation, availability of goods and services

- Transportation is a problem in every rural county in Illinois. (4)
- There are some resources in McLean County. ShowBus operates in five counties and may be expanding into Kankakee. ShowBus is available to everyone, regardless of age. Show Bus is not free if a person is under the age of 60 but payment can be worked out; a donation is suggested for those over the age of 60. ShowBus also provides special transportation to medical appointments
- McLean County has a transportation steering committee.
- Transportation problems include access to medical appointments, grocery stores, pharmacies, and other services.
- Transportation is often geared to the elderly but is not provided for younger people and low-income families for whom transportation might also be a problem. They also often have problems accessing medical facilities, education classes (for example, parenting classes or interpersonal skills classes), etc.
- There is an access problem for parenting classes. Parents do not want to pay a babysitter to be able go to a class nor will they come if they perceive that means they are admitting to being a bad parent—they have to be enticed to do it for their children. They can’t/won’t go to Bloomington/Normal. (3)
- How and by whom will transportation be funded are unanswered questions.
- Adequate access to health care, grocery stores, pharmacies, parenting classes, etc. Adequate access can be addressed through better transportation to places like Bloomington-Normal or through provision of these services in local communities. The need for access to full service grocery stores is not met by stores such as Casey’s. (2)
- One participant told of being flagged down while riding in a police car. The person needed (and received) a ride to the local grocery store and post office. Transportation can still be a problem for some elderly people who live in rural towns with a local grocery store if they don’t live very close to the store.
- Some communities are trying to bring pharmacies and clinics to their towns, preferably full-time such as a walk-in clinic as opposed to just a clinic that is open just a few days a week. Physicians

Appendix 6: Focus Group 17: Rural Service Providers

can not legally dispense prescriptions so pharmacies are needed in addition to doctors. A participant told of elderly people going without prescriptions because of lack of transportation to a pharmacy, and they have been known, especially in the winter, to call for an ambulance in order to get to the hospital to get more medicine. Some hospitals have vending machines for dispensing certain prescriptions.

Rural housing (3)

- Housing is especially a challenge for the elderly.
- Housing needs to be accessible and affordable.
- Retirement homes are needed, not nursing homes. A good retirement home would provide (some) meals, have someone check on the residents daily, would be fully accessible to EMT equipment and would meet accessible living requirements. One town has apartments for elderly but they can't get medical cot in elevator so have to use stairs.
- Disconnectedness between the elderly couples moving in from the farms and young families moving into the community—an issue for community planners.

Rural EMS (2)

- There are staffing, funding, and training issues with rural EMS.
- Some communities with volunteer staff have a waiver for daytime staffing. This allows the EMS to operate with only a first responder on call during the day, but the rest of the time a standard crew are available. This is because so many people work they can't get enough volunteers for the daytime hours. As a result, the community is inadequately covered during the day.
- Rate of re-certification is low especially for volunteer services. Classes are not always available close by; sometimes the EMS person has to pay some or all of the fees; the work can be emotionally draining, etc.

Knowledge of services available

- PATH directory is a wealth of information but is used mostly by agencies. Individuals often are not aware of it and/or feel they can not afford the cost of \$25.

Schools

- Schools can be an informational source the same as libraries.
- Older computers are in some places starting to be donated to low-income families. May need county-level coordination for this. State Farm gives outdated computers to schools but then the children are not trained on up-to-date software and machines. May be better if these older computers go to families instead.
- Some schools are opening certain nights of the week for anyone to come in and use their computers. Computer literacy classes are also offered sometimes.
- Some school programs invite agencies to come in and provide programs to the community. (1) They seem to be well-attended. If children are invited too, parents come. (1) Schools are becoming social service providers.
- Schools are being put in the position of becoming a social service provider. (3) This causes funding problems and puts a drain on staffing and space. For example, breakfast programs are funded by government but some costs still fall on the school and cut into their funds for education.

Appendix 6: Focus Group 17: Rural Service Providers

Providing services has an impact on education (and teachers). Nevertheless it may become a necessity for schools to provide services beyond education.

- School safety is a concern. (1) Some schools are bringing uniformed police officers into the school not because they are needed now but as a preventative action and to deliver a message.

Children

- A countywide youth center is needed. (1) A participant described a youth center they took their children to in the past and there was a Pabst Blue Ribbon banner hanging outside of building. It didn't send a good message as a teen center.
- Police support and are active in DARE and Cops with Kids programs so children develop a different understanding of police.

Rural crime (1)

- Crime is being designated as health and human service problem in another nearby county. Perception of a participant is that crime is on the increase. In McLean County juvenile crime has been increasing. Crimes reported at the state level (felonies) are decreasing. "Supplemental crimes" (domestic violence, battery, hate crimes) aren't mandated for reporting to the state but are increasing.

If you were writing the "Recommendations" section of our research report, what advice would you give County leaders, service providers, and residents about how to improve the situation of rural residents?

Transportation

- If van was available one day a week for grocery shopping, etc. in small towns, would that help?

Knowledge of available services

- Use newspapers (*Pantagraph* & local papers) to educate county residents about what health and human services are available. Maybe libraries (public or school) or local government offices (townships) in towns could purchase the PATH Directory and make it known that they have it. Maybe PATH Directory could be put on the Web and then people could access through public libraries, etc. that have computers for public use.
- Is there a marketing plan or a communication plan or a budget to inform people what services are available and how to access? (2)
- Someone mentioned a PATH video and information that PATH puts out or the United Way puts out during their fall campaign.
- Churches could share information about health and human services and so could parish nurses.
- One participant who was familiar with Developing Elder-Friendly Communities workshops thought they were very successful and asked if they were ever presented in McLean County.
- Highlight services addressing global issues such as were discussed at this focus group.
- Develop venues for communication.

Appendix 6: Focus Group 17: Rural Service Providers

Miscellaneous

- McLean county is the best place to live. Need to take care of youth and someday they will take care of elders.
- Countywide 911.
- There are web-based health and human service directories in Vermilion County and Champaign County (www.helpsource.org).

Rural ambulance service

The following is from a notecard submitted after the focus group ended.

- “Two years ago the McLean County hospitals turned over EMT training to Heartland Community College. This has resulted in a loss of accessibility to training. Classes are only offered on fall and spring semester basis. In rural communities the majority of our volunteers have ag-related lifestyles and are unable to commit the time to an EMT class during spring planting or fall harvest season. (Also the cost at Heartland for classes has tripled.) Ambulance services and individuals are finding it extremely difficult to fund this increase when we are a volunteer service.”

The following are notes from a phone conversation with an invited participant who could not come.

- Participation in hospitals providing training has lessened.
- The organization providing EMS training has changed in the last few years so there is some lack of continuity. One year ago Heartland was doing, now some participation from hospitals, but not much.
- More turnover of people on squads because of cost and mobility (people move).
- Local EMS training is a big need.
- The Danvers EMS has a trust from a bequest from community member for some training.

Appendix 6: Focus Group 18: Employers

The employers' focus group, meant to discuss employee attraction and retention issues, was cancelled due to potential participants' unavailability and/or disinterest in attending the scheduled meeting. This focus group was not rescheduled. To gain employers' perspectives, an Applied Social Research Unit staff member talked individually to several employers who had been invited to the focus group. This staff member also attended a job fair at the Illinois Employment and Training Center to talk with several other employers. Notes from these conversations are summarized below. Names of interviewees and organizations have been omitted. Interviewees work in human resources or human relations positions.

In the invitation to the focus group and in individual interviews, employers were asked to address:

- Main challenges your employees face, if any, for getting and keeping a job;
- Resources currently available in and outside your organization to support employees;
- Employers' relationship to health and social service organizations; and
- Suggestions for improving McLean County's employment, health, and human services system.

Interview 1

- Organization works with the Child Care Resource and Referral Network (CCRRN).
- Interviewee suggested every employer should have PATH Directory on hand to help employees or for employer's use. PATH should target business for Directory and help them use it. Market PATH to employers. Cost of Directory may be prohibitive for smaller employers.
- Interviewee also suggested featuring social agencies in business publications, e.g., Business to Business, Chamber Newsletter, and in the *Pantagraph*. Could include success stories of employers and social services working together.
- Develop advisory group of social service agencies and employers. Employers could advise agencies about how social service agencies could present themselves to business—who they are and what they do.
- Interviewee suggested the Office of Rehabilitation Services (ORS) as a model for how social agencies are working with businesses. She also said CCRRN has employer advisory committee but that CCRRN may not be marketing as aggressively as it could be to employers.

Interview 2

- Absenteeism, drug and alcohol addiction, mental health problems are biggest issues at this large employer (more than 500 employees).
- Employees can access EAP through the company. Employees deal directly with EAP so the company doesn't know who has what issue or needs something.
- Interviewee said the organization does not work with social agencies other than the EAP. Interviewee suggested some improvements are needed in social services. Interviewee believes eligibility criteria are too stringent and that agencies are understaffed and staff are underpaid and unqualified.
- Interviewee believes there is a waiting list for crisis counseling and there is a need for in-patient services (that is, long term stays) for mental health issues.

Appendix 6: Focus Group 18: Employers

Interview 3

- Interviewee said employees of this organization (between 100 and 500 employees) do not face any challenges for getting and keeping a job.
- Organization puts a lot of energy into training (for example, computer training and continuous education).
- Organization works with Veteran's Office; a large percentage of organization's workforce are veterans—they are good workers and have leadership skills. Also trying to publicize they hire farmers.
- Organization is working with local secondary and post-secondary schools to provide internships; also works with post-secondary schools on structuring their programs.

Interview 4

Representative works for a large employer (more than 500 employees).

Social agencies should send employers information.

- Employers need to know about agencies' fees and eligibility criteria up front.
- Companies could possibly subsidize fees.
- Interviewee did not know about PATH Directory; interviewee's HR manager did not know about it either.

Child care and adult day care are workforce issues.

- United Way subsidizes child care slots.
- Hearing about more need for adult care. Employees have to move parents in with them.

Domestic violence is getting bigger.

- Colleagues talking about it more.
- Sheriff comes to organization to interview employees—there could be a more sensitive place to do this.

Illinois Employment and Training Center (IETC) offers computer training; many people do not know about this.

- Interviewee gives referrals for this training when she rejects someone for employment. Interviewee asked, "Does the community know this is available to them?"

Interview 5

Representative works for a large employer (more than 500 employees). This interviewee discussed training issues related to union employees and management/supervisory employees.

Union employees need to advance with technology.

- As implement/bring in advanced technology, union employees need training about how to use and implement technology. Nonprofessional, nonskilled workforce need to step up skills to run and maintain equipment.
- Vendors do on-site training with employees when install new line or advanced technology.
- Make workforce more computer literate.
- Interviewee thinks the organization has main responsibility for training but thinks community as whole could be resource—support many manufacturers. The organization would want to help set

Appendix 6: Focus Group 18: Employers

up a curriculum that would support own and other manufacturers' needs. Colleges, universities, and social service agencies could be sources for training. This organization is not working with any other organizations at this time.

- Interviewee has given input to a community college in the past.

Management/supervisors

- People come out of school with good communication skills; although these are important people also need skills to motivate and direct employees and initiative and implementation skills to lead teams and spearhead projects.
- Businesses locally could help with that by sharing ideas about what doing.
- Ask colleges, universities if they can teach this. Once people are in the workforce they can learn this but if they had skills coming in, company could work to develop employee in other ways—help them gain experience across the company.

Interview 6

Interviewee works with the temporary service industry.

Attendance issues are significant.

Being a single parent hurts attendance if parent has a sick child. It is hard for single parents to find someone to take care of sick child. Interviewee doesn't know if there is any care for sick children in McLean County. She thinks 75 to 80% of interviewee's temporary workforce are single parents.

Transportation at night is a problem.

Interviewee expressed dissatisfaction with mass transit in Bloomington. Employees may be able to get to work but they can't get back home. A smaller percentage of temporary workforce is having transportation issues (than the percentage having child care issues)—they depend on other people for transportation.

This interviewee has not worked with social agencies.

Interview 7

This interviewee is a representative of a large employer (more than 500 employees).

Attendance issues are significant.

- Interviewee hears a lot about daycare not allowing sick children
- Sometimes daycare expenses are prohibitive.
- Organization has many female employees—typically females are the primary caregiver in household. If single parent then this is the only person to stay home.

Balance of work and family is a need

- Peoria news station is doing an expose on this.
- Organization's employees work in a stressful environment. They may need help with how to relax at home, switch gears from being at work to being at home.
- Employees make \$7 to \$7.50 per hour to start. If employees are single parents with several kids, once insurance costs are accounted for there is not much money left.

Appendix 6: Focus Group 18: Employers

Training issues

- Employees can get training on software programs (Word, Excel, Powerpoint); information about company at various locations. Training classes always full.
- Additional training on front end before coming to organization would help. Customer service skills and computer skills—the basics—are most important. If more employees had this training, the organization could concentrate on most advanced training.
- More training providers in area providing training at reasonable cost would be helpful.

Business and social service nexus: information sharing

- Interviewee wondered if employees know about social services. Social service agencies must communicate through the businesses—perhaps through pamphlets that businesses can make available to employees.
- Organization has United Way drive each year; interviewee believes that a lot of employees use United Way facilities.
- Organization is not working with Child Care Resource and Referral Network currently.
- How free individuals are to talk with employers about personal issues is an issue. Employees don't open up possibly because of embarrassment or perhaps they had a bad experience with sharing information. Interviewee wondered, "How can employer help employee open up?" How the employer responds to the employee is important. Employer must encourage action in employee but action employee takes is up to that individual.
- Employee Assistance Program (EAP)—organization tells employees about EAP at onset of disciplinary process—tries use this process as coaching/counseling process. Interviewee doesn't understand why employees are not using EAP as much as they could. Supervisors get EAP training. The issues EAP is dealing with include the following: sexual harassment is coming up more often; communication within family is issue.
- Employees get information at orientation but they get a lot of information so organization probably needs to reinforce information at later date.
- Organization is putting up posters.
- Interviewee suggested that employers shouldn't use acronyms when talking about information, e.g., EAP.
- Interviewee suggests that social agencies get information to those in need through employers or by putting information on doors of residences.

Violence in schools and workplace (not this interviewee's workplace) is a concern.

- Need to take direction toward diffusing situations—prevention, intervention.
- Need to talk about these issues more—perhaps have open forums for community to discuss; people may be afraid to discuss
- Interviewee said the community "Can learn so much from teenagers."
- Must keep communication open—this is key

Other

- Interviewee suggested that organizations move to building mentor relationships in workplace; provide information about career promotion and help employees to move through career opportunities. Provide training to supervisors about how to mentor.

Appendix 6: Focus Group 19: Criminal Justice Providers/Advocates

Date: August 24, 1999

Time: 7:15–8:45 a.m.

Place: Osborne Room, City Hall, Bloomington

Facilitator: Steve Lyons

Notetaker: Lucinda Beier

Observer: Diana Cristy

This focus group was composed of nine participants representing a range of perspectives on McLean County’s criminal justice system including police, probation, the States Attorney’s office, court services, prison, and faith-based ex-offender programs. Participants responded to two questions in this focus group; their responses follow each question in bold type.

What are the biggest challenges associated with providing health and human services to accused offenders, prisoners, and ex-offenders facing McLean County’s criminal justice system during the next five years?

- For ex-offenders, housing, mental health, employment—but most important, moral support—are challenges. Process of moving from marginal culture to dominant culture is difficult. Model project: One Church, One Offender “circle of support.” Church selects a mentoring committee to work on hourly, daily basis with the ex-offender to help him/her enter dominant society. Develops covenant with ex-offender, establishes goals, and links with resources including health and human services. Recidivism rate, with this kind of aftercare, drops from 65 percent to 17 percent.
- Team approach is important: instead of each agency working independently they cooperate to offer services. Churches, law enforcement, probation, DCFS, CHS, states attorney . . . Primary model is in Boston: integration.
- County work release facility: take offenders out of the County jail and put them together in one (separate) facility. Logistical nightmare to work with work release in current secure County jail.
- Caution: need more accountability with work release program. Need to make sure that people are really at work instead of at home with friends—individual accountability. Nobody currently available to monitor. If people are on probation, you have a better shot.
- Electronic surveillance system would really help, both pre-trial and after conviction. This is a major point with receiving help while out on bond. Currently, these people don’t get services at all.
- Talking about three types of offenders: pre-trial, offenders on probation, and ex-offenders. All need different types of intervention. Important to provide the right type of intervention at the right time.
- Offenders have different needs and the community has different needs, depending on these categories of offenders. An example is pre-trial with domestic violence perpetrators. Person will be out on bond. High rate of re-offending during that period. Some kind of surveillance needed to get a handle on the offender’s behavior. With probation: older offender, ingrained behavior. Being in a work release facility would enable better services and control.
- Staff and resources are a major issue.
- Challenge: waiting for services. Judge orders client to receive a service, expects him/her to receive services then and there. Barriers: waiting lists, costs, insurance problems (drug treatment, mental health).

Appendix 6: Focus Group 19: Criminal Justice Providers/Advocates

- Public perception is important. Services cost money. Most members of the public say “Lock them up: put them in prison.” Popular thing to do. Unpopular thing: politicians saying to people, it’s going to cost a lot to solve this problem. President Clinton put 100,000 police officers out on the street: should have put 100,000 probation officers out there. We are good at catching people and locking them up. They come back. Not enough money in probation and other social services.
- There have been some market studies done that show that public perception has changed, but politicians think that people have this law-and-order mind-set. Lighthouse used business models and really started breaking down the costs of the untreated alcoholic wandering around the community. The same thing could be done with offenders—say, the untreated domestic violence perpetrator.
- Challenge is communicating to the public the high expense of retributive compared to restorative justice.
- A participant has seen the financial statement of “One Church, One Offender” program in Fort Wayne, Indiana where judge sentences offenders to the program (instead of the county jail). Prisoners volunteer for the program while they are sitting in the county jail. The mentoring committee is intensive in supervision: has to report back to probation. Much more cost efficient than prison system: court subsidizes “One Church, One Offender.” In McLean County, about 1,000 adults at any given time are on probation.
- General perception needs to be altered.
- Challenge: collecting information about model (alternative) programs that can demonstrate the effectiveness and cost benefit of these programs. Also challenge to prove that treatment works. There is also resistance within the criminal justice system itself to restorative justice.
- Universities could make a tremendous contribution by doing evaluation research on these programs.
- Regarding health and human services: the arrest is a teachable moment.
- Several police departments in Illinois have a police social worker. We can’t ask police to do social work type things: police are doing a good job, but they need help. It would be good to have someone whose job is to tie in with the social agencies. It takes a village to raise an ex-offender. That village has to be able to communicate. The ex-offender makes mistakes. If he is sent back to prison, it’s a disaster. You have the village bringing him along. Currently, the “village” does not include law enforcement professionals.

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve health and human services for accused offenders, prisoners, and ex-offenders?

- “Unpopular” answer: Americans are lazy. We look for the quick fix. It starts in the home. We see so many kids that are lost; so many just put aside. This is something that will take a long time to fix. Runs against the grain. We are an instant gratification culture.
- Parole office over-worked to the point where there is little that can be done.
- More early intervention programs targeted at at-risk programs. We should start at the early stage and not at the end.

Appendix 6: Focus Group 19: Criminal Justice Providers/Advocates

- Faith community and social service community need better communication—also with criminal justice community. For example, the criminal justice system doesn't know about the Crisis Nursery.
- Social service agencies provide services that overlap. Instead of taking care of a piece of the puzzle, they spread out and don't provide as high quality a service. In police department, more duties have been added. Police do social service activities now: are we qualified to do those things? Could a professional do that better? Overlaps, wastes resources. Poor communication between agencies also prolongs problems.
- Businesses use mechanisms to share information that social services could adopt. Confidentiality issues must be addressed. Things are getting better in this area. People are recognizing ways to deal with this problem.
- Subcommittee for Leadership McLean County dealt with homelessness. Found that people could get housing assistance from several different providers, none of who talked to each other. Catholic Social Services, Home Sweet Home, Mission—none of them shared their resources, client lists, information regarding low-income housing. If they were to work together, they could place people much better. Each place had a separate person doing the same job—3 people. Agencies also competing for funds. There is a “we/they” mentality.

The facilitator asked participants to write remaining comments on notecards. These comments follow:

- We need a county-run work release facility.
- Church and civil society should work together in the community criminal justice system.
- Provide motivation and incentives to individuals needing services. Provide direct linkage—step-by-step process from arrest to post-conviction and follow-up.
- Mandate treatment—counseling, chemical dependency treatment.
- Create more formal network of members of the “village” it takes to raise an ex-offender.
- Real challenge with juvenile offenders—yet, the community mainly focuses on adult offenders.

Appendix 6: Focus Group 20: Persons with Mental Health Problems and Their Family Members

Date: August 11, 1999
Time: 5:00–6:30 p.m.
Place: Bloomington Public Library

Facilitator: Lucinda Beier
Notetaker: Steve Lyons
Observer: None

Five people participated in this group. All but one person were mental health consumers. There was one married couple present. Most participants were middle-aged. One consumer worked with an organization that serves people with mental health issues. Another participant was involved with an association advocating for persons with mental illness. Participants appeared to know one another from previous work or experiences in the mental health system. Participants responded to two questions; their discussion follows each question listed in bold type.

Imagine a situation where someone facing the same mental health challenge as yourself or your family member was moving to McLean County. What advice would you give to that person about finding support or services?

Participants provided advice for newcomers as well as highlighted some of the issues people with mental illness face in accessing services.

General advice and issues

- Advice depends on if the person is a consumer or family member, working or not working, and insured or not. It also depends on the person's age and the type of mental health problem the consumer has.
- There are a number of different emotional and raw feelings associated with mental illness.
- Stigma and prejudice alive and well in Bloomington-Normal. Job discrimination is also a problem. Be careful about who you tell about your illness. This is a small town. You run into people you know who have heard about you.
- Pace advice to newcomer.

Access to services

- There are inadequate financial resources [public benefits] for persons needing mental health services. Unemployed and low-income consumers have trouble accessing services.
- People outside of Bloomington-Normal have a hard time accessing services in Bloomington-Normal. Once consumers are in Bloomington-Normal, access is better.

Places to go for help

- There was general agreement that someone seeking advice should contact the Center for Human Services as well as 710 Front House. Talk to as many members of 710 House as possible for opinions about providers
- For those with insurance, Carle Clinic was recommended. The specific recommendation was clearly dependent on the financial situation of the consumer.
- Mental health consumers or their families should contact PATH and state all their concerns (housing, employment, medications, immediate danger signs, etc.)

Appendix 6: Focus Group 20: Persons with Mental Health Problems and Their Family Members

- Mental health consumers or their families should contact the Social Security Administration and, if employed, should contact their Employee Assistance Program (if one is available).
- Contact Center for Human Services but if newcomers have insurance go to Carle Clinic or a psychiatrist [specific psychiatrist named].
- Local MDs may be a resource.
- Depending on the kind of problem a person has there are resources: the manic depressive support group, the National Alliance for the Mentally Ill (NAMI), Illinois State University Counseling. The Manic Depressive support group can be helpful in providing reviews of provider services. Manic depressive support group lets them know that they are not unique and that other people have problems with their provider. Those without a good financial situation have real problems obtaining services. The Center for Human Services (CHS) does not have enough psychiatrists or therapists. People want to have a choice of providers, a choice of psychiatrists.

If you were writing the “Recommendations” section of our research report, what advice would you give County leaders, service providers, and residents about how to improve the quality of life of persons with mental illness?

Employment

- There is a need for flexibility on the part of employers. It is difficult to get a job. Some tasks are difficult for people with mental illness to complete, but they can do other tasks.

Health care

- There is a real local need for psychiatrists that will see adolescents or young children. There are very few programs for adolescents. There is a problem in insurance coverage for children and adolescents. Many mothers call [specific organization] in tears because they can't get help for their child. There are two new psychiatrists who take Medicaid and Medicare patients. There are long waiting lists for some psychiatrists-three months. Only one psychiatrist is accepting new patients.

Housing, mental health facilities

- Housing in this community for mental health consumers is very bad. There is a need for a respite facility for this community; there is only one bed at 710 Front House.
- There is a need in McLean County for a residential treatment facility with 24-hour support services available.
- Make it easier to obtain a bed in State facility [not just through jail]. People usually have to go to jail first before they can be admitted to a State facility. Zeller (a State mental health facility in Decatur) is now down to 95 beds from 200 several years ago.

Criminal justice and law

- The issue of criminal justice is important.
- There is a need for a separate kind of intervention for people with mental illness who interact with the criminal justice system. There needs to be greater sensitivity from criminal justice professionals on the needs of people with mental illness.

Appendix 6: Focus Group 20: Persons with Mental Health Problems and Their Family Members

- There is a need for a serious psychiatric consultation before anyone goes to jail. Once in jail, people need to get appropriate medications and services. In some cases, patients/prisoners are given the cheapest anti-psychotic drugs.
- There is a need for greater sensitivity in law and regulation to deal with cases of mental illness.

Support and information

- Persons with mental illness should be given temporary support prior to getting SSI (Supplemental Security Income). This should be paid for by the community.
- There is a greater need for information on what resources are available. There is a need to raise public awareness about what resources are available in the community, about CHS, NAMI. A person usually doesn't think about these resources until they have the problem and then they can't think about it.
- There is a need for a person who can help consumers and their families deal with bureaucracies. One participant said that a PATH staff member was a great help.

Some participants made comments on notecards at the end of the focus group.

- Dental care—only pulling teeth.
- Not much parity in insurance.
- Jobs are important.

Appendix 7: Key Informant Interviews

The Applied Social Research Unit (ASRU) utilized structured key informant interviews in *Assessment 2000* project research. For *Assessment 2000*, a key informant is:

- in a position of leadership in the County, a community, an agency, or other organization;
- an informal leader or service provider within a community;
- an expert in a particular field or someone with a particular experience of living in the County; or
- a long-time resident of the County.

These individuals answered questions about health and human service provision in McLean County and made suggestions for improving health and human services. The ASRU utilized information gained from key informants to support interpretation of other research findings and inform development of conclusions and recommendations.

Development, scheduling, and interviewing

Assessment 2000 project committees and the ASRU identified a list of individuals for potential key informant interviews and developed a guide for structuring interviews. The final list of key informants included persons representing various community, service, and business sectors. The categories of key informants and the

number of interviews conducted within each category are in the following table.

Categories of Key Informants	Number of Key Informants
Churches	3
Community and economic planning and development	3
Government (City, Town, Township, County, State, and Federal)	9
Health care	5
Consolidated Plan (housing, public housing, and homelessness issues) ¹	28
Media	3
Neighborhood associations	2
Social services and education	14
Trades and labor	1
Other selected community leaders and residents	6
Total Number of Key Informants	74

Four ASRU staff members conducted key informant interviews. Each interviewer scheduled his or her own interviews. When inviting individuals to participate in an interview, interviewers generally described the project and the reason(s) for selecting the individual for an interview. Interviewers provided most key informants with a copy of the interview guide and a one-page project description to allow the individual to prepare for the meeting. The ASRU staff informed key informants that their

¹ Please see Appendix 8 for a discussion of the City of Bloomington and Town of Normal *Consolidated Plans* produced for the U.S. Department of Housing and Urban Development.

Appendix 7: Key Informant Interviews: Key informant summary and analysis

comments would not be associated with them in project reporting. Key informants indicated a convenient place to them for the interview. Most interviews lasted about one hour.

The ASRU interviewers began each meeting by asking for information about the key informant's job title and responsibilities or other relevant personal information. The interviewer then used the following questions to structure the interview:

- Meaning of "health and human services in McLean County?"
- Overall, how well does McLean County's health and human service delivery system work?
- What are the strengths of McLean County's health and human service delivery system? Why?
- What are the weaknesses of McLean County's health and human service delivery system? Why?
- How has provision of health and human services in McLean County changed during the past five years?
- What trends do you observe in provision of health and human services in McLean County?
- Can you identify gaps or duplications in health and human service provision in McLean County?
- Can you identify barriers to access and/or utilization of health and human services in McLean County?
- Can you identify under-used or un-recognized resources for health and human service provision in McLean County?
- How could health and human service delivery in McLean County be improved?

The ASRU staff varied interview questions depending on the key informant's position or role in the health and human services system or the community and his or her responses to questions during the interview. Interviewers encouraged key informants to provide examples and suggest other relevant questions or topics not addressed by the guide or in the interview.

Key informant summary and analysis

Each interviewer summarized his or her notes for each interview. Each ASRU staff member utilized key informant interview summaries to help interpret information coming from other project research and inform conclusions and recommendations in project reporting. Individual key informant interview summaries or names of specific informants are not provided in *Assessment 2000* reporting to ensure confidentiality of responses.

Appendix 8: Consolidated Plan Development

In conjunction with the *Assessment 2000* project, *Consolidated Plans* were developed for both the City of Bloomington and the Town of Normal.¹ The *Consolidated Plan* is a five-year community development plan prepared for the U.S. Department of Housing and Urban Development to gain Community Development Block Grant Money. The Applied Social Research Unit (ASRU) worked closely with the Division of Community Development, City of Bloomington, and the Department of Community Development, Town of Normal, to develop the plans. These two municipal departments assisted in identifying local key informants who have experience with housing and community development issues. The departments also assisted in identifying other organizations that could supply data to meet *Consolidated Plan* reporting requirements.

The ASRU staff conducted 74 key informant interviews for the *Assessment 2000* project. Key informants offered data or information related to housing and community development including health and human services. (See the discussion about Key Informants for more information.) The 22 key informants interviewed specifically for housing related information to support *Consolidated Plan* development include:

- Low-income housing advocates
- Housing inspectors
- Social service providers
- Section 8 housing managers
- Public Housing staff
- Urban planners
- Township officials
- Public health officials
- Realtors and developers
- Homeless service providers

Key informants were asked if they had any data or reports that might provide additional information for the *Consolidated Plan*. Most key informants were asked to:

- identify the most important housing issues in Bloomington or Normal;
- estimate the nature of the need for affordable housing in Bloomington-Normal; and
- identify obstacles to meeting the need for affordable housing in Bloomington-Normal.

In some cases, key informants were asked to provide specific data or information required by the *Consolidated Plan*. Examples include lead blood poisoning data, housing market prices, housing data such as the number of people on waiting lists for transitional housing, the number of persons with disabilities who were receiving support services, and other measures of housing need.

¹ The City of Bloomington *Consolidated Plan* is available for public review at the office of the City of Bloomington Clerk and the City of Bloomington Community Development office. The Town of Normal *Consolidated Plan* is available for public review at the Town of Normal Community Development office and the office of the Town Clerk. *Consolidated Plans* will be made available in an appropriate form and location to persons with disabilities.

Appendix 8: Consolidated Plan Development

In addition to key informant interviews, information resulting from other *Assessment 2000* research activities supported *Consolidated Plan* development. For example, several focus groups dealt directly with housing and housing related issues. Focus groups of homeless persons and public housing residents were chosen to address data needs of the *Consolidated Plan*. However, other focus groups dealt with a variety of non-housing community development needs such as transportation issues, social service needs, and needs of specific client groups (e.g., persons with disabilities, low-income families with young children). Information from focus groups has been included in the *Consolidated Plan* where applicable.

Public data and reports also were used to develop the *Consolidated Plan*. This included data on the nature of the housing market, building conditions reports, homeless data, and other local data. Housing data specific to Bloomington or to Normal were used wherever possible. In some cases, data was only available for McLean County.

Surveys of households in McLean County also provided some additional information on housing issues such as affordability, condition, and accessibility issues. Housing-related comments made by residents of Bloomington and Normal are included in the *Consolidated Plan*.

The survey of social service providers in McLean County also supported *Consolidated Plan* development. The responses from these surveys were valuable, particularly for the non-housing community development portion of the *Consolidated Plan*. Provider responses are included in appropriate sections of the *Consolidated Plan*.