

G. Human Services

Joliet Service Provider Survey - Results

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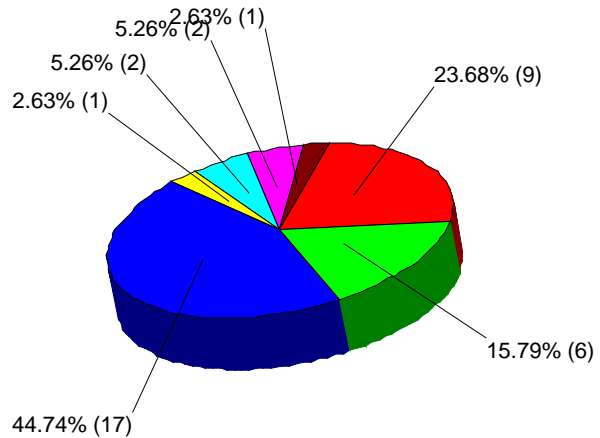
Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

Section I- General Information

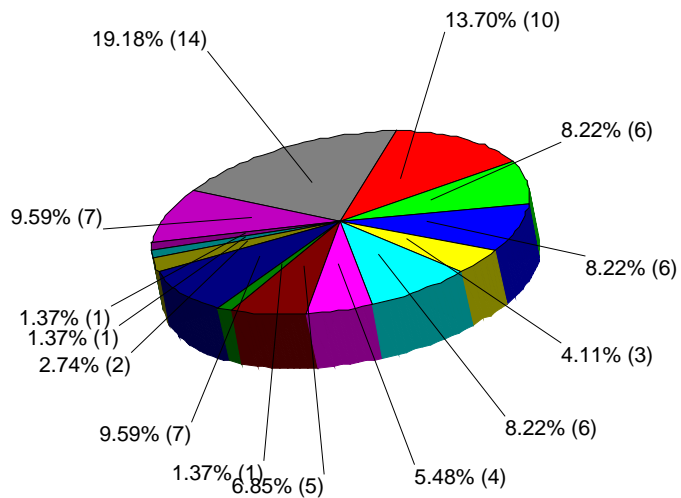
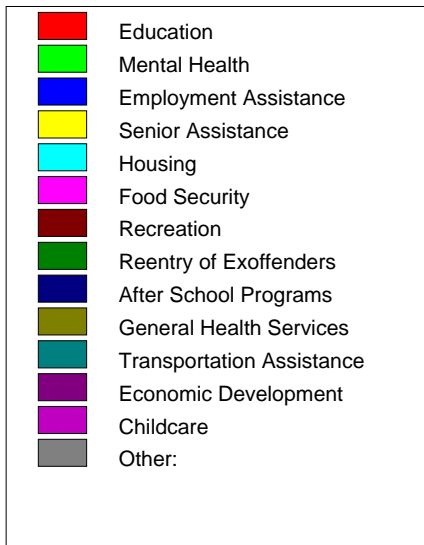
1. Please indicate the type of entity that best describes your organization.

Mean: 2.92



2. Please check the services provided by your organization.

Mean: 7.81



Comments/Notes:

A variety of services for people with disabilities
 At risk youth
 Child Advocacy
 Child Sexual Abuse Treatment
 Day Camp, Outdoor Education
 Disability services for children and adults with disabilities, those with special needs, and their families
 homeless assistance and other disability services immigration counseling
 information & referral, suicide prevention
 one-to-one mentoring
 Open gyms and swims; youth sports; summer camps for youth
 Provide Services for inmates of the Will County Jail
 public health services

Unemployment Insurance

3. If your organization provides more than one service, please indicate the service most central to the mission of your organization. For example: operating an after school program for teens.

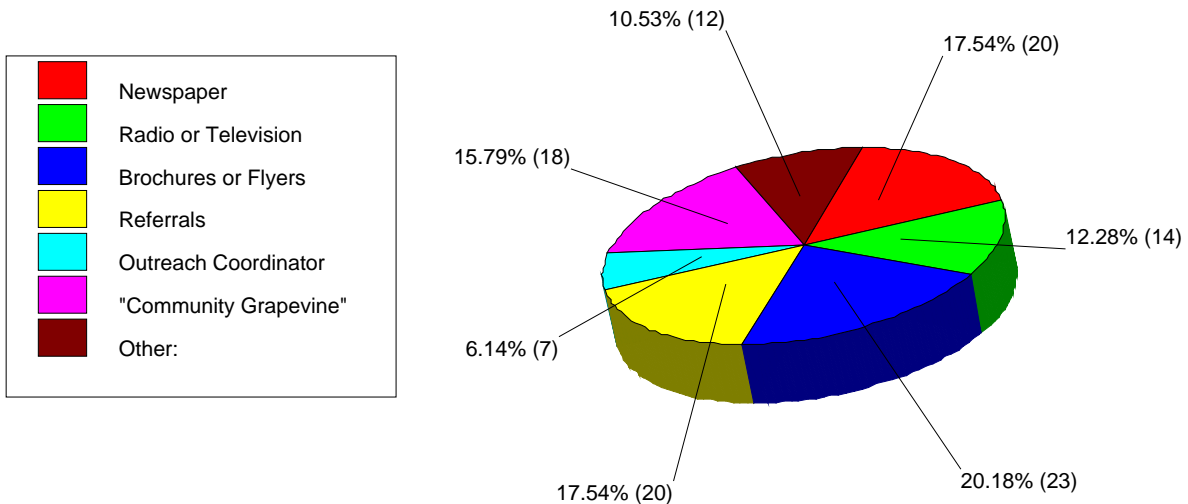
- Advocacy for people with disabilities
- Before and after school, summer camp, and sports for youth
- Building a house with selected families and loaning them the purchase price of that house at zero interest.
- Children's Services to include early intervention, outpatient medical rehabilitation, foster-adoptive program, specialty clinics
- Comprehensive Community Based Youth Services; runaway, ungovernable and lock out youth General Counseling Program; life skills, anger management, etc. youth Intact services for families indicated for abuse neglect but children remain in the home
- Disability services
- Education plus after school tutoring
- Employment services with www.illinoisskillsmatch.com unemployment insurance with www.ides.state.il.us then scroll down to file a claim EEO guidelines, wage rates many other types of information to write grants, do economic development in your particular area.
- Food and utility assistance
- Leadership development - youth
- Our mission is to help people in need - all our services provide this
- Our program are all designed to help boys and girls from kindergarten through high school make good choices, develop leadership and enhance respect for others.
- Preparation for the GED test
- Provide services for inmates of the will county jail
- Providing programs for at risk youth. Ages 6 to 18.
- Providing services to children through head start, adoption, foster care, and maternity services.
- Providing shelter and meals
- Public health services, primary health-care services
- Resource & referral for early childhood
- Services that help to keep the seniors independent for as long as possible
- Social and educational services
- The mission of the childhood trauma treatment program is to provide quality treatment to children who have been sexually abused.
- We provide free medical and dental care to the uninsured who meet our financial income guidelines

4. What was the total number of individuals served by your organization in 2006?

- 10,000+
- 10,500 students
- 1050
- 1100
- 15,000 (duplicated numbers)
- 2 families closed on and moved in to their new homes. 6 more families were qualified for the program. Many inquiring families are directed to organizations that can assist them with credit issues. (0000000024 Anonymous)
- 200 - Will County
- 2000
- 21,000 primary health-care clients all county residents benefit from our public health services
- 2200
- 239
- 24,270
- 25,054 incoming 41,802 outgoing
- 28,500 for 2006 (slow year)
- 300
- 3200
- 35,700
- 48,875
- 60,000
- 774
- Approximately 325
- Approximately 15,000
- for the Joliet site around 500 youth and families
- over 300,000
- over 4,000
- over 8,000 different individuals

5. Please indicate the methods used by your organization to inform community residents of the various programs or services offered by the organization.

Mean: 3.72



Comments/Notes:

- Church bulletins
- Existing relationships
- handbook, etc. in jail
- large employer and church bulletin boards
- Newsletters
- Telephone Book under Govt.
- United Way
- Volunteer Match
- website
- website, direct mail, speakers, staff networking, bi-lingual staff

- word of mouth

6. If your organization uses more than one method of outreach, share the primary method most effective in letting community residents know about the organization's services.

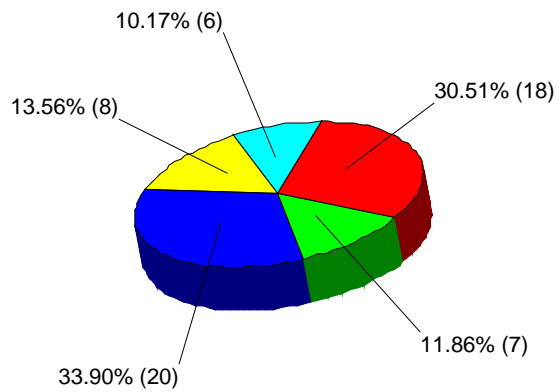
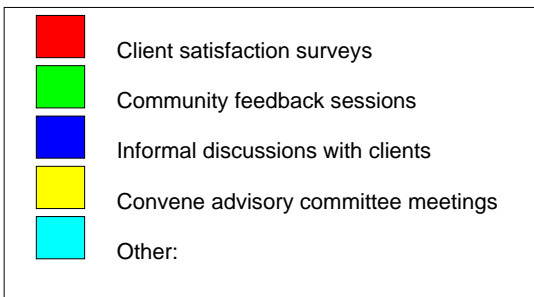
- After "word of mouth" of the families selected the local newspaper may be next.
- Belong to Joliet Region Chamber, Will County Chamber, very active in the school and community organization to inform everyone of our services
- Brochures
- CASA provides trained community volunteers to serve as court advocates for abused, neglected and delinquent children in our community. The bulk of our volunteers come from word of mouth and Volunteer Match. Our cases are assigned to us by the juvenile court judge.
- Easter Seals Celebration Telethon - 12 hour live broadcast to 60 communities with pre and post print media
- Flyers to schools
- grassroots recruitment through agencies, schools, etc
- most of are program funding is structured to have a referral source.
- Newsletters
- newspaper
- newspaper articles - not paid advertising
- outreach
- posting flyers, and radio
- radio(WJOL) & television (JCTV)
- referrals
- referral sources
- Schools
- Word of mouth
- Word of mouth (community grapevine)
- Word of mouth - quality programs
- Word of mouth and referrals from the Will County Health Department.
- Word of mouth referral

7. On a scale from one to five, with one being the lowest and five being the highest, to what extent would you say Joliet's East Side residents know about your organization's services?

- 2
- 2
- 2
- 2
- 2
- 2/3
- 3
- 3
- 3
- 3
- 3
- 3
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 4
- 5
- 5
- 5

8. How does your organization evaluate the effectiveness of its services in meeting the needs of clients?

Mean: 2.61

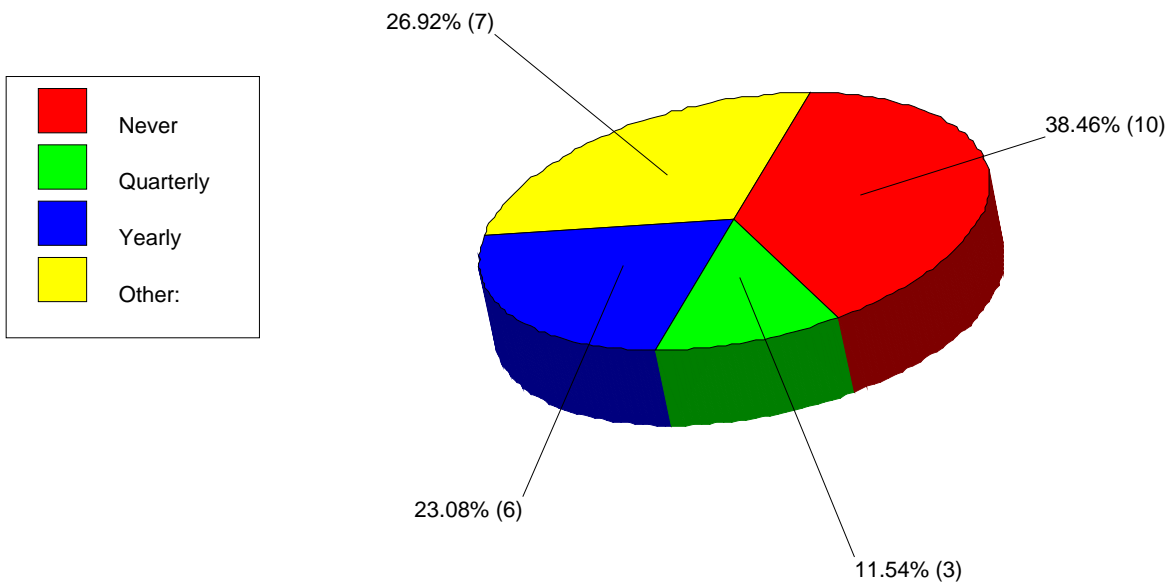


Comments/Notes:

Achievement of stated goals
Community service/complaint process, staff, board, volunteer input
Discussions with key informants
Formal outcome measurement system
Increase in clients served
Quality metrics

9. How often does your organization solicit feedback from Joliet's East Side residents regarding services provided?

Mean: 2.38

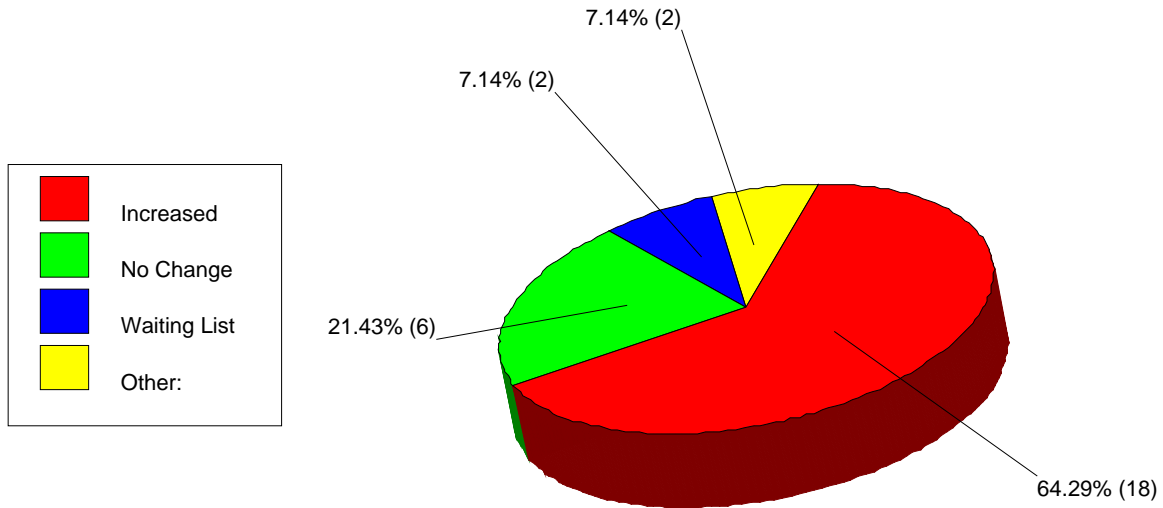


Comments/Notes:

- a survey in their first year in the house
- during program, after program
- every couple years.
- No specific project to any geography of our service region
- ongoing with all clients
- Upon conclusion of service
- when they use YMCA programs at the Y located on the "East Side"

10. Since 2005, has the demand for your organization's services on Joliet's East Side:

Mean: 1.93

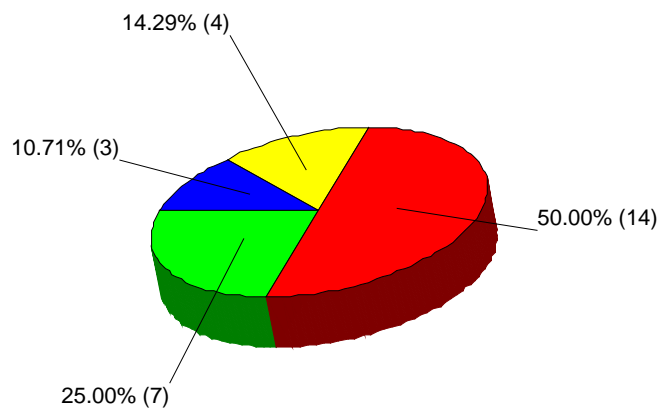
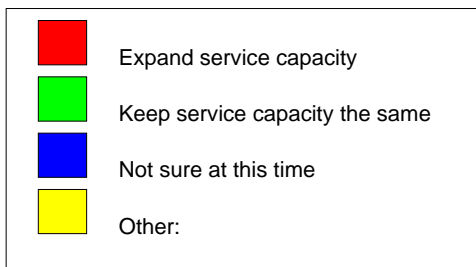


Comments/Notes:

- Increased but credit issues mean fewer are qualifying
- We would need to review demographics to determine there is a documented increase in service to Hispanics

11. What anticipated changes in your organization's service to Joliet's East Side residents do you expect over the next year?

Mean: 2.14



Comments/Notes:

- Budget and our ability to find volunteer physicians and dentists
- Easter Seals plans to grow services in all communities of our service region as resources allow
- We need funding help - many of the residents cannot afford programs - need the City or others to step up to assist in offering much needed programs to the "east side" community.
- Will collaborate with any bone

12. Please indicate the percentage of clients served by your organization in 2006 who were residents of Joliet's East Side.

- 10%
- 10% or so
- 15%
- 2%
- 2-5%
- 20-30%
- 25%
- 3%
- 30
- 35%
- 44%
- 48%
- 50
- 50%
- 60%
- 63%
- 67%
- 70%
- 75%
- 80%
- 90%

Smith YMCA on Briggs St - 60% / Galowich YMCA - 25% / Central City YMCA - 90%
Unsure

13. Please indicate the percentage of your organization's staff in 2006 who were residents of Joliet's East Side.

- 0
- 0
- 0
- 0%
- 0%
- 0% We have a staff of 3.
- 10%
- 10%
- 13%
- 15%
- 15%
- 15%
- 17%
- 2 out of 15
- 25%
- 25%
- 30%
- 30%
- 50%
- 50%
- 50%
- 70%
- 75%
- Central City - 80% / Smith Y - 40%
- unknown
- Unsure

14. Please indicate the percentage of your organization's volunteer pool in 2006 who were residents of Joliet's East Side.

- 0
- 0
- 0%
- 1%
- 1%
- 10
- 10%
- 10%
- 2%
- 20%
- 25%
- 25%
- 25%
- 30%
- 39%
- 5%
- 5% or less
- 50%
- 7%
- 80%
- <1%
- Central City - 70% / Smith Y - 20%
- N/A
- n/a
- unknown

15. Please indicate the percentage of board members in 2006 who are residents of Joliet's East Side.

- 0
- 0
- 0
- 0
- 0%
- 0%
- 1%
- 1%
- 10
- 10%
- 10%
- 12%
- 13%
- 15%
- 15%
- 2 East Side; 2 Fairmont 12.5 % ; 25%
- 25%
- 3
- 4%
- 5%
- 8%
- > 1%
- N/A
- N/A
- None

16. Please indicate the percentage of individual donors in 2006 who were residents of Joliet's East Side.

- 0
- 0
- 0
- 0
- 0%
- 0%
- 1%
- 10
- 15%
- 2
- 20%
- 20%
- 5%
- 5%
- 5%
- 5%
- 5%
- 6%
- > 5% excluding patient donation during clinic visits
- N/A
- n/a
- NA
- None
- Unknown/Information not available
- unknown

17. Indicate the percentage of your organization's operating budget derived from City contracts or grants:

-1%

0

0

0

0

0

0

0

0

0%

0%

0%

0%

0%

0.4%

1%

10%

2%

8%

less than 1%

less than 1%

None

None

18. Indicate the percentage of your organization's operating budget derived from Federal or State grants/contracts.

.5%
0
0
0
0
0
0
0%
0%
0%
10%
100%
100%
13%
30%
49%
5
50%
65%
68.7%
71%
80%
80%
85%
85%
98%

19. Indicate the percentage of your organization's operating budget derived from the United Way.

- 5%
- .03%
- .05
- 0
- 0
- 0%
- 1
- 1.8%
- 10
- 10%
- 10%
- 10%
- 11%
- 2%
- 2%
- 3%
- 33%
- 35%
- 4%
- 4.5%
- 45%
- 5% Will Cty UW
- 9%
- <1%
- None

20. Indicate the percentage of your organization's operating budget derived from Foundation grants.

- 5%
- .25%
- 0
- 0
- 0
- 0
- 0
- 0
- 0%
- 1.2%
- 10
- 15%
- 2%
- 2%
- 25
- 29%
- 3.5%
- 5%
- 5%
- 5%
- 8%
- 8%
- 9%
- Less than 1%
- None

21. Indicate the percentage of your organization's operating budget derived from Township/County grants or contracts.

-5%

0

0

0

0

0

0

0

0%

0%

0%

0%

0%

12%

2%

2%

20%

5%

5%

50

75

93%

<1%

None

22. Indicate the percentage of your organization's operating budget derived from individual donors.

- 5%
- 0
- 0
- 0
- 0.1%
- 1%
- 1%
- 12%
- 13%
- 2%
- 2%
- 35%
- 5%
- 5%
- 5%
- 5%
- 5%
- 6%
- 8%
- 80%
- 84.5%
- <1%
- Less than 1%
- None

23. Indicate the percentage of your organization's operating budget derived from other sources.

- 0
- 0
- 0
- 0
- 0
- 0%
- 0.42%
- 11.5%
- 15%
- 25
- 25% private contracts, third party healthcare billing
- 26%
- 43%
- 5%
- 50%
- 57%
- 67%
- 7%
- 70%
- 81% - Program fees, corporations, fundraising events
- Government
- Membership and program fees generated - 12%
- None