



**COVID Community Needs Assessment  
April 21, 2021**

To inform our 2020 Coronavirus Aid, Relief, and Economic Security (CARES) Act Community Services Block Grant Supplemental funding application, we performed an abbreviated community needs assessment in May 2020 (320 clients, 36 partners). We also performed follow-up CNA's in October 2020 (78 clients, 6 partners), and February 2021 (39 clients, 3 partners). All surveys were conducted by providing an online survey to clients, general community members and agency partners. In May, we compiled data from calls to seniors accessing our nutrition programs. Those results were previously reported

**Client/Community Based**

Of those reporting:

	May	October	February
At least one household member that identified as a person of color	13%	5%	8%
At least one household member that identified as a veteran	13%	15%	15%
At least one household member that identified as having a disability, even if just suspected.	42%	58%	64%
At least one household member that was an immigrant.	1%	0%	3%
At least one household member that had committed a crime in the last ten years.	6%	0%	19%
Recent reduction in hours due to COVID-19.	49%	45%	46%
Had recently lost a job or been laid-off due to COVID-19.	34%	27%	21%
Lost their access to health insurance due to a reduction in hours or job loss related to COVID-19.	10%	14%	5%
Had applied for public assistance, employment or housing support, or healthcare assistance	28%	29%	23%
Requesting help to apply for public assistance, employment or housing support, or healthcare assistance	2.5%	8%	2.6%
Had applied for Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps	5%	1%	2%
Requesting help to apply for Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps	4%	3%	10%
Requested immediate assistance with one or more identified issues.	36%	23%	18%
Requested help getting a computer	15%	7%	3%
Requested help getting internet access	11%	3%	5%
Utilized one of AEOA's food distribution events	NA	64%	74%

Respondents shared whether the issues listed were somewhat or a serious problem for at least one person in their household.

Outlined Issue	May	October	February
Enough money to pay electric or heat bills	52%	59%	54%
Enough money to buy household supplies such as for cleaning, feminine hygiene products, or toiletries	48%	50%	52%
Enough money to buy food	45%	62%	61%
Enough money to pay your rent or mortgage	43%	50%	39%

Enough money to pay water or sewer bills	37%	41%	39%
The ability to access the internet for school or work	35%	36%	34%
The ability to access proper physical healthcare	30%	40%	20%
Help understanding and applying for COVID-19 crisis resources	29%	40%	38%
The ability to access proper mental healthcare	28%	29%	28%
The ability to access assistance for finding a new job or a job with increased wages or hours	22%	31%	23%
The ability to access a computer, tablet, or other technology for school or work	20%	26%	21%
The ability to access education or training programs	20%	22%	21%
The ability to access resources to help your children succeed in school	19%	19%	26%
The ability to access transportation options when you need them	16%	40%	33%
Help understanding and applying for unemployment programming	15%	15%	5%
Enough money to purchase diapers, wipe, or other baby care products	13%	22%	8%
The ability to access childcare while you run errands to get groceries or supplies	11%	21%	13%
The ability to access childcare while you work	10%	14%	11%
Enough money to buy baby formula or food	6%	13%	8%
The ability to access early childhood resources	5%	10%	3%
The ability to be safe from domestic or other violence in your home or community	5%	3%	8%

**Partner Survey**

Of those reporting:

County of Service	May	October	February
Cook County	9%	0	0
Lake County	26%	0	0
St. Louis County	63%	83%	33%
Other, including serving multiple	2%	16%	66%

Organizations shared the following as the top needs of their clients:

Top Need	May	October	February
Food access	37%	16%	66%
Transportation	23%	16%	-
Housing or shelter	14%	16%	-
Issues related to income or money	8%	-	-
Affordable healthcare access	-	16%	-
Support groups	-	16%	-
Businesses should open back up	-	16%	33%

Second Need	May	October	February
Services for seniors	20%	-	-
Housing	14%	-	-
Transportation	11%	-	-
Food access	11%	33%	33%

Assistance applying for programs	-	16%	-
Affordable internet	-	16%	-
Mental health	-	16%	-
The need to stop face mask mandates	-	16%	33%
Personal Hygiene Products	-	-	33%

<b>Third Need</b>	May	October	February
Domestic violence or substance abuse issues	14%	-	-
Isolation and/or respite for caregivers	14%	-	-
Housing or shelter	11%	-	-
Food access	10%	40%	-
Transportation	-	20%	33%
Mental health	-	20%	-
Businesses should open back up	-	20%	33%