

Community Needs Assessment (CNA) 2026



BCMWS Community Action Agency

909 E Rexford St, Centralia IL 62801

BCMWS empowers people by reducing poverty and strengthening communities.

Community Needs Assessment Template Development

Over the course of 2023 and 2024, The Illinois Association of Community Action Agencies (IACAA) developed the template, this instructional guide, and training with financial support and direction provided by the Office of Community Assistance, Illinois Department of Commerce and Economic Opportunity (DCEO), with active input and participation of a working group comprised of staff from Illinois Community Action Agencies.

The prompts in the template meet CSBG application requirements.

Federal Requirements for Needs Assessments

In 2001, the U.S. Department of Health and Human Services ("HHS") issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs. In 2015, USHHS issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards requiring CAAs to conduct a Community Needs Assessment and develop a Community Action Plan to address the needs identified in the needs assessment.

At a minimum, CAAs must conduct Community Needs Assessments that meet requirements established by the Organizational Standards specifically noted in Standards 3.1, 3.2, 3.3, 3.4, 3.5, 4.2, 6.4.

Reporting Requirements for the Community Needs Assessment Template Tool:

Full CNA Template Sections 1 – 6: will need to be completed every third year's CSBG Application starting with Program Year 2025.

CNA Template 2nd Year Update Section 7: must be completed and submitted with the CSBG Application, the program year after the full assessment was completed.

CNA Template 3rd Year Update Section 8: should be completed the program year after Section 7 (Year 2 Update) was completed.

Proposed submission calendar based on release date of this template:

Full CNA Template (Sections 1-6)	CNA Template 2 nd Year Update (Section 7)	CNA Template 3 rd year Update (Section 8)
CSBG Application PY 2025	CSBG Application PY 2026	CSBG Application PY 2027
CSBG Application PY 2028	CSBG Application PY 2029	CSBG Application PY 2030
*These dates are subject to change		

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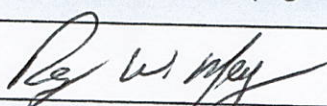
COMMUNITY SERVICES BLOCK GRANT (CSBG)

1 Community Needs Assessment Certification

Agency Name	BCMW Community Action Agency
Name of CNA Contact	Elizabeth Garner
Title	CSBG Coordinator
Phone	618-532-7388
Email	Liz.garner@bcmw-il.org
*CNA Board Approved MM/DD/YYYY:	Click to type Date the Agency's Board approved the CNA. 09/08/25 10/2025/20
CSBG Year (YYYY):	2026
Is this an updated CNA? If so, which year is this update for and when was it completed?	☒ Year 2 Update Click to enter the program year for the update ☐ Year 3 Update Click to enter the program year for the update

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization.

Jessica Backs		Click or tap to enter a date. 9/8/25
Executive Director (printed name)	Executive Director (signature)	Date
Roger Meyer		Click or tap to enter a date. 9/8/25
Board Chair (printed name)	Board Chair (signature)	Date

If you are completing a Second or Third Year update from your original Needs Assessment, please proceed to section 7 & 8

2 Approach

2.1 Provide a brief description of your service territory.

BCMw Community Action Agency assist four counties. Bond, Clinton, Marion, and Washington

2.2 Describe who was involved in developing this report and analyzing the data to determine the needs, causes, and conditions of poverty in your community.

Please specify how each one of the below sectors was included in the process.

A. Board of Directors:	Regular meetings were held to discuss Community Needs Assessment, we had 3 of our board members present at most Focus Group meetings
B. Community Partners:	BCMw is part of a committee of community Partners. Head Start Policy committee, Helping Hands, Clinton County Coalition
C. Customers:	Surveys we conducted to gather insights from actual community members.
D. Agency Leadership	BCMw established a Focus group comprised of the Board of Directors Chairperson, Department Coordinators, Senior Management from our Weatherization Department. We held meetings and strategy sessions on a monthly basis to analyze our Needs Assessment Surveys to enhance overall service delivery.

2.3 Please complete the table below by entering the title of the document you used in your Needs Assessment and its assigned appendix letter.

Document Title	Attachment Item
Customer Satisfaction Report online and paper version	A
Customer Needs Assessment	B
Staff/Board Needs Assessment	C
Stakeholders Needs Assessment	D

3 Strengths

3.1 Please list and briefly describe the community, agency and/or family strengths as identified in your assessment.

BCMW Community Action Agency accepts both walk-ins and scheduled appointments and has outreach presence in all four counties. The agency is active in setting up an online appointment scheduling system.

Families receive services provided by BCMW through our CSBG grant such as food assistance, senior services car repair, and case management. Other programs provided by BCMW include LIHEAP, Weatherization, Head Start, Project Bread, and Housing.

Customer appointments begin with a conversation about their current situation, finding out their needs and wants before completing intake application. Once the customer is determined eligible, we discuss potential services and agree on a service(s) and goals customer and staff must follow.

4 Family and Individual Level Needs

4.1 Briefly list each Family/Individual need, the condition and cause of the need and community resources as Identified in your Community Needs Assessment.¹

Needs Statement	Many senior citizens and individuals with disabilities live on fixed incomes, often relying solely on Social Security, disability benefits, or limited retirement savings. When unexpected expenses like car or home repairs arise, it can put them in a very difficult position.
Conditions:	Data shows 45% customers on fixed incomes such as SSA, SSDI, SSI, need assistance with car repairs and/or small home repairs
Causes:	Customers on fixed incomes do not have the extra money it takes if something breaks in their homes, or their cars need repaired.
Community Resources/Partners	Helping Hands, Project Bread, Head Start, Truancy inside Centralia city limits.

¹You may need to add additional tables to this section to accommodate the number of needs statements you have at your agency. To do so: Hover over the bottom left corner until a "+" sign appears. Press the "+" sign 5 times for each additional Needs Statement you have in your service area. In the left column label your need, cause, condition, community resources and community partners.

5 Community Needs

5.1 Community Needs: Briefly list each *community need, the conditions and causes of the need and community resources* as Identified in your Community Needs Assessment ²

Needs Statement	Diaper need is more than just an inconvenience. It's a public health issue, a barrier to opportunity, and a source of emotional stress for families.
Conditions:	Families cannot get diapers through WIC, or SNAP
Causes:	Lack of diapers to change babies could cause health issues, prevent going to child care. Low self-esteem for families
Community Resources/ Partners	Partnering with Pregnancy Care Clinics to support diaper access is a compassionate and practical way to serve families in need.

² You may need to add additional tables to this section to accommodate the number of needs statements you have at your agency. To do so: Hover over the bottom left corner until a "+" sign appears. Press the "+" sign 5 times for each additional Needs Statement you have in your service area. In the left column label your need, cause, condition, community partners and community resources.

6 Customer Satisfaction Data

6.1 Please provide a *summary* of the customer satisfaction data that was collected, and include the report on customer satisfaction in the appendix.

Dates data was collected:	08/01/2024-09/01/2024	Total # of Customers who participated in the survey:	114
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High customer satisfaction is a strong indicator that your team at BCMW is doing something right.

6.2 Please provide *areas for improvement* as identified from the customer satisfaction data that was collected.

1. Customers shared they would like to have better communication/information on all services.

7 Year 2 Update

This section (Section 7) should only be completed for the CSBG Application in the 1st program year after the full Community Needs Assessment Template (Sections 1-6). See example timeline below:

Full CNA Template (Sections 1-6)	CNA Template 2 nd Year Update (Section 7)
CSBG Application PY 2025	CSBG Application PY 2026
CSBG Application PY 2028	CSBG Application PY 2029

7.1 Please list the emerging trends and key changes in your service area.

CSBG Program Year 2026	There is a family in our town that has opened a “warming center”/ shelter, we are working with them to partner with, to help the center/shelter where they need it. The city has given them a lot of obstacles, but they have conquered all of them so far. They are typically open only when it is severely cold outside, they are going to provide resources, food, showers, laundry, transportation. Their goal is to be open 24/7 so people can use these resources. There is no one that will stay for long periods of time. Basically its just an over night stay, out of the elements. Disaster . Historic flooding struck Marion County between April 2–6, 2025, following torrential rains that overwhelmed streets, creeks, and low-lying areas ongoing recovery means many residents are still dealing with damaged homes, lost belongings, and financial strain

8 Year 3 Update

This section (Section 8) should only be completed for the CSBG Application for the 2nd program year after the full Community Needs Assessment Template (Sections 1-6). See example timeline below:

Full CNA Template (Sections 1-6)	CNA Template 2 nd Year Update (Section 7)	CNA Template 3 rd year Update (Section 8)
CSBG Application PY 2025	CSBG Application PY 2026	CSBG Application PY 2027
CSBG Application PY 2028	CSBG Application PY 2029	CSBG Application PY 2030

8.1 Please list the emerging trends and key changes in your service area.

CSBG Program Year: FY2026	We are partnering with All Hour of Love, which is a new warming center/homeless shelter. New phone system, and new fiscal system

COMMUNITY NEEDS ASSESSMENT OVERVIEW

The Community Needs Assessment describes the context in which Head Start programs operate and is useful for ensuring that the correct services are provided to the appropriate population. The assessment paints a picture of the community and describes the diverse needs of families who may receive services. In addition, the community assessment covers the community's history, its economic and political scene, and its strengths and challenges.

The Head Start Program Performance Standards (HSPPS) state:

To design a program that meets community needs, and builds on strengths and resources, a program must conduct a community assessment at least once over the five-year grant period. The community assessment must use data that describes community strengths, needs, and resources and include, at a minimum:

1. The number of eligible infants, toddlers, preschool age children, and expectant mothers, including their geographic location, race, ethnicity, and languages they speak, including:
 - a. Children experiencing homelessness in collaboration with, to the extent possible, McKinney-Vento Local Education Agency Liaisons (42 U.S.C. 11432 (6) (A));
 - b. Children in foster care; and
 - c. Children with disabilities, including types of disabilities and relevant services and resources provided to these children by community agencies;
2. The education, health, nutrition and social service needs of eligible children and their families, including prevalent social or economic factors that impact their well-being;
3. Typical work, school, and training schedules of parents with eligible children;
4. Other child development, child care centers, and family child care programs that serve eligible children, including home visiting, publicly funded state and local preschools, and the approximate number of eligible children served;
5. Resources that are available in the community to address the needs of eligible children and their families; and,
6. Strengths of the community.

A program must annually review and update the community assessment to reflect any significant changes including increased availability of publicly-funded pre-kindergarten (including an assessment of how the pre-kindergarten available in the community meets the needs of the parents and children served by the program, and whether it is offered for a full school day), rates of family and child homelessness, and significant shifts in community demographics and resources.

A program must consider whether the characteristics of the community allow it to include children from diverse economic backgrounds that would be supported by other funding sources, including private pay, in addition to the program's eligible funded enrollment. A program must not enroll children from diverse economic backgrounds if it would result in a program serving less than its eligible funded enrollment.

COMMUNITY NEEDS ASSESSMENT OVERVIEW

A thorough and accurate Community Needs Assessment is essential for Program Planning; it helps your program:

- Make informed decisions about service area plans and service delivery;
- Develop strategic plans for the agency;
- Respond to new Federal regulations or initiatives;
- Mobilize community resources and partnerships, and;
- Identify new or underserved populations in the service area and assess their needs and available community resources.

