

Windshield Survey/Community Assessment

By: Jessica Warren, Vanessa Jackson, Presley King, Kadmiel Gwasira, Destiny Bell, and Ragin Baker



Physical Boundaries

- What other towns fall within the county lines that people occupy?
 - Mattoon, Oakland, Ashmore, Humboldt, Lerna, Trilla, Allenville
- Elected Officials
 - State attorney: Jesse Danley, Mayor: Brandon Combs
 - Council Members: Dennis Malak, Tim Hutti, Tim Newell, Jeff Lahr
 - Environmental Health/Health Department administer: Gloria Spear
 - Circuit Clerk administer: Lori Pearsons
 - FCC(aviation)/Disaster Coordinator: Jim Hilgenberg
- Key stakeholders in the county seat?
 - R. Scott Smith, Steve Pamperin, Tabatha Ferguson, Peggy Graumez, Karin Bright
- Where is the county courthouse?
 - Coles County Circuit Clerk: 651 Jackson Ave #128
- How did the county seat originate?
 - It was selected as the county seat because it was the most populated and accessible area in the newly formed Coles County at the time

Physical Boundaries

- How has the community changed over time?
 - The city's population grew quickly of the 1830's-1840's with the local economy expanded rapidly with the construction of railroads in the mid-1800's
 - Log buildings were gradually replaced with more stable structures
 - Eastern Illinois University became a state teacher's college in 1921, was renamed Eastern Illinois State College in 1947, and became a university in 1957
 - Employment in Charleston declined from 9.96k employees in 2021 ro 9.74employees in 2022
- What does the communities future look like
 - The future of Charleston relies on EIU staying open. There are also projects going on to specifically address empty storefronts in Charleston to generate revenue, bring in students, and keep the community going
- Name place sign or symbolic community indicator
 - Eastern Illinois University

Eastern Illinois University- Charleston's Symbolic Community Indicator



Eastern Illinois University- Charleston's Symbolic Community Indicator



Population & Racial Breakdown by percentage

- Age & Gender Distribution
 - 12.7% under 18; 32.5% 18-24; 24.6% is 25-44; 18.4% is 45-64; 11.7% is 65% and older
 - Median age is 29.4 years
 - 29.9 years for males, and 29.2 years for females
 - For every 100 females, there are 91.4 males
 - For every 100 females age 18 and over, there are 90.9 males
- Marital Status
 - **Married:** 36% of people in Charleston are married
 - **Never married:** 52% of men and 51% of women in Charleston are never married
 - **Divorced:** 7% of men and 9% of women in Charleston are divorced
 - **Widowed:** 3% of men and 6% of women in Charleston are widowed

Population & Racial Breakdown by percentage

- Racial Distribution
 - White: 86.51%
 - Black or African American: 7.3%
 - Two or more races: 3.23%
 - Asian: 1.58%
 - Other race: 1.36%
 - Native American: 0.03%
 - Native Hawaiian or Pacific Islander: 0%
- Ethnic Distribution
 - **White (Non-Hispanic):** 14.9k people, the most common ethnic group
 - **Black or African American (Non-Hispanic):** 1.27k people, the second most common ethnic group
 - **White (Hispanic):** 523 people, the third most common ethnic group
 - **Asian:** 2.54% of the population
 - **Native American:** 0.27% of the population
 - **Pacific Islander:** 0.13% of the population
 - **Other races:** 3.88% of the population
 - **Two or more races:** 5.13% of the population
 - **Hispanic or Latino of any race:** 5.84% of the population

Appearance of the Population on the Street



Housing Options in the county seat:

- Where is the HUDD office for the county & how many people do they serve?
 - Coles County Housing Authority: 109 Prairie Ave, Mattoon, IL 61938
- What percent of the community relies on section 8 housing?
 - Zero housing available
- Age of Housing
 - The median age of Charleston house is 25.2 years old
- Affordability of Housing
 - Average rent in Charleston is \$620 per month for a one-bedroom apartment, \$485 for a studio, \$744 for two bedrooms, and \$966 for three bedrooms
 - The median listing price for a home in Charleston is \$146,090
- Ownership versus Rentals
 - 2022 47.7 of housing units in Charleston, Il were occupied by their owner

Condition of Neighborhoods



Vital Statistics & Epidemiological Health Indicators

Vital Statistics & Epidemiological Health Indicators

- Birth Rates = **399 a year**
- Death Rates = **588 a year**
- Ages for Death Rates:

	Age Group						
	Infants	1-17	18-24	25-44	45-64	65-84	85+
◁ Coles	3	4	2	22	101	283	173

- Leading causes: **Heart Disease (121 ppl)**
- Infant mortality rate: **790**

- Morbidity Rates



Eating poorly :)

Statewide Leading Causes of Death by Resident County, Illinois Residents, 2022

Resident County	Total Deaths	Statewide Leading Causes of Death									
		Diseases of heart (heart disease)	Malignant neoplasms (cancer)	Accidents (unintentional injuries)	COVID-19	Cerebro-vascular diseases (stroke)	Chronic lower respiratory diseases	Alzheimer disease	Diabetes mellitus (diabetes)	Nephritis, nephrotic syndrome and nephrosis (kidney disease)	Influenza and Pneumonia
Coles	588	121	107	29	36	16	33	16	19	13	9

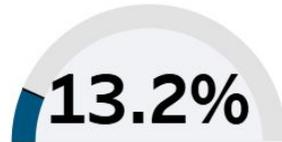
Vital Statistics & Epidemiological Health Indicators cont'd

Immunization Rates

- During the 2024-2025 flu season, **6,070** flu shots have been administered
- During 2023-2024 **2575** COVID-19 vaccinations have been administered

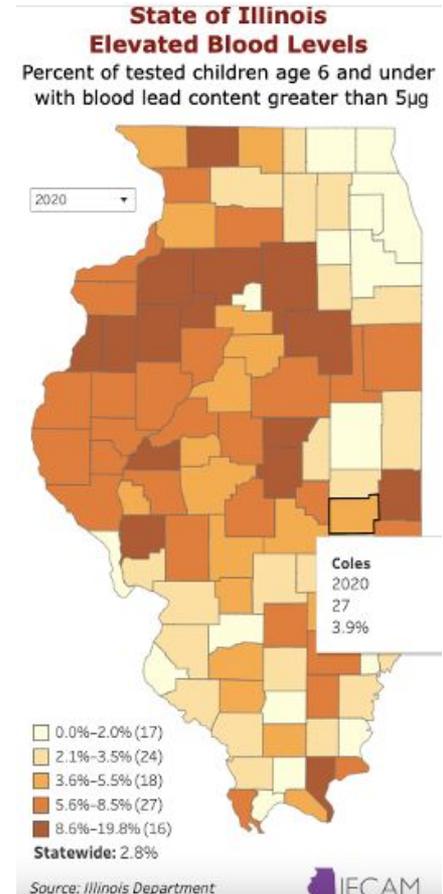
Flu Season = 2024-2025 | Month = All | County = COLES

Flu Coverage %
Statewide = 17.2% | Goal = 70%



Lead Rates for Children

- In 2020, 686 children under the age of 6 tested for lead and 27 of them were positive = 3.9%



Values & Beliefs

Charleston has churches, synagogues, and Masonic temples.

Places for culture & arts:

- Dounda Fine Arts Center
- Tarble Arts Center
- Daum Amphitheater
- Lincoln Douglas Debate Museum
- Muslim Campus House

Ethnic or fraternal organizations:

Greek organizations @ EIU

Masons

Elks

Mooses



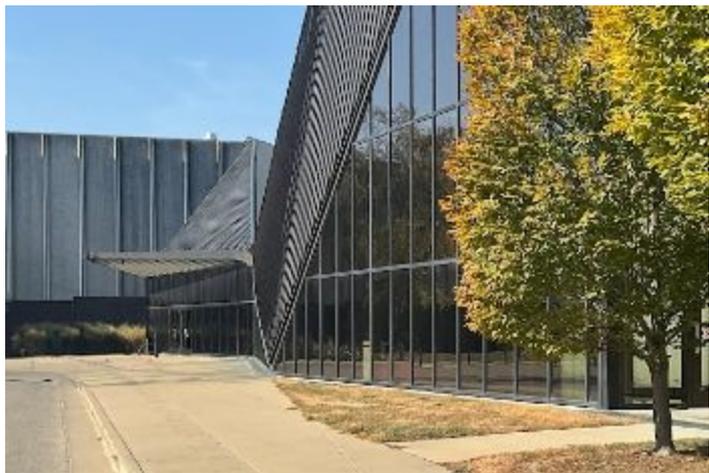












Physical Environment

Air & Water Quality:

Day	Pollution level	AQI*	US	Weather	Temperature	Wind
Today	Good	28	AQI* US		59° 42.8°	8.9 mph
Friday, Nov 8	Good	30	AQI* US		60.8° 42.8°	6.7 mph
Saturday, Nov 9	Good	27	AQI* US	100%	59° 46.4°	13.4 mph
Sunday, Nov 10	Good	39	AQI* US	100%	62.6° 51.8°	13.4 mph
Monday, Nov 11	Good	13	AQI* US		64.4° 48.2°	6.7 mph
Tuesday, Nov 12	Good	33	AQI* US		64.4° 48.2°	8.9 mph
Wednesday, Nov 13	Moderate	68	AQI* US	80%	68° 50°	20.1 mph

https://www.iqair.com/us/usa/illinois/charleston?srsIid=AfmBOoqaX6HPn5_ZGRK4B8tsDHU2ntZRGiunxyaZ3PolPkrVgoR4uch

Contaminants Detected



27 Total Contaminants

- Legal does not necessarily equal safe. Getting a passing grade from the federal government does not mean the water meets the latest health guidelines.
- Legal limits for contaminants in tap water have not been updated in almost 20 years.
- The best way to ensure clean tap water is to keep pollution out of source water in the first place.

The latest quarter (Jan 2021-March 2021) was assessed by the EWG, and results showed that the **tap water was in compliance** with federal-health based drinking water standards.

Physical Environment

Recent Community-Wide Disaster

Disaster Risks

Detailed View



Disaster Risk is moderate for Charleston. The most significant environmental threat for this location is Flood, with a moderate risk score of 44.

[Hide details ^](#)

Flood Risk



There's a **Moderate Flood Risk** score for Charleston, where the FEMA floodzone is X. This area is not flooded by the 100-year flood event but it is at risk from the 500-year flood event. **Insurance is NOT MANDATORY.**

Disaster Preparedness Planning

- The EMA and EOC have secured emergency response plans.
- Emergencies
 - Fire
 - Flood
 - Tornado
 - Terroism
 - Civil Disturbance

Physical Environment





Transportation

Private Transportation: **23,293**

What do the community members tell you about this?

- In need of public transportation opinions
- Cab services don't stay in business long

What do the police say about this?

- Increased traffic
- Increased pedestrian/car accidents on Lincoln Ave

Other community based transportation services:

- Uber and lyft
- Taxi
- Amtrak train
- Dial-a-Ride
 - Within the city: Fare \$2
 - Rural within county: \$4
 - Outside of Coles \$7

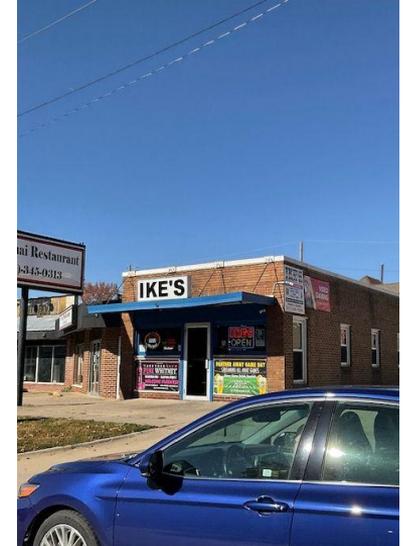


Transportation



Economy

- Some of the major employers in Cole's County include Eastern Illinois University, Starbucks, GE, UPS, PepsiCo, Mars, First Mid Bank & Trust, and there are many more vast opportunities available.
- Nearest unemployment office is located at 115 N 15th Mattoon, IL 61938
- Services offered at the unemployed office; The unemployment office offers assistance with applying for unemployment benefits and job search assistance.
- The unemployment rate in Cole's county is 5.10%
- Cole's county has a lower unemployment rate compared to the state's unemployment rate of 5.30%.
- The median household income in Charleston IL is \$47,533, per capita income is \$30,336, and there is a poverty level of 26.5%
- The common socioeconomic status exhibited by Charleston Illinois is middle class.



Economy

- **Occupational categories;** Charleston and Cole's County offers a wide variety of occupations, we have listed just a few below.
 - Law Firms: Britton Sean-Britton Law Services, A Citizen's Law office, Bates Law Office, and Wetzel Chris L law firm.
 - Restaurants: Lincoln Garden Family restaurant, Brick House Bar & Grill, Mcdonald's , and South Side Cafe.
 - Bars: The Uptowner, Marty's sports bar, Stu's Club, and Ike's.
 - Factories: RKM enterprises INC, Safety Storage INC, JP Astrocraft LLC, and Coca-Cola Refreshments USA.
 - Schools: Charleston has their school district CUSD #1, Eastern Illinois University, Lakeview College of Nursing, and has many private schools available for children in the community such as Arthur Christian School.
 - Hospitals/Healthcare: Sarah Bush Lincoln Hospital, SIHF Healthcare, SBL Charleston Clinic East, and Carle Mattoon on Hurst.



Sarah Bush Lincoln Hospital



Los Potrillos Mexican Cuisine

Shopping Opportunities

- Cole's county and Charleston offer many resources in the area for shopping such as Walmart, County Market, Walgreens, CVS Pharmacy, Home Again Consignment Shop, Cross County Mall, Goodwill, and The Salvation Army.
- There are currently some empty storefronts in Charleston.
- Attempted to contact the local health department to see if any restaurants have received citations or been closed with no response.

Empty Storefront



Shopping Opportunities



CVS Pharmacy



Walgreens

Industry/Business

Charleston offers their residents a wide array of businesses throughout the community, below is listed just a few.

Lumber; Charleston Lumber located at 202 6th St and Kirchner located at 1 6th St.

Plumbers;

- Winnett Plumbing Heating Electric
- Titus Plumbing located at 8997 Country Club Rd,
- H&W Plumbing Heating & AC located at 731 18th St
- Rardin Plumbing Heating & Air located at 14792 Old State Rd
- Montz Plumbing & Services located at 14359 Old State Rd.

UPS;

- UPS Access Point location is located at 440 W Lincoln Ave
- UPS Drop Boxes are located at 600 Lincoln Ave, 500 W Lincoln Ave, 600 Jackson Ave, and 6029 Park Dr.



Factories;

- Dietzgen Corporation located at 1555 N 5th St
- OX Engineered Products located at 1255 N 5th St
- Coca-Cola Bottling Co located at 1321 N Loxa Rd
- ITW HI-Cone located at 1155 N 5th St
- Vesuvius USA located at 955 N 5th St
- JJ Collins' Sons Inc located at 2351 Madison Ave
- County Office Products INC located at 110 5th St
- Charleston Farrier Ready-Mix located at 247 18th St
- Owen Motor Sports located at 11660 Old State Rd
- Rexdon Inc located at 2525 18th St

Industry/Business

Restaurants;

- Lincoln Garden Family Restaurant located at 703 W Lincoln Ave
- Los Potrillos located at 1305 Lincoln Ave
- McHugh's Double Drive Thru located at 4 Lincoln Ave
- Casa Del Mar II located at 1410 4th St
- South Side Cafe located at 614 Jackson Ave
- QQ Buffet located at 2138 Woodfall Dr
- Mi Casa Tu Casa located at 211 Lincoln Ave
- El Coyote Bar & Grill located at 430 W State St
- Kamikaze Hibachi & Sushi located at 1140 Lincoln Ave
- Chubby's Pizza is located at 215 Lincoln Ave
- Pagliai's Pizza located at 1600 Lincoln Ave
- Original Joey's Place located at 850 Lincoln Ave
- Siam Thai located at 453 Lincoln Ave
- Juanito's Bar & Grill is located at 611 Monroe Ave
- Magic Wok located at 558 W Lincoln Ave
- Chick-fil-A located at 600 Lincoln Ave
- Monical's Pizza located at 909 18th St
- Elk's Lodge located at 720 6th St

Banks;

- First Mid Bank & Trust located at 500 W Lincoln Ave
- Prairie State Bank & Trust located at 621 W Lincoln Ave
- First Financial Bank located at 605 Lincoln Ave
- First Neighbor Bank located at 1415 18th St
- Peoples Bank & Trust located at 1810 Lincoln Ave
- First Federal Savings & Loan located at 800 W Lincoln Ave.

Hotels;

- Days Inn located at 810 W Lincoln Ave
- Unique Suites Hotel located at 920 W Lincoln Ave
- McGrady Inn located at 803 6th St
- Abigail's Place located at 14195 E Co Rd 600N.

Bars;

- Marty's located at 1666 4th St
- Lefty's Holler located at 727 7th St
- The Uptowner located at 623 Monroe Ave
- Penalty Box Bar & Grill located at 1419 4th St
- Dirty's Bar & Grill located at 706 Lincoln Ave
- Ike's located at 459 Lincoln Ave
- Roc's Blackfront Tavern & Grill located at 410 6th St
- Mike & Stan's located at 512 Monroe Ave
- WB'S located at 409 7th St
- Brick House Bar & Grill located at 920 W Lincoln Ave
- Stu's located at 1405 4th St.

Industry/Business

First Financial Bank



Days Inn Hotel



Dirty's Bar & Grill



Recreational Opportunities

- Charleston offers many community resources such as parks, tennis courts, a community pool, gyms, boy scouts, football, track, dance, baseball, basketball, soccer, wrestling, and trails.
- You are able to go to the city of Charleston's website to their parks and recreation department

(<https://charparksandrec.recdesk.com/Community/Facility>) and reserve baseball/softball fields, rooms in the city hall, and the party room at the aquatic center.

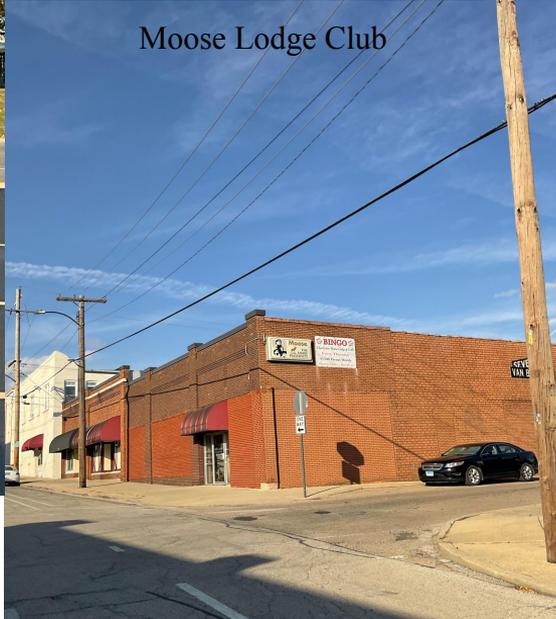
- The city of charleston releases a Family Fun Guide each season which is filled with many fun activities that you and your family can participate in this fall or winter such as Christmas in the heart of Charleston, Hot-line to santa, and a spirit of the holiday's decorating contest.



Recreational Opportunities



Moose Lodge Club



Schools

Charleston is considered a college town. There is 1 preschool, 4 elementary grade schools, 1 middle school, and 1 high school. The average cost per student for one year is around \$11,000. That is about \$4,000 less than the national average. The schools are staffed with a nurse. The schools have to share a nurse because the schools are small and not enough nurses to staff the schools. Charleston is considered a college town and many of the business around the town are based on the college. They have around 8,500 students enrolled per semester. The college offers degrees that can go up to a masters. There is a military recruiter location in the town called Illinois Army National Guard Recruiting.

Schools



Lakeview College of Nursing



Healthcare Opportunities

There are plenty of healthcare opportunities in Charleston, IL. Sarah Bush Hospital is just a short drive away from town and is considered the biggest hospital near by. The Cole's County Public Health Department offer screenings, WIC, vaccines, and many more options ("Welcome to Cole's county health department, n.d.). There are services that can help someone who is going through domestic abuse or need counseling. One of the services located in the middle of town is called HOPE ("We are here for you", n.d.). Coles County also has services that they provide for low income families struggling with paying the electric bill (Embarras River Basin Energy, n.d.).

Health Opportunities- Stakeholder perspective

Interviews with community members regarding adequacy of Health Care and Social Services: Over all the community members felt there were adequate opportunities for health care and health services, however there is a lack of transportation to get to these services and a lack of mental health and drug rehab focused services.

Journey Counseling Services in Charleston





Sarah Bush Lincoln Hospital



Public Health Department





Hours of Operation:
Monday-Friday 8:30am - 4:30pm

PERSONAL
SERVICE
PROGRAMS

Immunizations

All recommended and required vaccinations available. No child turned away for inability to pay. International vaccinations available upon request.

STD/Hepatitis C

Limited STI testing available. Condoms available at no charge upon request.

TB Testing

TB testing is available to anyone upon request. QFC available with a physician's order.

WIC/Family Case Mgmt.

Supplemental nutrition packages available to expecting mothers and children through age 5 based upon quali

Reference Lab Ser

Bloodwork and lab testing availa
a physician's order.



Health Department

Where are we located?

753 Windsor Rd Charleston, IL 61920

Point of Contact: Lisa Sorensen, RN, BSN: Director of Nursing

Who is incharge/Public Health Administration? What is their level of education and title?

Gloria Spear, BA, MS, LEHP, Administrator: Master Degree

How many staff are employed here?

Currently there are 14 staff employed

What services do they offer?

Communicable disease investigation and surveillance, immunizations, TB screening and follow up for active and latent cases, WIC, family case management and high risk infant follow-up, Healthworks case management for DCFS, lead screening, lab services, STI testing, Environmental Health Services, and emergency preparedness

How many patients do they see yearly and for what services?

Depends on the program.

Total in 2023: 46,334

Summary of Activities

January 1 to December 31, 2023

Vital Statistics

Total Population (2023): 46,334

Total # of immunizations given: 1094

Total # of Influenza immunizations given: 438

Total # of COVID vaccinations given: 54

Total # of Immunizations given for International Travel: 180

Total # seen for immunizations (Private, VFC, CHIP): 541

Total # seen for International Travel Immunizations: 110

Available Immunization:

Chicken Pox	Diphtheria, Tetanus, & Pertussis
Hepatitis A	Hepatitis B
Human Papillomavirus (HPV)	Measles, Mumps, & Rubella
Meningitis	Yellow Fever
Rotavirus	Polio
Typhoid	Shingles
COVID	Haemophilus Influenzae Type B (Hib)

STD Program

Number of Tests Completed

Chlamydia: 20

Gonorrhoea: 20

Syphilis: 12

HIV: Deferred

Hepatitis C: Deferred

TB Program

Total # of skin tests given: 339

Total # of skin tests read: 305

Total # of QFT tests: 11

Summary of Activities Continued

Maternal & Child Health

Family Case Management

Average total # Receiving Services per month: 39

Infant Development Assessments (ASQ's): 832

Infant Physical Assessments: 88

Depression Screening for Pregnant/Postpartum Women: 3101

WIC (Women, Infants, and Children) Nutritional Supplemental Program

Average total # Receiving Services per month: 547

Infants: 155

Children: 227

Women

Pregnant: 52

Breastfeeding: 31

Post-Partum: 82

Community Health Services

Reference Lab Services (Phlebotomy)

served: 219

Lead Program

of children tested: 88

of children followed due to elevated levels: 7

of pregnant women tested: 94

Communicable Diseases Investigated:

Hepatitis A, B, and C	Influenza/Influenza with ICU Hospitalization
Histoplasmosis	Pertussis (Whooping Cough)
Mumps	E-Coli (Shiga Toxin Producing)
Norovirus	Campylobacteriosis
Salmonella	West Nile Virus (Neuroinvasive)
Shigellosis	Varicella Group A Streptococcus
Lyme Disease	Haemophilus Influenza
Rabies Exposure	Spotted River Rickettsiosis
COVID-19	

Environmental Health Division

Environmental Programs

Food Sanitation Program

Total Permitted Facilities: 284

High risk: 145

Medium Risk: 68

Low Risk: 71

Total Sanitary Inspections: 208

Total # re-checks: 54

Temporary: 355

Pre-operational: 8

Professional Permits (Seasonal): 26

Cottage Food Registrations: 22

Home Based Food: 4

Complaint investigations:

Sanitation: 36

Plan Reviews: 27

Tanning Bed Program

New Facility Inspections: 1

Renewal Inspections: 3

Complaint Investigations: 1

Potable Water Program

Well Inspections: 25

Water Well Construction Permits Issued: 5

Water Samples collected: 4

Closed Loop Well Inspections: 0

Closed Loop Well Permits: 0

Number of Consultations: 31

Number of complaints: 0

Water Wells Sealed: 2

Non-Community Water Supplies: 7

Private Sewage Program

Systems Inspected: 57

Permits Issued: 41

Installations Inspected: 57

Complaints Investigated: 3

Consultations: 178

Nuisance / Solid Waste

Solid Waste complaints: 10

Body Art

Initial Inspections: 3

Renewal Inspections: 3

Complaint Investigated: 0

Other Complaints:

Pests: 2

Miscellaneous: 3

Health Department Cont.

Do they offer a dental program?

They do not offer a dental program, but are given a list of providers who accept Medicaid and non-insured patients.

What departments are housed here and what agencies do they refer to or use for additional assistance for their patients?

The building they are now located in offers public health nursing, environmental services, and the WIC program.

Programs for vulnerable populations?

The Charleston health department offers the WIC program to assist women and children as a supplemental food program. They refer individuals with addictions to CEAD for drug/alcohol rehab. They refer homeless individuals to the women's shelter or The Haven homeless shelter in Mattoon.

What are the three most prevalent disease in this community?

Hep C., Chlamydia, and Gonorrhea

Why do you think they are the most prevalent?

Hep C. and STDs are prevalent due to lifestyle choices

What are the statistics on STDs?

Lisa didn't know what the statistics/numbers were. Proved a site, but doubled checked the site and could not find anything on STD statistics in the Charleston/Coles county community.

Do they offer health education for risk reduction? What types of education? Health fairs? Individual counseling, etc.?

Risk reduction education is provided during screenings, testings, and treatment of STDs through individual counseling, handouts, and referrals. Health fairs are utilized to provide an overview of all services offered at health department and tailored to meet specific groups as well as based upon the type of health fair.

Public Safety

Locations of Government Buildings:

Charleston Police Department- 614 6th Street

Charleston Post Office- 667 Windsor Road

Charleston Public Library- 6th Street and Van Buren Ave

Charleston Water Department- 1021 Olive Ave

Coles County Courthouse- 651 Jackson Ave

Coles County Sheriff's Department- 701 7th Street

Charleston City Hall- 520 Jackson Ave

Public Safety continued

Highest crime seen in Charleston Illinois, according to Officer Compton, is drugs and things that go along with that like theft to pay for drugs or robbery of drugs from another person.

Coles County Jail is located at 701 7th Street in Charleston and they can hold approximately 150 inmates.

According to Officer Compton, the biggest safety concern is the drug problem in Charleston. Along with the drugs also comes the possibility of coming in contact with used paraphernalia that could transmit diseases to the public or officers.

Other safety concerns Officer Compton brought up was the fact that they have so many repeat offenders in the community that they are unable to really do anything about because of the no cash bail under the SAFE-T Act.

Public Safety continued

Jurisdiction for EMS: Coles County EMS is located at 520 Jackson Ave in the City Hall building basement. They cover all of Coles County.

Jurisdiction for Charleston Police: The Charleston Police department covers all of Charleston starting at Harrison Street that is east of town, SBLH Pavilion buildings but not the main hospital, all buildings along route 16 (not residential) going west towards Mattoon, and stopping at the entrance of the Coles County Airport.

Jurisdiction for Charleston Fire: Covers all of Coles County but will also help when other counties need assistance.

Officer Compton







911 Call Center/Dispatch



Fire and Rescue



Animal Care Services

Charleston utilizes the Coles County Animal Shelter that is a kill shelter.

All Paws Inn will do fostering if the Animal Shelter is too full.

Charleston also has several veterinary clinics:

Albin Animal Hospital

Animal Medical Center

Crestline Veterinary Clinic

Coles County Animal Shelter





All Paws Inn

1591 Beech Tree Road
Charleston, IL 61920 U.S.

www.allpawsinn.org
AllPawsInnMP@yahoo.com
217-508-8933
217-549-1757

Morgan & Jacob Pinkerton



Trash Collection & Water

Advanced Disposal Premier Disposal Morgan Disposal

Coles County Sanitation & Recycling Waste Management

Garbage totes and dumpsters are available to most locations. Most residential homes have the garbage totes. Pick up days depends on the plan you pay for. It could be once a week or twice a week.

The Embarras River is the sole water provider for the City of Charleston. There is potential for runoff from agriculture areas close to the Embarras river that could contaminate the water source.

Water Department

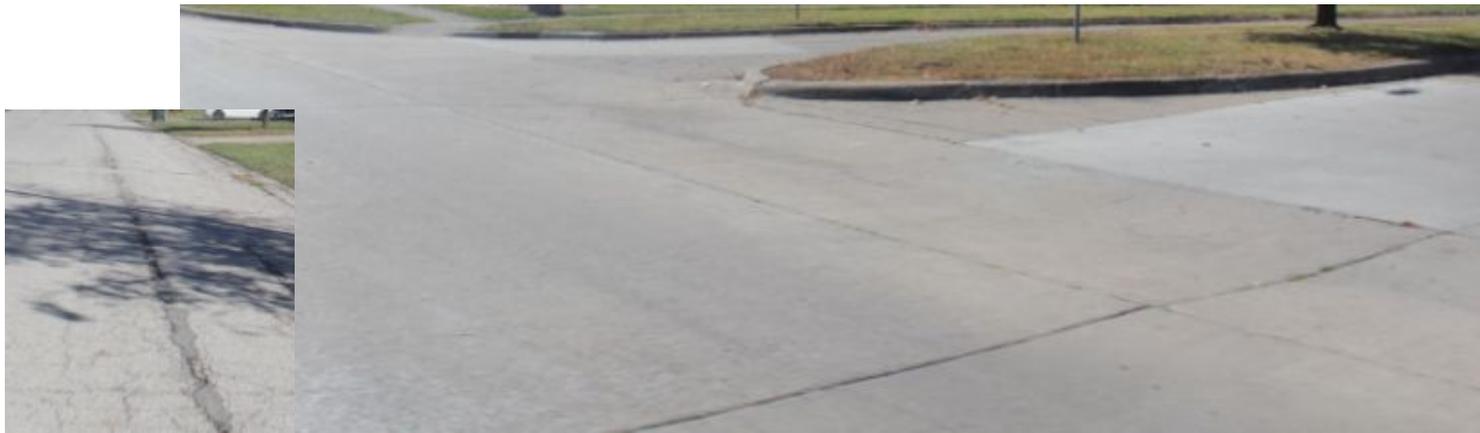


Trash



Streets

For the most part the roads in Charleston are in good shape. There are a few areas where the roads need to be addressed. The roads in Charleston are primarily asphalt/concrete with a few brick roads still remaining.



Communication

Coles county utilizes an Emergency Management Agency that maintains an Amature Radio Station called KC9KRA. This covers Mattoon and Charleston.

Mattoon and Charleston share a newspaper called the Journal Gazette-Times Courier.

Eastern Illinois University has their own newspaper and broadcasting system. They have the Daily Eastern News, a radio station called Hit-Mix 88.9 WEIU, and news station called WEIU- TV.

Charleston has a post office that is located at 667 Windsor Road.

Daily Eastern News, WEIU TV, and Hit-Max 88.9 WEIU



Charleston Post Office



911 Call Center/Dispatch



Community Member interview # 1

o Community Member: Ragan

§ Do they live in this community? If so, how long? If not, how long have they worked in this community?

Ragin is from Stewardson but goes to school at EIU. She has been working and going to school in Charleston for three years.

§ What are the risks/hazards for the community, community strengths, community weaknesses, suggestions for improvement?

Ragin feels there is a lack of urgency by the EIU PD when it comes to reporting things of concern. EIU is patrolled by the EIU PD and not the Charleston PD, but if needed, the Charleston PD will come assist with situations on campus.

Raegan feels like there is a lot of community support and it is genuine support as a strength. A weakness is that EIU doesn't put the funding they receive into programs that are providing education to students, instead they are focused on the football team that isn't a very good team. Raegan feels like that is a waste of funds that could be utilized to fund other programs or current programs.

§ If your group were to complete a community change project on the county seat or the whole county, what would be the ideal change project?

Ragan works at the Charleston Food Pantry and states it would be good to see more people involved in helping with the food pantry. It would be nice to find a way to get more people involved.

§ Community members perception of level of safety in the community

Other than occasional things coming up, Raegan feels like the community is safe.

§ Community members perception of personal health and the health of the community.

Raegan states that the health of the community could use improvement regarding mental health. Through her work at the food pantry she comes across several people who need some support with mental health and there aren't too many options for those services in Charleston.

Community Member interview # 1 continued

§ Community members perception of the ability of the community to identify, plan, and meet the health needs of the community.

Raegan states that the health of the community could use improvement regarding mental health. Raegan feels there are adequate places to go for health care such as the clinic at EIU, the Charleston Walk-In Clinic, the health department, and the hospital. There are also several family practices in the community.

§ Citizen's perception of the future of the community.

Raegan stated that she thinks EIU is the heart of this community. The community relies on EIU to bring in revenue for businesses in town. If they don't start figuring out a way to get more people to come to EIU then this could mean trouble for the entire town. Hopefully the future is that EIU will be seeing an increase in students and keep Charleston going.

§ Adequacy of Health Care and Social Services per key stakeholders

Through her work at the food pantry she comes across several people who need some support with mental health and there aren't too many options for those services in Charleston. Raegan feels there are adequate places to go for health care such as the clinic at EIU, the Charleston Walk-In Clinic, the health department, and the hospital. There are also several family practices in the community.

§ Private Transportation: estimated number of persons with transportation issues (do you see many cars on the road? What do the community members tell you about this? What do the police say about this?)

Raegan commented about the traffic in Charleston stating she didn't feel there was a problem with transportation. It seems like there is a lot more traffic this year compared to previous years she has attended EIU. The students have an option to utilize the Panther Shuttle for transportation to areas within the community if they need to go to the clinic. This is free for students so there are ways to get to health care facilities if needed.

Community Member interview # 2

o **Community Member: Ryan**

§ **Do they live in this community? If so, how long? If not, how long have they worked in this community?**

Ryan has lived in the community for 25 years and has worked on the community for 19 years. Ryan is currently employed at the Coles County Animal Shelter

§ **What are the risks/hazards for the community, community strengths, community weaknesses, suggestions for improvement?**

Ryan doesn't feel there are any one specific risks to the community of Charleston. Ryan feels like the strengths of Charleston are that everyone pulls together well when someone is in need or when the Animal Shelter needs supplies. Ryan feels like there could be improvement in education within the community on vaccination of pets as well as spaying and neutering pets to keep the populations in control, so they are not having to put down animals that run out of time before they are adopted.

§ **If your group were to complete a community change project on the county seat or the whole county, what would be the ideal change project?**

Focusing on resources for rehabilitation programs in the community. Getting people invested in themselves to want to be clean and healthy.

§ **Community members perception of level of safety in the community**

Ryan states he feels like the community is safe. He hasn't really seen or heard of anything that would be of concern.

§ **Community members perception of personal health and the health of the community.**

Ryan states he feels that the community over all seems healthy. He states that there are always people out walking or jogging. There are also multiple clinics in the community and the hospital so there are opportunities for health care if needed.

Community Member interview # 2 continued

§ **Community members perception of the ability of the community to identify, plan, and meet the health needs of the community.**

There are also multiple clinics in the community and the hospital so there are opportunities for health care if needed. There needs to be more mental health options for the community though.

§ **Citizen's perception of the future of the community.**

Ryan thinks there is potential for the community to grow and be better. Ryan mentioned that Charleston has an empty story front initiative where the community members are trying to draw in more businesses and get the empty storefronts filled.

§ **Adequacy of Health Care and Social Services per key stakeholders (interviewed community members)**

Ryan feels like there needs to be more mental health facilities in the community,

§ **Private Transportation: estimated number of persons with transportation issues (do you see many cars on the road? What do the community members tell you about this?)**

Ryan states that the traffic in Charleston is terrible but there are still people in the community, especially those out in the country, that need assistance with getting places and to health care services.

Community Member interview # 3

o Community Member: Julie

§ Do they live in this community? If so, how long? If not, how long have they worked in this community?

Lived in the community for 51 years and worked in the community for 23 years.

§ What are the risks/hazards for the community, community strengths, community weaknesses, suggestions for improvement?

Julie states she feels there are hazards in the community like drugs, domestic violence, a lot more homeless people doing what they must do to survive. Strengths are the support for the businesses in the community and trying to bring in new places of business so there aren't so many open store fronts. Weaknesses are that there isn't enough support or programs for mental health and for homelessness in our community. The city supports those who are not from her more than they do for their own community members. Funds are not utilized appropriately in terms of what is important to the whole of the community as opposed to what is important to just a few members of the community.

§ If your group were to complete a community change project on the county seat or the whole county, what would be the ideal change project?

More transportation options and more mental health treatment options.

§ Community members perception of level of safety in the community

Something needs to be done about the increase in homelessness in the community, which is also a safety concern because they have nowhere to go and no resources. This leads people to commit crimes to survive trying to get the most basic needs.

§ Community members perception of personal health and the health of the community.

Now that Covid is not a big focus anymore the community seems to be healthy. You always see people out at the park or walking/jogging in the community. I think we have resources to stay healthy with vaccine options and several health clinics.

Community Member interview # 3 Continued

§ **Community members perception of the ability of the community to identify, plan, and meet the health needs of the community.**

Julie feels like the health needs are met for the most part. There needs to be more services for drug rehab and mental health. I think they did good when then pandemic hit and trying to keep the community safe from spreading the virus.

§ **Citizen's perception of the future of the community.**

Julie states that the future of the community could be prosperous but there is always the risk of EUI closing which would take a lot of businesses with it.

§ **Adequacy of Health Care and Social Services per key stakeholders (interviewed community members)**

There needs to be more mental health services in the community. Julie stated that there was one place she knew of that a person could go to for counselling but there needs to be more. There are several places for health care but not enough transportation options for people.

§ **Private Transportation: estimated number of persons with transportation issues (do you see many cars on the road? What do the community members tell you about this? What do the police say about this?)**

There needs to be more public transportation options in the community. Dial a Ride doesn't go everywhere, just certain places.

Community Member interview # 4

o **Community Member: Mike**

§ **Do they live in this community? If so, how long? If not, how long have they worked in this community?**

Lived in the Charleston community for 46 years and worked in the Charleston community for 46 years.

§ **What are the risks/hazards for the community, community strengths, community weaknesses, suggestions for improvement?**

Mike doesn't feel like the community really has any risks or hazards. Mike feels the strengths of the community are that it is relatively safe and relatively inexpensive to live. The weakness is that the college isn't at its full potential so this is a risk for closure of the college which could lead to closure of businesses.

§ **If your group were to complete a community change project on the county seat or the whole county, what would be the ideal change project?**

More student engagement in the community with helping as volunteers at the food pantry and at the homeless shelter.

§ **Community members perception of level of safety in the community**

Mike states the safety of Charleston is average. He doesn't feel like it's safe enough to keep your doors unlocked but safe enough to be able to walk down the sidewalk without worry.

§ **Community members perception of personal health and the health of the community.**

Mike states the health of the community is average for the community its size.

Community Member interview # 4 Continued

§ Community members perception of the ability of the community to identify, plan, and meet the health needs of the community.

Mike states there are several opportunities for health services in the community. Mike states he thinks it's about average for a community of this size.

§ Citizen's perception of the future of the community.

It relies on the survival of the College. Mike's concern is infrastructure and failures, as well as the population of the community.

§ Adequacy of Health Care and Social Services per key stakeholders (interviewed community members)

Mike states that he thinks there needs to be more mental health programs for the members of the community.

§ Private Transportation: estimated number of persons with transportation issues (do you see many cars on the road? What do the community members tell you about this? What do the police say about this?)

Mike states that he has noticed it is busier than it has been in the last few years. There does need to be more public transportation options because there really isn't anything here. The cab services don't stay in business long enough and then there is Dial- A- Ride.

Community Member interview # 5

o **Community Member: Jason**

§ **Do they live in this community? If so, how long? If not, how long have they worked in this community?**

Lived in the community for 44 years. Worked in Charleston community for 28 years.

§ **What are the risks/hazards for the community, community strengths, community weaknesses, suggestions for improvement?**

The drug problem and how the standards have gone down with in the community. It used to be that you could leave your door unlocked and not worry about someone breaking into your house during the day. Jason thinks the standards at EIU have gone down just to get census in there and tuition.

Strengths are the people who have been in this community for the longest of time and do what they can to keep the community a place people want to visit. The weaknesses are the new people that have been bussed here from out of the country that are draining resources and causing increased crime in the community.

§ **If your group were to complete a community change project on the county seat or the whole county, what would be the ideal change project?**

Jason states he thinks we need more police presence to handle the influx of people being added to the community so the change he would focus on would be the laws so that the police can do their job.

§ **Community members perception of level of safety in the community**

Jason thinks the community for the most part is safe. Jason states he has heard of several incidents where there were some serious crimes that took place on campus from a friend that works on campus. There were also a couple of drive by shootings that happened a couple of years ago, but these are not everyday occurrences.

Community Member interview # 5 Continued

§ Community members perception of personal health and the health of the community.

Jason thinks Charleston is a healthy community for the most part. There are always people out walking and jogging. There are some healthy food options in our community.

§ Community members perception of the ability of the community to identify, plan, and meet the health needs of the community.

Jason thinks the community needs more opportunities for the community to have mental health services and drug rehab facilities. There are several facilities for health check-ups and Sarah Bush Lincoln Hospital keeps expanding but not much is done to focus on mental health and drug rehab.

§ Citizen's perception of the future of the community.

Jason states he thinks Coles County will be thriving and successful due to the investing into the community that Rural King is doing. Jason thinks that looking at Charleston specifically he could see decline in the area if EUI keeps lowering their standards just to get the census until eventually the school closes which will displace a lot of people out of jobs.

§ Adequacy of Health Care and Social Services per key stakeholders (interviewed community members)

Jason thinks the community needs more opportunities for the community to have mental health services and drug rehab facilities. Charleston also needs more transportation to get people to their health care appointments.

§ Private Transportation: estimated number of persons with transportation issues (do you see many cars on the road? What do the community members tell you about this? What do the police say about this?)

Jason states that the community is lacking transportation.. Not a lot of options for those who may live out in the country.

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