



Schaumburg Township
Senior Citizens Services Committee
Meeting Agenda
Township of Schaumburg
1 Illinois Blvd
Hoffman Estates, IL 60169
Monday, February 18, 2020
7:00 PM

- I. Call to Order
- II. Roll Call
- III. Approval of January Minutes
- IV. Public Comments
- V. Reports
 - a. Chairperson's Report
 - b. Trustee Liaison's Report
 - c. Director's Report
- VI. Old Business
 - a. AARP Foundation Tax-Aide
 - b. Capital Improvement Updates
 - c. Department Goal Updates
 - d. Funded Agency
 - i. Monthly Report
 - ii. FY21 Reporting Template
- VII. New Business
- VIII. Adjournment

Next meeting is scheduled for Monday, March 16, 2020, at 7:00 PM
At the Township of Schaumburg – 1 Illinois Blvd, Hoffman Estates, IL, 60169

Schaumburg Township
Senior Citizens Services Committee
Meeting Minutes
Monday, January 20, 2020

I. Call to Order: The meeting was called to order at 7:03 PM.

II. Roll Call (the following were in attendance):

Trustee Nimish Jani
Mark Chereso
Nancy Croke
Denis De Camp
Linda Kasinger
Donna Kaywood
Marilyn Pande
Kathy Ray
Sheva Wohlhart
Director of Senior Services Megan Conway

III. Approval of December Minutes

One correction identified: the Committee approved the November minutes (the minutes incorrectly stated the approval was for the October minutes). Motion to approve corrected minutes by Kathy; Second by Linda. Motion carried.

IV. Reports

a. Chairperson's Report

No report. Committee Member Kathy reminded group of the Barn's Flag Day event upcoming on June 12.

b. Trustee Liaison's Report

Trustee Jani discussed budget changes and time line for FY21. Also reviewed capital improvement projects to the Township including the board-approved large food pantry renovation project. Trustee Jani explained the current set up of the pantry and the many ways the renovation will improve services.

c. Director's Report

Written report on file. Director Conway also shared updates on the LIHEAP program and income increase to the Benefit Access program.

V. Old Business

a. FY21 Annual Funding Application Recommendation

Committee discussed funding proposals for FY21 Grant applications. Committee proposed the following allocation:

i. ETSNW	\$3,000
ii. Kenneth Young	\$4,000
iii. HOSC RSVP	\$1,000

Motion by Kathy; Second by Linda. Motion passed.

VI. New Business

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- a. FY21 Funded Agency Report Template Discussion
Director Conway explained funded agency reporting process and suggested designing a template all agencies could use to report monthly data. Committee agreed that a monthly report would be preferred (as opposed to quarterly). Committee provided feedback to template and further discussion will be held in February.
- b. FY21 Department Goals
Director Conway reviewed the department's upcoming goals for FY21. They are:
 - i. Develop and expand a volunteer program
 - ii. Research, recommend, and implement a software program to improve department efficiency
 - iii. Develop a survey process for customer satisfaction
 - iv. Have all human services professional take and pass the Alliance for Information and Referral Systems (AIRS) Community Resource Specialist – Aging/Disabilities (CRS-A/D) certification
- c. Take Charge of Diabetes Class
The Take Charge class is a six-week workshop series. We had enormous response with 25 people and 10 on a wait list. AgeOptions will be facilitating the class and indicated this is one of the most well received workshops to date. A second session will likely be scheduled in 2020.
- d. AARP Foundation Tax-Aide
The AARP Foundation Tax Aide program will begin scheduling appointments on January 27 with the first appointment scheduled for 2/4. We expect to see a large volume of people for this popular program.
- e. Capital Improvement Updates
There are numerous capital improvement projects coming up. The walls and doors separating the Senior and Disability departments will be demolished and a new reception desk installed. The areas will be painted in conjunction with new carpet installation. A door “storefront” style glass door and windows will be installed to improve efficiency and customer experience.
- f. Volunteer Updates
 - i. Knit and Crochet Group
Year end report states that the volunteer group donated 4,576 items to 11 organizations.
 - ii. Schaumburg High School SHARE
A high school volunteer will begin volunteering in Senior Services by assisting Intake Coordinator with clerical tasks.
 - iii. Additional Opportunities
Staff are working to develop new ways to engage volunteers and expanding volunteer opportunities including remote options.

VII. Adjournment

Motion by Kathy; Second by Donna. Meeting adjourned at 8:21 PM.

SENIOR SERVICES

Report for January, 2020

Service Provided	January 2020	FYTD 2020	January 2019	FYTD 2019
<i>Administration</i>				
Contacts (Incoming calls, outgoing calls, email)	1,825	15,555	1,647	11,828
Face-to-Face contacts	404	4,117	363	3,752
<i>Benefit Assistance</i>				
Medicare Counseling	58	955	28	744
Dept of Human Services (SNAP, Medicaid, MSP)	9	45	8	28
Benefit Access Applications	18	220	26	197
RTA Applications (Free Ride and Reduced Fare)	15	144	11	161
<i>CEDA Programs</i>				
LIHEAP/PIPP/Furnace/Hardship/Weatherization	16	226	24	330
<i>Programming</i>				
Programs	28	332	8	99
Participants	652	9,533	562	8,082
<i>Volunteers</i>				
New Volunteers	3	7	0	16
Total Volunteers (unduplicated)	43	457	38	529
Volunteer Hours	1,215	8,722.50	561.5	11,575.25
<i>Staff Development</i>				
Webinars, Conferences, and Trainings	6	83	1	30

- N/C indicates the statistic was not collected in the previous fiscal year.

Department Highlights

- Staff from Senior and Disability Services attended an in-service training on January 14, 2020, on Adult Protective Services. Victoria Dykstra, APS Supervisor from Kenneth Young Center, taught frontline staff how to identify, respond, and report abuse, neglect, or exploitation, for people sixty and older or 18-59 with a disability.
- Director Megan Conway participated in the AgeOptions Aging and Disability Resource Network (ADRN) conference call on January 14, 2020.
- The Schaumburg Heart Beat television program interviewed Director Conway regarding community resources and services for caregivers on January 15, 2020.
- The Take Charge of Diabetes class started on January 21, 2020, and seventeen individuals are participating in the six-week workshop facilitated by AgeOptions. According to AgeOptions, the class was one of the most successful ever held and a second session will be scheduled to start in March.
- Cook County Commissioner Kevin B. Morrison was at the Township on January 23, 2020, to pass out calendars and speak with older adults.
- Director Conway met with staff from the Village of Schaumburg Nursing and Senior Services division on January 23, 2020, to discuss services and increase collaboration.
- The AARP Foundation Tax Aide program began accepting appointments on January 27, 2020.
- Many thanks to Pathways Senior Living who sponsored bingo lunch on January 30, 2020.
- Program Coordinator Caryn Remer successfully completed BASSET certification.
- Intake and Referral Coordinator Helen Bisioulis on boarded a new volunteer to assist with front desk tasks and help support the department. Director Megan Conway and Intake Coordinator Bisioulis met with two additional new volunteers who will assist with front desk duties.
- Several new programs launching soon: volunteer-led art workshops, international lunch group, and exciting trips!

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SENIOR SERVICES

Director's Report for January, 2020

January is the best time for fresh starts. We have a lot of things “starting” in Senior Services. The most significant new beginning is related to the capital improvement project. The next time you visit the Township, you will notice that some walls and doors have been demolished. The walls have been painted and the carpets will be replaced very soon. We are excited for these changes as we view them as an investment in the Township and in the services our residents receive. The new layout will provide a more natural check-in process for clients, ensure client confidentiality and privacy, provide ample waiting area, and improve efficiency. We are excited for this new chapter in Senior Services. The Township still has ongoing capital improvement projects throughout the building, but these changes most directly impact Senior Services. Over the next several years, we will see a renovation to the food pantry, improved lighting, and safety systems improved (sprinklers, video cameras, etc.)

January 27 was the first day we started scheduling appointments for the AARP Foundation Tax Aide program which began February 4. The volunteers for the tax aide program are on-site three days per week. This is a free program available to all low- to moderate-income households. The program seems to be gaining in popularity – we are one of the largest sites in the area and are already booked into April. In communicating with other local sites, they also report filling very quickly this year.

Our Programming staff are developing exciting new day trips and programs. Starting in April, we will have a multicultural lunch group that will dine at various restaurants around the township and learn about the cuisine. They also have day trips to the Halim Glass Museum and Baha'i Temple in Evanston scheduled, among other things. There are several upcoming special events including a presentation on Earth Day (April 22) and Mother's Day Tea (May 8). We also have two volunteer artists who will be leading various art classes in the next few months – there are guided paintings, felted wool soap, and more! This year was our first foray into programming musical outings. We are pleased to share that the next two productions; *Secret of My Success* in March and *Kinky Boots* in May are full and have a waitlist. We are looking at new venues and productions to schedule in 2020.

The *Take Charge of Diabetes* workshop received a great response from the community. For those that missed it, we will be offering a second opportunity to participate starting April 22. Look for more details in the upcoming *Senior Newsletter* which will be mailed out to residents in the next week. There are two other evidence-based workshops we will look to schedule in the upcoming year: *Healthy Steps in Motion* and *Matter of Balance*. Both are multi-week workshops that help people with physical health. They are free to participants.

As previously mentioned at our January meeting, one of the goals for Senior Services is to develop and expand our existing volunteer program. This development includes updating volunteer position job descriptions, writing a volunteer manual, flushing out procedures, and finding ways for volunteers to support the staff. We are currently onboarding two new clerical assistants who will help out with front desk responsibilities, greeting people, and providing general information and referrals. We also have two volunteers who will be leading some of the art workshops coming up. We are excited to see how this may help us expand services and programs to our residents.

Finally, one major upcoming focus will be the Census. As many of you have probably heard, 2020 is a census year. The Township received a grant to aide in outreach, and the Township's Communications Coordinator will be doing some interesting outreach efforts to ensure an accurate count. It is important for everyone to “count” since the census numbers drive funding allocations and help with program planning. I look forward to all the exciting things in 2020!

Respectfully submitted,
Megan Conway

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