

Workshop: Senior Services

Supervisor McGuire called the workshop to order at 7:34 p.m. Clerk Dolan Baumer called the roll; present were Trustees Benoit, Burke, and Caramelli, and Supervisor McGuire.

Also present were Administrator Barr, Community & Veterans Affairs Director Thomas Kuttentburg, Emergency Services Director Craig Essick, Facilities & Maintenance Director Steve Spejcher, Senior Services Director Barb Kurth-Schuldt, Program Manager Tracey Colagrossi, Welfare Services Director Mary Jo Imperato, Community Health Director Kristen Smith, Youth & Family Services Director John Parquette, YFS Prevention Specialist Sumara Baig, YFS Clinical Interventionist Ryan McSheffrey, Graduate Management Intern James Califf, Attorney Mike Airdo, Management Analyst Amy Kaufholz, Village of Bartlett Trustee Eric Shipman.

Director Kurth-Schuldt gave a presentation that included a review of the Senior Service Department's 2014 Goal achievements, including the completion (including works of art) of the Runzel Reserve; an outreach program with the White Crane Wellness Center; and the department is still working on developing an endowment program.

2015 Goals to date:

- Implement a Nutrition Program and Evaluate its Sustainability. A chef/nutritionist has been hired, as well as staff and volunteers have been put in place to round out the service of offering freshly prepared, nutritious, and unique dining options for our seniors. 27% of residents who visit the Center eat at the Stars n' Stripes Café. Expectations have been exceeded.
- C-HOPE. A process has been implemented where all clients face intake with Social Services then a therapist screens them. The internal group, which includes Director Parquette, meets to coordinate the activities of C-HOPE. A grant was obtained for the MHB for this effort.
- Recruit Volunteers of Diversity and Develop Multicultural Outreach. This is an ongoing effort and staff is starting to look at diverse places to recruit in order to develop a balance of diversity and multicultural volunteers for outreach.
- Dispatch Software (a carry-over goal from 2014). While this program is still being learned, implemented and refined, staff has seen a 21% decrease in denials, a 3% increase in one-way rides and a 34% increase in demands. The system collects much data that enables fine analysis of the service we provide. An add-on service, the UniBook Interactive Voice System, calls residents the night before and the day of to remind of the coming ride, at an additional cost. Currently, dispatch staff makes 50-60 calls a day to do this confirmation.

The department has seen an increase in program participation, and an increase in social services needs. Transportation's busiest day has become Thursday, with 17,892 people served January through April 2014.

Using LPI to help cut costs on the Club 59 publication has saved over \$10,000 to date. The website has steadily increased its number of hits, thanks to Director Kuttentburg. The statistics produced by the use of the "My Senior Center" swipe card system have proved very useful. The SOPs are updated in preparation for the upcoming AgeOptions Audit. The Department is scheduled to be reaccredited in 2017. In FY2014 we received eight grants totaling \$150,122. Out of Township fees collected May through July were \$3,250 and this charge has reduced non-resident BINGO players by 36%. The question, if each resident of a household must pay the out of township fee; the answer was a resounding "yes."

The question, "How much should we do?" is what the Department is in the process of discussing.

A motion was made by Trustee Caramelli to adjourn back into regular session and seconded by Trustee Benoit. Roll call: Ayes: Trustee Benoit, and Caramelli and Supervisor McGuire. The workshop adjourned back in to regular session at 8:14 p.m.

Respectfully submitted,



Katy Dolan Baumer

Clerk

Copy: Supervisor Administrator Attorney Gail Borden Library
(4) Trustees Senior Services Auditor Poplar Creek Public Library
Assessor Welfare Services Y&F Services Village of Streamwood
Bartlett Library Highway Commissioner Streamwood Park District