



HANOVER TOWNSHIP



**159th ANNUAL TOWN MEETING
2008-2009
BRIAN P. MCGUIRE
CLERK**



MISSION STATEMENT

Hanover Township is committed to providing an array of quality, cost effective, community based services; to acting as a dynamic organization which continually assesses and responds to the changing wants and needs of our residents; and to delivering services in a responsible and respectful manner which benefits the community as a whole and promotes a personal relationship with our residents.

***Pictures on cover are taken from annual Operation Support Our Troops Events held at Hanover Township.**



April 14, 2009

Dear Neighbor,

It is once again my privilege as your Hanover Township Clerk to present to you the 159th Annual Report for the Township of Hanover, Cook County, Illinois. The document contains the reports submitted by the various elected officials and appointed department heads that serve you each and every day. The purpose of each report is to touch on the highlights of service and achievements of the past year.

This annual report marks a transition point for Hanover Township and its officials. It will be the last report I oversee as your Clerk as you have seen fit to elect me your next Township Supervisor. Our current Supervisor Michael Kelly moves on to the Village President's office in Bartlett. Trustee Katy Dolan-Baumer has been elected as your new Township Clerk and I am sure will take the office to even greater successes.

Trustee Marvin Kramer and Trustee Robert Goffinski will leave the Board on May 18, 2009 after serving six and 8 years respectively. Both gentlemen have served Hanover Township with honor and distinction, while having a great impact on the high level of service provided by Hanover Township. We hope that they will continue to serve the residents as members of one of our committees.

Hanover Township continued to maintain its reputation as one of Illinois leading townships for service to its residents over the last year. Thanks to the strong commitment of its officials and staff combined with strong resident support Hanover Township will continue to be where great service happens.

Respectfully,

A handwritten signature in black ink that reads "Brian P. McGuire". The signature is written in a cursive, flowing style.

Brian P. McGuire

HANOVER TOWNSHIP BOARD

Supervisor Michael E. Kelly

Clerk Brian P. McGuire

Trustee Katy Dolan Baumer

Trustee Sandra Westlund-Deenihan

Trustee Robert J. Goffinski

Trustee Marvin J. Kramer Jr.

ELECTED OFFICIALS

Assessor Thomas S. Smogolski

Collector William T. Burke

Highway Commissioner P. Craig Ochoa

APRIL 14, 2009

HANOVER TOWNSHIP DEPARTMENT HEADS

James C. Barr – Administrator

Cathy Mikulski – Chief Deputy Assessor

Mary Jo Imperato – Chief Deputy Clerk

**Trisha Simon – Office of Community Health
Director**

Steve Spejcher – Facilities and Maintenance Director

Sam Santangelo – Highway Foreman

**Danise Habun – Mental Health Board Executive
Director**

Barbara Kurth Schuldt – Senior Services Director

William Tiknis – Veterans Affairs

Aurea Picasso – Welfare Services Director

**John Parquette – Youth and Family Services
Director**

APRIL 14, 2009

**OFFICE OF THE
TOWNSHIP SUPERVISOR**

**159TH ANNUAL TOWN
MEETING REPORT**

**MICHAEL E. KELLY
TOWNSHIP SUPERVISOR**

APRIL 14, 2009

This year marks the 159th Annual Town Meeting of Hanover Township. The focus of our township continues to be on social services and to bring these services to as many township residents as possible in a cost-efficient manner.

First and foremost, the township is in fine financial shape, due to the outstanding efforts of the Board and staff of Hanover Township, and most of all, the multitude of volunteers who donate their time and expertise at every level of township government and allows us to keep costs down. Without our many volunteers, Hanover Township could not provide its current high level of services at the current tax rate. Each of our departments continued to grow to accommodate the increased demand for services.

The Senior Department, under the direction of Barbara Kurth Schuldt (Director of Senior Services), Tracey Colagrossi (Program Manager), Carol Lutzow (Office Manager), Jennifer Busché (Social Service Manager), Cathy Reese (Social Service Specialist), Amy Seul (Social Service Liaison), Pat Wharton (Volunteer Coordinator), Susan Baptist & Mimi Krall (Visual Art Instructors), Florie Sposito Alexandra Impertato and Diane Mollis (Receptionists), Julie Becker (Computer Instructor), Kathy Varsalona (Transportation Manager), Charlotte Borden (Dispatcher), and Tom Moshis, Beth Evans, Michael Hart, Nadine Tyler-Moran, Mark Buthman, Harold Fischer, and Cristan Douglas (Drivers), continue to service our senior needs with "Dial-A-Ride" Services, Meals-On-Wheels, health programs, senior counseling and trips, along with CNN Program Jerry Krywdzinski (Director).

The Hanover Township Senior Citizens' Services Committee has again done a great job. The Senior Committee consisting of Charlene Ahlin (Chairperson), Opal Waldman (Vice Chairperson), Patti Loomis (Secretary), Roberta Pizzimenti (Treasurer), Lillian Henschel, Nellie Lannin, Richard Nelson and Robert Salvesen contribute and provide valuable advice and expertise in the senior area.

"Dial-A-Ride" continues to grow and the township was happy to see the continued growth of Victory Centre and Clare Oaks.

This was the fourth year for our Senior Center and we look forward to many expanded hours and uses for our Senior Center and Senior Community in the upcoming years.

AARP, under the direction of Robert Treder, and with able assistance from Bill Elder, Cherry Stoddard, Paul Cord, Paul Hall, Casimer Malis, Leo Lesniak, and John Brady, continue to provide year after year of volunteer tax services to prepare tax returns for over 350 township seniors.

Year after year the Meals-On-Wheels volunteer drivers bring food to the homes of those in need in almost complete anonymity. These drivers represent what is best in our society and on behalf of those they serve. They currently are: Richard Nelson, Richard & Doris Bayer, Bob & Emily Salvesen, Bill Ludwig, Lynne Schiller, Joan Yonan, Charlie Coleman, Beth Cooper, Judy Kling, Tom Haltenwanger, and William Lindberg.

Jerry Krywdzinski has continued to do an outstanding job with CNN Food service along with Vickie Alvaraz and Rita Ladd. Thank you to them for their hard work.

The Senior Services Department is generously supported in all its work by a wonderful corps of over 275 volunteers. While these folks are too numerous to list here, they provided dedicated service in the CNN meal program (both congregate and home delivered), at the Senior Services social events, in the Silver Bells singing group, preparing Christmas and Easter gifts for children, hosting Newcomers events, greeting in the Senior Center, helping with clerical tasks of all types, visiting in hospitals and nursing homes, driving seniors to special appointments, visiting homebound seniors, shopping for others, serving on committees and so much more!

Our General Assistance, Youth and Family Services and Senior Services Departments have all been recipients of sizeable grants this past year, thanks to the efforts of Aurea Picasso, Barbara Kurth Schuldt, John Parquette and many others.

The Supervisor's Office again conducted the Annual Township Toy Drive. Thanks to the efforts of township seniors, businesses and individuals, we provided, with the help of the Streamwood Kiwanis, Gymkhana and St. Peter Damian Church, toys for over 2500 needy township children for Christmas. The Supervisor's Office also conducted a township Easter Basket Program, which made possible over 900 township children to receive baskets for Easter. We also thank Pat Wharton, and all the senior volunteers for their help with both of these programs and the gift-wrapping.

The Food Pantry, together with the Northern Illinois Food Bank, 6 times per year, brings 10,000 lbs. of food in the Mobile Food Pantry to needy residents. This is paid for by local businesses. Our Food Pantry continues to grow as do the services provided by our General Assistance Department under the great leadership of Director Aurea Picasso, and her staff: Linda Richmond, Sheila Gillis, Martha Castrejon, Lissete Bonilla, Peter Kiriluk, Frank Penczek, Delia Almanza, Marco Mundo and Mary Evangelista.

Special thanks to last year's Volunteer of the Year, Norma Smith and this year's Volunteer of the Year, Mary Evangelista.

The Food Pantry was the recipient of thousands of pounds of food and many donations this year. Particular thanks to the Bartlett Lions, Streamwood Kiwanis, VFW 5151, John & Beth Hamperian and Jack and Carrie Budz.

We thank the Committee on Youth for its wisdom and guidance, both present and past members: Judith Walsh (Chairperson), Bill Peterson (Secretary), Greg Herbert (Treasurer Ashley Tyszkiewicz, Christina Zima, Micaela Ten Hoven and Robert Wojtowicz.

Many thanks to the staff and interns of Youth & Family Services who skillfully help our residents: John Parquette (Director), Carmen Chavez (Office Manager), Debbie Swiatek (Astor Ave. Program Director), Andrea Freerksen (Astor Ave. Program/Volunteer Coordinator), Stephanie Kossler (Program Assistant), Susan Alborell (Clinical Manager and Internship Coordinator), Brian Fask (LCSW Family Therapist), Karen Low (LCPC Bilingual Family Therapist), Laura Rioux (Family Therapist), Suellen Shively-Mack (LCSW Part-Time

Bilingual Family Therapist), Anita Chlipala (Family Therapists), Michael Cohen (Outreach Services Coordinator), Mariana Proske (Bilingual Outreach Worker), Mary Beahan (Administrative Assistant), Susan Graffy, Kira Sardinas (Bilingual), and Kristin Langer (B S Intern U of Chicago) and Lynn Sagerlie (BGS Intern Roosevelt University).

Much thanks also to our Tutoring Services teachers: Rich Olivarez, Patricia Maynard, Maria Petrov, Debbie Swiatek, and Kristi Holm and Open Gym Assistants: Laura Schoen, Sarah Skrabacz and Flavio Ramirez and police officers of Bartlett, Hanover Park, Streamwood and Elgin, Renz Addiction Counseling Center, and volunteers.

Veterans' Assistance continues to be provided by Bill Tiknis.

Township Clerk Brian McGuire's, Deputy Clerk Mary Jo Imperato, and Lori Orozco, together with many volunteers, have continued their outstanding service to the community. An increase in registered voters, vehicle stickers for Unincorporated Hanover Township, Temporary Handicapped Parking cards, and Hunting and Fishing licenses are just a few of the services offered by the Clerk's office.

Our Assessor's Office is always available to help with assessments, questions, and help our seniors, in particular, with many questions and issues regarding property taxes. This office is very customer oriented and takes great pride in helping the taxpayer. Special thanks to Cathy Mikulski, Peggy Deyne and Patty Glascott.

Craig Ochoa Highway Commissioner, Sam Santangelo Foreman, along with Ed Raska and Perry Saviano continue the high standards of maintaining the unincorporated roads in Hanover Township. Craig and Sam help out in every area of the township. The township truly benefits greatly from this devoted department.

The Mental Health Board, under the direction of Executive Director Danise Habun and Board Members: Mary Alice Benoit, Gabrielle Infusino, Ruth Beckner, Rita Lopienski, Brian Gorcowski, and Trustee Liaison Katy Dolan Baumer, and assisted by Faust Villazon Community Resource Specialist, continue to monitor and address the Mental Health needs of our community and through careful financial planning help support those agencies that deliver Mental Health services to Hanover Township residents. The T.I.D.E. project, initiated by the Mental Health Board, was groundbreaking and spearheaded for Mental Health Services. The Township is always grateful to Bill Meade and Chris Van Herick for their hard work with NAMI and their efforts are appreciated.

Since it was introduced by the Supervisor's Office, the Emergency identification "Bracelet Program" administered by Sheila Gillis - has 550 people signed up for these potentially life-saving bracelets. Thus far, residents of Bartlett, Streamwood, Hanover Park are eligible.

Thank you to Trish Simon (Director of Community Health), as she continues to provide outstanding service to Township residents as well as her outstanding staff, Stacy Arriola (Nurse), Graciella Bredehoeft (Nurse) and Carrie Kujoth (Reception Area).

Our new Township Administrator, James Barr, continues to do a great job as administrator and we look forward to him serving the township for many years to come. The same kudos applies to Administrative Assistant, John Acardo, who provides assistance in all areas of the Township.

Thank you to Main Office Receptionist Rebecca Isunza and Alex Imerato (Part time receptionist), Senior Services Receptionists Diane Mollis and Florie Sposito, and Township Attorney Larry Mraz for all their top-flight work this past year.

Aurea Picasso (Director of Welfare Services), has brought her bilingual abilities as well as many fine volunteers to our General Assistance Department.

Ms. Picasso is ably assisted by Lissete Bonilla (Administrative Assistant), Mary Evangelista (Part Time Assistant), Linda Richmond (Caseworker), Sheila Gillis (Administrative Coordinator), Martha Castrejon (Caseworker), and Peter Kirilik, Frank Penczek, Marco Mundo and Delia Almanza (Part Time Food Pantry Coordinators), in the General Assistance Department and we continue to be the beneficiary of many donations and food drives by our community which allows the Food Pantry to keep operating at the level they do. (Approximately 1500 people, per month, depend on our Food Pantry for help.)

Aurea and her staff have been responsible for a huge increase in donations at the Food Pantry and obtained a grant from Cook County for a vehicle for the Pantry. Aurea is also responsible for all basic human needs and General Assistance of Hanover Township residents. Aurea has brought into the township many programs for the residents and plans on expanding them in the future. I am extremely proud of them and they represent what is best with township government.

Steve Spejcher, Mike Rundquist and David Marsinek have kept our buildings up and running. I cannot compliment them enough for their work.

I commend our volunteers, administrative staff, and our elected officials on their continued effort and perseverance to a better life for the citizens of Hanover Township.

Lastly, I want to thank our Board of Trustees: Marvin Kramer, Katy Dolan Baumer, Robert Goffinski and Sandra Westlund-Dennihan and in particular, Marv Kramer deserves special thanks for his expertise and dedication to our budget and budget process. Working with Marv on the budget has been a real pleasure. They are a very hard working and dedicated group.

As always, I look forward to the coming years to see what new and continued services will be taken in the Partnership for progress. True lasting Progress is made in incremental steps.

It is the greatest honor and privilege to be the Supervisor of Hanover Township and I will continue to do my best to serve all of the residents of our Township to the best of my ability.

Sincerely,

Michael E. Kelly

Hanover Township Supervisor

**OFFICE OF THE
TOWNSHIP CLERK**

**159TH ANNUAL TOWN
MEETING REPORT**

**BRIAN P. MCGUIRE
TOWNSHIP CLERK**

APRIL 14, 2009

This past year has been exciting and one that has kept Clerk's office staff busy serving Hanover Township residents. With laws regarding travel outside of the United States changing the office is continuing to process record numbers of passport applications. In order to keep up with the demand extended hours during the week give residents the opportunity to process at their convenience. In addition to passport processing the office continues to collect supplies for Support Our Troops, oversee the Veterans Honor Roll and performs many other duties for the township as a whole.

I am very pleased to announce that this fall the Clerk's Committee was formed to recognize individuals and organizations who volunteer time to make Hanover Township an outstanding place to live, work and raise a family. The committee consisted of Chairperson, Linda Best, Lori Ann Airdo, Lee Beattie, Michelle Hughes, Robert Lamping and Mary Ellen (Mel) Runzel. Candidates were judged on three qualities including leadership, commitment and impact and the 2009 Clerk's Community Service Awards recipients included Donna Weir as Adult Volunteer of the Year, Dorothy Pontoriero as Senior Volunteer of the Year, Richard Nelson and Carol Ann Kunkel as Clerk's Choice and Poplar Creek Prairie Stewards were awarded Organization of the Year.



(Clerk's First Annual Community Service Awards Banquet)

The Auxiliary Staff volunteer program is in its second year and was established to assist the office in the performance of its duties and ancillary services. The program currently has 20 volunteers and is headed by Auxiliary Staff Coordinator Richard Nelson.

Since the implementation of the Community Health program the need for services provided by the Community Health Department has increased dramatically. Due to this significant growth in the fall of 2008 the Community Health program was reclassified as its own department reporting under the Township Administrator.

The Veterans Honor Roll continues to grow with more than 170 veterans names engraved on the plaque that hangs in the lobby of the Township Administration building. To show our respect and thank our Veterans for serving they are honored at a banquet twice a year. This program is designed to simply thank those who allow us to enjoy the freedoms we often take for granted. Thank you to each and every member who has or is serving in defense of our country.

Operations Support Our Troops continues here at Hanover Township. In November this program was the recipient of the Homefront Hero's award presented by Governor Pat Quinn. Chief Deputy Clerk Mary Jo Imperato accepted this award on behalf of Hanover Township and without the generosity of our residents and we would not be able to continue this great service to our military personnel overseas.



In June of last year we held our 3rd annual Operation Support Our Troops Weekend. The 2nd annual Classic Car Show was a success, our Veterans and residents enjoyed looking at the cars while they listened to the oldies music. Special thanks to the Assessor's Office, Facilities and Maintenance, Highway Department, Youth and Family Services and Senior Services for all of your hard work that helped make this event such a huge success.

The office continues to provide administrative support to the Facilities and Maintenance Department, Administrators Office and the Township Road District. In addition the Clerk's Office serves as the administrative arm for the Town Board and Collector.

None of the functions of the office could be done without the help of my dedicated staff Chief Deputy Clerk Mary Jo Imperato, Assistant to the Clerk Lori Orozco and Matt Glaser who are always willing to do what it takes to get the job done.

I would also like to thank the Township Board which has been strong supporters of the work done by this office on behalf of the residents. Most importantly, thank you to the residents of Hanover Township for allowing me the privilege to have served as your elected Township Clerk.

Respectfully,

A handwritten signature in cursive script that reads "Brian P. McGuire".

Brian P. McGuire
Township Clerk

**OFFICE OF THE
TOWNSHIP ASSESSOR**

**159TH ANNUAL TOWN
MEETING REPORT**

**THOMAS S. SMOGOLSKI, SRA, CIAO
TOWNSHIP ASSESSOR**

APRIL 14, 2009

This year the Assessor's office has seen a significant rise in home foreclosures while a decrease in home values. Because of the current economic problems, we are seeing homeowners paying more attention to their real estate tax bills than ever before, which has resulted in record breaking refund applications for missed exemptions or exemption corrections. Between April 2008 and March 2009, we processed over 700 refund applications, resulting in approximately \$751,266 refunded back to taxpayers. The Cook County Assessor's office has processed over 60,000 applications countywide for 2007 alone. We have also seen an increase in residents filing for the three new exemptions, Disabled persons, Disabled Veterans, and Returning Veterans.

This year Cook County will be closing their five branch offices; this may result in more duties given to the township offices as well as more visits from Township residents. With the closing of these branch offices, people have a choice of coming to the Township or taking a trip to Chicago, which we believe will increase the number of residents coming to our office.

Our office has continued offering Homeowner Seminars as well as Board of Review outreach meetings to assist Township residents get the help they need to file appeals. We have positive feedback on these meetings and are considering adding more seminars each year.

As you look at our office statistics on the next page, you will see a decrease in the amount of permits for new construction or residential remodeling. Office visits and the dollar amount of refunds have increased significantly. The majority of office visits are for residents not receiving their exemptions. The 7% tax cap and residents filing exemptions for the four previous years has increased the dollar amount of refunds. The largest refund in the past year was \$7,544 to one homeowner.

As we look to the coming year, we wait to see the changes that will take place with Cook County and see what affect this will have on us.

As always we continue our commitment to the Township residents.

Respectfully submitted,

Thomas S Smogolski, SRA, CIAO

Hanover Township Assessor

ASSESSOR'S STATISTICS
FOR HANOVER TOWNSHIP

	2004 *	2005	2006	2007*	2008
Number of Taxable Real Estate Parcels	30,995	31,853	33,225	33,953	N/A
Equalized Assessed Valuation	1,797,732,378	1,997,584,086	2,120,188,975	2,500,789,640	N/A
Township Governmental Units Tax Rates (Total Rates)					
Highest	11.717	11.257	11.565	10.201	N/A
Lowest	5.524	5.338	5.473	5.058	N/A
Average	8.314	7.963	8.042	7.533	N/A
Building Permist Processed by Township Assessor's Office	7,164	5,717	4,567	4,926	3,392
Incoming calls to Assessor's Office	4,607	4,902	4,488	4,532	4,142
Office Visits to Assessor's Office	1,524	2,010	2,197	2,287	3,005

* - Triennial Reassessment Year

N/A - Not available at this time

**OFFICE OF THE
TOWNSHIP COLLECTOR**

**159TH ANNUAL TOWN
MEETING REPORT**

**WILLIAM T. BURKE
TOWNSHIP COLLECTOR**

APRIL 14, 2009



Dear Residents:

The Collectors office is a unique elected post. In the early 70's an injunction was placed upon Collectors in Cook County forbidding them from carrying on their appointed duties, while in several other counties Township Collectors continue to actively collect taxes. Since that time the Cook County Township Tax Collectors Association has worked to have this injunction lifted and to date has been unsuccessful. The position of Township Tax Collector receives no annual salary and is elected ready to assume the functions if and when the injunction is lifted.

While serving as your Collector I have attempted to provide helpful and informative programs to township residents at little or no cost. I am most proud of having sponsored several homebuyer workshops in cooperation with Hanover Township Assessor Thomas S. Smogolski and Hanover Township Clerk Brian P. McGuire covering homeowner issues, tax savings tips, present market situations, as well as how to avoid foreclosure.

It is my hope that the Township Board will continue to fill the position of Township Collector. I am grateful to the residents of Hanover Township for their recent election of myself to the position of Township Trustee and I look forward to applying the knowledge and understanding I have gained through my services as Collector in the role of Trustee.

Respectfully Submitted,
William T. Burke
Collector

**HANOVER TOWNSHIP
ROAD DISTRICT**

**159TH ANNUAL TOWN
MEETING REPORT**

**P. CRAIG OCHOA
TOWNSHIP HIGHWAY COMMISSIONER**

**MICHAEL E. KELLY
EX-OFFICIO TREASURER**

**BRIAN P. MCGUIRE
EX-OFFICIO CLERK**

APRIL 14, 2009

As I come into my 3rd full year as your Highway Commissioner, I am reminded of all the wonderful things we have accomplished in such a short time. I continue to be humbled and honored with this important position and will do everything I can to be sure you and your loved one are protected from any harm while driving on any of our unincorporated roads.

The Hanover Township Highway Department snow plows your 26 miles of roads, mow grass in common areas, pick up refuse, offer our annual brush pick up (from April 1st to November 1st), stump grinding and tree removal, asphalt (pot hole) repair, sign posting & repairs along with brush removal.

Since I have filled the seat vacated by Tim Schneider we have had 4 road resurfacing projects which is keeping our roads safe for you and your families to ride on. Maintaining your streets and the one bridge we have in your Township is a very high priority for our outstanding team within the Highway Department. We have slated two new road projects for 2009 which includes Rohrssen Road and the Glen Echo subdivision along Irving Park Road. We will also continue to evaluate other Township roads that need resurfacing on an annual basis.

We have instituted a new recycling program where we will be collecting old and discarded unused car batteries, tires and any kind of metal/piping and disposing of these items for our residents. This action achieves a couple of objectives, first, we are offering a program to our residents that basically beautifies their homes while at the same time we are cleaning up our environment around the Township making it equally as attractive and second, we are doing this at no tax payers expense. I am doing all that I can to keep your taxes as low as possible by eliminating any careless spending.

Both last year and again this year we have financially sponsored the Senior Service's Transportation Department headed by Director Barbara Kurth Schuldt. We continue to wash their buses that are used to transport our seniors within our Township to hospital and doctor visits, grocery stores, pharmacy pick up and mall shopping.

We continue to work side-by-side Supervisor Mike Kelly and General Services Director Aurea Picasso. I/we adopted a program several years ago called "Highway To Feeding The Hungry" where any customer who shops at our local Bartlett Fresh Market (in downtown Bartlett) can purchase and donate any typed of can or sealed goods. Our Highway Department personnel picks up these food items (especially around the major holidays) and delivers them to our food pantry for distribution to our needy qualified individuals and families within the Township.

We also work in conjunction with two other important departments: Mental Health (Executive Director of Community Health Danise Habun) and Youth & Family Services (Director John Parquette.) Whenever necessary, we provide services to these departments to help maintain growth and safety.

The Highway Department plays an instrumental role in the Operation Support Our Troops event in June of each year. By providing traffic control we ensure the safety of our employees as well as patrons that attend. We look forward to continuing this very important events and

working with Clerk Brian P. McGuire on his "Support Our Troops" program held each summer on the grounds of our Township offices located at 250 South Route 59 in Bartlett.

As always, I continue to develop sound working relationships and partnerships with the Village of Bartlett Public Works, Village of Streamwood Public Works and the City of Elgin Public Works. All of these are fine departments where we can cross utilize our workers and efforts to make our jobs more productive and by saving costs to you the tax payer.



Pictured from left Perry Savino, Ed Raska, Highway Commissioner P. Craig Ochoa and Foreman Sam Santangelo

None of these accomplishments could have happened without the support and fine work of my/our Foreman San Santangelo, Ed Raska and Perry Savino. These outstanding individuals are dedicated and offer you the absolute highest degree of effort and work. Foreman Sam Santangelo directs our staff in a positive and beneficial manner. These past winters have resulted in Highway Department staff working many eighteen hour days and not once did this staff complain or not be available to work to keep our roads free of snow and ice. Once again, our objective is to keep your streets safe to drive on.

Finally, being "Fiscally Responsible" with your tax dollars is my key goal. I promise you that I/we will spend the money you entrust to me and our Highway Department on only very worthwhile projects to improve the safety for our residents and quality of our Township.

Respectfully Submitted,

A handwritten signature in black ink that reads "Craig Ochoa".

P. Craig Ochoa

**OFFICE OF THE
ADMINISTRATOR**

**159TH ANNUAL TOWN
MEETING REPORT**

**HONORABLE MARVIN J. KRAMER
LIAISON GENERAL SERVICES AND
ADMINISTRATION**

**JAMES C. BARR
ADMINISTRATOR**

APRIL 14, 2009

The Office of the Administrator's primary responsibility is to ensure effective implementation of Township Board policies through efficient professional management of all aspects of the township government. The Township Administrator serves as the organization's Chief Administrative Officer and in this capacity is responsible for the administration, coordination, and management of all township services and employees, except those reporting directly to an elected official.

Additional responsibilities of the Administrator's Office are Township Board support, staff leadership, financial management, human resources, communications including the resident newsletter and website, information technology, intergovernmental relations, capital improvement planning, and strategic planning.

A number of accomplishments occurred within Fiscal Year 2009. Implementing the Capital Improvement Program, the township brought on an Operations Manager in the Facilities & Maintenance Department. With this new addition the department completed several internal renovations including construction of a new Community Health Office, remodeling of the Astor Avenue Community Center to house Welfare Services, and initiated Town Hall remodeling. The township established an Emergency Management Agency with the adoption of an initial budget, recruitment and selection of a part-time EMA Director, and training a core group of volunteers.

Congratulations to John Acardo, Assistant to the Administrator, who achieved a senior level of professional designation in the human resources field, SPHR. John also coordinated the drafting and recommended to the Town Board a comprehensive revision to the Personnel Policy, which was adopted in full. Revisions included changing full-time designation to 30 hours per week and an education assistance policy, among many others. The responsibilities of the Administrator were expanded with the addition of three new direct reports (Community Health Director, EMA Director, and Management Analyst) as well as managing a significant leadership transition in the Youth and Family Services Department.

In the year ahead, the Office of the Administrator is planning several major initiatives. These include researching resource development opportunities including new grants, identifying potential cost saving in Township operations, conducting a community needs assessment to determine public opinion of Township services, continued implementation of the Capital Improvement Program, ensuring the development of the Emergency Management Agency, and the creation of a new Township website.

Hanover Township, our officials, staff, and many volunteers, continue to strive to meet the changing needs of the community and live the motto, *Hanover Township – where great service happens*. The Office of the Administrator is excited to provide leadership in serving the needs of our residents.

Respectfully Submitted,
James C. Barr, Administrator

**OFFICE OF
COMMUNITY HEALTH**

**159TH ANNUAL TOWN
MEETING REPORT**

**TRISHA SIMON RN, BSN
OFFICE OF COMMUNITY HEALTH
DIRECTOR**

APRIL 14, 2009

The Hanover Township Community Health Nurse program began operation in June of 2006 as a division of the Office of the Town Clerk. The program was initiated by Hanover Township Clerk Brian P. McGuire who asked the Town Board to allow his office to start the program with the revenue his office collected through passport processing. In the 2006-2007 budgets, the Town Board unanimously approved the funding for a part time program and office space was secured in the township senior center.

In July of 2008, the Office of Community Health moved into a new office space created on the lower level of the Hanover Township Senior Center. The space allowed for an exam room, reception/waiting area and office space; this new space has allowed for us to better serve residents and expand our services. We continually make updates to our office in order to allow us to better serve Township residents.

The Office of Community Health is staffed by four individuals. Director Trisha Simon is a registered nurse (R.N.) and has a baccalaureate degree in nursing (B.S.N.) from the University of St. Francis. Ms. Simon is also certified as an emergency medical technician and brings over a decade of experience in the nursing profession to the residents of Hanover Township. Two part-time registered nurses Stacy Arriola and Graciella Bredehoeft staff the office in addition to a part time support staff member, Carrie Kujoth. The increase in staff members has allowed us to expand our wellness screening services, home visits, as well as other services to residents. Through the hiring of bilingual nurse Graciella, we are now able to better serve Spanish speaking residents. Dr. Daniel O'Malley generously volunteers his time as the Medical Director for the program. Dr. O'Malley operates a successful family practice located in Bartlett and has been an invaluable resource to the program.

The mission of the community health program is to focus on the health and well-being of the residents of Hanover Township. Services are offered to assist individuals in making decisions to achieve optimal functioning within their environment and to provide choices for our residents to maintain and build a healthier community for all of Hanover Township.

The program focuses primarily in three service areas; 1) Preventative health screenings 2) Home visits and crisis response and 3) Vaccines for Children. Furthermore, the office is a resource for residents to obtain health and disease management information and referrals to local agencies as deemed necessary.

2008-2009 has been a year of explosive growth and demand for the community health program here in Hanover Township. Many residents are being assisted in managing their chronic health issues, receiving advice and assistance in finding healthcare solutions that fit their individual budgets and still some have been steered on to a path to a healthier lifestyle.

The office continues to work closely with the police departments, emergency medical system (EMS) providers, and our local hospitals to respond to crisis calls throughout the township. These calls often deal with residents who have fallen through the cracks of societies' safety net and need special attention from a healthcare provider in order to continue to remain in an independent living arrangement. The office, working closely with doctor's offices, other township departments and social service agencies has been able to have an enormous impact

in improving the quality of life in many of these cases. At the same time our involvement has often lightened the load carried by our area's (EMS) providers.

Our office is able to increase its reach and effectiveness by cooperation we receive from the other township departments as well. The Community Health Nurse leads the township service wrap around meeting that is held with the Senior Services Department, Youth and Family Service department and Welfare Services department to discuss cases that may require services from multiple departments. This ensures that residents receive a coordinated approach to their individual case. These meetings were established early on at the urging of Clerk McGuire and Supervisor Kelly, and been enhanced with assistance from the Township Administrator James Barr.

Community health screenings are done on a regular basis at several locations within our township. Astor Avenue Community Center, Centro de Information's Glendale Terrace location in Hanover Park, and Victory Centre of Bartlett. This has allowed the office to have a positive impact on the under insured population where language and cultural barriers have previously been a hindrance to health in these neighborhoods. This service could not be done without the cooperation we receive from Centro de Information. Screenings at Victory Centre, a senior living complex located right next to the township complex, provides a needed service to those without means of transportation. Attendance at all sites has grown in numbers and new sites within the township are being secured for residents. Residents may also stop in to our office by appointment to take advantage of our many health screenings or to have their questions answered.

In September 2008, the Office of Community Health, in collaboration with the Senior Center staff, Victory Center and Representative Randy Ramey held the first annual Health and Wellness Expo. The success of this event was beyond our expectations. The planning was immediately under way for the 2009 event to be held September 26, 2009. Over 100 vendors providing an array of services and information were involved. Nine speakers were scheduled throughout the day, an activities stage providing demonstrations and ideas for staying active from local participants, as well as a very successful blood drive. Over 500 residents participated in this event and every department of the Township was involved to make this event a success. We truly are a place Where Great Service Happens!



We have also continued our participation in the Vaccines for Children (VFC) Clinic held in Hoffman Estates. Many Hanover Township residents have taken advantage of this low cost immunization program for their children. Thanks to the efforts of the Clerk's Auxiliary Staff Volunteers we have also been able to increase our staffing support to the clinic as the number of our residents participating has grown. Bringing the VFC program to the Township is a goal for next fiscal year. The Office of Community Health in partnership with local agencies, hopes that this venture may be available as early as summer of 2009.

The office continues to participate in the Northwest Municipal Nurses Association. This is a professional association of nurses who work for both townships and villages and offers the chance to learn about new public health issues as well as serve as a great networking source. Currently our office is working with the Cook County Department of Public Health to coordinate a tour of the Stroger Hospital. This will provide us with tools and information to better serve our residents and assist them through the system for their care.

Additionally in this past year, in collaboration with Dr. Rick Ginsberg we have added podiatry clinics to our services. We provide a convenient location for Township residents to come and receive podiatry services. Initially this service was provided once every two months; however interest in the clinics has increased over time and currently includes one clinic a month.

I would like to take the opportunity to thank the administrative staff of the Clerk's Office for the support they provide the Office of Community Health. Without their support, time that is currently devoted to care of our residents would have to be diverted to all tasks that they perform. It is also important to extend a heartfelt thank you to the volunteers of the Clerk's Auxiliary Staff. No job is too small or too big for this dedicated group that serve the residents of our township. My fellow township staff members from all departments deserve recognition as well; it is an honor to serve on a team of such dedicated professionals.

Finally, I would like to thank the Hanover Township Board for their support it is a pleasure working with all of you.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Trish Simon", with a stylized flourish at the end.

Trish Simon RN, BSN
Community Health Nurse

**FACILITIES AND
MAINTENANCE
DEPARTMENT**

**159TH ANNUAL TOWN
MEETING REPORT**

**STEVE SPEJCHER
DIRECTOR**

APRIL 14, 2009

Facilities and Maintenance has completed many major projects in fiscal year 2009. As we closed 2008 the Community Health Nurse Office was not yet complete and the Food Pantry was still located in the Administration building of the Township.

The Community Health Nurse office is now fully functioning in the lower level of the senior center with residents coming daily for services. The Astor Avenue Community Center in Hanover Park was the next project to complete. With the growth in numbers of residents using the pantry the need to expand was evident and Astor Avenue seemed to be the perfect solution. Construction began to redesign the building and relocate the food pantry and in summer of 2008 we made the final move. Once the move was complete we installed security cameras to ensure the safety of our employees.

Moving the food pantry to Astor Avenue made us realize the need for an emergency food pantry at the Township Administration building. Construction began and we have completed a fully operational emergency food pantry. Next, it was time to tackle the space vacated by the food pantry. The Clerk's office needed more space to better serve residents so once again construction began and in November we moved them into their fully remodeled new space.

The issue of protecting our busses as well as having a place to perform in-house repairs was addressed. In the fall of 2008 all busses were moved to the Bartlett Volunteer Fire Department garage where they are parked during off hours and where service is performed as needed.

As the Township continues to add events it was necessary for facilities and maintenance to schedule staff to be available in the evenings so set-ups and tear-downs could be completed as needed. This has worked out well for completing projects that are difficult to complete during daytime hours.

Projects currently in progress include remodeling of the old Clerk's office, painting of all Township offices, replacement of carpet where needed as well as completing the day to day requests submitted by employees.

As you can see fiscal year 2009 was very busy for the facilities and maintenance department. Without the dedication of my team David Marcinek, Rick Nelson and Mike Rundquist it would have been impossible to complete the many requests we received from departments daily.

Thank you to the Hanover Township Board for all of your support throughout this past year.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Steve Spejcher".

Steve Spejcher

**HANOVER TOWNSHIP
MENTAL HEALTH BOARD**

**159TH ANNUAL TOWN
MEETING REPORT**

**HONORABLE KATY DOLAN BAUMER
LIAISON**

MARY ALICE BENOIT - CHAIRPERSON

**DANISE HABUN
EXECUTIVE DIRECTOR OF THE MENTAL
HEALTH BOARD**

APRIL 14, 2009

HANOVER TOWNSHIP MENTAL HEALTH BOARD

Mary Alice Benoit - Chair

Brian Gorcowski – Vice Chair

Katy Dolan Baumer – Trustee Liaison and Secretary

Ruth Beckner - Member

Rita Lopienski - Member

Mel Runzel - Member

Chris Van Herik - Member

**DANISE HABUN
MENTAL HEALTH BOARD
EXECUTIVE DIRECTOR**

APRIL 14, 2009

Established by referendum in 1977, the Hanover Township Mental Health Board is comprised of 9 township residents including one trustee, appointed by the Township Supervisor with the consent of the Town Board, who volunteer their valuable time and energy to address the mental health needs of our most vulnerable residents.

Mission Statement

The mission of the Hanover Township Mental Health Board is to advocate for increasing the availability and quality of mental health services through the development of a comprehensive and coordinated system of effective and efficient program delivery, accessible to all residents of Hanover Township.

Vision Statement

The Hanover Township Mental Health Board ensures that services in the area of mental health, including developmental disabilities, addictions and substance abuse, are available to all residents of Hanover Township.

3 Year Strategic Plan

In FY08, the Hanover Township Mental Health Board completed a comprehensive strategic planning process that has set forth the direction of the board's activities for the next 3 years.

3 areas of focus for the strategic plan have been set forth:

1. **Development**-The Mental Health Board ensures that the quality of organizational and program development reflects the needs of all stakeholders and is aligned with the Mental Health Board mission and vision
2. **Delivery**-The Mental Health Board ensures that all mental health services are effectively and efficiently delivered and are accessible to all stakeholders.
3. **Awareness**-The Mental Health Board ensures that awareness of mental health issues and resources are communicated effectively to all stakeholders.

Strategic Plan Objectives

The Mental Health Board strategic plan objectives ensure that the strategic plan is aligned with the Mental Health Board mission and vision and that all action items are specific, measurable, achievable, and relevant and time bound.

Objective 1-Impact

The Mental Health Board has a proven record of judicious distribution of funds

	Amount	Percent of FY09 Budget
Mental Health Fund	\$688,050	71%
Community Resource Center	\$146,000	15%
Administration	\$140,341	14%

Mental health funds were distributed to address the identified need:

Service	FY09	# of Residents Served	0-17 years	18 years +
Mental Health	\$314,100	2559	660	1899
Developmental Disabilities	\$123,200	422	212	210
Substance Abuse	\$64,250	174	59	115
Prevention	\$9,750	6700	6700	0
Transportation	\$59,000	27	0	27
Community Education	\$5,559.85	300	0	300

*Please note there may be an overlap in service categories

Monitoring related to the effectiveness of service delivery occurs through monthly reports that are completed by each funded organization for each program offered to township residents. Audits and site visits are part of the process. In FY09, staff conducted a formal audit review of 13 programs that were offered by 10 funded organizations to township residents. To date, all are in compliance with the standards set by the Hanover Township Mental Health Board.

Listed below is a demographic and residential service analysis based on statistics from April 2008-February, 2009. These are unduplicated numbers and do not reflect the participants attending prevention programs. The demographic information is currently incomplete. Complete information will be available after April 30, 2009

Clients by Ethnicity: #	Percent
African-American 234	8.0%
Asian 78	2.5%
Biracial 54	2.0%
Caucasian 894	28.0%
Hispanic 1840	58.0%
Native American 4	.20%
Additional Groups 6	.30%
Unknown 153	1%
<i>Totals</i> 3148	<i>100%</i>

Clients by Age#	Percent
0-5 years 342	11%

6-9 years 154	5%
10-12 years 108	3%

13-17 years	323	10%
18-20 years	185	6%
21-30 years	615	20%
31-40 years	647	21%
41-50 years	409	13%

51-60 years	235	7%
61-64 years	57	2%
Over 65 years	65	2%
Unknown	8	—%
<i>Total</i>	<i>3148</i>	<i>100.00%</i>

Clients by Residence	#	Percent
Streamwood	798	25%
Hanover Park	917	29%
Bartlett	236	8%
Schaumburg	44	1%
Elgin	1099	35%
Hoffman Estates	54	2%
Total	3148	100%

As noted above, The Hanover Township Mental Health Board has allocated funds toward the operation of the Hanover Township Community Resource Center which is located at 1535 Burgundy Parkway in Streamwood. 6 of our funded organizations offered offsite services at the Hanover Township Community Resource Center. In FY09, an average of 109 clients per month walked through the doors of the Resource Center and accessed programs related to sexual assault, mental illness, substance abuse, financial counseling, domestic violence and child abuse. The following agencies operated at the Hanover Township Community Resource Center during FY09:

Community Crisis Center
Epilepsy Foundation
Renz Addiction Counseling Center

Ecker Center for Mental Health
Family Service Association
Safe from the Start (CACNCC)

TIDE (Transportation keeps Individuals with Disabilities Employed) Ticket to Ride Program

Transportation has been repeatedly identified as a community need within Hanover Township. The Hanover Township Mental Health Board created the TIDE Ticket to Ride Subsidized Taxi Voucher Program to address the transportation needs of Hanover Township residents with disabilities to attend work or job training programs. The Mental Health Board subsidizes ½ half the cost of the trip to the work or training site. In FY09, the 4th year of operation, 14 township residents who are disabled were provided 1924 rides to their work or training sites and have been able to be productive members of our community.

Objective 2-Advocacy

The Mental Health Board acts as a strategic advocate at the local, state and federal levels for all mental issues.

Being present “at the table” ensures that issues related to mental health are acknowledged and the voices of township residents are heard. Throughout FY09, the Hanover Township Mental Health Board has been an active and fully engaged member of the following coalitions, associations and networking entities representing social service and business partnerships and affiliations.

The Association of Community Mental Health Authorities of Illinois-Legislative and Training Committees
Bartlett Chamber of Commerce
Child and Adolescent Local Area Network (LAN) 46-convenor
Community Crisis Center Domestic Violence Advisory Council
Disability Concerns Task Force
Elgin Drug & Gang Task Force
Elgin Hispanic Network
Far Northwest Suburban United Way-Community Impact Subcommittee and Economic Self Sufficiency Workgroup
Hanover Park Chamber of Commerce
Health and Welfare Consortium of Elgin
Illinois Coalition on Mental Health and Aging

Illinois Mental Health and Geriatrics Advisory Council
Mental Health Collaborative
Mental Health Network of the Illinois Department of Human Services
NAMI Collaborative Project
North/Northwest Cook and Lake Counties Work Group for Persons with Developmental Disabilities
National Coalition of Behavioral Health and Developmental Disabilities Directors
School District U-46 PBIS (Positive Behavior Intervention Strategies)
Leadership Council
Safe from the Start Advisory Committee
Schaumburg Business Association
Streamwood Chamber of Commerce

Objective 5- Stakeholders

The Mental Health Board has strong relationships with all stakeholders.

The Hanover Township Mental Health Board completed a 3 year strategic plan during FY08 and continued to work toward the strategic planning objectives throughout FY09. Part of the planning process involved obtaining information about the effectiveness of community efforts in addressing issues related to mental health. This information was obtained from township residents, social service staff, clergy, local and state political leaders, area business leaders, school personnel, consumers of services, law enforcement and other leaders from the municipalities that comprise the township. In FY09, 46 "stakeholders" participated in a community planning meeting and needs assessment surveys were obtained from an additional 65 stakeholders. Our stakeholders were directly asked about the resources that would be needed to address current and future mental health needs.

The Hanover Township Mental Health Board incorporated this information into the 3 year plan and developed strategies to address the identified needs. Community stakeholder meetings will continue on an annual basis to ensure that the strategic plan aligns with the identified needs of the community.

Evidence of strong stakeholder relationship has been demonstrated by the inclusion of the Hanover Township Mental Health Board at various local and state public forums related to mental health issues.

Objective 4-Communication

The Mental Health Board ensures that there is an effective and efficient communication strategy that informs, inspires and engages all stakeholders.

Recognizing that part of communication involves active outreach into the community, the Hanover Township Mental Health Board created the position of Community Resource Specialist. Throughout FY09, this staff person, along with the Executive Director, have been instrumental in communicating the mission and vision of the Mental Health Board to the stakeholders within the Township and in communicating the missions and visions of potential partner organizations back to the Mental Health Board.

To ensure that communication about mental health issues and available resources to address those issues are kept at the forefront, the Hanover Township Mental Health Board has actively participated in various community outreach activities. In FY09, these activities have included:

*Faith Health Partnership's
Centro de Informacion's Mental
Health Fair
Mayor Ed Shock's Get Active
Health Fair in Elgin
Recovery Matters Mental Health
Fair co-sponsored with Elgin
Mental Health Center
Hanover Township's Student
Government Day
Streamwood Summer Celebration
Hanover Park Summer
Celebration
Outreach with all funded
agencies, area law enforcement
agencies and public libraries
TIDE Transportation Planning
Just for the Health of It Health
Fair for Hanover Township
Elgin Health Fair-sponsored by
Representative Ruth Munson
Association for Individual
Development Telethon
Kane County Transportation
Planning
RTA Transportation Planning for
Cook County*

*Ride in Kane Transportation
Council
Far Northwest Suburban United
Way Needs Assessment and
Planning
Special Olympics Golf
Community Forum sponsored by
the Elgin Coalition of Religious
Leaders
Streamwood Coalition of
Religious Leaders
Laurel Hill School Resource Fair
School District U46- PBIS
Leadership Team
Domestic Violence Leadership
Breakfast
Illinois Disabilities Council
Training
Family Violence Coordinating
Council DV Forum and
Conference
Elgin Hispanic Network
Luncheon
WISE Women's Baby & Health
Fair*

In addition, the Hanover Township Mental Health Board continued a faith community outreach campaign in FY09. Religious leaders from various congregations serving township residents met with the staff and Board and area mental health providers to discuss the role of clergy in responding to issues related to mental health. These opportunities occurred through breakfast and lunch meetings.

In FY09, The Hanover Township Mental Health Board, in collaboration with Easter Seals of the DuPage and Fox Valley Region, Greater Elgin Family Care Center, Out of Box Parenting, and C&H Counseling, held the 1st annual "Life Changes Disabilities" Expo for families with family members with Developmental Disabilities. 58 residents took part in the Expo which featured a combination of workshops and booths.

In FY 09, the Hanover Township Mental Health Board became the pilot for the State of Illinois for a web based community resource guide. Residents are now able to access the Mental Health Board's Network of Care Site (www.networkofcare.org) to obtain information on critical resources related to mental health, including substance abuse and developmental disabilities. Network of Care-Hanover Township Mental Health Board officially launched in September, 2008. Since the launch, there have been over 165,000 hits on the site.

Objective 5-Allocation Strategy

The Mental Health Board demonstrates an openness of mind and flexibility for future service needs, as they relate to mental health issues. The kinds of programs funded continuously reflect the needs of the community, as they related to mental health.

During FY08, the Hanover Township Mental Health Board distributed \$688,050 in mental health funds to assist township residents. The following organizations received designated grants during FY08:

<p>Alexian Brothers Mental Health Center Association for Individual Development Bartlett Learning Center/Clarewoods Academy Bridge Youth and Family Services Centro de Informacion Children's Advocacy Center Clearbrook Community Crisis Center Countryside DayOne Network, Inc.</p>	<p>Easter Seals of DuPage and the Fox Valley Region Ecker Mental Health Center Epilepsy Foundation Family Services Association Greater Elgin Family Care Center Hanover Township Youth and Family Lutheran Social Services of Illinois- Behavioral Health Services Northwest Center Against Sexual Assault</p>	<p>Open Door Clinic PACE Transportation PADS of Elgin Renz Addiction Counseling Center Senior Services Association of Greater Elgin Society for the Preservation of Human Dignity Special Education Advocacy Center Summit Learning Center TIDE Ticket to Ride WINGS (Women In Need Growing Stronger</p>
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As part of its mental health grant allocations, 2 new funding categories were created in by the mental health board...

- 1) Capital grants became available as one time opportunities for a variety of capital projects : FY09 Capital Funds were disseminated as follows:

Organization	Project	Amount
The Bridge Youth & Family Service	Copier	\$1,500
Clearbrook	Creation of A Resource Center related to Autism	\$10,000
Hanover Township Senior Services	Brain Gym Software and Licenses	\$3,500
Society for the Preservation of Human Dignity	Brochures	\$2,500
<i>Total</i>		<i>\$17,500</i>

- 2) Challenge grants were created to encourage the creation of pilot prevention or community education programs addressing priorities that emerged through strategic planning. FY09 Challenge Grants were distributed as follows:

Clearbrook	Autism Project	5,000.00
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- 3) Staff Development Funds were created to assist organizations in ongoing staff training. In FY09, Staff Development Grants were distributed as follows

Organization	Project	Amount
Boys and Girls Club	Leadership Training	\$3,000.00
Renz Addiction Counseling Center	Training and CDC Certification for one bi-lingual therapist	\$1,000.00
NWCASA	Conference Attendance – 1 staff member	\$125.00
Ecker Center for Mental Health	All Staff Training	\$1,000.00
<i>Total</i>		<i>\$5,125.00</i>

Objective 6-Valued Resource

Residents of Hanover Township and other stakeholders view the Mental Health Board as a valued resource for the community.

In FY09, approximately 15 requests per week for mental health resource information were received by staff of the Hanover Township Mental Health Board. Requests for assistance ranged from transportation, connection to domestic violence shelters and programs, suicide prevention, help with substance abuse and addictions, connections with resources for persons with developmental disabilities, connections for persons with severe mental illness and therapy services.

In addition to requests for resource information, staff from the Hanover Township Mental Health Board have been requested as speakers for a variety of community mental health related activities.

A priority request emerging from the strategic planning process had been the creation of a web-based resource directory. As noted above, The Hanover Township Mental Health Board launched Network of Care, a web-based directory in September, 2008.

Objective 7-Mental Health Board Diversity

The Mental Health Board reflects the diversity and perspective of the Hanover Township community, which includes demographics, geographic, socio-economic and mental health field knowledge.

Staff and the all-volunteer members of the Hanover Township Mental Health Board come from a variety of backgrounds: including business, law enforcement, education, social service, community based not for profits, municipal government and the geriatric field. The communities of Bartlett, Streamwood and Elgin are represented by staff and board.

Township Mental Health Board FY09

Staff Members:

Executive Director-Danise Habun

Community Resource Specialist-Shirley Bassett

Hanover Township Mental Health Board Members-FY09

Mary Alice Benoit

Katy Dolan Baumer

Brian Gorcowski

Gabrielle Infusino

Ruth Beckner

Rita Lopienski

Chris Van Herik

Mel Runzel

Melynda Litchfield

Respectfully prepared and submitted by:

Danise Habun

Executive Director

Hanover Township Mental Health Board

**SENIOR SERVICES
DEPARTMENT**

**159TH ANNUAL TOWN
MEETING REPORT**

**HONORABLE ROBERT J. GOFFINSKI
LIAISON**

**CHARLENE AHLIN – CHAIRPERSON
SENIOR CITIZENS SERVICES COMMITTEE**

**BARBARA KURTH SCHULDT
DIRECTOR**

APRIL 14, 2009

HANOVER TOWNSHIP SENIOR SERVICES CITIZENS COMMITTEE

**Charlene Ahlin - Chairperson
Opal Waldman – Vice Chairperson
Roberta Pizzimenti – Treasurer
Patty Loomis – Secretary
Mary Lou Elder - Member
Lillian Henschel – Member
Nellie Lannin - Member
Richard Nelson - Member
Robert Salveson – Member**

APRIL 14, 2009



**Hanover Township Senior Center
240 S. IL Rt. 59, Bartlett, IL 60103
(630) 483-5600**

Barbara Kurth Schuldt, Director, Senior Services

Senior Citizens' Services Committee 2008-2009

Charlene Ahlin, Chairperson

Opal Waldman, Vice-Chairperson

Roberta Pizzimenti, Treasurer

Patti Loomis, Secretary

Mary Lou Elder, Lillian Henschel, Nellie Lannin,

Richard Nelson, Robert Salvesen

This advisory committee to the Hanover Township Board of Trustees is made up of residents who represent the senior population of the Township. Our active Senior Citizens Services Committee meets on the 2nd Monday of each month at 12:30 p.m. in the Senior Center Dining Room to discuss our programs and services. Meetings are open to the public.

Mission Statement

Our mission is to act as an advocate for seniors; to empower older adults by providing information, emotional support, social opportunity, nutrition and transportation to maintain an independent lifestyle within the community. Our foremost goal is to offer an additional support system in which a senior feels a sense of belonging and can grow through choices which enhance the joy of living as he/she adapts to the continuum of life changes.

**Senior Services Annual Report
April 1, 2008 – March 31, 2009**

Hanover Township Senior Center prides itself on its commitment to excellence with a service mix unrivaled in the community. The center's refined focus with the inclusion of its Senior Citizens Services Committee and group participant involvement has fashioned a program designed exclusively for mature adults aged 55 plus. The most recent census data indicates that Hanover Township has 10,643 seniors age 60+. This figure represents an increase of 27% since the 2000 census. As the Township's population of older citizens grows, our services are utilized more and this places an additional focus on the resources available to serve the elders in our community.

The Supervisor, Clerk and Board of Trustees set this past year's strategic goals for the Senior Services Department during a strategic planning retreat. They are as follows:

1. Perform an evaluation of the senior transportation services
2. Present to the Board alternative and specific programming plans for lower level build out
3. Develop a business plan for the senior center including evening and weekend programs

The evaluation of the Dial-A-Bus services quantifiably proved that Hanover Township provides a comparable number of rides per month as more populated townships and at the lowest cost to the rider. The document also compares our services to a study done in 2001 by Schaumburg Township. Hanover Township Senior Services also surveyed 28 respondents from other transportation providers, mostly townships to review their methods of service delivery, policies and procedures and related costs.

At the direction of the Board, many ideas resulted from a brainstorming session with the seniors and a strategic planning session with staff as to the programming possibilities for the lower level. The seniors would like to see more programming space for the art program, a theatre, Jacuzzi and men's workshop. Staff would encourage other social services entities, such as public aid and Catholic Charities to have satellite offices in our facility. Other wellness options were discussed such as extra exam space for the Community Health Nurse as well as exam space for visiting healthcare providers or a massage therapy room. Funding will be provided through Cook County Development Block Grants and a final plan will be in the making next fiscal year.

The business plan illustrates the need for more activities in the senior center from 3:00 p.m. in the evening and especially on weekends. One of the greatest changes effective June 2008 was the opening of the Senior Center on Saturdays. The center is open from 8:30 a.m. – 12:30 p.m. A Saturday receptionist was the only additional staff hired and all full time staff, excluding drivers, are asked to share the workload on Saturdays. Wii, Laughter Yoga, blanket making, discussion groups, Sudoku and making homemade doggie treats attracted seniors to the center on Saturdays. Breakfast with the Board on the first Saturday of the month and Coffee with the Supervisor keeps the place hopping.

Senior Services continues to receive funds from AgeOptions, the Area Agency on Aging of Suburban Cook County who receives federal funds from the Older Americans Act through the Illinois Department on Aging. Our seniors also began exercising their minds in the "Brain

Gym". The Hanover Township Mental Health board awarded a grant to Senior Services to strengthen the cognitive abilities of seniors. Mind Fit and Drive fit are computerized programs that work to the strengths of the users' abilities.

Our skilled staff members are knowledgeable and experienced in working with mature adults and get to know most residents on a first name basis, building friendly and supportive relationships. Our Mission Statement, "helping seniors find an additional support system where they feel a sense of belonging" is put into practice daily. Whether new to our Township, or a long-time resident, many seniors struggle to find their place in the community. Our hope is that our program will engage seniors providing a positive social experience.

The following is a description of our services to acquaint the reader with an overview of the Senior Services Department. The department functions within the Township as one unit, but within the department are three very diverse, yet equally indispensable Areas of Service:

1. **Transportation / Dial-A-Bus Service**
2. **Senior Services Social Services**
3. **Programming and Volunteer Opportunities**

TRANSPORTATION

Dial-A-Bus Services

Hanover Township Senior Services Dial-A-Bus has a fleet of seven vehicles, five of which are accessible for disabled persons. These vehicles are used to transport Township residents 55 years of age and over as well as Township residents with a permanent disability, age 18 and older. The Dial-A-Bus service is provided throughout the Township as well as five miles beyond. Our dispatch hours are Monday – Friday from 7:30 A.M. to 3:30 P.M. and our service hours are Monday – Friday from 8:00 A.M. to 3:30 P.M. On Saturdays we offer service to the Senior Center from 8:00 A.M. to 12:30 P.M.



Transportation to medical appointments such as doctors offices, dentists and therapy may be made up to six weeks in advance. Reservations for personal business and scheduled mall or grocery trips may be requested up to one week in advance. Transportation is provided on a first-come first serve basis. Every effort is made to accommodate each request. A donation of .75 cents one way and \$1.50 roundtrip is suggested. We pride ourselves on our personal Curb-to-Curb Service

Another Transportation Option: THE TRIP PROGRAM

We are pleased to be able to offer our residents an additional service: TRIP (Township Riders Initiative Pilot) offers Inter-Township transportation for medical purposes only for senior citizens and persons with disabilities. This service operates in Hanover, Elk Grove, Wheeling, Palatine and Schaumburg Townships Monday-Friday 5:00 A.M.-9:00P.M. Transportation is also provided to Stroger Cook County Hospital, Hines Veterans Hospital and the Loyola campus on Tuesdays and Fridays. Costs of these trips do not exceed \$10.00 each way. For registration and for more information, contact the Hanover Township Dial-A-

Bus staff at 630-483-5600. This program is funded through the by the State of Illinois and although Saturday service was halted in order to stay within the budget, we are pleased to continue this service as funding permits.

SOCIAL SERVICES

There has been a tremendous growth in the need for our Senior Services social services. Listed below are the state and federal programs that our caseworkers help seniors with regularly. Our staff consists of three Bachelor Degreed positions: Social Service Manager, Social Service Specialist and Social Service Liaison. A case load of 994 seniors is shared among the three.

- 1) **LIHEAP (Low Income Home Energy Assistance Program)** – State funded program, based on a monthly income requirement (\$1,300 for an individual and \$1,750 for a couple) that provides energy assistance by providing a one-time benefit to eligible households to be used for energy bills.
- 2) **ComEd Residential Hardship Program-** The ComEd Residential Special Hardship Fund provides a one-time credit to the total past due balance up to \$1,000 on the ComEd bills of households with a demonstrated hardship case within the last six months that is not addressed by other programs. Examples of hardship include: loss of employment or unexpected loss of income, medical bills, family crisis, etc. **Documentation of the hardship is required.** In order to be eligible for this program, monthly income must be less than \$3,467/month for an individual and \$4,667 for a couple. (This is the 400% federal poverty level)
- 3) **Access to Care Program-** A primary health program that offers basic health insurance to low income individuals who do not qualify for Medicare or Medicaid. In order to qualify for this program, family income must be less than the 200% federal poverty level. Patients are charged \$5 per doctor's visit, \$5 for lab and radiology tests, and \$10-30 for prescriptions.
- 4) **Medicare Counseling-** Medicare Counselors and Social Services staff are available by appointment to provide information on Medicare, Medicaid, supplemental insurance and prescription drug plans. In addition, Social Services staff assists with Public Aid applications. (Medicaid, Food Stamps, Medicare Savings Programs)
- 5) **Circuit Breaker/Illinois Cares Rx-** Circuit Breaker is a state program that provides pharmaceutical assistance (Illinois Cares Rx), property tax rebate and a \$54 license plate sticker discount. You must be disabled or at least 65 years of age or older and meet yearly income eligibility requirements.
- 6) **Lending Closet-** Our Lending Closet consists of medical equipment such as wheel chairs, walkers, bath chairs and shower benches that are loaned to residents. A refundable deposit

is required when picking up equipment. (\$25 for wheel chairs and \$10 for all other equipment)

- 7) **PAL (People Against Loneliness)-** The PAL Companion Program offers companionship to seniors residing in Hanover Township who might not have a support system such as friends, family or a caregiver. Our PAL volunteers provide friendship over the telephone, personal visits in the home or meet at the Senior Center for lunch or an activity. Social Services conduct a background check for volunteers interested in participating in the PAL program.
- 8) **Senior Companion Program-** The Senior Companion Program is a Federal program that is a part of Senior Corp. Senior Companions are healthy older adults, 60 and older who help frail/homebound seniors maintain independence in their homes. Senior Companions can assist with grocery shopping and bill paying, provide friendship and companionship, alert family members to potential problems and give respite to family caregivers. Senior Companions volunteer a minimum of 15 hours a week and receive a small stipend for their work and attend in-service trainings. Senior Companions must meet a certain criteria including income eligibility to participate in the program.
- 9) **Adopt-A-Senior-** Our Adopt-A-Senior program is intended to serve low income residents who do not have family in the area. Social Services staff partners with the community to collect monetary donations to purchase Christmas gifts and create care packages of non-perishable food items and gift cards to make the holiday season special for our seniors. Social Service staff personally delivers the care packages.
- 10) **Home Visits-** Our Social Services Staff will provide home visits to Hanover Township residents who are homebound to assist with governmental programs and to conduct assessments to determine appropriate referral to Catholic Charities or other local agencies.
- 11) **Educational and Wellness Seminars-** Social Services coordinates with outside agencies to conduct presentations and discussions on nutrition, depression senior safety, diabetes, memory screenings and much more. Social Services host a minimum of 2 seminars a month, and are listed in the Club 59 newsletter.
- 12) **Positive Action Group-** This group is facilitated by our Social Services Specialist that meets every month. This drop-in program allows seniors to talk about different social justice issues and to identify ways to get plugged into the community and make a difference.
- 13) **Information and Referral-** Social Services can provide information and referrals to link seniors and their family with services that promote a more independent lifestyle.
- 14) **Benefits Check-up-** A web-based tool to screen for Federal, State and Local programs for possible individual eligibility. Examples include, food stamps, Medicaid, Medicare Savings Programs, Weatherization program, Section 8 housing etc. Real Benefits provides

the application for food stamps, Medicaid and Medicare Savings Programs. *Social Services staff assists residents in filing for all Public Aid programs.*

- 15) **Senior Citizens Will Program-** Hanover Township Senior Services has partnered with the Chicago Bar Association for the Senior Citizens Will Program to offer low cost preparation of Living Wills and Durable Power of Health Care and Property. The lawyer comes to the Senior Center monthly to assist clients one-on-one with Living Wills and assists with other legal issues.
- 16) **RTA Site-** Hanover Township Senior Center is now an RTA site for seniors who need to obtain a reduced fare card in order to participate in the Senior Ride Free program. Social Services staff completes the application and provides photo service for \$1. Each week applications are mailed to RTA, and the senior is expected to receive their reduced fare card in the mail within 3-4 weeks.
- 17) **Meet, Eat and Greet Program-** Social Services staff has coordinated a new program for seniors who are new or want to get "plugged" into the Senior Center. This gathering is offered every two months that provides food, door prizes, good conversation and ice breaker games for other residents to connect with one another. This program is advertised in our Club 59 newsletter.
- 18) **Blessing Bartlett and Beyond, "Handyman Group"**- Social Services has partnered with Alliance Bible Church in assisting seniors with handyman projects, yard work, cleaning and providing meals to the sick.
- 19) **Take Charge of Your Health-** Social Services Manager and Social Services Specialist are trained to facilitate a six week chronic disease self-management program that was created by Stanford University. This program educates individuals 60 and older on how to cope with fatigue, frustration and isolation that is related to on-going health conditions, exercising to maintain flexibility, endurance and strength, using medications, communicating with family, friends and health professionals, practicing good nutrition, and evaluating new treatment options. This program is offered at the Senior Center two times a year and advertised in our Club 59 newsletter.

We also have a varied selection of well-being programs on topics such as care giving, osteoporosis, diabetes, vision and hearing screening, colon rectal cancer awareness, heart and stroke assessment. We offer the Rules of the Road program and a Senior Citizen Law Enforcement Academy.

NUTRITION

Community Nutrition Network, Inc. (CNN) operates a nutrition site at our facility. A daily hot lunch and/or deli-bar are available Monday-Friday at 11:45 a.m. for a suggested donation of \$2.75. Volunteers deliver Meals-On-Wheels to the homebound frail elderly. Assessments for that service are conducted by Catholic Charities Northwest located in Arlington Heights, Illinois. In addition the Township subsidizes the cost of a monthly evening meal catered by

Cuisine America. These "Supper Club 59" dinners are served with candles and tablecloths and an array of entertainment is offered as well. The seniors have enjoyed the transformation and the additional after hour's opportunity to gather with friends. CNN also contracts with Cuisine America also to offer special catered luncheons.

PROGRAMMING AND VOLUNTEER OPPORTUNITIES

We celebrated Hanover Township couples married 40, 50, and 60 years together. 60 couples



were treated to an elegant dinner and piano entertainment. Each bride was given her very own veil to recreate the matrimonial moment. The couples walked down the "Isle" to a Hanover Township Board Meeting where officials presented certificates in their honor. The couples also supplied words of wisdom for staying together, "never go to bed angry" and "just nod and say yes".

The creativity of our seniors was showcased in many ways this year. The first event was a gala affair celebrating the participants in the Movie Maker Computer Class. Our version of the "Oscars" were presented to each senior that created a feature presentation. The annual "Got Art" Art Show featured over 200 pieces of Township Seniors work alone. The "Handmade in Hanover Craft Show" was another artful success as 35 crafters sold their hand crafted wares. Seniors also baked goodies to sell which proved to be a successful collaboration. The seniors appreciated the art of the literary word with the development of two new groups Poetry & Prose and a monthly Book Club. This is in addition to the Life Stories group which also meets monthly to support each other in their written endeavors.



Established this year are exercise programs for seniors to take advantage of six days a week. Walking Fit, two Senior Exercise Classes, Zumba Gold, Tai Chi/Yoga, and Belly Dancing are morning time rituals for many people using the facility.

Special Events: We are proud to say the Senior Center's float in the Streamwood Summer



Parade won its third consecutive time in the "Most Unusual Category". This year the seniors played up the "Great American Heroes" Theme. They created their own senior super heroes.

own costumes.

The annual Holiday Party was a huge success with over 330 seniors in attendance. The Pheasant Run Resort hosted the second production of the Way, Way, Way Off Broadway Players in "Santa Claus Where Are You?" The original written play had 35 cast members that created props and their

Senior Services also lent a hand for the Support Our Troops event with organizing the kids' crafts and activities area. A partnership with the Community Health Department and the Victory Centre of Bartlett produced the "Just for the Health of It" Health and Wellness Expo. This was a great success with over 500 people visiting over 100 vendor booths and free screenings.

Trips and Parties: Cultural events, gambling casinos, museums, theatres, restaurants and river cruises are included in our scheduled monthly trips. Six holiday parties include prizes, raffles, games, music for listening and dancing as well as a delicious meal!

Card Playing: There are groups that gather to play Bridge, Pinochle, Canasta, Euchre and Poker as well as Scrabble, Mah Jongg, Cribbage and Mexican Dominos.

Senior Center Activities: Bingo with cash prizes, Bunco, weekly movies, musical performances, line dancing, plastic canvas, knit & crochet club, Walking Fit, Zumba Gold exercise class, Healing Hearts (a widow/widower's support group), Harmonica Club, Pool Lessons and Eat, Meet & Greet!

Visual Arts Classes: Pottery, ceramics, crafts and painting classes are held every day of the week. Seniors create beautiful works of art that is displayed throughout the center.

Computer Classes: Microsoft Word, Excel, Internet basics, creating calendars and movies are just some of the over 8 different classes instructed each week. The computer lab also hosts a "Brain Gym" program that enables seniors exercise their cognitive skills.

VOLUNTEER OPPORTUNITIES

Hanover Township Senior Services is proud of the nearly 300 active and giving individuals who either contribute to, or participate in, outreach and community projects. At the end of the last fiscal year, the Volunteers of Hanover Township Senior Center reported over 190,000 hours of time dedicated to various projects. Some of those projects include Tax Aide Counselors, Home Delivered Meals, Medicare Counseling, and P.A.L. program. Outreach projects include Christmas gift wrapping, Easter baskets, handmade hats and scarves for needy Township children, knit infant hats and blankets for area hospital patients, school classroom aides, and a Senior Sleuth Program.

In January a survey was sent to our volunteers to gather information on volunteer programs and services in the senior center. 70 responses were received. Senior Services responded with making changes requested by the volunteers such as having a visible "Volunteer Center", clear policies and procedures, and orientation. Our Volunteer Center is located right off the reception desk in the lobby. Our latest Volunteer Opportunities are posted and we encourage anyone to stop by to see if your skills might match our needs.

Hanover Township Senior Services Fiscal Year 2008/2009 Report

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Transportation													
Rides Given	1631	1717	1664	1653	1575	1741	1929	1378	1331	1393	1494	1937	19,443
Individuals Served	285	311	299	298	301	315	301	302	295	302	300	302	3,611
New Passes Issued	42	28	38	40	34	37	36	21	24	22	22	30	374
Individual Refusal Of Services	62	65	65	45	55	55	58	45	50	55	53	63	671
On Waiting List	21	21	20	16	18	10	10	5	6	15	10	15	167
Rides Under 60	139	142	125	141	128	119	113	94	85	92	125	121	1,424
Rides by Disabled	177	180	154	182	161	160	187	191	201	201	253	255	2,302
Rides w/wheelchairs	38	39	30	39	34	40	76	107	116	105	131	130	885
Rides to Dialysis	195	160	164	163	178	202	239	189	229	214	244	264	2,441
Victory Center Rides	19	25	25	19	19	106	127	134	131	135	178	201	1,119
Social Services													
Active Cases	796	802	797	818	840	862	879	902	925	926	959	994	10,500
Contacts with Active Cases	616	458	490	578	609	820	551	469	363	552	650	489	6,645
Medicare Counseling	16	14	14	20	12	11	12	12	6	10	8	12	147
Circuit Breaker appointments	116	90	104	111	66	69	83	132	122	239	411	281	1,824
Assist with Medicare Part D	41	27	32	31	29	24	49	86	82	44	54	64	563
Home Visits	6	11	3	10	2	10	5	3	2	2	2	4	60
Referral to Other Agencies	77	47	69	107	115	119	104	71	84	61	160	135	1,149
Elder Abuse Referrals	0	0	0	0	0	0	0	0	0	0	0	0	2
Outside Resources Contacted	311	234	188	197	215	173	167	135	117	193	179	223	2,332
Office Appointments	136	80	73	165	65	242	108	104	84	77	192	135	1,461
Lending Closet Transactions	22	42	56	39	43	33	45	48	46	33	36	45	488
Number of Telephone Calls	742	606	647	636	837	847	745	488	404	699	648	536	7,835
Unmet Needs	2	0	0	6	0	0	1	0	4	4	14	18	56
Recreation													
Planned Programs:													
At Senior Center	84	78	78	105	97	113	109	66	58	97	92	89	1,066
Program Participants	1098	903	917	1066	1141	1364	1109	587	625	1273	1304	1035	12,422
Names Added to Newsletter	82	26	76	87	63	36	99	26	21	19	55	54	644
Trips Taken	7	5	5	5	5	6	5	4	3	4	5	5	59
Participants On Trips	285	149	141	150	103	235	117	149	88	99	150	151	1,817
On Waiting List	86	28	173	41	59	77	77	110	5	4	26	62	748
Volunteers													
New Volunteers Assigned	8	0	3	0	6	10	4	3	3	5	10	5	57
Volunteers Reporting Hours	116	135	80	111	75	117	95	90	104	56	81	96	1,156
Newcomers Luncheon	0	0	2	0	30	0	12	0	0	0	0	4	48
New Requests for Volunteers	72	43	85	57	0	65	50	40	43	60	48	51	614
Volunteer Hours Reported	2090	1483	975	1466	1398	1398	1543	1119	1605	1368	1123	1415	16,983
Mens Delivered by Volunteers	1021	1022	1014	1060	957	944	1016	856	892	932	817	957	11,488
Congregate Meals Served	624	829	706	730	569	700	777	480	593	601	825	676	8,110

**VETERAN AFFAIRS
DEPARTMENT**

**159TH ANNUAL TOWN
MEETING REPORT**

**WILLIAM TIKNIS
VETERANS ADVOCATE**

APRIL 14, 2009

During these difficult times, like everything else in our Country, the operation of the VA as it pertains to offering benefits to our veterans is changing. Fortunately, for the most part, the changes are on the positive side.

Eric K. Shinseki was appointed Secretary of Veterans Affairs early this year. The Secretary has stated, "The Department of Veterans Affairs has a solemn responsibility to all of our veterans, today and in the future." He encourages veterans to enroll and secure the benefits that they have earned.

In order to transform the VA into a 21st century organization, he is planning a comprehensive review of this department. The secretary says that he knows results count and that his department will be measured by what they do, not what they promise. He is also quoted as saying, "our best days as an organization supporting veterans are ahead of us."

In line with this philosophy, President Obama has proposed an increase in this year's fiscal VA's budget from \$97.7 billion to \$112.8 billion. The 2010 budget represents the first step toward increasing discretionary funding for the VA efforts by \$25 billion over the next five years.

This increase will allow the gradual expansion in healthcare enrollment to open hospital and clinic doors to more than 500,000 veterans by 2013. This will include some veterans that were regrettably excluded from VA medical care benefits since 2003. What this means for our township veterans, is that if you didn't qualify for medical care before, because your income was too high, you might now be eligible. This new rule will go into effect around June 30, 2009.

There are other positive changes as well. There will be an increase in travel reimbursement from 28.5 cents per mile to 41.5 cents for all eligible veterans. The VA is developing a program for those veterans charged with non-violent alcohol or drug related offences, which will give our veterans a second chance to get their lives back on track. Also, there will be more effort to address the tragic fact of homelessness among veterans.

All of this is positive, and signals a genuine interest by the VA to help our veteran population. Hanover Township will continue to help our veterans in any way we can. If you need help, or have questions please give me a call. If we can't help you, we will work hard to find someone who can.

To all of you, thank you for supporting our veterans and our troops all over the world. We appreciate your help and support and we know that our military friends do too.

Respectfully Submitted,

Bill Tiknis

Veteran's Advocate

**WELFARE SERVICES
DEPARTMENT**

**159TH ANNUAL TOWN
MEETING REPORT**

**MICHAEL E. KELLY
TOWNSHIP SUPERVISOR**

**AUREA PICASSO
DIRECTOR**

APRIL 14, 2009

Mission

Our mission is to improve the welfare of needy residents; and serve them promptly with dignity and with fairness.

In addition to the township funded programs we offer the convenience of applying for other programs that might provide some financial relief to residents of Hanover Township.

As we prepare for the new fiscal year we look forward to all the joys that donations bring to needy families. Let us be mindful that the true gift of giving is the ability to give. The best gifts that we can give are not material ones but those that give of ourselves. I hope that all of you will consider the many ways you can give back, not only to your families, but to your communities.

I would like to thank our Hanover Township Board: Supervisor Michael E. Kelly, Clerk Brian P. McGuire, Trustees: Marvin J. Kramer, Robert J. Goffinski, Katy Dolan-Baumer, and Sandra Westlund- Deenihan, Assessor Thomas Smogolski, Highway Commissioner P. Craig Ochoa, and Collector William T. Burke for the encouragement and support throughout the year especially during the departmental move to Astor Avenue Community Center.

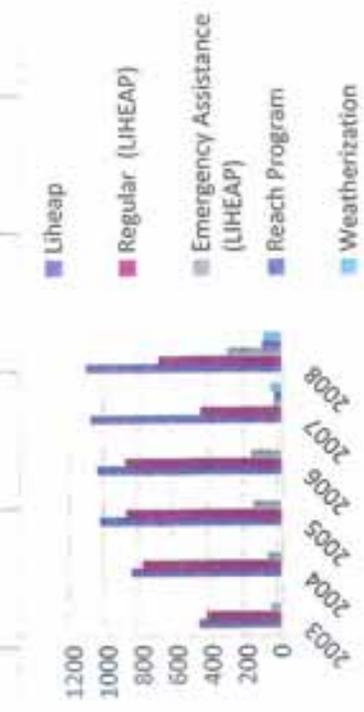
A BIG THANK YOU TO ALL THE DONORS, STAFF, SENIOR CITIZENS, AND VOLUNTEERS FOR THEIR GENEROUSITY, KINDNESS AND COMMITMENT TO OUR MISSION.

Aurea Picasso

Director

Aurea Picasso ---- 2003 thru 2008 Welfare Services Statistics

	2003	2004	2005	2006	2007	2008
Emergency Assistance	52	138	246	210	97	410
General Assistance	18	30	43	34	52	85
Incoming calls	6880	8353	11720	16750	17625	28500
Answered calls		6128	8220	11250	11525	24500
Messages		2225	3500	5500	6100	4000
Liheap	462	848	1030	1049	1088	1112
Regular (LIHEAP)	417	786	880	887	452	695
Emergency Assistance (LIHEAP)	45	62	150	162	32	298
Reach Program					30	98
Weatherization					52	89
Kid Care/All kids	82	90	142	173	80	125
Access to Care	75	118	96	192	170	174



**YOUTH AND FAMILY
SERVICES DEPARTMENT**

**159TH ANNUAL TOWN
MEETING REPORT**

**HONORABLE SANDRA WESTLUND-DEENIHAN
LIAISON**

**JOHN PARQUETTE
DIRECTOR**

APRIL 14, 2009

HANOVER TOWNSHIP COMMITTEE ON YOUTH

Katelyn Mucci – Member
Mariah Ten Hoven – Member
Veeral Vyas – Member
Office Robert A. Wojtowicz – Member

Honorable Sandra Westlund-Deenihan
Liaison

APRIL 14, 2009

This year Hanover Township Youth and Family Services experienced transition on multiple levels while continuing to offer quality affordable services. In May, Kathy Fox, MS, RN, retired as Director after 18 years of service at the Department. John Parquette, LCSW, Clinical Director, was promoted to Director and Susan Alborell, LCSW, was promoted to the newly titled Clinical Manager, formally held by Parquette. With this shift in leadership came changes in the organizational culture within the Department - which promotes openness, respect, and collaboration of the talents, skills, and differences of staff.

Laura Lea Rioux, LCSW, family therapist, was recruited and replaced Ms. Alborell's former position as Senior Clinician. Ms. Rioux brings with her years of experience as a clinician with interest and expertise in trauma and its impact on children and families. Ms. Rioux also has training and experience in Adventure Therapy, which utilizes nature to expose children, teens, and their parents to challenges and opportunities that promotes growth, healing, and team building. We look forward to Ms. Rioux' work and to her contributions within the Department.

Our Family Therapy Services continues to have a wait list. Therapy Services is offered in English, Spanish, and Polish. 2126 family therapy sessions were provided and 100 families were seen in ongoing therapy. Families seeking Therapy Services have experienced stressors related to finances, family and marital adjustments, and various difficulties with their children and teens.

Other changes in the Department included a search for a new consultant. The role of a consultant is to provide the staff with support, education, research, and to promote quality professional services. Starting in FY 10, we will have three consultants from Loyola University's School of Social Work. Michael J. Kelly, Ph.D., who is returning to the Department with expertise in school-based practices, family therapy, and research practices. Julia Pryce, Ph.D., comes with expertise in mentoring and research. Philip Young P. Hong, Ph.D., comes with expertise in creating and researching innovative community programming and community building efforts. We look forward to learning and expanding our skills and talents in best practices with our new consultants.

We are also excited to secure an agreement with Alexian Brothers Behavioral Health Hospital's Outpatient Program to offer psychiatric services if needed by a family member in Therapy Services. We have secured this agreement in order to have services in close proximity to our residents, have more hours available for service, provide more continuity of care, and to have access to current research and best practices in psychiatry.

Another transition experienced by the Department included Hanover Township's Welfare Services moving into the Astor Avenue Community Center. This transition has been of great value to the residents of Hanover Township and the Astor neighborhood. Additional services offered at the Center include a food pantry, access to Federal and State medical programs, energy assistance, toy and coat drives, and various drives for those in need during the holidays. Youth and Family Services staff and Welfare Services Staff have learned how to work together and share space in the Center. We look forward to a continued collaborative

working relationship and to future joint programming to benefit the residents of Hanover Township.

The Astor Avenue Community Center continues to offer quality programs and services to approximately 400 residents every month. The Department recruited and hired Stephanie Kossler, BS, as a Program Assistant. Stephanie has been a great help in program development and in the delivery of services. Core services continue to be offered include: Teen Café, elementary activities, after school programs, family activities, teen job fairs, computer classes, information and referral, job search and resume assistance and workshops to assist those seeking employment.

New programming at the Center includes a conversation club for English and Spanish speakers, community caroling during the holidays, and more employment seeking programming. Continued collaboration occurred between the Astor staff and Hanover Township's Community Health Nurse with monthly clinics offered. Hanover Townships Senior Services joined the Astor staff in hosting a Sock Hop Hip Hop Snowflake Ball in January. The Ball brought teens and seniors together at the Senior Center for a night of mixed music and dances from a spectrum of generations.



Teens and Seniors taking a break from dancing at the "Hip-Hop Sock Hop Snowflake Ball."

The Astor Avenue Community Center will be implementing a model of community building developed by researchers at Northwestern University, John P. Kretzmann and John L. McKnight. The model, Asset Based Community Development, is based on three premises: 1. It is based on the assets of the neighborhood including the skills, gifts, and talents of the residents. It does not start with needs, problems, or what is absent in the neighborhood. 2. It is internally focused and the community building strategy is based on the agenda and problem solving strategies of the residents, local associations and institutions. 3. The mode of delivery is relationship driven.

The Astor staff will be trained in April and May by the Asset Based Community Development Institute of Northwestern University. Implementation of the Asset Based Community

Building model will benefit the Community Center and the residents in the neighborhood by mobilizing the neighborhoods strengths and empowering residents to improve functioning and build resources.

The Astor Avenue Community Center staff partnered with our Outreach Services Coordinator, Michael Cohen, MS, to develop and offer a large scale Job Fair and Expo. This event was held on May 21, 2008 at Tefft Middle School in Streamwood. The Job Fair and Expo had 43 employers who had staff available for interviewing and networking. Over 600 residents came to the event. Residents as young as 10 secured jobs as newspaper carriers; and several teens and adults secured employment in various settings. Staff also held a smaller Teen Job Fair at the Center on October 22, 2008. Panera Bread, Chiro One Wellness Center, and Target came to the fair with jobs available. 40 youth attended the fair and 7 secured employment. Staff continues to offer workshops and make themselves available daily to help residents with resume writing and other employment seeking skills.



Job Fair and Expo:
Residents received resume help and job seeking skills at the Job Fair and Expo.

Our Youth Outreach Services continues to provide services in various schools. Outreach Services includes mentoring, group work in schools, and providing youth with a positive role model in the community. Outreach Services served 1,400 youth this year. As mentioned above, our Outreach staff has been also involved with program planning and delivery at the Astor Avenue Community Center. Our successful Open Gym and Fun Program is managed by our Outreach Services Coordinator and we are looking forward to our 14th summer program. This year we had 2535 children and teens attend the Open Gym Program during summer and winter breaks.

We are excited to make our Open Gym Program into a year round program starting in September. The new Year-Round Open Gym Program will include all the fun and activities already offered with the addition of homework help, fitness and health screens, community building, and leadership opportunities. We are grateful and thankful to the Town Board,

Finance Committee, Township Administrator, and to our community partners for their ongoing support and dedication in making this successful program go year round.

Tutoring Services celebrated its 10th year last year. The Department held a 10 year Celebration in May at the Senior Center. Fun, games, and awards were given as well as plenty of cake to celebrate all the students past and present in their accomplishments and growth academically. This year, 120 students in grades 2-9 received tutoring assistance from a team of certified teachers. Jeopardy tournaments were held twice to break up the study and completion of homework. Challenge, fun, and joy were experienced by those who participated. Surveys completed by teachers who referred students for tutoring were very positive on students' academic progress.



Jeopardy!
Families and students of Tutoring Program enjoy a Jeopardy tournament.

We are excited to expand Tutoring Services in offering a summer program this year. We are responding to a consistent need expressed by parents of students as well as current research that supports structured learning during summer break to prevent loss of academic achievements. Currently, we are working on developing the program.

Group Services were provided this year to Streamwood High School Academy Students and to parents at Laurel Hill Elementary School. The group at Streamwood High School was developed after concern and desire was expressed to the Department by the schools administration and staff. Brian Fask, LCSW, family therapist, spear headed the research and development of the group. Mr. Fask co-leads a weekly group with Streamwood High School Social Worker, Danyce Saul. The group offers students support and techniques to manage stress and multiple responsibilities. Karen Low, LCPC, Bilingual Family Therapist, facilitates weekly parenting classes offered in Spanish at Laurel Hill Elementary School. Parents support each other and learn skills to improve parenting and to help their children advance at

school. Suellen Shively-Mack, LCSW, Bilingual Family Therapist, has facilitated 3 Systematic Training for Effective Parenting classes this year. Classes were offered for parents who have child ages 3-6, 7-12, and 13-18.

Department Goals for the 2009-2010 year include: a). Re-establish methods of clinical practice by evaluating existing documentation procedures, hiring of new consultants, establishing a formal in-service schedule, and securing new psychiatric care to improve the quality of family therapy, outreach, and other clinical services. b). Implement a business plan for a year round open gym program. Expand offerings of programs beyond school breaks within budget, research new internship placements, partnerships with park districts, and other resource options. c). Research, develop, and implement an alternative to the suspension program to service the middle school population within the township. Research the idea of an alternative to the juvenile court program.

We want to extend our appreciation to the Committee on Youth for its support, experience, and input into Youth and Family Services solid and professional programming and services: Robert Wojtowicz, Katelyn Mucci, Veeral Vias, and Mariah Ten Hoven. Thank you to Judy Walsh, Bill Peterson, and Greg Herbert, former members for their years of service.



Trustee Westlund-Deenihan (Standing second from left) and Committee on Youth Student Members, (left to right) Mariah Ten Hoven, Katelyn Mucci and Veeral Vyas welcome Superintendent of School District U-46, Dr. José Torres (Center)

We would like to thank Trustee Sandra Westlund-Deenihan for her passion, commitment, and drive in serving as Trustee Liaison to the Committee on Youth. We also thank all of our Elected Officials for their ongoing support. Thank you to the other Departments within the Township for their support and collaboration in providing great service to the residents of Hanover Township.

To the staff who work diligently in meeting the mission of the Department and providing quality professional services, I am honored and thankful for: Susan Alborell, LCSW (Clinical Manager), Debbie Swiatek, MA (Astor Avenue Program Manager), Carmen Chavez (Office Manager), Michael Cohen, MS (Outreach Service Coordinator), Karen Low, LCPC (Bilingual Senior Family Therapist), Brian Fask, LCSW (Family Therapist), Laura Lea Rioux, LCSW (Senior Family Therapist), Anita Chlipala, MFT (Bilingual Family therapist), Mariana Proske, BA (Bilingual Outreach Worker), Andrea Freerksen, BA (Astor Program/Volunteer Coordinator), Mary Beahan (Administrative Assistant), Kira Sardinas and Susan Graffy (Secretary/Receptionist, and our 2nd year Masters Interns Kristin Langer, BS, and Lynn Fagerlie, BGS.

Many thanks to our Tutoring Services teachers: Debbie Swiatek, Maria Petrov, Rich Olivarez, Patricia Maynard, and Kristi Holm; and our Open Gym Program Assistants: Diana Turk, Flavio Ramirez, Kelly Richards, Nirali Shah, and Veronica Padharia and the police officers of Bartlett and Streamwood, Renz Addiction Counseling Center Prevention Staff, and our great volunteers.

Respectfully Submitted,
John J. Parquette, LCSW
Director
Youth and Family Services



Hanover Township

250 S. Rt. 59

Bartlett, IL 60103

(630) 837-0301

www.hanover-township.org

Administration

Assessor's Office

Clerk's Office

Facilities and Maintenance

Highway Department

Mental Health Board

Astor Avenue Community Center

General Assistance/Welfare Services

7431 Astor Avenue

Hanover Park, IL 60133

(630) 540-9085

Community Resource Center

1535 Burgundy Pkwy.

Streamwood, IL 60107

(630) 837-6445

Senior Services

Office of Community Health

240 S. Rt. 59

Bartlett, IL 60103

(630) 483-5600

Youth & Family Services

250 S. Rt. 59

Bartlett, IL 60103

(630) 483-5799