

**Oak Park Township – FY17**  
April 1, 2016 - March 31, 2017  
**Mission, Policy, Goals, Objectives**

The Township mission, policy, goals and objectives are developed through a strategic planning process that includes the ideas, concerns and issues raised by staff and citizens – clients, volunteers and standing committees. Annually, the Township Board reviews the past plan to define the direction for the next fiscal year. The task is to define objectives in a focused way that results in activities with measurable annual outcomes.

**MISSION**

Oak Park Township assists:

- Senior citizens, youth and their families, people with disabilities, and financially struggling residents to fully participate in community life by providing information, supportive services, advocacy, and referrals;
- Partner agencies with funding for youth, mental health, and other human services; and
- All residents with property tax information, advocacy and services, voter registration, public transportation assistance, and community information.

**I. SERVICE QUALITY**

**Policy**

Maintain service equity and quality through staff, client, and citizen input to guide operations, policy, and resource allocation; staff training to maintain equity and quality; and collaboration with other agencies for efficient and optimal outcomes.

**Goals**

- A. Maintain service quality through continuous input from advisory committees, services recipients and other stakeholders.
- B. Adjust policy and resource allocation based on program need and accomplishments.
- C. Seek cooperative relationships, including with other governmental units that support and extend the Township's mission.

**Objectives: Ongoing**

1. Continue to improve on documenting program outcomes to inform budget development and presentation
2. Promote cooperation among Township divisions to provide coordinated and efficient services – esp., for homeless
3. Monitor and modify Senior Services operation and funding depending on the requirements of the new managed care state contracting.
4. Support assessor services through shared use of staff, space and resources.

**Objectives: Current**

1. Track progress and outcomes and report to the Board on:
  - Youth mentoring efforts, Youth Interventionist and Face-It program, e.g., monthly summaries.

- MCO contracted services to senior residents and Senior Services CCA contracted service issues and outcomes.
2. Work toward uniformity of residency standards in other CC townships in GA assistance to homeless.
  3. Collaborate in funding and services with local governments to support the Youth Interventionist program.
  4. Report on collaborative efforts proposed by the Oak Park Intergovernmental Committee (IGOV) and cooperate in efficient program development.

## II. COMMUNITY NEEDS

### Policy

Identify the need and provide or help fund social services within the Township's mission and resources. Review and revise programs to achieve effective, efficient and equitable use of resources to meet needs.

### Goals

- A. Identify emerging needs in Senior Services, Youth Services, General Assistance and Voter Services and create or modify programs to meet the needs within Township mission and resources.
- B. Report on delivery of services including: (1) Needs served, (2) Implementation effort, (3) Evaluation, and (4) Timely revisions.

### Objectives: Ongoing

1. Monitor needs and collaborate with Prevail, Food Pantry, Housing Forward and other organizations with missions close to the Township's to most efficiently address citizen needs.
2. Continue contractual support for the Collaborative for Early Childhood Care and Education data collection and other efforts and report on meetings with governing body from D97, D200 and VOP.
3. Continuously update information and referral services to address emerging needs, esp., develop/expand for assistive/adaptive technology for seniors at different levels of need.

### Objectives: Current

1. Collect data, analyze and report trends in General Assistance, their impact on the program and ways to improve services to clients with special attention to:
  - Job readiness and search practices. Working with Housing Forward and Prevail to improve clients' job readiness. Collaborating with partners to make job fair opportunities available to clients.
  - Community service and volunteering. Require 8 hours per month of community service at a site chosen by the client
  - GA grant levels and use of funds. Updated Intake information to specify prohibited uses of grant funds
  - Services to homeless residents. Participating in Coalition to End Homelessness
2. Promote open time use of 130 S. Oak Park Ave. for expanded OPT services and non-profit use, esp., programs and intergenerational activities.

3. Provide existing GA services for 18 to 25 year old youth in the community, especially resident homeless youth and young adults, and coordinate all OPT related services with partner agencies.
4. Support Housing Forward and Prevail in efforts to provide transitional assistance to Oak Park residents to avoid loss of shelter.
5. Collaborate with all Oak Park agencies in the Wild About Wellness movement and develop program components related to Township client needs.

### III. FINANCIAL STABILITY

#### Policy

Maintain long-range financial integrity and stability.

#### Goals

- A. Maintain a unified, efficient financial system for the collection, audit and release of Township funds that meets the highest standards for local government accounting.
- B. Manage Township resources to provide for long-range financial stability.
- C. Consider opportunities to diversify revenue sources.
- D. Conserve funds through use of volunteers and leveraging of private sources for services.
- E. Maintain relationships with state and local elected officials to promote Township interests.

#### Objectives: Ongoing

1. Adjust finances to needs and trends, and maintain a fund balance within policy.
2. Respond to opportunities for grants and other new revenue sources that have government units as likely recipients.
3. Monitor compliance with internal control procedures to meet Township policy, statutory and auditor requirements.

#### Objectives: Current

1. Document in Board policy the standards for granting Youth Services external contracts.
2. Negotiate equitable sharing of cost with units in intergovernmental agreements.
3. Monitor and report on trends in health insurance coverage and costs with partner taxing units with employees, including wellness-fitness agreement and impact of OPT employee subsidy for monthly fitness costs.

### IV. COMMUNICATION

#### Policy

Maintain Township communications to ensure the ready availability of information about Township programs and related outside services.

#### Goals

- A. Maintain awareness in the community of Township programs and services.
- B. Serve as an information and referral point for community services.

#### Objectives: Ongoing

1. Seek innovative ways to increase Township communications and work to add personal appeal through testimonials, quotes and case examples.
  - Use VOP FYI and resident email for OPT service announcements.
  - Use OPT website, Facebook page, reception areas, surveys, and citizen visits to communicate programs and services.
  - Use OPT website and available social media tools, reception areas, surveys, brochures, newsletters and citizen visits to communicate programs and services.
  - Participate in community events including: Day In Our Village, local parades, Barrie Fest, and Celebrating Seniors to promote awareness of Township services and offer residents increased access to Township elected officials and staff.
2. Communicate Township's programs, services, and legislative concerns to state and local elected officials.
3. Promote consistency in logo, palette, and general design of the Township digital and print presentations.
4. Make available to all residents an annual accounting of services provided and resources used.

Objectives: Current

1. Semi-annually, report to the board and Oak Park and River Forest Councils of Governments on the status and outcomes of the Interventionist program.
2. Promote regular staff communications among partner taxing units on shared concerns for youth and senior welfare.
3. Plan at least one booth appearance at OP Farmers Market to raise awareness of services and answer citizen questions.
4. Develop a mobile device friendly website design.

V. BOARD LEADERSHIP
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Policy

Use Board policy and action direction to develop and maintain staffing and equitable service standards and expectations for organizational outcomes.

Goals

- A. Develop staff hiring, orientation, compensation and benefits policy and ensure implementation.
- B. Set operational policy, implementation standards and outcome expectations, including cultural competence.
- C. Review and revise policies, as needed.

Objectives: Ongoing

1. Update annually the strategic plan to inform fourth quarter budget development for the next fiscal year.
2. Use the adopted environmental conservation policy (PlanItGreen: Environmental Sustainability Plan and ComEd energy audit) to guide purchases and office practices.

3. Revise old or write new board policies in a timely manner to provide consistency in future decisions and continuity as board members change.
4. Develop cultural competence among staff, committee, and Board members.

Objective: Current

1. Annually update employee compensation package, including benefits, based on a salary and benefit study of comparable organizations.
2. Review the current employee grade level correlation with salary levels to ensure a competitive and fair distribution.