

## Director's Report Summary October -December 2019 Senior Services

Nutrition	Transportation	Case Management	Special Services
			
Lunch Program Meals Served <b>3,920</b>	One Way Trips <b>7,096</b>	Home & Hospital Based Assessments <b>363</b>	Energy Assistance Applications <b>121</b>
Dine Out Meals Served <b>659</b>		Adult Protective Services Investigations <b>20</b>	Memory Café Participants <b>46</b>
Home Delivered Meals <b>12,256</b>	Information & Assistance Calls <b>3259</b>	Mental Health Support Hours <b>203.50</b>	Money Management Service Hours <b>274.25</b>
HDM Weekend <b>420</b>			Public Benefit Applications <b>57</b>

### Dementia Friendly Oak Park



Shown here from left: Lance Taylor (Chairperson for the Aging in Place Commission), Mayor Anan Abu-Taleb, Township Supervisor Clarmarie Keenan, and Dr. Raj Shah (Geriatrician and Associate Professor of Family Medicine at the Rush Alzheimer's Disease Center)

The community kick-off meeting to begin the process of applying for Oak Park to become a Dementia Friendly Community was held on October 17, 2019. The session was very well attended by more than sixty-five residents, community partners, people living with dementia and caregivers.

Partners in this effort include the Oak Park Township, Oak Park Library and Park District of Oak Park and the Village of Oak Park. A dementia friendly community is a village, town, city or county that is informed, safe and respectful of individuals with the disease, their families and caregivers, and provides supportive options that help improve quality of life. The goal of this effort is to ensure people with dementia can live independently for as long as possible, remain engaged in the community, and feel comfortable participating in community activities.

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Illinois Township Association of Senior Citizens Service Committees (ITASCSC) presented the 2019 Township of the Year award to Oak Park and River Forest Townships at the Township Officials of Illinois Conference in Springfield in November. The awards ceremony presentation highlighted the Townships' efforts to lead in the Dementia Friendly and Age Friendly spotlight; and our expertise, leadership, collaboration and cross-sector partnership within our communities. We feel they are a wonderful example of efficient, relevant and responsive local government.



River Forest Township Supervisor, Carla Sloan and Senior Services Director, Pamela Mahn were present to accept the award.

**Welcome IDOA!** Paula Basta, Director of the Illinois Department on Aging visited Senior Services on December 17<sup>th</sup> to see our site, meet the staff, and to experience a Memory Café and visit with guests. Paula is pictured here with co-moderators Sharon Stolz and Meghan O'Keefe, Memory Café Participants and volunteers, and staff.



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### **Nutrition**

October 1<sup>st</sup> marked the transition to a new caterer for the meals served in the dining room and those delivered to homebound residents in Oak Park and River Forest. Hoffman House was chosen as the new caterer based upon comparison of the three caterers available through the AgeOptions bid process.

To assist Township staff in the decision making process, feedback was gathered from current members of the nutrition programs through a blind taste test as well as review and selection of preferred menus that did not identify the caterer. to serve our community, cost savings, and ability to provide a variety of special diets to meet the needs of homebound residents with special dietary restrictions.

### **Caregiver Support**

The Memory Café has continued to serve increased numbers of guests each month. Sharon Stolz, co-moderator for the Memory Café has stepped down from her role to accept a full-time position at the North Shore Senior Center. Senior Services staff, volunteers, and representatives from the Oak Park Library will be working with Meghan O'Keefe, co-moderator to develop a plan moving forward.

### **Transportation**

Lori Strong was promoted to Transportation Manager on November 18, 2019. Lori has an eighteen-year history serving residents of Oak Park and River Forest Townships in the Transportation Department. She has excelled in her various roles during that time which included bus driver, dispatcher, clerk, and backup to the Transportation Manager.

### **Case Management**

The Adult Protective Services team participated in their first Peer Review of cases for the 2018 fiscal year using the new electronic records system through the Illinois Department on Aging. Utilization of the new system allowed for case reviews across provider agencies without having to leave our site. We were excited to learn that our team score a 96.85% on the peer review. We are so proud of this great achievement especially considering this year of transition to all electronic records for the APS program.

The Illinois Department on Aging (IDOA) conducted a Quality Improvement review of our Community Care Program on November 7<sup>th</sup>. Overall, the agency received positive reviews for compliance with participant case file documentation, adherence to IDOA timeframes, and completion of required redeterminations for overall participant eligibility at 94.4%. There were corrective actions noted for update of documentation for staff files including education, training, and background check requirements. At this time, all corrections have been made and confirmation has been sent to IDOA.

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**Older Adult Benefits Programs**

CEDA and Oak Park Township have agreed to suspend applications for the LIHEAP program until further notice due to a technical difficulty with the electronic application system. At this time, we are awaiting direction from CEDA on the next steps to resolve the 58 applications that have been denied since mid-November.

In our last program year, our team scheduled appointments and met with 255 applicants to gather documentation and complete benefits applications. This work resulted in more than \$112,000 in utility assistance grants for Oak Park and River Forest residents, most over 60 years of age.

**Census 2020 Efforts**

Senior Services is participating on the Census 2020 action teams for Oak Park and River Forest. Promotional information is being shared regarding recruitment of census workers and raising awareness that census day is April 1, 2020 and that it is important that everyone is counted. We have applied for \$6,500 in special funding from AgeOptions for outreach efforts that will happen at Senior Services, dissemination of educational materials, and participation in various community events.

According to the [2020Census.gov](http://2020Census.gov) site:

Direction for a Complete Count is in the Constitution: Article 1, Section 2, which mandates that the country conduct a count of its population once every 10 years. The 2020 Census will mark the 24th time that the country has counted its population since 1790.

Results of the census determine the number of seats each state will have in the U.S. House of Representatives, and they are used to draw congressional and state legislative districts.

AgeOptions reported on local impacts:

In 2016, more than \$34 billion in federal funding was directed to Illinois based on the 2010 Census. For each person who goes uncounted, Illinois could lose about \$1,400 per uncounted person each year.

This will be the first Census where there are three options for completion - online, by mail and over the telephone. Residents wary of visits to the home are being encouraged to complete the census questionnaire as quickly as possible via phone or online access eliminate the need for a census taker to visit their home.