

Director's Report January 2020 Senior Services

Nutrition	Transportation	Case Management	Special Services
			
Jan FY19 Comp +/-	Jan FY19 Comp +/-	Jan FY19 Comp +/-	Jan FY19 Comp +/-
Lunch Program Meals Served 1,351 +380	One Way Trips 2,499 +783	Home & Hospital Based Assessments 212 -15	Energy Assistance Applications 13 -17
Dine Out Meals Served 206 +10		Adult Protective Services Investigations 7 -2	Memory Café Participants 17 +2
Home Delivered Meals 6,278 +764	Information & Assistance Calls 925 +52	Mental Health Support Hours 57.25 +34.25	Money Management Service Hours 104.75 +10.5
HDM Weekend 175 +55			Public Benefit Applications 18 +9

Dementia Friendly Oak Park

The Dementia Friendly Oak Park action team is continuing work toward their application for designation as a Dementia Friendly Community. The action team consists of representatives from Oak Park Township, Oak Park Public Library, Park District of Oak Park, and the Village of Oak Park. In January, we have been joined by Luisa Tovar and Tamzyn Mather, two Occupational Therapy students completing their doctoral capstone projects. Tamzyn is from the University of Indianapolis and Luisa is from Midwestern University in Downers Grove.

The training for dementia friendly businesses is being developed for in person as well as on demand video trainings. Oak Park businesses who complete the training and successfully answer the online test will earn a certificate of completion, a dementia friendly Oak Park logo for display at their location, and have their business information displayed in a listing of Oak Park business who have earned the certification.

Changes to Senior Exemptions for property owners

Due to a new state law effective January 1, 2020, homeowners who received the Senior Property Tax Exemption last year will have their benefits automatically renewed this year. A postcard confirming the exemption will be mailed out by the Cook County Assessor.

Those eligible for the Senior Freeze exemption because of their income must file an application each year. Care Coordinators and Information & Assistance staff are reassuring participants of the change in the law and referring callers with any additional questions to the Township Assessors office.

Director's Report

January 2020

Senior Services

Nutrition

October 1st marked the transition to a new caterer for the meals served in our lunch program as well as to the homebound meal participants. Feedback to date have been positive for both groups. The increased variety in foods, option for occasional soup and sandwich at the lunch program, and provision of fresh fruits and vegetables rather than canned options are all cited as positive examples. We also have the capacity to serve our homebound residents needing special diets in a more comprehensive manner including renal, puree, vegetarian, gluten free, and diabetic diets. The nutrition team is working closely with the case management team to ensure that the discussion regarding these special diet options is part of the annual reassessment.

Caregiver Support

Calvin Berg, Caregiver Support Specialist, has undergone trainings for Savvy Caregiver, Stressbusters, Take Charge of Your Health, and the Time Slips training programs through AgeOptions. Trainings sessions for these programs will be held in the spring/summer of 2020.

Transportation

Transportation Manager, Lori Strong, and Senior Services Director, Pamela Mahn have received resumes, conducted preliminary phone screenings, received verification of successful online assessment completion, and conducted in-person interviews for the Transportation Dispatcher position. Final review of the candidates is pending. A review of the salaries, pay grades and position listings for the department is currently underway.

Case Management

We are advertising once again for the part-time case manager opening. This is a 25 hour per week position covering hospital based screenings on Saturday along with new intakes for the department, and a community based case load.

Older Adult Benefits Programs

Applications for the LIHEAP program have resumed. All applications previously denied have been resolved.

Volunteer counselors are being recruited for the Senior Health Insurance Program (SHIP). SHIP counselors provide assistance with: Medicare, Medicare Supplement Insurance, Medicare Advantage Plans, HMOs, PPOs, PFFS, Prescription Drug Coverage through Medicare and other sources, Extra Help from Social Security for prescription drug costs, Long-term Care Insurance, Medicare Claims and Appeals, Medicare Beneficiary Rights and Guarantees

Money Management

Vivian Holt, Money Management Coordinator, has recruited one new Money Management volunteer and is actively recruiting additional volunteers. Vivian is currently serving three participants waiting for assignment to a volunteer.

Director's Report
January 2020
Senior Services

Census 2020 Efforts

Senior Services continues to participate 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.

Senior Services is encouraging participants to complete the census online or by phone thereby avoiding the need to have a census worker come to the home. In order to assist those without access to the internet, Senior Services will have two dedicated computers to available to complete online census questionnaires.