



Director's Report October & November 2021

COVID-19 Operations Update Information

Here is an excerpt from the Village of Oak Park report issued from the Public Health Department on 12/01/2021:

Based on the positives cases reported to the Village of Oak Park, for the week of November 17-23, our weekly COVID-19 rate of 106 cases per 100,000 placed us in high community transmission range. Given this information, Senior Services will continue to monitor the data and await transmission rates being maintained in the moderate range before opening to in-person dining, on-site appointments, and general walk-in traffic to the Senior Center.

Director Activities

- Interviewed for open Care Coordinator and Intake Care Coordinator positions. Susan Hooper and Michelle Koso were hired for these roles.
- Training is ongoing for new Nutrition Program Manager, Laura Valcour.
- Conducted individual weekly supervision with team of direct reports to ensure support and sharing of information
- Conducted monthly Supervisory Team meeting to discuss progress toward goals, sharing information, and upcoming projects/deadlines.
- Provided updates to community partners regarding the OPRF Home Repair Program
- Attended monthly interdepartmental team meeting to share updates between departments of the Township
- Conducted orientation to new Township Trustee Liaison, Tim Thomas
- Attended monthly Social Services Task Force Meeting
- Monitored local, state, and federal guidance regarding COVID-19 transmission and vaccination rates/needs
- Attended the Illinois Department on Aging Care Coordination Unit update call
- Performed responsibilities as Treasurer of the Illinois Township Association of Senior Citizen Services Committees
- Served as an action team member for the Dementia Friendly Oak Park/River Forest efforts and worked on the Training workgroup for Oak Park
- Attended the monthly leadership group meeting
- Participated in the monthly all-staff meeting
- Attended AgeOptions Advocacy Task Force meeting
- Met with Celebrating Seniors Coalition members to determine next steps for Celebrating Seniors week May 12 - May 19, 2022.
- Attended Executive Leadership training meeting with RGW Consulting for culture and climate work across the Township

Grant Applications/Grant Awards

- FY 21 Closeouts have been submitted and approved by AgeOptions.
- Notifications of Grant Awards (NGA's) for FY 22 are still pending. Notice to

proceed has been received from AgeOptions and the target to receive official NGA's is in early December.

- Preparations are underway for quarterly reporting for FY 22 due January 2022.

CMHB

- Technology purchases have been made and reporting will be filed in compliance with the CMHB Technology RFP
- New staff is being trained on service provision and reporting under the CMHB grant
- Weekly case staffing meetings are held to discuss cases and build team rapport

Caregiver Support

- Devin Andrews is training in his new role as Caregiver Support Specialist. He has shadowed for facilitation of Caregiver Support Group, attended Memory Café, Quarterly AgeOptions meetings, and the Dementia Friendly River Forest meeting
- Devin has successfully completed the Tailored Care Assessment and Referral (TCARE) training

CCU

- Mary Anne began her new role as Community Support Services Manger which expands her supervisory role to encompass the intake and billing team members and shared supervision of Older Adult Behavioral Health Team Members.
- Training for the new Care Coordinator & Intake Specialist is underway
- Interviews for a bilingual (Spanish) Care Coordinator were held and final candidates are being reviewed for hire
- Home care agency worker shortage continues and is impacting Community Care Program homemaker services
- Care Coordination team members worked with building management and residents of the 930 North Blvd building during the emergency evacuation. All residents over age 60 were contacted and left information to call if services were needed. One resident needed emergency placement which was facilitated between Senior Services staff and Housing Forward. Presentation on Senior Services programs will be made to former residents in December.

Chore

- Chore program recipients are being approved for four-hour increments of service in an attempt to ensure better staffing of home care workers.

Adult Protective Services

- We've received 37 new APS case referrals in the first five months of the program. A review of YTD cases and staffing plan has been conducted and case loads are being shifted to allow for more time dedicated to APS case work, follow up and monitoring.
- APS Administrative Audit was held and the team was commended for the delivering a successful program during especially difficult times. A few administrative items were recorded out of compliance. Corrective action has been taken and corresponding plan has been submitted to AgeOptions.
- Monthly Multi-disciplinary team meeting was held and investigation of a joint M-Team with local partner agency Solutions for Care is underway which will allow for staff to have greater exposure to review and discuss a wider range of cases
- Peer reviews of APS cases are underway

Choices for Care

- Rush Oak Park and West Suburban hospitals are both experiencing increased social work staff turnover – so hospital referrals may be impacted

Transitional Care

- Transitional Care contract negotiations with Weiss/West Suburban have been paused indefinitely
- Staff will meet with the Coordinated Care Alliance to learn about a new contract opportunity for telehealth. More information to follow.

Money Management

- Four new referrals have been received for the Money Management program
- Service utilization remains consistent
- Volunteers are performing monthly monitoring of cases on site
- New volunteers are being trained

Transportation

- Ad for Part-time driver positions has been reposted
- Continuing to borrow bus from PDOP when in need
- Driver provided rides to 136 participants throughout the season resulting in 248 one-way trips

Nutrition

- Farmers Market reporting has been finalized for the current year; 734 participants received coupon booklets between from August-October
- The Nutrition team has been cross-trained to cover for their team members and handled coverage responsibilities without a flaw during the previously scheduled vacation for Laura Valcour, Nutrition Program Manager
- Laura has modified the welcome letter and standardized the welcome phone call to ensure details of delivery and cancellation information is clear to participants. Door tags were also created for missed deliveries with contact information to our office. As a result, the need for redeliveries has decreased dramatically.
- Mariano's donated 15 earth-friendly box totes for volunteer drivers to easier handling on deliveries to homebound residents
- Nutrition staff has streamlined the setup process for volunteer pickup of deliveries on Fridays along with revamping route sheets and volunteer schedule/signup sheet. A participant Master List has been created to improve information flow between volunteers, nutrition staff, transportation staff, and care coordination
- The Village of Oak Park Department of Public Health performed a site visit and thanked the nutrition team for their work while citing no violations
- AgeOptions performed an annual site visit and site monitoring staff shared the following comment: "The program is very well run, and Laura has hit the ground running. Thanks so much for spending time with me and showing me what you are doing. And thanks for all your hard work. It really shows."
- Special thanks to all volunteers for ensuring consistent and effective delivery, helping to maintain updates on participant well-being, and communicating this information to our staff. This communication is key in responding on a timely basis to the needs of our participants, especially with our ever-increasing demand for meals.

Front Office/Aging & Disability Resource Center

- Marsha Steen has transitioned to receptionist on a full-time basis at the front desk
- Call volume has increased dramatically due to LIHEAP and Medicare Open Enrollment questions and appointments
- Marie Baumgartner has been assisting with calls at the front desk, conducting satisfaction surveys of participants, creating a digital staff directory, and updated printed resource materials

OPRF Home Repair Program

OPRF Home Repair Program Data

2021	Grand				
	Oak Pak	River Forest	Total Clients	Repeat Clients	New clients
July-2021	14	5	19	2	17
August-2021	13	5	18	4	14
September-2021	10	5	15	2	13
October-2021	16	5	21	9	12
November-2021	21	6	27	9	18
December-2021	0	0	0	0	0
2021 Totals	74	26	100	26	74