



Director's Report December 2021 & January 2022

COVID-19 Operations Update Information

Here is an excerpt from the Village of Oak Park report issued from the Public Health Department:

December 29, 2021

Based on the positive cases reported to the Village of Oak Park, for the week of December 22-28, our weekly COVID-19 rate of 782 cases per 100,000 placed us in high community transmission range.

February 3, 2022

Based on the positive cases reported to the Village of Oak Park, for the week of January 26-February 1, our weekly COVID-19 rate of 431 cases per 100,000 placed us in high community transmission range.

Due to the local transmission trends, AgeOptions has suspended all in-person services at this time. Illinois Department on Aging is allowing telephonic assessments. Senior Services will continue to monitor the data and await transmission rate levels 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

- Presented information on Senior Services at the monthly All Staff meeting
- Attended weekly supervision meeting with Township Manager
- Interviewed multiple candidates for open Care Coordinator/Intake position.
- 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
- Worked with Senior Committee Chair and Vice Chair to develop new member training and planning content
- Attended American Society on Aging (ASA) Generations Forum on Ageism - topics covered in the five sessions included ways to recognize ageism, identifying changes to be made at the community level, and advocacy opportunities.
- 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
- Attended the monthly leadership group meeting

- Attended AgeOptions Advocacy Task Force meeting and planning meeting for additional funding for Caregiver Resource Center and Housing Resource Specialist position
- Evaluated and attended final site evaluation meeting for Concordia University BSW intern
- Attended Coordinated Care Alliance to learn about a potential partnership opportunity with Freedmen's Health for our staff to provide telephonic Chronic Care Management in a truly closed-loop referral process that documents the outcomes of Social Determinants of Health interventions. We would partner in delivering services by providing our trained Care Coordinators as experts in the array of community-based resources and networks along with utilizing a technology-enabled care management process to address the medical-social needs of high-risk populations.
- Participated in Rebranding/Website redesign meetings. Director and Supervisors are working on content development for new website/printed materials

Budgets/Grant Applications/Grant Awards

- Quarterly reporting for FY 22 1st quarter is in progress, due January 2022.
- Budget preparations are underway for Oak Park Township fiscal year 2023

CMHB

- Ongoing staff training for service provision and reporting under the CMHB grant
- Case staffing meetings are held to discuss cases and build team rapport

Caregiver Support

- Devin Andrews is taking on more independent work in his new role as Caregiver Support Specialist.
- AgeOptions performed a site visit for the Caregiver Support Program
- Devin and Christopher Fox will be working together to ensure updated policies and procedures and performing case file review for the upcoming AgeOptions Title III monitoring.

CCU

- Interviews for the new Care Coordinator & Intake Specialist are underway
- Home care agency worker shortage continues and is impacting Community Care Program homemaker services
- Laura Mena has been hired as our new Spanish speaking Care Coordinator
- There has been an uptick in referrals to Beyond Hunger for homebound meals
- Participants are contacted on a quarterly basis for well-being calls, more often for those at high-risk

Chore

- Mary Anne is reviewing case files and updating policies and procedures for the Chore program which is included in the upcoming Title III monitoring by AgeOptions
- Home care agency worker shortage continues and is impacting Title III Chore Services

Adult Protective Services

- We've received 53 new APS case referrals in the first seven months of the program. If we continue at this rate, we may have 90 cases through the end of the fiscal year which is a 26% increase in referrals from last fiscal year.
- Monthly Multi-disciplinary team meeting was held and new partners for the team have been recruited.
- Peer reviews of APS cases has been completed

Choices for Care

- Rush Oak Park and West Suburban hospitals are both experiencing increased social work staff turnover - hospital referrals are low, and staff are not allowed into hospitals for in-person screenings.
- The **State of Illinois** - Department of Healthcare and Family Services (**HFS**) will be implementing a new web-based management system for the fulfillment of the federally mandated Preadmission Screening and Resident Review (**PASRR**) process. This transition is scheduled to launch on Monday, March 14, 2022, for admissions to Nursing Facilities.

Transitional Care

- Discussions are ongoing with the Coordinated Care Alliance regarding a new contract opportunity for telehealth.

Money Management

- New referrals are being received and service utilization remains consistent
- Participant satisfaction surveys have been completed
- Participants have all been transferred to volunteer assignments

Transportation

- The reimbursement rate for Transportation to adult day care has increased
- Ad for the part-time driver position has been reposted
- We appreciate our continued ability to borrow bus from PDOP when in need
- Bus driver support needed for meal delivery has been streamlined due to new processes in the Nutrition Program; more riders now being scheduled on the routes
- Lori Strong and Yvette Daniels will be reviewing subscription ridership and making calls to participants to resume services. They will also be developing waiting lists and cancellation lists, as needed.

Nutrition

- Drive through processes have shifted to putting meals in vehicle trunks for meal distribution during the Omicron surge limiting close contact between staff and participants.
- Nutrition staff are reviewing case files and updating policies and procedures for the upcoming Title III monitoring by AgeOptions
- There has been an increase in the need for special diets and weekend meals for nutrition program participants
- Shelf stable meal distribution is almost completed
- Thirty new referrals have been made for, overall number for meal distribution has decreases slightly

- New processes have resulted in a dramatic decline in the number of meals needing to be re-delivered – only three redeliveries for the whole month of January!
- Laura Valcour is working with nutrition staff and volunteer to think about some opportunities for a volunteer leader

Front Office/Aging & Disability Resource Center

- ADRN staff are reviewing case files and updating policies and procedures for the upcoming Title III monitoring by AgeOptions
- Senior Services and Township staff are meeting with phone system providers to update and integrate the telephone systems between locations
- Yazmin Morales volunteered for the North Riverside Booster clinic in December
- Intern Marie Baumgartner began developing a digital staff directory
- Tonie Moody Sims and the intern decorated the River Forest Library display board with Senior Services printed materials

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	7	3	10	3	7
2021 Totals	81	29	110	29	81
2022			Grand		
	Oak Pak	River Forest	Total Clients	Repeat Clients	New clients
January-2022	3	3	6	2	4
February-2022	0	0	0	0	0
March-2022	0	0	0	0	0
April-2022	0	0	0	0	0
May-2022	0	0	0	0	0
June-2022	0	0	0	0	0
July-2022	0	0	0	0	0
August-2022	0	0	0	0	0
September-2022	0	0	0	0	0
2022 Totals	3	3	6	2	4
Grand Total:	84	32	116	31	85