



AGENDA
President and Board of Trustees
Village of Arlington Heights
Committee-of-the-Whole
Virtual Meeting

May 24, 2021
7:00 PM

I. CALL TO ORDER

- A. In response to the COVID-19 pandemic, this Committee-of-the-Whole meeting will be held virtually, which permits the public to fully participate via their computers or by using their phones.

To participate in the virtual meeting, please review these instructions.

If members of the public prefer, they can comment or ask a question pertaining to the meeting by emailing kpeterston@vah.com by 3 p.m. on May 24. Please limit your email to 200 words and if your question relates to a specific Agenda item, please note that in the email. Emails will be read at the meeting.

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL OF MEMBERS

IV. NEW BUSINESS

- A. Departmental Status Report - Human Resources
B. Departmental Status Report - Health & Human Services

V. OTHER BUSINESS

VI. ADJOURNMENT

Any member of the public wishing to speak will be given the opportunity to do so. If the item is on the Agenda, that opportunity will be while that Agenda item is being discussed. Any member of the public wishing to speak on an item not on the Agenda will be given the opportunity during the Other

Business portion of the meeting. Please limit comments to three minutes.

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible formats, should contact David Robb, Disability Services Coordinator, at 33 S. Arlington Heights Road, Arlington Heights, Illinois 60005, (847)368-5793 (Voice), (847)368-5980 (Fax) or drobb@vah.com.



Committee-of-the-Whole
5/24/2021

Item: Notice

Department: Village Manager's Office

ATTACHMENTS:

Description

Type

No Attachments Available



Committee-of-the-Whole
5/24/2021

Item: Departmental Status Report - Human Resources

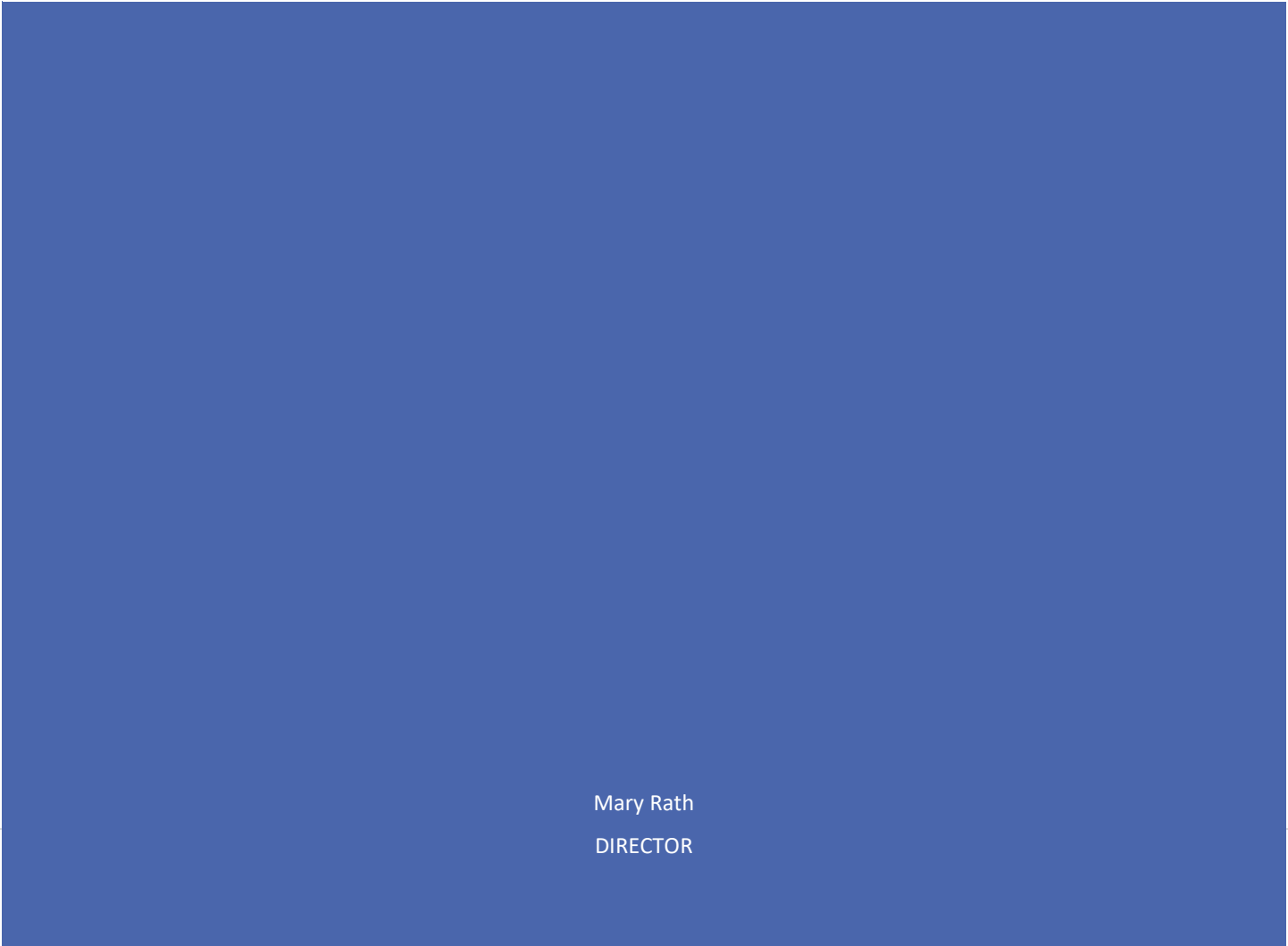
Department: Village Manager's Office

ATTACHMENTS:

Description	Type
Departmental Status Report - Human Resources	Report



HUMAN RESOURCES



Mary Rath
DIRECTOR

SCOPE OF DEPARTMENT SERVICES

KEY SERVICES AND FUNCTIONS

The Human Resources Department is an essential function within the Village, providing structure with managing and maintaining Village policy and procedures along with providing a wide range of assistance and support to all departments.

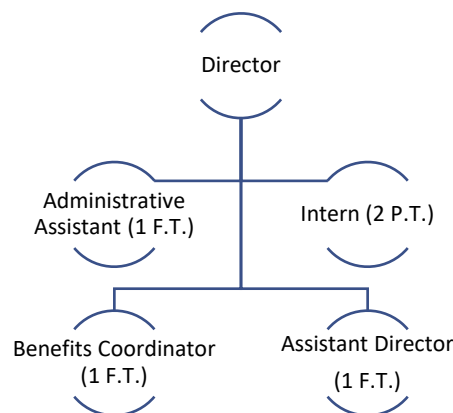
Our workplace was reimagined over the past 15 months to adjust to the new realities that the pandemic presented. Given the people-focused nature of the pandemic, HR held an integral role at both strategic and tactical levels. From working with individual departments to keep employee count stable in order to perform essential duties, to planning and communicating new policies, practices, and protocols to protect employee health and safety, Human Resources has embraced flexibility in order to be successful.

The Village's Human Resources Department manages a range of different functions including recruitment, benefits, wellness initiatives, class and compensation with wage and salary administration, risk management, labor and employee relations, compliance, staff development and performance management for all budgeted 435 Village employees. Human Resources has an established partnership with each Village Department to effectively and efficiently achieve Village goals and objectives.

While the Human Resources Department administers traditional personnel and administrative functions, it is also involved with strategic planning, recommending, and implementing programs that positively impact both the employees and the Village.

Human Resources has become a true function within the Village providing structure as well as managing its most important resource – our employees.

ORGANIZATIONAL OVERVIEW



WHO IS HUMAN RESOURCES?

There are four full-time employees, including two part-time interns. While a small internal Department that services approximately 435 employees all HR employees are cross trained in every HR function, each staff member has clear duties and responsibilities.

The Director of Human Resources, Mary Rath is a member of the Village's leadership team and her role is to activate group efforts and maintain morale to achieve Department and Village goals, establish employee performance standards, manage a staffing strategy including recruitment, selection, placement and retention of the talent, counsel employees, coach Village leadership on topics of employee performance or discipline concerns, engage in collective bargaining conversations, serve

as liaison for the Village Police and Fire Commission, and all other Human Resource managerial or operative functions necessary.

Assistant Director of Human Resources, Kelly Livingston, is responsible for creating, planning, coordinating, assisting and overseeing a variety of Human Resources programs including employee training, appreciation events and other special projects, managing the Village's Worker's compensation / risk management program, addressing employee relation concerns and questions, coordinating Police and Fire entry level and promotional testing process with a testing agency. The Assistant Director also performs confidential administrative Human Resource functions at the request of the Director.

Employee Benefits Coordinator, Joan Bokina, is responsible for providing support in all functional areas of Employee Benefits and general Human Resource functions including benefits administration, onboarding, wellness initiatives and related matters, maintaining knowledge of compliance with federal, state and local employment and benefit laws and regulations, FMLA / COBRA administration, and all employee relations concerning benefits.

The Department's Administrative Assistant, Eileen Hellstrom, provides administrative support for all members of the department, answers non-routine correspondence and assembles highly confidential and sensitive information, coordinates recruitment for all non-sworn positions and coordinates the Village's biennial employee physical program as related to Fire, Police and Public Works employees.

The Human Resources Intern assists with many of the required functions of the department. Given the wide range of related responsibilities and mentoring provided by the Human Resources team, to date, all previous interns have left the Village to gain full-time employment in the Human Resources field. This year, in addition to the part time undergraduate intern, the Department is hiring a part time Graduate School Intern with the focus on DEI issues and the Village's initiative.

WORKLOAD AND PERFORMANCE DATA

RECRUITMENT AND TALENT MANAGEMENT

Recruitment is a major function of the Human Resources Department. This is the first step in creating a positive and welcoming culture at the Village. Through partnership with each Village Department, the recruitment process results in selecting the best qualified candidate with a positive attitude and aptitude to be a success in our organization.

The chart below illustrates all Village positions filled for the last five years. This includes all new hires as well as promotional positions.

Total Village Positions Filled Per Year

	2016	2017	2018	2019	2020
Police (Sworn positions in union)	12	2	7	12	6
Fire (Sworn positions in union including promotions)	6	6	6	2	5
All Non-Union Positions (Permanent)	33	13	30	31	15
Temporary Positions	48	46	43	28	17
Total Positions Filled	99	67	86	73	43

In addition to all other position vacancies, as the liaison to the Fire and Police Commission, the HR Department coordinates the recruitment process for both entry-level and promotional positions in both the Fire and Police Departments. The recruitment process varies but has similar components for both sworn and non-sworn positions. HR, along with the Fire and Police Departments and the Fire and Police Commission, are dedicated to filling vacant positions with qualified candidates. Both entry-level and Police Sergeant and Fire Lieutenants are interviewed by the Fire and Police Commission to create an eligibility list.

Commission meetings are scheduled on an as-needed basis for a variety of reasons-- to establish the recruitment process including interviewing candidates for entry-level Firefighters and Police Officers, the promotional process for Fire Lieutenant

and Police Sergeant, and the occasional personnel issues. The recruitment cycles for these four positions take place on a biennial cycle.

The chart below illustrates Fire and Police Commission meetings for the past five years, along with the number of interviews and employees hired. The Fire and Police Commission meetings include interviews for entry level Firefighters and Police Officers, and also includes interviews for Police Sergeant and Fire Lieutenant positions.

Fire and Police Commission Meetings Conducted					
Year	2016	2017	2018	2019	2020
# of Meetings	29	18	32	20	16
# of Interviews	92	44	95	48	57
Positions filed (New hires and promotions)	22	9	17	17	14

Along with the Fire and Police Commission meetings and interviews, the HR Department also runs testing for Fire and Police positions. The Fire Department completed the written portion of testing for entry level Firefighter and Fire Lieutenant in 2020. Human Resources is in the planning stages for entry level Police Officer and Police Sergeant testing, these tests are conducted biennially.

The chart below illustrates the number of interviews conducted for the past four years in the recruitment process for non-Fire and Police Commission positions (which includes entry level Fire, Police and Police Sergeant and Fire Lieutenant). A member of the HR Department will typically attend the interviews for Village vacancies along with representatives of the Department seeking the hire.

Interviews Conducted for The Past 5 Years (Non-Fire and Police Commission)					
Year	2016	2017	2018	2019	2020
# of Interviews	117	54	104	86	36

RISK MANAGEMENT

Human Resources has an active role in risk-management. Risk Management is not something that gets checked off a list, it is a continuous activity. Having a risk-management process means that the Village has a proactive process to identify and evaluate potential risks, and has strategies in place to reduce or remove the risk.

Both employees and employers are reeling from the unprecedented amount of change occurring during the pandemic. Employees at all levels continue to be worried about their own health, the health of their family members, and the financial health for themselves and the Village.

It is imperative that HR stays up-to-date with accurate information related to the pandemic and makes decisions based on facts. This information is then communicated to employees openly and often so that they have the information they need to keep themselves educated and updated about COVID-19. Open and timely communication helps to build trust and reduces the spread of rumors that may cause anxiety in the workplace.

It is important to provide employees with a safe forum where they can raise concerns on all aspects related to work, from mental health to the risk of having contracted COVID-19. There may be nervousness and anxiety in the workplace, and possibly even conflicts, given concerns about the virus. Employees should be given avenues to communicate such anxiety to their employer, so that concerns are addressed earlier and do not balloon into bigger issues. This is accomplished through our open communication and continual updates to employees.

We need to understand that this is a time of stress for all and recognize that employees will have different needs depending on their own personal circumstances. While consistency in treatment of employees is very important, one size may not fit all. For example, “work from home” or remote working may not work for everyone or all positions.

Human Resource risks are present at every step of the employment life cycle; hiring, retention, employee relations, daily work expectations, safety and employment separation. With the anticipated attrition rates at the Village, HR is aware of the risk in losing years of specialized institutional memory, and must remain prepared in planning for the future.

Human Resources takes a proactive approach and makes sure that planning is always at the forefront of our mind. If it isn't, the consequences tend to become larger and larger. To be safe, HR aims to look forward and anticipate and address foreseeable issues ahead of time.

LABOR-MANAGEMENT RELATIONS

Our Police and Fire bargaining unit members are represented by two unions. Accordingly, the Human Resources Department has certain obligations including negotiating labor contracts and occasional labor-management issues. The HR Director along with the Assistant Village Manager comprise the Village Administration's negotiation team and seeks to maintain a positive relationship with both Unions. Both contracts are expiring on December 31, 2022 and it is anticipated that negotiations will begin in the Fall of 2022.

KEY ACCOMPLISHMENTS DURING 2020-21 PERIOD

Diversity, Equity, and Inclusion (DEI) is no longer optional but has become an important component of our culture. DEI initiatives are forefront in attracting and retaining a diverse workforce and creating an inclusive workforce.

Being mindful of the Village-wide diversity recruitment initiative and in order to reach a broader candidate pool, the entry level 2020 Firefighter candidate testing was conducted in the Fall of 2020 with enhanced outreach to 90 educational institutions including community colleges, universities, and trade schools. Candidate preference points have been modified allowing for qualified candidates to place higher on the eligibility list in lieu of specific firefighting licensure.

Due to the pandemic, remote testing was implemented and a virtual orientation was conducted for all interested candidates. These factors resulted in a higher number of applications than the prior testing cycle in 2018.

Since 2018, Arlington Heights' Village staff continues to lead the working group of the Northwest Suburban Minority Law Enforcement Recruitment. The Police Officer testing workshop scheduled for the spring of 2020, with the goal of breaking down traditional barriers for minority and other non-traditional candidates seeking careers in law enforcement, was conducted virtually in March, 2020.

The 2021 entry level Police Officer testing will be scheduled in the Fall/Winter of 2021. The Police Department is actively involved with expanded outreach to those interested in pursuing a career in law enforcement as well as those who attended the March 2020 testing workshop. At this time, it is too early to determine if testing will be conducted virtually or in person, however, the Department is considering a virtual orientation option to expand the candidate pool.

The Disability Accommodation Assessment continues with Disability Awareness training virtually scheduled for the Spring of 2021 and the Village employment application has been reviewed by disability employment placement agencies providing valuable feedback to reflect a more inclusive culture.

The Human Resources Department's continued involvement with the Village's Diversity Equity and Inclusion (DEI) initiative has resulted in the reengineering of the Leadership Teams performance evaluation, outreach to Village employees for interest in joining a workforce group discussing issues that prevent employees from being their authentic self at work as well as their input on behaviors that would create a more respectful workplace.

The Human Resources Audit continues for all process and procedures, resulting in both new and updated Village policies. In certain circumstances, this past year has been a policy year of “no policy,” due to the ever-changing landscape and shifting priorities of the pandemic. This has allowed for flexible practices highlighting HR’s role as adapter and innovator.

The pandemic has provided opportunities to integrate technology where in the past we have relied on paper, this has also enhanced collaborations with other Departments. We have embraced virtual meetings including; recruitment interviews and training sessions. This has become the norm providing further opportunities to offer training to all Village staff given variable work schedules and limited costs.

REVIEW OF CURRENT & ANTICIPATED CHALLENGES

I believe the most important takeaway from the past year is the importance of adaptability and flexibility which promotes long term resiliency both for the Department and the Village.

There is no arguing that the past year has been a challenging for Human Resources. From managing remote work for certain employee groups overnight, managing employee safety to making ends meet in an economic downturn, HR has had to learn to be agile and innovative to accomplish its goals.

The phrase “business as usual” surely did not apply this past fifteen months. There were certain constants and deadlines that needed to be met regardless of what was going on in our world. Managing the Villages benefit plans requires an open enrollment annually. Very successfully, HR designed a virtual open enrollment program for all eligible Village employees and retirees, which may continue.

While the pandemic continued to unfold, as part of efforts to control costs, in 2020 the summer help program was eliminated, all external training was suspended, and a majority of vacant positions were placed on hold.

While the Village continued to fill vacancies that were absolutely necessary to conduct Village operations, all interviews were conducted virtually. This process was successful and provided greater outreach in our recruitment efforts as candidates from outside our immediate area were able to participant in the recruitment process.

As earlier mentioned, the testing process for entry-level Firefighters was conducted remotely as well as the pretesting orientation. With the entry-level Police Officer testing coming up later this year, it has not yet been determined if this process will be conducted remotely.

It was not very long ago when many in the HR community talked about work/life balance. This notion implied that we are divided into two halves and become our other selves when walking into our workspace. This concept has evolved and the discussion has now shifted to bringing our whole authentic self to work. It is hard to maintain separation when conducting virtual meetings with dogs barking, children crying and doorbells ringing in the background.

Employees are feeling the effect of the continued uncertainty in all aspects of their lives. Mental health has been at the forefront of employee benefits but the pandemic has put a spotlight on mental health. Mental wellness is more important than ever. The stigma that has been attached to reaching out for help has greatly diminished. We need to understand the fragility of our employees and our own mental health with the realization and knowledge that we have all experienced the effects of the pandemic in varying ways.

An employee’s mental well-being directly impacts the organization’s ability to meet goals by improving or reducing productivity, absenteeism, overall workplace morale and talent retention.

Employee wellbeing is not just about physical and mental health anymore. Over the past five years, research shows that the impact of financial stress on our employees has greatly been heightened. In fact, this past year has shown an increase in fraudulent unemployment claims filed on behalf of seventy-four Village employees. As cybercrimes have escalated during the pandemic we recently introduced a cyber security benefit to our employees providing a level of security for their financial interests.

The past year has also highlighted the gaps in our skills, we can no longer rest on existing skill sets, and constantly need to learn. This has created a skill divide, creating gaps in skills that are needed in order to be successful. We need to reconsider upskilling and reskilling in order to consistently learn new skills. We need to upskill our use of technology and reskill our knowledge and abilities in order to be competent and proficient in our ever-changing positions.

We can only do more with less for so long. We have changed our mindset from thinking that employees can’t work remotely to knowing that remote working is possible. We have to learn to work smarter and take advantage of technology and prepare for the rapidly changing face of the Village with the ever-growing attrition rates.

The pandemic has highlighted the dependency HR has on the amount of paperwork that is involved with managing all the personal data of employees. With the increasing influence of technology on the management and evaluation of current and future employees, the past year has illuminated the need for a centralized Enterprise Resources Planning system which includes an all-encompassing Human Resource Information component.

The Village continues to build its workforce for an unknown future as we are looking to define our culture while continuing to plan for the anticipated turnover in staff. We need to keep an “integrated people strategy,” which defines the gap between today and the future, in the forefront of our minds. We must continue to build our workforce from within; taking a future focused approach by identifying people today who will be able to bring the Village forward. We do not always hire employees for the skills they possess at the time, but we look to hire employees who embrace lifelong learning and desire to grow within their role and within the Village.

Today, one of our challenges in recruitment is the Impact of the Aging Public Sector Workforce. The chart below indicates the number of employees eligible for retirement in the next four years. Throughout the recruitment process we need to increase and embrace diversity as an organization, creating meaningful proactive efforts to ensure a workplace where all employees feel secure, supported and accepted.

Attrition Rates				
	<u>2021 Pension Eligible</u>	<u>2022 Pension Eligible</u>	<u>2023 Pension Eligible</u>	<u>2024 Pension Eligible</u>
Non-Union	18%	20%	23%	26%
Union	11%	12%	12%	13%
Total Eligible	29%	32%	35%	39%

COVID-19 CHALLENGES

Currently, we find ourselves closely monitoring the very fluid local, national and worldwide incidents of COVID-19 and the illness it causes. The Human Resources Department is working to ensure the safety and wellbeing of all our employees while maintaining the Village’s responsibilities to our community.

A challenge during this time of COVID-19 is to keep our employees motivated to higher levels of performance to ensure that they continue to maintain their commitment to the Village which is essential to achieving Village goals and objectives. We took proactive measures to protect both our workforce and workplace from an outbreak and strove to operate effectively and ensure all essential services are continuously provided with employees safe within the workplace. HR was part of a COVID-19 committee to monitor and coordinate events around the virus to implement work safety protocols for

all employees. Email communications went out frequently to share all CDC new releases and also stress the importance of following said protocols to reduce the transmission of this virus in the workplace.

At this time, it remains imperative that all employees continue all safety mitigation measures both within the workplace and in their personal lives in order to protect, themselves, their families, our residents and coworkers.

POTENTIAL NEW INITIATIVES TO EXPLORE IN THE FUTURE

Typically, DEI within an organization is seen as a priority to attract and retain talent, however it is a great way to connect with employees and show a real commitment to Diversity, Equity and Inclusion. Often the focus of DEI initiatives is on recruitment, hiring and reducing unconscious bias at all levels of the organization. While this is important, we need to be mindful to make DEI a main component of key Village initiatives including mentoring and coaching staff.

The Village is committed to attracting and recruiting employees from a diverse candidate pool. We need to discover why the Village is not attracting a more diverse candidate pool and determine, what is it that the Village is missing and determine the why in order to create a plan to expand our outreach and candidate base.

In order to expand outreach to the Community we are looking to participate in public safety open houses, including a recruitment table introducing our community to careers in local government. This is a great way to introduce members of the community who may not frequent Village Hall or have interactions with Village employees and or Village representatives.

We are looking into developing a partnership with local school districts beginning at the high school level to promote mentoring and sponsorship programs to introduce students to the available careers in local government for all Village positions.

To expand our use of social media, we are considering selecting an employee of the month, a specific classification of employees, or perhaps even a Department, in order to highlight its responsibilities and broaden the understanding of who and what the Village consists of. This could possibly be translated into various languages represented by the demographics of the Arlington Heights community.

While these are just a few examples, we remained committed to the recommendations that came from the Village's "Sustaining a Welcoming Community for All" initiative, as well as the strategic planning measures.

With the anticipated attrition rates here at the Village, we need to be mindful of how the emerging workforce has changed. We need to be cognizant of what candidates are looking for from an employer as well as a career.

Research as well as the past year of working within the pandemic environment has shown that flexible work arrangements not only are successful but are expected for a variety of careers. Many job candidates are technologically fluid and anticipate employers to stay current with recent technology, as well as create an environment for learning and development.

Employees want to work for an organization that is doing something important and committed to social responsibility for the residents they serve and for the community as a whole. Getting a paycheck and accomplishing a variety of tasks is no longer sufficient to retain quality employees. Management must clearly state and continually reinforce the value and benefits their services provide.

Human Resources will continue its efforts to teach people how to communicate with respect and dignity. Rather than simply observing employee behavior and writing about acceptable conduct, we should be teaching important communication skills to all of our staff. Teaching people how to effectively communicate with respect and dignity benefits not only the workplace, but also our community as well.

We also need to be cognizant of the importance of empathy in the workplace allowing for the attraction and retention of the best employees. Research from the Center for Creative Leadership shows that organizations perform better with empathy. We must train managers and supervisors on how to lead with empathy. Empathetic managers look for signs that their direct reports may be overworked or stressed and show sincere interest in the needs of their employees. Even a five-minute check-in call with an employee can go a long way.

The role of HR is continually evolving. We have demonstrated that we are capable of extreme flexibility and nimbleness by continually adapting to the new normal. HR has to remain observant of the ever-changing environment and agile enough to quickly adapt.

In conclusion, as young mathematician and screenwriter Rutvik Oza reminds us, “We are humans first and resources later.”



Committee-of-the-Whole
5/24/2021

Item: Departmental Status Report - Health & Human Services

Department: Village Manager's Office

ATTACHMENTS:

Description	Type
Departmental Status Report - Health & Human Services	Report



HEALTH & HUMAN SERVICES

James McCalister

DIRECTOR



SCOPE OF DEPARTMENT SERVICES

KEY SERVICES AND FUNCTIONS

The Health and Human Services Department provides important services and resources to help protect our residents' health, welfare, and to enhance their lives. The role of public health employees is often considered like an invisible shield that works every day to control infectious diseases, ensure food safety, furnish immunizations, support behavioral health, and provide education and programs for healthy living. Health and Human Services provides a broad range of services that enhance the lives of residents from birth through their senior years, helping make Arlington Heights an exceptional community in which to live. Residents often quietly receive services when they dine at a restaurant, use a public swimming pool, receive vaccinations, watch real-time captioned broadcasts of Village Board meetings, place their garbage at the curb, or get their taxes done at our Senior Center.

ORGANIZATIONAL OVERVIEW

The Health and Human Services Department encompasses four areas of expertise: Environmental Health, Nursing Services, Social Services, and the Senior Center.

ENVIRONMENTAL HEALTH

Three Environmental Health Practitioners are responsible for the Food Service Program, Community Environmental Health Program, Recreational Programs, Day Care Program, and Construction and Licensing.

The Food Service Inspection Program is designed to prevent food-borne illness outbreaks from occurring. To achieve this goal, staff routinely conducts unannounced inspections in all local facilities selling and serving food. During these visits, staff works with food handlers to reinforce the important principles of food service and sanitation. Staff conducts follow-up inspections when necessary to assure compliance with the Illinois Department of Public Health Food Code. Every effort is made to improve the general knowledge base of the food handlers at each facility by offering in-service training seminars. Staff investigates all emergencies such as fire, flood, power interruptions, or food-borne illness outbreaks, and responds to complaints when received from the public.

The Community Environmental Health Program seeks to promote public health and safety by minimizing any environmental health hazards that can lead to illness in our community. Program areas include Nuisance Abatement, Radon Monitoring, Shopping Center Inspections and the Refuse, Recycling, and Landscape Waste Program.

- Nuisance abatement provides the public with the opportunity to address environmental concerns in the community. The staff responds to a variety of issues including air and noise pollution, insect and rodent control, improper refuse and landscape waste disposal, property maintenance and improper growth of grass/weeds, and general health and sanitation concerns regarding housing.
- Radon monitoring allows residents to test their homes by obtaining a short-term radon test kit from our Department. The kit is then deployed in the home for 72 hours and returned for analysis.
- Routine inspections of shopping centers are conducted. If problems exist with refuse disposal, windblown debris, illegal dumping, etc., staff follows-up with the center's management.
- Coordinating the garbage/refuse service, curbside recycling, and landscape waste programs with the Village contractor. The Department acts as liaison between the residents and the contractor. Approximately every five/seven years, the Department prepares and oversees the process for a new solid waste contract for the Village. The program services all single-family homes, multi-family dwellings containing less than four units, and townhomes requesting that solid waste collection be provided in accordance with all provisions of the Village's solid waste program.

Environmental Health is also responsible for implementing multi-family recycling in complexes larger than three units and is involved in the coordination of multi-family solid waste disposal at the Regional Transfer Station operated by the Solid Waste Agency of Northern Cook County (SWANCC).

The Recreational Program protects the health, safety, and general welfare of persons using pools and spas through education and enforcement of minimum standards. Environmental Health conducts inspections of all public and semi-public swimming pools, spas, etc., (i.e. Park District, hotel, apartment pools). Inspections evaluate sanitation level, safety equipment, water chemistry, water clarity, and equipment maintenance. Arlington Heights requires outdoor pools to have an attendant on-site during the hours of operation. In an effort to minimize health risks to the general public, Environmental Health also inspects hair and nail salons, barbershops, tanning salons, and health clubs for sanitation and safety concerns based on citizen complaints.

The goal of the Day Care Program is to ensure safe and sanitary environments for the children using the facilities. These facilities are inspected a minimum of twice a year for compliance with the Illinois Department of Child and Family Services Code in regards to environmental issues. Items noted during these inspections include staff to child ratios, physical facilities, safety aspects, condition and amount of play equipment, diapering practices, personal habits of staff, and general sanitation.

The Construction & Licensing Program assures that businesses are constructed and maintained in compliance with Federal, State, and local health codes. The Department provides an in-depth review of all newly constructed or remodeled establishments during the planning and building permit phases. When establishments, such as food service operations, are constructed to code they are easier to maintain and keep clean. During the construction phase, staff routinely consults with contractors and makes periodic visits to the facilities. Environmental Health also inspects all new businesses that have applied for licenses to assure that the structure is being maintained and proper sanitation and operational practices are in place.

NURSING SERVICES

Two registered nurses provide a wide variety of services to Arlington Heights residents, visiting community members, and Village employees. The Home Visit Program allows homebound residents the ability to remain in their homes. Low cost health screening clinics are provided at Village Hall and the Senior Center. State mandated vision and hearing screening is done at the parochial schools, Our Lady of the Wayside, St. Peter's, and St. James. These screenings require the data mandated by the Illinois Department of Public Health (IDPH) to be completed as well. Nursing Services also provides CPR and AED instruction support for the Fire Department, employee requests, and the community. Blood borne pathogen training is provided to Police, Fire, and Public Works custodians. Health education classes are offered to Village employees, as well as an influenza program for employees and their families. Treatments, assessments and education are provided to our community area with a special focus on Arlington Heights residents. We are very fortunate to have a supportive Board of Health and doctors willing to sign the required orders needed to provide all the services we offer to the community.

Community outreach collaborations provided by Nursing Services include blood pressure screening at the Arlington Heights Memorial Library, Senior Health and Fitness Day, and first aid support for non-profit events in the Village Arlington Heights. Events include Frontier Days, Got 2 Run 2.62 race for area schools, and the Salute Memorial Day Run. TB skin test screening is provided to St. James School staff to meet mandated school requirements. Nursing Services is grateful for the Arlington Heights Fire Department and their assistance in covering open shifts at the first aid tent during festival hours. As mentioned, the Environmental Health Officers provide inspections to daycare centers. Part of their inspection focuses on health records, health care, and wellbeing of children attending and the staff employed at the daycare. All daycare centers who serve children under the age of three are required to hire a nurse consultant to oversee these areas. Nursing Services is available to the daycare centers for any other health related issues such as emergency preparedness, emerging disease situations, or any other public health need that may arise.

SOCIAL SERVICES

The Social Services Division includes a Social Services Coordinator, Disability Services Coordinator and Social Services Case Worker. The Social Services Coordinator (SSC) provides holistic, comprehensive assessment to address each resident's individual social service needs. Through internal programs and community partnerships, the SSC is able to address a wide range of presenting challenges for residents. Services are offered in both English and Spanish, and aim to address mental and fiscal health. The SSC provides mental health services including brief strategic therapeutic interventions and crisis intervention in collaboration with Police, Fire, and additional community agencies, such as Adult Protective Services. The SSC refers and connects residents to community mental health agencies and practices so they may engage in the appropriate level of mental health care. For residents for whom cost is a barrier to care, the Division offers the Counseling Subsidy Program, which provides a sliding scale subsidy for outpatient therapeutic services. Additionally, the SSC is a part of the Community Addiction Recovery Effort (CARE) Program which is a deflection initiative led by the Arlington Heights Police Department. Through the ICIJA (Illinois Criminal Justice Information Authority) funding, the program has expanded to serve anyone who is experiencing a substance use disorder who interfaces with the Fire and Police Departments. Participants must reside in Illinois and have a desire to seek treatment voluntarily. Through this grant we are able to provide assessment, treatment navigation, peer recovery support, case management, accompaniment, emergency treatment, and initial MAT (Mediation Assisted Treatment) services. The SSC is also responsible for community outreach and training, including a monthly Library Resource hour and teaching Mental Health First Aid to first responders.

The SSC addresses financial health of residents as well. Through the Emergency Assistance Fund, the division offers short-term financial support as a stop-gap measure to residents experiencing financial hardships. Emergency shelter and transportation is provided through this fund for qualifying residents. The Arlington Heights Ministerial Association Emergency Fund, the Salvation Army Fund, and the Rental Housing Assistance Program (RHAP) are also utilized to address resident's needs. The SSC is Liaison to Arlington Cares, NFP which raises funds for the Emergency Assistance Program. The SSC acts as intake coordinator for Access to Care, Nicor Sharing Program, and the Parish Emergency Assistance Resource (PEAR) Program. The SSC screens applicants for the Arlington Heights Park District Programs including the Park Scholarship which increases access to recreational programs for individuals and families in need and the Children at Play (C.A.P.) Program, which provides before and after care for low-income families. The SSC manages the Holiday Assistance Program, which provides gifts and food to families in need during the holidays. The Social Services Case Worker assists with the aforementioned services.

The Disability Services Coordinator (DSC) is the Village's Americans with Disabilities Act Compliance Coordinator and acts as a community resource on a broad range of disability issues. The division works to improve access community-wide in coordination with other Village Departments and governmental units within the Village. The division responds to, investigates, and works to resolve accessibility complaints in the community. Technical assistance is supplied to architects, engineers, developers, contractors, and business owners on the requirements of accessibility codes. The provision of information and referral is a primary function and covers a broad range of topics. The DSC also reviews Plan Commission drawings and provides accessibility consultations to homeowners and businesses seeking to improve access. The DSC meets with residents with disabilities and their families in their homes or at the office depending on the need or situation.

The DSC manages the Arlington Heights' Medical Reserve Corps (MRC) and its mission to recruit, train, and engage MRC Volunteers. MRC health care professionals and non-medical/non-public health administrative support volunteers' help the community respond to an activation of mass dispensing plans for community-wide prophylactics in the case of a pandemic or bioterrorism events.

The DSC plays an instrumental role in educating the public on disability rights and responsibilities including the requirements of the Americans with Disabilities Act (ADA), Illinois Environmental Barriers Act and Illinois Accessibility Code, Federal Fair Housing Amendments Act, Air Carriers Access Act, Individuals with Disabilities Education Act, and other pertinent laws and ordinances affecting access for people with disabilities. The incorporation and application of these requirements improves the quality of life of people with disabilities and their families as environmental and attitudinal barriers continue to diminish.

SENIOR CENTER

The Arlington Heights Senior Center presents a welcoming environment that promotes independence, creates community, and lifelong learning for individuals aged 55 and better through innovative collaborations with tenant agencies and community partners. The Senior Center is a community focal point to address the needs and issues for individuals to age and live well in Arlington Heights and beyond.

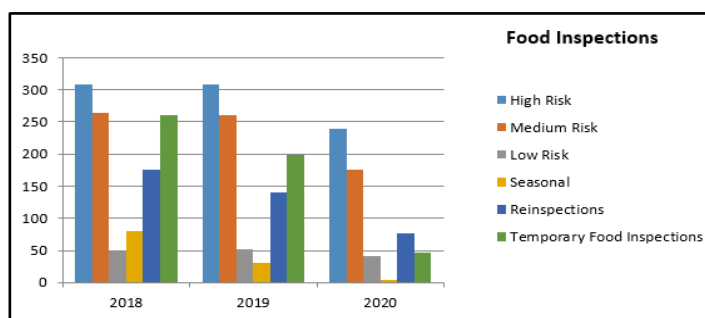
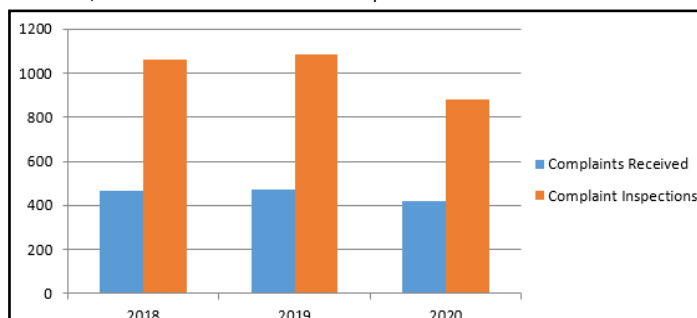
The team consists of the Senior Center Manager, Program Coordinator, Volunteer Coordinator, Administrative Assistant and Office Assistant. Together they provide a coordination of programs and services such as SHIP, Tax Aide Assistance, coordinates spaces and in-house programs such as Movies, special events, and drop-in programs. The office staff provides Village services such as landscape waste stickers, refuse discounts, and program registration. The Senior Center coordinates dynamic programs and services with the tenant agencies, while the Volunteer Coordinator recruits and recognizes volunteers for the same agencies. The tenant agencies are the Arlington Heights Memorial Library, Arlington Heights Park District, Arlington Heights Nurses Club, Catholic Charities Northwest Senior Services, Catholic Charities Lunch and More Program, Northwest Community Healthcare, and Escorted Transportation Services Northwest. The Village Nurses, AARP, and Metropolis Theatre are program collaborators. The Senior Center Manager develops, maintains and pursues long range goals, directs operations, and maintains the standards of Accreditation for the National Council on Aging.

BOARDS & COMMISSIONS

Health Services staff provides liaison support for the Board of Health, Environmental Commission, Commission for Citizens with Disabilities, Youth Commission, Senior Commission, Senior Advisory Council, Arlington Cares NFP, and Senior Center, Inc.

WORKLOAD AND PERFORMANCE DATA

The Environmental Health Division had a decrease for inspections in 2020 due to the pandemic. The State asked inspectors to not enter facilities during the spring to prevent spreading infections to Environmental Health staff or food service workers. Many facilities, such as pools, were also closed for a portion of the year and most temporary food events were canceled, which also reduced inspection numbers.



Nursing Services needed to restructure all services provided to meet the needs of residents and clients in an effort to maintain safety from COVID-19 infection. Initially, home visits were provided only to residents needing injections, blood sample tests, and lab work. Clinics were canceled but appointments were made for clients in need of injections and blood sample tests. Diligent disinfecting was done between each visit and appointment. This process caused a tremendous increase in Personal Protective Equipment (PPE) usage as well as disinfecting materials. With the cancelation of community events and vision and hearing screening, the hourly nurse's budget was reduced. The hourly nurses were available to assist with employee and family flu shots and employee COVID-19 vaccination clinics.

Social Services programs include Financial Assistance, Mental Health services, Park District scholarships and Disability services. In 2020, much of the Division's efforts were re-focused to assist with the tremendous financial needs presented in the community. Social Services assisted 955 residents (through all programs). Social Services has been devoted to providing

resources and have collaborated with local landlords, the Townships, Police, Fire and local School Districts providing up to date resource information. Additionally, the Division collaborated with Meals on Wheels and local food pantries to aid individuals and families in need of food and supplies. The SSC worked with Nora Boyer, Housing Planner, to allocate CDBG-CV funds for Rent Assistance and Counseling Subsidy for those most impacted by the pandemic. Rent and utility assistance have been the dominate needs of residents during the pandemic. Social Services provided \$135,034.52 in financial assistance, which has helped 306 residents, received 585 inquiries for rent assistance and processed 404 applications. With donations from sources, such as Arlington Cares, NFP and the Ministerial Association, Social Services was able to serve more residents while simultaneously maximizing use of Village resources. Calls relating to emotional duress also increased during COVID-19. Last year, Social Services provided \$43,357.44 in Counseling Subsidy assistance. The SSC focused on providing brief, therapeutic interventions and connecting residents to counselors through our Counseling Subsidy program. Many residents engaged in Counseling Subsidy through TeleTherapy services. TeleTherapy allows residents to attend therapy via online, phone, video or text. To meet the additional financial needs, the Village applied for and received federal CDBG-CV (Community Development Block Grant-COVID) funds. Last year, Social Services utilized \$26,330.50 towards Counseling Subsidy and \$57,807.23 for rent assistance. The SSC continues to collaborate with the Police Department to navigate resource referrals and to assist on crisis calls related to chronic mental illness. In 2020, Social Services was unable to provide Mental Health First Aid due to COVID-19. The program recently became available to teach virtually, but staff will need to be trained in this model. The Division will continue these efforts for the duration of the pandemic.

The Senior Center continued to be the hub for older adults to attend programs and drop in clubs and gatherings in early 2020. The Senior Center closed on March 12; however, staff rotated to continue responding to residents' questions, pivot to create virtual programs, and make calls to vulnerable adults in the area. In May, longtime Senior Center Manager Karen Hansen retired. Tracey Colagrossi joined the team in May and began working with the tenant agencies to create a reopening plan for the Senior Center. The Program Coordinator curated over 45 unique virtual and hybrid program offerings, attended by 1,405 patrons. The Volunteer Coordinator maintained connection with the over 280 volunteers by offering three recognition drive through events. Volunteers continued to provide transportation, meals, and connect with vulnerable adults with cards. Weekday attendance (2018) 106,563; (2019) 94,589; and in (2020) 35,262. The notable change was due in part to the ceasing of drop-in programs such as billiards, ping pong, walkers club, and card playing to adhere with COVID-19 mitigations.

KEY ACCOMPLISHMENTS DURING THE 2020-21 PERIOD

ENVIRONMENTAL HEALTH

- Kept restaurants updated on changing state guidelines regarding COVID-19. This was accomplished through newsletters, emails, phone calls, and personal visits.
- Responded to many calls from residents and businesses regarding COVID-19 guidelines and requirements.
- Assisted the Cook County Department of Public Health (CCDPH) with documentation of violations of indoor dining rules.
- Worked with the Planning Department and restaurants in the layout and COVID-19 guideline compliance for new outdoor dining permits.
- Assisted in COVID-19 vaccine clinic for Phase 1B employees.
- Participated in numerous Illinois Department of Public Health and Cook County Department of Public Health Zoom calls regarding COVID-19.
- Worked with the Planning Department and downtown restaurants in the layout and COVID-19 guideline compliance for the newly established Arlington Alfresco Zone.
- Continued with the Promotion and collection of most Solid Waste Agency of Northern Cook County recycling programs; holiday lights, mercury (light bulbs, thermometers, etc.), rechargeable batteries. Document Destruction Event was not held in 2020, due to Arlington park being used as a COVID-19 testing site.
- Assisted Village Administration in the RFP/Contract process for the Single-Family Solid Waste Contract. Highlights of the new contract include lower pricing, weekly free electronics collection, a week of spring yardwaste collection without

stickers, new active military discount, an increase in the number of yardwaste bags collected in the subscription programs and an annual recycling event to be determined by Groot.

- Implemented digital day care and swimming pool inspection reports.
- Participated in adjudication for 13 cases and quarterly Northwest Municipal Health Director meetings.
- Reviewed plans for Arlington Park to house workers on-site and to have limited fans on-site for races in 2020 and 2021.

NURSING SERVICES

- The COVID-19 pandemic altered the day to day practice of the nurses. The nurses learned to don and doff PPE, provided COVID-19 antigen testing, and completed the certification for contact tracing to assist CCDPH. The nurses were available to assist Village supervisors and directors with determining employee exposure and providing instruction on isolation and quarantine.
- Over 100 conference calls and webinars were participated in to ensure understanding of the virus and the multiple changes in mitigation strategies.
- Lindsay Dohse completed the Designated Infection Control Officer (DICO) certification so she could assist the other Village DICO's with employee exposures.
- The nurses were trained on antigen testing for COVID-19 that is provided to our employees who are concerned due to symptoms or exposure to COVID-19.
- With the support of Board of Health member, Dr. Kristen Brown, we completed the enrollment process to become COVID-19 providers.
- Through ongoing communication with CCDPH, the Village was able to secure COVID-19 vaccine for Village essential workers.
- Due to the increase in COVID-19 cases and to ensure physical distancing, Nursing Services provided multiple flu vaccination opportunities to Village employees. Clinics were held outside at the Police Department, and in the garages at the Fire Department and Public Works. Employees in the Village Hall were provided flu vaccine utilizing the third floor Board room and a drive through Employee Family Clinic was implemented using the garage at Public Works.
- Since February 2021, the Village has partnered with the Cook County Department of Public Health (CCDPH) by providing Nursing Services with vaccine. Police escorted Nursing staff to pick up vaccine at CCDPH located in Oak Forest. First dose Pfizer vaccine was dedicated to Phase 1B employees, homebound residents and an age 65+ clinic at the Senior Center, with second dose clinics held three weeks later. To continue vaccinating homebound residents, the CCDPH released Johnson and Johnson to Nursing Services. Immediately after receiving the vaccine, the CDC put a pause on its administration, and the CCDPH requested Moderna from the State, which enabled Nursing Services to provide a Fair Access Community clinic at Village Hall. Demand for COVID-19 vaccine has dropped recently, making it difficult to use in the required expiration time. Nursing Services is providing weekly afternoon and evening walk-in clinics at Village Hall until vaccine is depleted. Plans are also in place to provide Johnson and Johnson vaccine to the Arlington International Racecourse backstretch employees.
- A drive through Family Flu Shot Clinic was implemented with the assistance of the Public Works Department.
- CCDPH supported the COVID-19 vaccine administration efforts again in March to secure vaccine for the Senior Center Clinic and homebound residents who were desperately seeking vaccine and unable to leave their homes due to physical disabilities. These residents were identified by the Senior Center staff. In addition to the incredible efforts of the Senior Center staff, the clinic was also supported by the Fire Department, Police Department, MRC volunteers along with volunteers obtained through the Senior Center.
- CCDPH also supported the department's community outreach promoting Fair Access Clinic held on May 6. The second dose for this clinic will be provided on June 3. While this clinic was open to the public, the department is grateful for the support of the Social Services Division and their efforts to contact several populations in the community to promote equity and assure fair access. These clinics will be held every Thursday in the month of May until vaccine supply is depleted.

SOCIAL SERVICES

- The Division continues to provide holistic assessment to all residents to improve resource connectivity and self-agency
- Much of the focus of the Divisions work in 2020 was on keeping residents housed. The Financial Assistance program provided \$108,504.77 in rent assistance in 2020, which helped 244 residents. We have received 392 inquiries for rent assistance and processed 265 applications.
- The Division continued its efforts in interdepartmental collaborations with the Police and Fire Departments to improve community-based crisis interventions. The SSC has presented at both roll call and morning muster meetings. In collaboration with Officer Gacek and Officer Gombar, the SSC trained all sworn officers and other Village staff in Mental Health First Aid in 2019, in an effort to enhance delivery of services to residents with mental illness and to fulfill the One Mind Campaign pledge.
- The SSC attended the Northern Illinois Benchmarking Cooperative (NICB) Committee with Deputy Chief Nate Hayes and contributed to the creation of a mental health screener to be used by local police departments to collect data relative to mental health community crisis.
- The SSC worked with Division Chief Roberts to respond to fire victims. Through this interdepartmental effort Social Services provided case management, new mattresses, security deposits, food, clothing and other essentials to families post-fire.
- The SSC has collaborated with Nursing Services, the Fire Department, CIT Coordinator Sergeant Nelson, Adult Protective Services, the Office of Public Guardianship, and the Cook County Mental Health Court on cases involving vulnerable seniors and those experiencing mental health crisis.
- Officer Alexandra Ovington, Officer Carrie Regilio, and the SSC collaborated to provide monthly outreach to individuals experiencing homelessness. Information on local resources were provided to individuals and staff at the Arlington Heights train station.
- The Division continues to expand services to the Latinx community by increasing community awareness of services and enhancing bilingual services. In 2020, Social Services welcomed Rosangela Maldonado as a Case Worker, expanding the bilingual staff to two. Rosangela holds a Bachelors degree in Criminal Justice from Westwood College and has previously worked for the Cook County State's Attorney as a Victim Witness Specialist.
- The SSC increased community collaboration with the Racing Industry Charitable Foundation (RICF), Shelter Inc., Lifespan, Westgate Cares, AMITA Ambassadors, the Alliance to End Homelessness in Suburban Cook County (AHAND), the Ministerial Association, Linden Oaks, Willow Creek Church, Journeys the Road Home, and the Orchard Church.
- The SSC participated in a panel discussion at the Arlington Heights Memorial Library on the movie "The Public" which focuses on individuals experiencing homelessness. Resources related to homeless prevention were also shared.
- The SSC participated in the 2019 Ready for School event at Faith Lutheran Church where 206 students from 112 families received school supplies.
- The SSC continued monthly resource hour at the Arlington Heights Memorial Library with the intent of increasing residents' and library staffs' awareness of local social service resources.
- The CARE program received an \$80,000 grant in 2019 and a \$114,893 grant in 2020 from the Illinois Criminal Justice Information Authority (ICJIA), which has allowed the CARE team to increase services offered residents experiencing a substance use disorder. Since its inception in June 2019, the CARE Program has served 210 people. The program provides assessment, treatment navigation, peer recovery support, case management, accompaniment, emergency treatment, and initial MAT (Mediation Assisted Treatment) services. CARE works in collaboration with The Arlington Heights' Police, Fire, Health and Human Services Department, Live4Lali, Brightside Clinic, Omni Youth Services, and Linden Oaks Behavioral Health at Northwest Community Hospital.
- In 2020, our Holiday Program successfully matched 135 residents with 39 sponsors. Due to COVID-19 the program was modified so that sponsors provided gift cards for the families instead of wrapped gifts. This model was well received by both sponsors and participants. Through the generosity of our sponsors, Social Services was also able to provide each family with gift cards for food. Additionally, the Fire Department delivered 12 holiday meals and the Kiwanis Club delivered eight meals.
- The Disability Services Coordinator (DSC) worked with the Village's Human Resources Department on their strategic goal of undertaking an "Internal Disability Accommodation audit." The DSC reviewed Village practices and

recommended several well-known disability employment resources with their proven strategies for building an inclusive workforce to better support job candidates and employees with disabilities. The DSC also supplied HR with three proposals from disability agencies to provide disability awareness and sensitivity training to Village staff.

- The DSC as Board Liaison to the Commission for Citizens with Disabilities assisted the Commission in planning their new initiative to host a regional “Abilities Celebration.” The celebration is meant to recognize and honor citizens with disabilities. The DSC also assisted the Commission with planning and coordinating the presentation of the 2020 Disability Employment Awareness Award by Mayor Hayes at the October 19, 2020 Board Meeting via Zoom.
- On March 4, the DSC hosted the “Equitable Participation of Citizens with Disabilities Forum.” This was one of three Metropolitan Mayors Caucus (MMC) events per their collaboration with the University of Illinois’ (UIC) Americans with Disabilities Act Participatory Action Research Consortium (ADA PARC). Joy Hammel, Lead Researcher for ADA PARC presented her findings highlighting key disparities encountered by people with disabilities from several communities including Arlington Heights. Data sets for specific communities may be acquired at: https://centerondisability.org/ada_parc/
- On March 6, the DSC attended the Equitable Participation of Citizens with Disabilities Forum in Hazel Crest. As Chair of the MMC ADA Coordinators Group he gave a brief over view of the group’s activities and invited those attending to join.
- As a result of the COVID-19 Pandemic interest in the Arlington Heights Medical Reserve Corps (MRC) has increased. Forty-six individuals signed up on Illinois Helps chose Arlington Heights as their primary place to serve. The DSC in his role as MRC Coordinator sent emails to Illinois Helps registrants directing them to also apply to the Arlington Heights MRC by completing the online Volunteer Orientation, taking the MRC quiz and submitting their MRC Volunteer Application and Police Background Check Authorization. By the end of December 2020 ten new volunteers joined the Arlington Heights MRC and MRC volunteers participated in three COVID-19 vaccination clinics during the first and second quarters of 2021.

SENIOR CENTER

- After the Senior Center closed on March 12, 2020, operations continued. Home delivered meals, congregate meal pickups, adult protective services and case management staff worked remotely to address needs, while the lending closet changed to contactless curbside pickup and drop off. Senior Center staff continued to answer patrons’ questions and provided virtual programs.
- Longtime Senior Center Manager, Karen Hansen retired in May 2020, after over 30 years of service to older adults, and Tracey Colagrossi joined the team as the new manager. Ms. Colagrossi has over 15 years of experience working with older adults and managing a Senior Center. Ms. Colagrossi has a master’s degree in Gerontology Aging Services, serves as the Executive Chair for the National Institute of Senior Centers, and the president of the Association of Illinois Senior Centers.
- Caregivers, individuals with Alzheimer’s and Dementia continued to connect with others through Zoom calls. Additionally, a Memory Café facilitated by the Village and Catholic Charities Northwest provided information and fun virtual opportunities to provide a safe support for those with mild memory concerns.
- Monday, July 6, 2020, the Senior Center began modified in-person programs. The Arlington Heights Park District opened for pre-registered exercise classes, fitness center, and Bridge instruction. The Arlington Heights Memorial Library Reading Room was also open with modifications. The Senior Center conducted limited programs as well. All patrons wore masks and answered health questions. Cases increased in the area, thus ceasing in person programs on November 20, 2020 through January 24, 2021. The Senior Center office remained open for village stickers, lawn stickers, and other services for walk-ins.
- The Age Options “Thrive with Pride” is an online café for LGBT+ older adults and caregivers held monthly. The Senior Center staff and some tenant agencies are going through SageCare training to best serve individuals aged 65+ identifying as LGBT+ and will receive the Bronze Certifications in 2022.
- The Illinois Department on Aging Director, Paula Basta and her staff visited the Senior Center on September 11. Mayor Hayes presented the proclamation for National Senior Center Month to Director Basta. Director Basta toured the facility with Senior Center Staff.

- Northwest Community Healthcare conducted a Flu Shot Clinic on October 22 for the higher dose vaccine. 90 participants came to the center between 9:00 a.m. and noon.
- The Snow Removal Referral Program received 34 student applications for the 194 residents to negotiate snow shoveling at their homes. The new Teen Grass Cutting program kicked off in Spring 2021 with 11 students ready to assist residents.
- The Senior Center Manager submitted the final draft of the Accreditation Notebook earlier in November. Peer reviewers from California and Virginia reviewed the nine standards of excellence, virtual meeting with staff and accreditation committee, and virtual tour of the Senior Center. The Accreditation Board approved accreditation for the Senior Center and a month-long celebration is occurring in May 2021. The National Council on Aging Accreditation Board commended the Arlington Heights Senior Center's ability to provide excellent services and programs throughout the pandemic and admired the collaborative spirit of the tenant agencies.
- The RFP Senior Center Space Utilization, Modernization and Design Update opened in October with twelve firms responding. Staff provided recommendations to the Village Board, who selected the architectural firm BKV. BKV has a wealth of experience with Senior Center space planning and design updates. Work should begin in Summer 2021.
- The Senior Center kept a log of residents that were having difficulty with obtaining an appointment for the COVID-19 vaccine. Village Health Nurse Mary Sterrenberg obtained vaccinations that enabled 186 older adults to receive their first shot on. March 19, 2021. The Health and Human Services and Senior Center staff, along with Fire and Police departments worked together for an efficient clinic. The second dose was administered in April.
- The new tagline "Live Well, Age Well" graces the Senior Center's Constant Contact Monthly newsletter series, and revamped newsletter. "Live Well, Age Well" is inclusive for all residents of Arlington Heights to have programs and resources to promote health and wellness for all.

NON-PROFIT CONTRIBUTIONS

Staff also supported two non-profit organizations that provide funding for some of the department services, Arlington Cares and Arlington Heights Senior Center Inc. Arlington Cares has had several creative fundraisers during 2020, including a partnership with @Properties, the "Hearts of Arlington" Campaign, Get-Burber Bites and the Arlington Heights Christmas tree event. To support those impacted by COVID-19, Arlington Cares provided a total of \$45,000 in donations. They also had their most successful year on record, fundraising nearly \$75,000 in 2020. Arlington Heights Senior Center Inc. met on December 10 and approved funding requests for the Aging Mastery Program License, Movie purchases, and the Great Decisions discussion group for 2021. Longtime INC Board member Richard Cheierico submitted his resignation to the INC Board and Advisory Council on December 22. Mr. Cheierico will be missed as he was a great contributor to both organizations.

REVIEW OF CURRENT AND ANTICIPATED CHALLENGES

ENVIRONMENTAL HEALTH

Staff will continue to respond to changes in COVID-19 guidance by advising and informing businesses and restaurants of State recommended practices, as well as responding to citizen complaints when these guidelines aren't being followed. Temporary events and seasonal attractions will also need planning and advice to operate under pandemic restrictions.

NURSING SERVICES

Medical reimbursement will continue to impact Nursing Services. The nurses continue to adjust their focus on needs no longer covered by Medicare or other insurance providers. COVID-19 vaccine is provided by the Federal Government and therefore is not billable. This is a service Nursing Services can provide without concern for reimbursement. Keeping up with technology and medical advancements and standards of care has and will be an ongoing challenge. Tremendous advances have been made as a result of this pandemic. The use of FaceTime, Zoom, and new databases created for contact tracing

and immunizations are just a few of advances Nursing Services are learning to utilize. Previous plans to assure the nurses are prepared for the unanticipated threats, natural or manmade are now being used and continually tweaked as needed.

SOCIAL SERVICES

Continued financial and counseling service needs are anticipated for the duration of the pandemic. Presently, the national and state eviction moratoriums provide certain protections against eviction for many residents struggling to pay rent. However, when these moratoriums are lifted, it is anticipated that 250,000 households in Cook County will be facing eviction. Simultaneously, resources for individuals experiencing homelessness are dwindling. The local PADS shelter system, run by Journeys The Road Home, has been closed since March 2020. Journeys has placed individuals and families in hotels during this time. However, that is not sustainable long-term. Journeys presently has to turn away 25 people daily. As families are evicted, the need for Journeys' services will only increase in a system that is at maximum occupancy. Additionally, the long-term impact of being unable or limited in ability to pay rent due to an eviction will impact families for years to come. Similarly, the need for mental health services has significantly increased due to the stressors of the pandemic. Grief, isolation, fear, uncertainty, parenting pressures, marital strains, unemployment, etc., have all lead to high utilization of mental health services. In typical times, most community mental health facilities have substantial waitlists. Private practices are also now creating waitlists as demand for services exceeds pre-pandemic staffing. Most individuals are waiting months to get in with a mental health practitioner due to this increased demand for services. This coupled with loss of health insurance has dramatic effects on health equity and access to mental health services.

SENIOR CENTER

The selected architectural firm will begin work on visioning and assessing the Senior Center in late spring with outcomes that will rejuvenate and refresh the image of aging well and living well in Arlington Heights.

The Peer Reviewers noted the Village website is difficult to navigate for Senior Center services. Additionally, creating a social media presence for the Senior Center could enhance the "senior center without walls" concept. Many older adults in the U.S. use Facebook, creating programs that individuals can easily participate will promote outreach and the visibility of aging well. The Senior Center Manager, tenant agencies, and Village staff are collaborating on these ideas.

POTENTIAL NEW INITIATIVES TO EXPLORE IN THE FUTURE

ENVIRONMENTAL HEALTH

The Recycling Coordinator will work with Groot to determine what type of special materials collection event will be conducted under the terms of the new contract. Staff will continue to look for new ways to use the digital inspection process for more effective data collection. Staff may also investigate conducting remote or virtual inspections in situations similar to the stay-at-home orders in place in Spring of 2020.

NURSING SERVICES

Nursing Services anticipates a strong focus on COVID-19. The nurses will assist with vaccine administration, prevention, and education. As future needs arise, Nursing Services will address those as well.

Every February Nursing Services recognizes Heart Month by offering discounted cholesterol screenings to the community. This year Nursing Services extended these screenings to Village employees at no charge for the month of February. Since this proved successful, Nursing Services is planning to promote a health-related topic each month of the year. This may include discounted or free services and providing health educational awareness information on the Village website and social media platforms, as well as at Village Hall and the Senior Center.

SOCIAL SERVICES

As mental health services continue to be highly utilized, it is now more important than ever for the Counseling Subsidy program to continue and for the Division to expand mental health services to residents. The addition of a bilingual Case Worker provides Social Services with additional capacity to serve residents in need. With significant shortages in access to outpatient therapy and psychiatric services, it is essential that Social Services continues to provide funding to link residents to services, while also expanding the capacity to “hold” cases while they are waitlisted by community mental health centers and private practices. Providing proactive resources results in more residents receiving the care they deserve and need, and can ultimately save lives.

SENIOR CENTER

The Senior Center has gathered feedback from the community through the AARP Age-Friendly Initiative community survey, the National Council on Aging Senior Center Accreditation peer reviewer recommendations, and future work with the architectural firm BKV for the space utilization, modernization, and program evaluation. All of these initiatives will propel the Arlington Heights Senior Center into the future and transform it into a community focal point to live well and age well in Arlington Heights.

IN CLOSING...

The Health and Human Services Department is designed to uphold commitments to residents through supportive efforts executed by Environmental Health, Nursing, Social, Disability, and Senior Center Services. Health and Human Services is continuously evaluating programs and expanding partnerships, looking for opportunities to promote new programs for the public. Social media and technology are continuously evolving, and the Health and Human Services Department will need to evolve with new ways to educate residents about services offered and that impact community.