



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

February 15, 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 ecrain@vah.com by 3 p.m. on February 15. 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. Senior Citizens Commission Age Friendly Update

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
2/15/2021

Item: Notice

Department: Village Manager's Office

ATTACHMENTS:

Description

Type

No Attachments Available



Committee-of-the-Whole
2/15/2021

Item: Sr. Citizens Commission Age Friendly Update

Department: Village Manager's Office

The Senior Citizens' Commission is presenting an update on the Age Friendly Community Initiative, which encompasses survey responses from the AARP Community Living Survey. Dr. George Motto and Chairperson Fred Feldman will discuss the findings, next steps, and recommendation to move forward with the Age Friendly Action Plan.

ATTACHMENTS:

Description

NISCA Accreditation

AHSCC Age Friendly Update

Type

Correspondence

Report

Tracey Colagrossi, Manager
Arlington Heights Senior Center
1801 West Central Road
Arlington Heights, IL. 60005

Dear Tracey,

I am pleased to officially inform you that the Accreditation Board met on January 28, 2021 and unanimously approved the recommendation for accreditation of the Arlington Heights Senior Center. Successfully achieving accreditation status takes the work of many people both in the senior center and in the community. When these two groups work together the rewards will be felt for many years to come. Your organization demonstrates outstanding leadership and commitment to quality programs and services. This letter is your official notification that the Arlington Heights Senior Center has been accredited by NCOA/NISC for a period of five years (January 2021- January 2026).

Your Peer Reviewer observed many strengths of the Arlington Heights Senior Center. These included:

- Amazing leadership and strong staff.
- Engaged excited Accreditation Team and Community Partners.
- Even though the facility is getting a renovation, the current facility is quite nice.
- There is a wonderful collaboration of community partners offering services in one building ultimately providing a 'one-stop' shop for seniors.
- Staff, key volunteers, and partners are very supportive and excited about the future.
- The umbrella of Village of Arlington Heights creates a stable fiscal environment and provide governance and back office support.
- The center exhibited strength and resilience in response to these challenging times.

Suggestions for the future included:

- The implementation of MySeniorCenter or similar participant database, to gain an improved reporting and communication tool for participants, and reporting for program evaluations.
- Investigate the Florida Department of Elder Affairs Toolkit for program evaluation suggestions and general training.
- Create website and Social Media options that are easily visible beyond many pages down in the Village of Arlington Height's website. Include links for virtual programming and interactive options for seniors. Set these up as a primary communication vehicle for the center and its participants.
- Enhance use of Advisory Council for programming input.

- Consider use of outdoor space for good weather space and space for those who are not comfortable attending in-person programming.
- Integrate evening classes targeted at younger seniors blending virtual and on-site.
- Encourage continuing education for staff particularly attendance at national aging conference.
- Closely tie health programs, i.e.. AMP and 100 Million Healthier Lives Initiative with partners since many health and wellness programs are done through those partners. Particularly increase offerings of evidence-based programs.
- The reviewer recommended reading Good To Great for the Social Sector by Jim Collins. Included is a section on envisioning the next BHAG – Big Hairy Audacious Goal – over the next five years, then direct your plan to achieve that goal.

We are pleased to have the Arlington Heights Senior Center on the list of more than 120 senior centers who meet the standards as developed by NISC. These are centers that are held up as models for others to follow. We know that you and your staff will continue to improve and adapt to meet the changing needs of the older population. We congratulate you and your staff in striving to meet the needs of the older population in your community.

Sincerely,

A handwritten signature in cursive script that reads "Maureen O'Leary".

Maureen O'Leary
NISC Accreditation Manager

Status Update:
Age Friendly Community Initiative
December, 2020
Arlington Heights Senior Citizens' Commission

EXECUTIVE SUMMARY

The Village of Arlington Heights' population is over 75,000 residents. Of that, 19.1% are individuals aged 65 and older. The Village is dedicated to addressing issues affecting the growing population of older adults. The AARP Livable Communities Network addresses the Eight Domains of Livability that benefit older residents and all persons. The Village has status as designated AARP Livable Communities Network member.

The next step is to create an action plan based upon survey results, community meetings, and recommendations presented by the Arlington Heights Senior Citizens' Commission. A Community Livability Survey was conducted in the Fall of 2019. The results provided ten priority outcomes, noting the three top areas of concern as affordable housing, increase in affordable transportation options, and a central source of information. The Commission is recommending that the Village of Arlington Heights develop implement, and promote a fair and equitable central source of information for Arlington Heights residents to access and age well in the community.

ARLINGTON HEIGHTS SENIOR CITIZENS COMMISSION

The purpose of the Arlington Heights Senior Citizens Commission is to provide for an appointive, advisory body which shall promote the needs and concerns of the senior citizens of the Village of Arlington Heights and to cooperate with the Village Government and all other governmental agencies in the promotion of the cause of the senior citizens. Specific charges to the Commission include:

- *Powers, duties, and responsibilities assigned by the Village President and Board of Trustees:*
- *Prepare, adopt and maintain rules and regulations as necessary*
- *Make recommendations to the Board of Trustees regarding ordinances*
- *Investigate the needs and concerns of senior citizens in all aspects*
- *Analyze complaints of senior citizens of the Village of Arlington Heights*
- *Consult and cooperate with all agencies of the Village, other municipalities, and federal, state, and local agencies concerned with the senior citizen*
- *Promulgate and effect a program of publicity relating to senior citizens and public education relating to senior citizens*
- *Develop action programs of benefit to senior citizens and exercise other functions as delegated by the President and Board of Trustees*
- *Conduct public hearing, research and obtain factual data, and issue reports and recommendations to the Village Board and public*

- *Annually submit to the Village Board for approval a statement of its goals and objectives and procedure for accomplishing them.*

BACKGROUND

Arlington Heights has a growing number of adults aged 65 and older population. It is currently one of six Designated AARP Livable Communities Network members in Illinois. The growing senior population in Arlington Heights mirrors demographic shifts in the larger Chicago Metropolitan Agency for Planning or MAP region. According to population forecasts, the percent of population 65 years and older throughout the region will increase from 11.1% in 2010 to 17.8% in 2050. The 65+ age group will more than double, from 917,616 in 2010 to 1,866,215 in 2050.

Age-Friendly Community Designation Process

The Arlington Heights, IL, Senior Citizens Commission (AHSCC) in 2017 acted at the direction of the Arlington Heights Board of Trustees began applying for membership in the rapidly expanding AARP Network of Livable Communities (ALCN) to utilize the ALCN template to evaluate and identify where and how the Village of Arlington Heights measured up in relative to the AARP Network's Eight Domains of Livability. The process includes assessing residents' evaluations of current programs and services available in the Village, determining current needs and gaps for future development, and creating an action plan. A subcommittee of the Senior Citizens' Commission was formed to file an application that accompanied a letter of intent signed by Mayor Hayes. The application was accepted into the AARP Livable Community Network.

By December of 2018, a Steering Committee, under Chairperson George Motto, M.D. had been established which, included in its membership lay volunteers and additional members of the AHSCC and the Village and representatives of the Senior Center's tenant agencies, the private center, and Wheeling Township, and other representatives of local government. After tentatively agreeing that some form of community survey was needed, the steering committee was terminated due to certain legal constraints.

In 2019, the Commission recommended conducting a Community Living survey using a template developed and approved by the American Association of Retired Persons (AARP). The survey addressed the Eight Domains of Livability, which focused on topics: Housing, Outdoor Spaces and Buildings, Transportation and Streets, Health and Wellness, Social Participation/Inclusion/Educational Opportunities, and Volunteer/Civic Engagement. Use of the survey was authorized by the Village Administration.

Survey Data

The survey was available for residents aged 45 and older to take online, paper at various locations throughout the community, and at a kiosk located inside the Senior Center between October 20 and November 24. The goal was to receive a minimum of 600 responses to be statistically valid, yet we received 880 completed surveys from residents of Arlington Heights 45 years and older. Of the eight hundred eighty complete responses, 100% online with a 2.05% return rate.

Respondent Demographics

Survey respondents ages, 30.6% were age 45 to 55; 29% aged 56 to 65; 27% aged 66 to 75; and 12.1% aged 76 and over. 72% of responses identified as married. 50% were employed full, or part-time, 44% are retired. 75% reported an income of \$75,000 or more.

Priority Outcomes

Commissioner Viecegli assessed the initial survey summary and presented it to the Arlington Heights Senior Citizens' Commission in September with a list of priorities. From the list, the nine Commissioners ranked the outcomes in order of importance.

1. Access to Safe Affordable Housing (9)
2. Increase Affordable Transportation Options (8)
3. Central Source of Community Information (8)
4. Increase Use of Senior Center Activities (6)
5. Access to Affordable Home Health Care Providers (6)
6. Install Audio/Visual Pedestrian Crossings (5)
7. Job Opportunities for Older Adults and Those with Disabilities (5)
8. Civic Activities that are More Affordable (4)
9. Create Separate Pathways for Bikes vs. Pedestrians (3)
10. Involving Older Adults in School Events (2)

The recommendations will focus on the top three outcomes of

- Access to Safe Affordable Housing
- Increase of Affordable Transportation Options
- Creation of a Central Source of Community Information.

The remaining outcomes will be addressed for future action plans

Focus Area 1: Housing

Respondents stated that it was "very important" to remain in their community for as long as possible (58%). 62% live in 60004, while 38% live in zip code 60005. 65% of respondents lived in Arlington Heights for 15 years or longer and rated the Village as a good/excellent place to live as they age in the community (94%). A smaller home, cost of home maintenance, and homes that enable residents to live independently as they age were cited as significant factors to move out of their current residence.

Community services such as affordable lawn care, home maintenance, and home modification services were rated as good to poor, as respondents expressed a need for these services. The Village of Arlington Heights has a Snow Removal Referral Program connecting students with residents aged 60+ or disabled to negotiate costs and times for affordable snow removal. This summer, a lawn mowing referral program was added to the popular snow removal program linking students with older adults and persons with disabilities in Arlington Heights. The Northwest Housing Partnership also has a Handyman Program, for small repairs around the home. Increased awareness of these programs through marketing initiatives as well as creation of a community resource will be beneficial for increasing satisfaction in this area.

Safe, clean, and affordable housing were also needed for the community expressed in the survey. In Fall 2020, the Village Board approved an affordable Inclusionary Housing Ordinance. Under this ordinance, developers for residential housing are required to include affordable units. The Senior Citizens' Commission will continue to work with the Village, and other entities, to ensure that affordable housing for older adults is addressed.

Focus Area 2: Transportation

98% of responses stated that they drove themselves, noting that they did not utilize taxi services, rideshare, or public transit. Regarding public transportation, responses were Very Good to Fair for affordable, timely, safe, for an individual with disabilities and older adults. The Village of Arlington Heights has an extensive network of transportation options for residents aged 60+ and persons with disabilities such as the Subsidized Taxi Service, Wheeling Township and Elk Grove Township Dial-a-Ride, Wheeling Township Medical Van, Pace Paratransit, medical transportation such as the Township Riders Initiative Program, Escorted Transportation Services Northwest, and the Pace/RTA Reduced Fair/Ride Free Program. Increased awareness of these programs through marketing initiatives and a community resource directory/web page will be beneficial for residents.

Focus Area 3: Access to Information

Respondents were asked where they would go to find information or resources for older adults for caregiving, meals, home repair, and medical transportation. 84% stated they would contact the Senior Center, 94% said family or friends, 80% would ask a health care provider, and 80% would look on the internet. Access to information as a one referral source rated between good to poor. Clear signage needs improvement, as well as information in multiple languages.

The Village of Arlington Heights, the Senior Center and its tenant agencies, as well as their community partners have a strong network of providers, resources and services for individuals to age well in their communities; however, it is difficult to navigate for residents. A central source of community information that is accessible through the internet, as well as connecting with knowledgeable staff in the Senior Center will address the respondent's communication of this need.

Conclusion/Recommendation

The Senior Citizens Commission, at this time, is recommending the creation of an action plan to establish a Village-operated central source of information such as a 311 call or information center and/or a dedicated website to address the community need for a centralized source of information with regard to services and facilities available for senior citizens. The external interests of numerous non-Village entities with respect to the Transportation Domain, and the divergent interests of both Village and non-Village entities with respect to the Housing Domain complicate the possibility of immediate action. The Village is replete with existing services and facilities intended for its senior citizens, but no single clearinghouse exists to which inquiries can be addressed, leading to underutilization. This makes the Communication Domain the logical candidate for immediate attention.

Steps for the action plan will include 1) Complete a survey of information, resources, services and programs in accordance of the Eight Domains of Livability. 2) Create a user-friendly website to serve as a clearing house for residents to self-inform. The website should be translatable and accessible for all individuals with disabilities. 3) Implement a training program for staff and volunteers to use the website to assist with in person and phone call inquiries. 4) Creation and implementation of a marketing plan to ensure that the community is aware of the Village of Arlington Heights Senior Center and its tenant agencies as a valuable resource to ensure all of the residents have information to age well.