



Agenda
Village of Arlington Heights
Senior Citizens' Commission
Commissions Room
33 S. Arlington Heights Rd, AH
November 28, 2022
7:00 PM

I. CALL TO ORDER

- A. Pledge of Allegiance

II. ROLL CALL

III. APPROVAL OF MINUTES

- A. Minutes from October 17, 2022

IV. REPORTS

- A. Senior Impacts Reports
 - A. Chairperson
 - B. Senior Center Manager
 - C. Not for Profit Corporation
 - D. Senior Center Advisory Council
 - E. Legislation
 - F. Age Friendly Community Certification
 - I. Transportation Report
 - II. Communication Report
 - a. 311-Call Center
 - III. Affordable Housing Report
 - G. Kenneth Hood Senior Service Award

V. OLD BUSINESS

VI. NEW BUSINESS

VII. OTHER BUSINESS

- A. Announcements/Correspondence
- B. Citizens To Be Heard

VIII. ADJOURNMENT

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible

formats, should contact Rosangela Maldonado, at 33 S. Arlington Heights Road, Arlington Heights, Illinois 60005, rmaldonado@vah.com or (847)368-5791.



**Senior Citizens' Commission
11/28/2022**

Item: Minutes from October 17, 2022

Department: Health and Human Services

ATTACHMENTS:

Description	Type
Minutes from October 17, 2022	Minutes

**Meeting Minutes
Village of Arlington Heights
Senior Citizen's Commission
Commissioners Room
October 17, 2022
7 PM**

I. CALL TO ORDER

- a. Chairperson Viecegli called the meeting to order at 7 PM

II. ROLL CALL

- a. Present:

Chairperson, Sue Viecegli
Fred Feldman
Roberta White
Sharon Adams
Fred Vogt
Tem Williams
Tim Carter

Also Present:

Commission Liaison, Tracey Colagrossi
Sue Pontarelli, Service Desk Manager, City of Evanston

- b. Absent: George Motto

III. Presentation:

- 1. Sue Pontarelli, Service Desk Manager for the City of Evanston, presented a brief overview of their program. The 311 Call Center was established on 3/11/2011 at the urgency of the City Manager in 2010. The Mayor and Aldermen were also in agreement with the project. Ms. Pontarelli advised that the first part of the project was to meet with all the departments and inquire about the most frequently asked questions to establish a database. Residents can call 311 for anything regarding city services. The system allows for person-to-person contact, text, email, and chat.

All eight full-time staff are trained in customer service and should be able to rectify the question/complaint/issue with just one call. The center is located within the Evanston Police Department. There is a manager and an assistant that also works with the staff. The funding comes from the police department budget. There is no time limit that a staff person is on a call with a resident.

Before 311, some residents would try to work around the system and were not equitable services. Inefficient systems to bring back accountable. Customers are defined as “internal” for employees and “external” is residents. The call center has received 2,700 calls per week and 400,000 service requests since 2011.

Ms. Pontarelli advised that it has been a very positive program for the city as it has been a proactive approach to engaging with residents, helps with data and reporting,

Commissioner Vogt asked if they hired their staff people or moved people from departments. Ms. Pontarelli advised that they hired their staff people that understand customer service. The hours are staggered for staff in-between Monday through Friday (6 am to 7 pm). Otherwise, residents can text or chat after hours. Even though they are located within the Police Department, they are non-union workers.

The Commission thanked Ms. Pontarelli for her time. Then, the Commission directed Manager Colagrossi to make more calls to other areas to find out more about other call centers.

IV. APPROVAL OF MINUTES

- a. **CHAIRPERSON VIECELLI PROPOSED A MOTION TO APPROVE THE MINUTES AS PRESENTED AND CORRECTED. COMMISSIONER VOGT MOTIONED TO APPROVE AND SECONDED BY COMMISSIONER FELDMAN. ALL APPROVED THE MINUTES OF SEPTEMBER 12, 2022 MEETING.**

V. REPORTS

- a. Chairperson's Report
 - i. Chairperson Viecegli said she owed a position statement on the International Plaza project. She added she would do it tomorrow.
- b. Senior Center Manager
 - i. The new flooring will be installed at the Senior Center for a 7-week project. The center will be open during the construction, but certain areas will sometimes be inaccessible. Staff contacted patrons through various media to communicate the project.
 - ii. The Senior Center and all agencies met with staff and volunteers to conduct the Active Shooter training. The senior center was closed between 12:30 and four on Monday, October 17.

- iii. November and December items for the newsletters were delivered to subscribers' homes. Subscribers get early benefits to register before others. Everyone else registers on October 24.
- iv. The agency directors will meet next week. We will discuss an open house of sorts for volunteers.
- v. The Aging Mastery program is an evidence-based program for folks to make plans and address concerns on health's social and behavioral determinants. The 12-week program began on October 6.
- vi. Maureen Centeno of Northwest Community Healthcare has left the organization. Nurse Rose Jensen and Administrator Karen Baker will be our contact while they seek a part-time person to fill the position.
- vii. The Senior Center Manager is looking into grant funding to underwrite branding efforts for the Senior Center. We want to utilize a group that understands our needs and provides market research and evaluation for the development of a new name and logo.

c. Not for Profit Corporation

- i. The first annual Pickleball Tournament went exceptionally well. Sixty-four players and six sponsors raised over \$3,000 for the non for profit. As a result, the INC Board agreed that this event would occur in the future.
- ii. INC will seek legacy requests for funding considerations from the agencies at their December 12 meeting.
- iii. Commissioner Carter advised that the INC put the annual appeal inside the November and December newsletter for subscribers.

d. Senior Center Advisory Council

- i. Upcoming events are the Thanksgiving Celebration with Elvis (Landon James Tribute Artist) Wednesday, November 16, from 2 to 3:15 PM. Food Pantry donations will be accepted at the event.
- ii. New Year's Eve Party, Thursday, December 29, from 1:30 to 3 PM. Ballroom dances from the Fred Astaire Dance Studio will perform, instruct and guide group dances.
- iii. 2023 Events planning in process

e. Legislation

- i. Commissioner Feldman reported that the Veto Session will take place November 15-17m 29-30, and December 1, 2022.

- ii. Another item of note for that Under the Illinois Family Relief Plan ([Public Act 102-0700](#)) Passed by the Illinois House and Senate, one-time individual income and property tax rebates will be issued to taxpayers who meet specific requirements. Taxpayers may be eligible to receive one or both of these rebates. Please note that to claim the property tax rebate, older adults and retirees who were not required to file an Illinois income tax return for 2021 must complete and submit [Form IL-1040-PTR](#) by mail. Or [electronically through MyTax Illinois](#) on or before October 17, 2022.
- iii. Commissioner Vogt inquired about when the second installment of the tax bill should be out in December. Commissioner Feldman advised that the first installment for the following year will be in March.

f. Age Friendly Certification Report

i. Transportation

- 1. Chairperson Viecegli emailed Pace staff, Steve Andrews, about the 696-bus route, as it had been mentioned by several folks in the Town Hall Talks. Chairperson Viecegli noted that Mr. Andrews replied that the 696 route remains suspended due to a lack of drivers. Pace reinstated a segment of the line between the Northwest Transportation Center and Harper College, 697 route. The Chairperson also noted an article in the Daily Herald about Pace cutting service due to lack of ridership and drivers. Arlington Heights was not affected by the cuts.
- 2. Commissioner Feldman inquired if it was worth asking Pace about which runs would be suspended. Chairperson Viecegli replied she would check and report back.
- 3. Commissioner Williams inquired about a road work project occurring at the intersection of Algonquin Road and New Wilke. Commissioner Vogt said he understood the work between Rolling Meadows and Arlington Heights to agree to share the engineering services' cost. Grant funding was submitted to Cook County twice and rejected. Commissioner Vogt added that it was recently approved. Engineering is designed, and the intersection dual left turn lanes on Algonquin on East and West, new traffic signals, new pedestrian signals, etc. Commissioner Williams said that it is a dangerous intersection.

ii. Communication Report

1. Chairperson Viecegli reported that on September 26, 2022, Town Hall Talk featured the League of Women Voters. The League registered folks to vote. They would like to go to the Senior Living facilities to help folks register to vote and change address forms. Manager Colagrossi will gather a list of housing to connect folks to vote.
2. Chairperson Viecegli thanked Commissioner Carter for connecting the Commission with Ms. Pontarelli for the presentation.
3. The Commission has created a bookmark that promotes Arlington Heights Age Friendly. We are waiting for approval from Avis Meade and feedback from the Commission before moving forward. Chairperson Viecegli inquired as to what the QR Code links are. Manager Colagrossi stated it connects to the report. Chairperson Viecegli remarked that it should connect to the data page. Manager Colagrossi will change the QR Code to link to the data page to connect residents with the newsletter and information. The Arlington Heights Memorial Library has agreed to distribute at the Reading Room and with a poster in the lobby for the main branch.
4. Manager Colagrossi summarized the Ageism Town Hall Talk held in August. About 30 folks participated in the conversation. The video about Ashton Applewhite was well received. Discussion about the word "senior" and the thoughts behind the word and the perceptions. Most thought that promoting the positive aspects of being a senior would help dispel negative perceptions of aging. Chairperson Viecegli inquired about the average age of a patron at the Senior Center, 74. Commissioner Vogt remarked that it would be hard to come up with a different word than senior or what qualifies a person to attend. He added that the Harmony Fest table was fun interacting with folks at the event, almost avoiding the table. Additionally, those that did take the time were well received. Manager Colagrossi noted that Groton, Massachusetts changed their Senior Center to Thrive 55 with positive results.
5. Manager Colagrossi said she distributed a packet from Park Forest, "Aging in Community Resource Guide." The project was discussed at the Metropolitan Mayors Caucus Age-Friendly meeting. Nora Boyer created a similar guide in 2015 with the Planning Department staff. Ms. Colagrossi inquired with the Commissioners if this were something they would like to replicate and collaborate with the surrounding areas.

A student intern gathered updated information this summer. Chairperson Viecegli stated that the guide should be included in the next Commission Sub-Committee agenda to discuss further. Manager Colagrossi will create a meeting date.

- iii. Affordable Housing
 - 1. No report.

- g. Kenneth Hood Award
 - i. Commissioner Vogt reported Kenneth Hood Awards Presentation went with Jim Harbaugh went well. The Sub Committee will resume in February to plan for the 2023 award. Previous nominees will be encouraged to submit applications. Manager Colagrossi will coordinate a meeting date for February.

VI. OLD BUSINESS

- a. Chairperson Viecegli is excited about September 26 with the League of Women's Voters. She hopes that everyone can attend.

VII. NEW BUSINESS

- a. Announcements and Correspondence.
 - i. No announcements or correspondence to be discussed.

VIII. OTHER BUSINESS

- a. Citizens To Be Heard
 - i. No citizens attended the meeting.

IX. ADJOURNMENT

- a. CHAIRPERSON VIECELLI REQUESTED A MOTION TO ADJOURN. MOTION MADE BY COMMISSIONER WILLIAMS AND SECONDED BY COMMISSIONER WHITE. ALL AGREED. MEETING ADJOURNED AT 8:31 PM.