



Agenda
Village of Arlington Heights
Senior Citizens' Commission
Senior Center Room 187
Age Friendly Community Certification Committee
October 8, 2018
10:00 AM

I. CALL TO ORDER

II. ROLL CALL

III. APPROVAL OF MINUTES

- A. Minutes from 7/09/18

IV. REPORTS

V. OLD BUSINESS

- A. Leadership of Eight Domains
- B. Survey Discussion
- C. Next Steps

VI. NEW BUSINESS

VII. OTHER BUSINESS

VIII. ADJOURNMENT

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Item: Minutes from 7/09/18

Department: hhs

ATTACHMENTS:

Description

July SC AFCCC minutes

Type

Minutes

**Village of Arlington Heights
Senior Citizens Commission
Age Friendly Community Certification Committee Minutes
Monday, July 9, 2018**

I. CALL TO ORDER

Age Friendly Community Certification Committee Chairperson Motto called the meeting to order at 10:00am.

II. ROLL CALL

George Motto, Age Friendly Community Certification Committee Chairperson, Fred Feldman, Senior Citizens Commission Chairperson, Sharon Foss, Dottie Hardy, Maureen Seleski, and George Weber.

James McCalister, Health and Human Services Director, Village of Arlington Heights; Alisa Kapusinski, Arlington Heights Park District, Nora Boyer, Consultant, Planning Department, Bruce Cruz, Arlington Heights Senior Center Advisory Council President and Karen Hansen, Liaison to the Senior Citizens Commission and Senior Center Manager

III. APPROVAL OF MINUTES

The minutes were approved by acclaim. Commissioner Hardy noted she had not been present at the June 25th meeting.

IV. REPORTS

V. OLD BUSINESS

a. Meeting with Senior Center Agency Directors

Committee Chairperson Motto noted that he had presented this idea to the Senior Center's agencies and he thought the agency representatives were very receptive.

b. Leadership of Eight Domains

c. Survey Discussion

Committee Charge

Chairperson Motto noted that the original charge of this committee had been to gather data, organize data and now the charge was evaluating, coordinating and implementing what the data dictates. He voiced his concern that the Northwest Community Healthcare's survey did not adequately address transportation.

Village of Arlington Heights Customer Service Survey

James McCalister, Health & Human Services Department Director reported on the Village of Arlington Heights Customer Service Survey, noting that 511 households had been surveyed and that 92.4% had found the Village of Arlington Heights services excellent or good. Of the fair/poor ratings, 18.8% were attributed to sewer problems, followed by police problems, poor customer service by Village staff, communication about services and programs lacking and poor street maintenance.

3.6% suggested increasing senior services and programs. 3.0% suggested improved police enforcement of traffic violations.

He noted that on page 5, 74.4% have visited the Village of Arlington Heights web site and the majority, 94.5% thought the information was helpful. The two main sources for information are family and friends and local newspapers, followed by the Village's web site. The most preferred sources methods of getting information about the Village are local newspapers and the Village web site, followed by web site e-alerts.

2013 Housing Survey

Nora Boyer, Committee Consultant spoke briefly about the AARP survey and the projected change in the population and the 2013 findings that this impact would have on housing needs.

Park District Survey

Alisa Kapusinski noted that the Park District had produced a summary after the survey of the top priorities. Seven thousand (7,000) had received the survey. Twelve hundred (1,200) were received back. The priorities were to increase walking opportunities/paths, especially at Lake Arlington and an indoor track at Olympic.

3 indicated that the Senior Center needs the most attention, and the request for more programming for active older adults, especially up north.

5 indicated that all age groups use the Park District.

6 focused on communication. The Program Guides were well used. Only 16-17% used social media to stay informed about Park District Programs.

d. Next Steps

Committee Chairperson Motto suggested pulling together the various entities and common concerns. Commissioner Foss gave a short ark) had been formed with the Volunteer Coordinators from the Senior Center, Arlington Heights Memorial Library, Lutheran Home, and other organizations to share their expertise and promote volunteerism. Dr. Motto inquired how we could work with the entities to organize and use the power of volunteers to accomplish things. Commissioner Foss responded that would be by invitation.

Committee Chairperson Motto suggested taking services, separating into domains and seeing if our questions address those.

Commissioner Foss noted that there were three surveys in place that are current and suggested talking to AARP's Bill Armbruster. He suggested inviting the Herald to join. Alisa Kapusinski suggested including Eileen Brown and Eileen Daday.

Nora Boyer noted the importance of newsworthy events. Karen Hansen, Senior Center Manager and Commission Liaison reminded the group that there had been the suggestion of an "elevator speech."

Bruce Cruz asked, with this distribution, is this the outcome you want?

Nora Boyer suggested reviewing the eight domains, using the AARP model as a template and returning to the surveys done by the Housing Commission, the Village of Arlington Heights, and the Arlington Heights Park District and coordinating this for our own survey. Nora suggested that this would help identify spokespersons for the eight domains.

Lynndah Lahey's name came up as a good candidate to chair the transportation committee.

Committee Chairperson Motto suggested that the August meeting could be canceled. Commissioner Foss suggested that the Chamber of Commerce be asked to head up the Respect and Social Inclusion Domain.

Bruce Cruz suggested an addendum of an Employment Panel Discussion. Commissioner Foss suggested that this be showcased at Forest View. Committee Chairperson Motto suggested including questions about the Senior Center.

James McCalister suggested focusing on the Eight Domains and the AARP survey. Commissioner Foss asked James McCalister if the Village Manager and Department Heads know of what was happening with this committee.

VI. NEW BUSINESS

VII. OTHER BUSINESS

VIII. ADJOURNMENT

Committee Chairperson Motto issued the reminder that there would be no meeting the following month.

By consensus, the meeting adjourned at approximately 11:20am.