



Agenda
Village of Arlington Heights
Senior Citizens' Commission
Commissions Room

Arlington Heights Village Hall
33 S. Arlington Heights Road
Arlington Heights, IL 60005
May 16, 2016
7:00 PM

I. CALL TO ORDER

II. ROLL CALL

III. APPROVAL OF MINUTES

- A. Minutes from 4/18/16

IV. REPORTS

- A. Chairperson
- B. Senior Center Manager
- C. Senior Impact
 - 1. Not for Profit Corporation
 - 2. Senior Center Advisory Council
 - 3. Legislation

V. OLD BUSINESS

- A. Goal Setting
- B. Kenneth Hood Senior Service Award

VI. NEW BUSINESS

VII. OTHER BUSINESS

- A. Announcements
- B. Correspondence

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 David Robb, Disability Services Coordinator, at 33 S.

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Item: Minutes from 4/18/16

Department: hs

ATTACHMENTS:

Description	Type
April SC minutes	Minutes

**VILLAGE OF ARLINGTON HEIGHTS
SENIOR CITIZENS COMMISSION
MINUTES FROM APRIL 18, 2016**

I. CALL TO ORDER

Chairperson Foss called the meeting to order at 7:00pm Chairperson Foss noted that she was placing Ms. Gunderson's presentation on Catholic Charities earlier in the agenda.

II. ROLL CALL

Present: Chairperson Sharon Foss, Sharon Adams, Erwin Campbell, Fred Feldman, Ruta Freimanis, Dottie Hardy, Dr. George Motto, Maureen Seleski, Tem Williams, George Weber

Also Present: Cindy Gunderson, Catholic Charities Senior Services Northwest and Karen Hansen, Senior Citizens Commission Liaison

III. APPROVAL OF THE MINUTES – MONDAY, MARCH 21, 2016

COMMISSIONER SELESKI NOTED THAT THE MINUTES DID NOT INCLUDE THE FACT THAT NORTHWEST COMMUNITY HEALTHCARE'S GERIATRIC ASSESSMENTS WERE STRICTLY MENTAL HEALTH ASSESSMENTS AND THAT NEEDED TO BE SPECIFIC. COMMISSIONER CAMPBELL MOVED TO APPROVE THE MINUTES OF MONDAY, MARCH 21, 2016, SECONDED BY COMMISSIONER FELDMAN. ALL CONCURRED AND THE MOTION CARRIED.

IV. REPORTS

A. Chairperson's Report

Chairperson Foss indicated she had nothing new to report.

B. Senior Center Manager's Report

The Senior Center Manager noted that she had sent some directions on accessing the minutes from the Village website to the Commission, noting that most of the Commissioners were already doing so. She indicated that the Commission agendas are posted electronically late Friday prior to the meeting. She clarified that they could conceivably be posted earlier, but not necessarily.

Ms. Hansen noted that with the winding down of the tax program, the anticipated slow down did not happen. The Senior Center was still very busy. The refuse collection discount had brought in a large number of people and many new clients were coming in, quite a few with limited English speaking capabilities, people who

were new to the Senior Center, new to senior services, and possibly coming from other countries where these services do not exist or exist in a different format.

The Senior Center Manager provided an update on the Senior Center. She noted that Tina LaBellarte, the new Executive Director of Escorted Transportation Service, Northwest had resigned to return to the Red Cross to fill a leadership position, created by the passing of a former colleague at Red Cross. She will leave by May 31st or after a new Executive Director is in place. Commissioner Seleski reported that due to Ms. LaBellarte's efforts during her short tenure, the agency is "not suffering at all."

Ms. Ms. Hansen provided a short update on National Senior Health & Fitness Day, always held on the last day of May (May 25, 2016.) She noted that 200 had attended the Volunteer (recognition) luncheon last week.

C. Senior Impact Reports

1. Not for Profit Corporation

Arlington Heights Senior Center, Inc. had not met since March 21st (last) Senior Citizens Commission.

2. Senior Center Advisory Committee

The Senior Center Advisory Committee had not met since March 21st (last) Senior Citizens Commission.

3. Legislation

Commissioner Feldman reported that Congress had approved the Older Americans Reauthorization Act of 2015, SB 192 on March 21, but the House passed it with an amendment and sent it back to the Senate who approved it on April 7th. The President has not yet signed it. It is now known as the Older Americans Reauthorization Act of 2016. The problem (attached to the lack of a State budget) is now that the Federal Government will not send any money to have the money sitting doing no benefits.

He reported nothing had happened on the Senior Tax Simplification Act of 2015.

The Silver Alert, SB 1846, similar to the Amber Alert, went into effect on January 1, 2016. This provides for electronic postings on highways and Illinois lottery terminals when an elderly person with dementia is feared missing and an automobile is believed to be involved.

HB 6079 has been introduced in the General Assembly. It is a crime for responsible persons (managing an elderly person's finances) to fail to pay nursing homes. It has not passed yet. Commissioner Adams asked how it had been handled in the past and noted that this should have been passed a

long while ago. Commissioner Feldman noted that it could have been handled as a civil case in the past.

HB 4351 was introduced in April. It ensures that the Illinois Community Care Program will continue to exist. It was introduced in December, and there has been no further action on it. Chairperson Foss noted this drew attention to the Community Reinvestment Program that Ms. Gunderson had spoken of earlier in the meeting. Commissioner Feldman noted that there was an amendment filed in the House and this would be the basis upon which it would be acted upon. It requires a fiscal note, a statement of the financial impact that the bill will have upon the State. The fiscal note has been filed but it was not acted on.

V. OLD BUSINESS

A. Goal Setting

Chairperson Foss noted that the Commission had decided against doing the directory. She asked Commissioner Williams to report on her meeting with the Park District. Commissioner Williams reported she would be setting up a new one on one meeting with the new head of the Park District when he comes on board regarding (senior) fees and a warm water therapy pool. She had written a personal letter to the Daily Herald to request that the Herald provide more attention to the Senior Citizens Commission. She met with a Herald staff and there was the possibility of further discussion which could lead to some senior attention.

Commissioner Weber provided an update on the Kenneth Hood Award. The Senior Center Manager noted that there had been a delay of three days from the April 15th target date in getting the mail solicitation out due to problems getting the inserts (application and brochure) printed. Chairperson Foss suggested a commercial printer that the Senior Center had used in the past for the newsletter. Commissioner Weber reported that publicity had been cleaned up and all was set to go with the revisions that had been discussed.

Commissioner Williams noted she had not heard back regarding her personal letters to the Secretary of State regarding emissions tests and driver's license renewals not being sent through the mail. Chairperson Foss noted that emission tests were being sent through the mail. Commissioner Weber indicated that one reason that this was being done was because there were no reminder stickers for the cars.

Dr. Motto led a short discussion about the possibility of a new senior citizens directory. He noted that the Commission had brought out the Human Services Coordinator and Catholic Charities (for presentations). He asked if everyone was satisfied with the way people accessed senior services and if the Commission wanted to vote if that was the way they want to continue. He suggested that this should be discussed at the full level of the Commission as opposed to a subcommittee. Chairperson Foss asked how he felt about this. Dr. Motto stated he felt that nothing

was resolved. He indicated that the Commission had decided, without voting, that there wouldn't be a hard copy of a Senior Services Directory, and then we have the providers come and speak and he believed that we (Commission) have to decide if it's ok the way it is. He invited discussion.

Commissioner Adams asked if Dr. Motto believed that there was something that the Commission could come up with that was better. She noted that there were a lot of sources available. Chairperson Foss suggested a blurb on the Cable Access TV advising people to contact the Senior Center for information about senior services. The Senior Center Manager noted that the Village's telephone system had a good "commercial" that played when callers were placed on hold on the Village's phone system. Commissioner Seleski suggested repeating a blurb on the Village water bill. There were suggestions of using the Park District and the Library to get the word out about the Senior Center. The Chairperson summarized that while we (the Commission) cannot do the directory, there are ways of getting the word out about senior resources. There were questions about how to access the Human Services Coordinator's website. Ms. Ms. Hansen clarified that the Human Services Coordinator and the Senior Center were all part of the Village of Arlington Heights and were all on the Village's website.

Commissioner Seleski asked if the Commission should be involved with the recertification (accreditation) of the Senior Center. The Senior Center Manager clarified that this was a piece of Senior Center business, and not just a Commission issue. Commissioner Seleski asked if it would be helpful if the Commission were to decide that this needed to be done within a year. Ms. Hansen indicated that while that could be, she had recently found out that other Senior Centers in the State had their accreditation lapse and were operating in extension periods. Chairperson Foss asked if there was any way of approaching the people who were in charge of the accreditation process (National Council on Aging/National Institute of Senior Centers) for their guidelines to be less stringent on re-accreditation. Ms. Ms. Hansen indicated that that had already come up. She indicated that the newer standards were requiring plans for operating during catastrophic emergencies. Commissioner Freimanis asked when this had occurred and what remedies did the commission have. Ms. Hansen indicated that the Senior Center has to go through the process again. It had lapsed in 2013. The question arose as to what this meant. The Senior Center Manager clarified that the Senior Center would continue to operate, accreditation simply acknowledges that the Senior Center had (documented that it has) met certain (national) standards. Chairperson Foss clarified that this was not a requirement. Commissioner Weber inquired if it was worth the effort to go through the process. Commissioner Campbell indicated it might help to get grants. Ms. Hansen indicated that in the past, it was nice to point to that, but not too many parties were savvy enough to ask that, but that it could easily be an important consideration in the future.

Dr. Motto stated he was under the impression that this was being worked on. Commissioner Freimanis wondered if we have to start from scratch. Ms. Ms. Hansen indicated that this was the case. Commissioner Freimanis asked if we knew where the shortfalls were. Ms. Hansen explained that there were no shortfalls, and gave the example that she had already put the binders together, but that it was the

responsibility of the Senior Center seeking accreditation (or reaccreditation) to go on the website and get the most recent standards as these changed, but not on a regular schedule. She gave the example that literally the binder needed to be put together with the most recent documents and then “literally run to the post office.” Commissioner Williams asked if the accreditation had run out due to short falls. Ms. Hansen indicated it had simply run out after its five years. Chairperson Foss noted that Ms. Hansen should let the Commission know if she needed help and that she would be willing to help as much as she could.

Dr. Motto indicated that the Commission should make a resolution to advise the Board that the Commission had looked at the senior resources and decided against a book. Commissioner Adams suggested a vote so that the Commission would be done.

COMMISSIONER MOTTO MOVED THAT THE COMMISSION ACCEPT THE RECOMMENDATION OF THE SUBCOMMITTEE TO NOT PURSUE HAVING A WRITTEN DIRECTORY OF SENIOR RESOURCES BECAUSE OF THE COST AND THE INABILITY TO KEEP IT CURRENT (IN WRITTEN FORMAT). COMMISSIONER ADAMS SECONDED THE MOTION AND IT CARRIED.

Commissioner Motto moved that the Commission accepts that we have in place a mechanism to access senior services and that the Commission wants to promulgate that through outreach. Chairperson Foss suggested “promote awareness” and Commissioner Seleski suggested adding through the use of the Cable Access TV, water bill, and Daily Herald, the Park District, and local agencies.,

Chairperson read Dr. Motto’s revised motion: **WE (THE SENIOR CITIZENS COMMISSION) ARE GOING TO PROMOTE AWARENESS OF SENIOR SERVICES USING THE CABLE STATION, LOCAL AGENCIES, LOCAL MEDIA, THE WATER BILL AND THE VILLAGE WEBSITE. COMMISSIONER FELDMAN SECONDED THE MOTION. ALL CONCURRED. THE MOTION CARRIED.**

Commissioner Motto suggested using the Arlington Heights Health Action Alliance as an umbrella. Chairperson Foss suggested sending someone from the Alliance to attend the National Health and Fitness Day at the Senior Center. Commissioner Motto suggested that might be premature. Chairperson Foss suggested that he drop in that day.

Ms. Hansen suggested that Dr. Motto was referencing city livability and what makes a community friendly to age in place. Dr. Motto reported he had already talked to Nora Boyer (Planning Department) about this. Chairperson Foss noted that so far Evanston was the only community to hold this certification (Age Friendly Community.) Commissioner Hardy noted the similarity to Healthy Arlington and Commissioner Seleski noted the similarities to the Maturing of America. Commissioner Williams suggested bringing the Evanston staff to a future meeting.

VI. NEW BUSINESS

A. Presentation on Catholic Charities Northwest Senior Services by Cindy Gunderson

Ms. Gunderson indicated that this agency had been with the Senior Center since Park Place. Catholic Charities Northwest Senior Services covered four townships: Wheeling, Barrington, Palatine, and Hanover.

All clients begin initially with intake. In some instances, the client's inquiries can be satisfied with a referral list and in some instances a home visit to do an assessment is warranted. The counterpart for services for persons living in Elk Grove Township is Kenneth Young. The basic services are Information and Referral and Options Counseling. The Options Counseling includes SHAP (Senior Health Assistance Program) which helps Medicare beneficiaries eligible for the Medicare Part D benefit select and enroll in Part D plans. About one year ago Catholic Charities was required to develop a SHIP program and they worked with the existing SHIP program to develop their own.

There have been a lot of changes which Ms. Gunderson compared to "hurry up and start" and then "stop." There are some programs which should have started by now, but since there is no State budget, there is a state wide "back off." Two new items are coming, the Universal Assessment Tool and "No Wrong Door." With No Wrong Door, the agency that is first approached by the client will complete a fairly intensive intake on that individual and then forward that to the appropriate agency. This will save the client from multiple interviews.

The Care Coordinator or Case Manager will go out and perform an assessment in the home. All are eligible for services, but low income cases can be prioritized. Community Care clients must be financially eligible and meet a certain DON (Determination of Need) score. Community Care clients might be eligible for homemaker services, adult day services, emergency home response (call button) services, and money management. Catholic Charities was giving up that program. It is a small program with only five clients.

The Choices for Care program has Catholic Charities staff stationed at Northwest Community Hospital. Ms. Gunderson covered the Managed Care Options and the Community Reinvestment Program. Catholic Charities has three support groups: Arlington Heights Senior Center, Clare Oaks, and Hanover Township.

Catholic Charities provides Elder Abuse Investigation for persons age 60 and over as well as those with a disability up to 59 years of age. There is a pilot program for vulnerable (self-neglect.) There were hopes that this would roll out in July, funding dependent upon the passing of a budget. Catholic Charities provides a Benefits Center, with volunteers trained to assist seniors in filling out applications.

She noted that the current funding had caused "tightening of the belt" and that there was a hiring freeze. Chairperson Foss asked if Kenneth Young was experiencing the

same and Ms. Gunderson stated that Kenneth Young had a hiring freeze as well. A recent lawsuit had helped release Federal funds and some State funding was starting to be released.

Ms. Gunderson covered how people learned about their services: hospitals, senior buildings, senior centers, visiting nurses and hospice programs. She acknowledged that the challenge was that people didn't seek these services until they need them.

Dr. Motto addressed Ms. Gunderson and indicated that the Commission had tossed around the possibility of redoing the Senior Citizens Directory and looked at whether it should be a hard copy and discarded that idea as the upkeep of that could be cost prohibitive. He indicated that the idea of hiring a social worker had been suggested and that was "pie in the sky." Then the Commission began to look at "what we have."

Dr. Motto asked how people get in touch with Catholic Charities. Ms. Gunderson answered that people access their services from many routes in the Senior Center. Dr. Motto asked if Catholic Charities has the resources to immediately take care of things, such as a social worker on site. Ms. Gunderson answered that the Catholic Charities intake department tries to call back everyone each day. She noted in some instances a delay of a few weeks between that point (intake) before a case manager could get out and see someone in their home. Catholic Charities could triage those cases, depending on what the client's needs are. Dr. Motto asked if cases referred by the Senior Center manager or the Human Services Coordinator received priority. Ms. Gunderson stated that these parties would work together, and the handling would depend upon whether the situation was chronic or immediate as to how fast someone would be seen.

Dr. Motto asked if Catholic Charities could handle additional load. Ms. Gunderson indicated that Catholic Charities was unable to hire additional staff, but again, they would triage and if the case load grows, it is viewed as a "purchase of services" and it appeared that this growth lead to a sustainable position, they would be able to hire additional staff. Chairperson Foss asked Ms. Gunderson to explain how many social workers she had in the Senior Center and to explain the response time on Elder Abuse and self-neglect. Ms. Gunderson reported that there are ten case managers in the building that have caseloads. There are three floaters (emergency) that can be assigned where needed. The Elder Abuse program has time frames established by the State-from 24 hours to 36 hours to seven days. That intake has to be logged in and that is reviewed by the State.

Dr. Motto asked if there is anything that the Commission can do and if the process could be streamlined. Ms. Gunderson stated that she thought Catholic Charities could always call upon the nursing team and the law enforcement (police) team and that Catholic Charities works really well with these two teams. She stated that Catholic Charities has the benefit of close connections (by being located in the Senior Center.) She suggested that if the Commission heard something at their end, to please be sure and let them know. Chairperson Foss stated that there was a lot of (staff) experience. Ms. Gunderson stated that Catholic Charities staff had learned to be

flexible, working from cell phones instead of land lines and not all staff having desks. The benefit of having a mix of young and veteran staff provides the benefit of the newer staff being able to learn from staff that has been there a long time.

Commissioner Campbell inquired about the Meals on Wheels. Ms. Gunderson explained that although the (parent) organization is the same, the Meals on Wheels and Case Management are in two separate divisions of Catholic Charities. She stated that they do the home delivered meals program for Wheeling Township, but that didn't mean that they were the only meals program in Wheeling Township, as Wheeling Township also has a Meals on Wheels program. The Catholic Charities program is federally funded and operates on a donation basis Monday through Friday. She highlighted the registration procedure that had been established for the Senior Center's congregate program.

She noted that services (other than senior) in the Village routinely interface with the Catholic Charities Des Plaines office where there is a meals program, a food pantry, and a clothes closet.

Commissioner Seleski indicated that Catholic Charities "always came through," and the biggest challenge is educating people that they don't have to be Catholic (to access their services.) Ms. Gunderson reminded the Commission that they were accepting applications for the Community Paint-A-Thon (a program that paints the homes of low income elderly at no charge) up until June 15. Ms. Gunderson indicated that the brochures are available in three languages. Hands on Suburban Chicago handles the Community Paint-A-Thon volunteers.

Ms. Gunderson extended an offer to attend any events or provide any presentations.

VII. OTHER BUSINESS

A. Announcements None

B. Correspondence None

VIII. ADJOURNMENT

COMMISSIONER SELESKI MOVED TO ADJOURN AT 8:31pm, SECONDED BY COMMISSIONER HARDY. ALL CONCURRED.

The next meeting is scheduled for May 16, 2016.