



Agenda
Village of Arlington Heights
Senior Citizens' Commission
Virtual Meeting

January 11, 2021
7:00 PM

I. CALL TO ORDER

- A. **In response to the COVID-19 pandemic, this Senior Citizens' Commission meeting is being held virtually, which permits the public to fully participate via their computers or using their phones.**

To participate in the virtual meetings, please follow these instructions: <https://bit.ly/393hLrV>

Individuals who wish to comment or ask a question on an item on the Agenda may either participate virtually or send an email to the Village at tcolagrossi@vah.com. Please limit emails to 200 words or less. To be shared at the meeting, the email must be received by 3:00 p.m. on January 11, 2021.

II. ROLL CALL

III. APPROVAL OF MINUTES

- A. Minutes from December 21, 2020

IV. REPORTS

- A. Senior Impacts Reports
1. Chairperson
 2. Senior Center Manager
 3. Not for Profit Corporation
 4. Senior Center Advisory Council
 5. Legislation
 6. Age-Friendly Community Certification
 7. 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 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.



Senior Citizens' Commission
1/11/2021

Item: Minutes from December 21, 2020

Department: Health and Human Services

ATTACHMENTS:

Description	Type
Minutes from December 21, 2020	Minutes

Minutes
Village of Arlington Heights
Senior Citizens' Commission
Commissions Room and Virtual
33 S. Arlington Heights Road, Arlington Heights, 60005
December 21, 2020
7:00 PM

I. CALL TO ORDER

Chairperson Feldman called the meeting to order at 7:04 PM. All stood for the Pledge of Allegiance.

II. ROLL CALL

Present

Fred Feldman,
Chairman
Nancy Frenk
Susan Viecegli
George Motto, M.D.
Tim Carter
Tem Williams
Sharon Adams

Also Present

Tracey Colagrossi,
Commission Liaison
Keith Moens
Madelyn McCarren
Melissa Cayer

Absent

Dottie Hardy
George Weber
Maureen Seleski

III. APPROVAL OF MINUTES

A. Minutes from November 16, 2020

**COMMISSIONER WILLIAMS MOTIONED SECONDED BY
COMMISSIONER CARTER, MOVED TO APPROVE THE
MINUTES FROM THE NOVEMBER 16, 2020 MEETING.**

ALL CONCURRED AND THE MOTION CARRIED. Chairperson Feldman summarized that the minutes were approved.

IV. REPORTS

A. Senior Impacts Reports

a. Chairperson

Chairperson Feldman had nothing to report.

b. Senior Center Manager

Tenant Agencies:

The Senior Center, Arlington Heights Park District, Arlington Heights Memorial Library continue to follow the Tier 3 mitigations from IDPH through January 9, 2021. Meaning all in person programs are postponed until then. The Arlington Athletic Club is still open by appointment through the Park District, as that aligns with the Tier 3 mitigations for health clubs.

The Arlington Heights Nurses Club lending closet continues to monitor their voicemail as they remain closed since November 16. The Senior Center has referred to other areas for lending closet items. The Nurses Club will reopen when Tier 4 resumes. They are seeking the help of students/interns to assist with the inventory and data entry of the program.

Programs:

The January/February Newsletter was sent to homes on Friday, December 18. There was an issue with mailing the December 2020 issue, as there was not enough postage added. A second mailing was sent out. The database was

also updated and converted from Access to Excel, Manager Colagrossi ensured that all members of the Commission were included in the mailing. The Commissioners confirmed that they did receive a copy in their mail.

Snow Removal Referral Program: Over 26 students committed to the program. A mailing went to over 165 residents interested in using the service.

Tax Aide Program: will be conducted this year. Appointments will be received beginning January 4. Appointments are Wednesday/Thursday, February 3 through April 15. Tax Payers will come in to get their documents scanned. A virtual trained tax preparer will then complete the forms and then the tax payer will need to come in a second time to review and sign.

Event/Status Update:

The Senior Center Request for Proposal will be interviewing three firms on January 6, before a final recommendation is submitted to the board. There were 13 firms that submitted RFPS for consideration.

National Accreditation:

Barbara Fentress of Virginia and Jenna Hauss of California are in process of reviewing the Arlington Heights Senior Center Document Notebook. The Peer Reviewers have a few follow up questions regarding the response to programming in a pandemic. Manager Colagrossi is working on responses. The next steps will be to coordinate a virtual visit with them, along with our accreditation team, volunteers and staff.

c. Not for Profit Corporation

The INC Board met on December 10, 2020, and awarded the Senior Center with three funding requests: Aging Mastery Program License, Movies for 2021, and Great Decisions Conversations. The Aging Mastery Program is

an evidenced base program from the National Council on Aging: The Aging Mastery Program (AMP) is a fun and engaging education and behavior change incentive program for aging well.

The AMP core curriculum covers 10 topics. The classroom experience is a mix of didactic and interactive learning with an emphasis on peer-to-peer interaction. When they graduate from AMP, participants have set goals for positive actions in many aspects of their lives such as exercise, nutrition, finances, advance care planning, community engagement, and healthy relationships. Download the program overview.

There are also nine elective AMP classes that can be offered as a follow-on to the 10-class core program for AMP graduates. These classes address topics such as patient/physician communication, memory, home safety, malnutrition, and bucket lists.

The Board will be looking into creating a planned giving program. Also, Longtime Advisory council member and INC Board Member Richard Chierico submitted his resignation on Monday, December 14.

d. Senior Center Advisory Council

The next meeting is scheduled for March 2021. There is nothing to report at this time.

e. Legislation

Chairperson Feldman reported the veto session that was scheduled for late November-early December has been cancelled. Nothing to report at this time.

f. Age-Friendly Community Certification

See Attached Age-Friendly Update. Senior Center Manager Colagrossi presented on an overview of the update document followed by a summary from Commissioner, Dr. George Motto. The Commissioners made some edits to the document. Commissioner Carter stressed that the Central Source of Information should be implemented with a fair and equitable lens all. Commissioner Motto stressed that the Age-Friendly certification process is continuous evaluation of services. The certification is in effect every five years.

COMMISSIONER VIECELLI MOTIONED AND SECONDED BY COMMISSIONER CARTER, MOVED TO APPROVE THE AGE FRIENDLY UPDATE DOCUMENT.

ALL CONCURRED AND THE MOTION CARRIED. Chairperson Feldman summarized that the minutes were approved.

CHAIRPERSON FELDMAN MADE A MOTION TO ATTACH THE AGE-FRIENDLY UPDATE TO THE DECEMBER 21, 2020 MINUTES. COMMISSIONER WILLIAMS MOTIONED AND SECONDED BY COMMISSIONER VEICELLI.

ALL CONCURRED AND THE MOTION CARRIED. Chairperson Feldman summarized that the minutes were approved.

CHAIRPERSON FELDMAN MADE A MOTION TO DIRECT THE SENIOR CENTER MANAGER TO TRANSMIT A COPY OF THE AGE-FRIENDLY UPDATE TO THE DIRECTOR OF HEALTH AND HUMAN SERVICES. COMMISSIONER WILLIAMS MOTIONED AND SECONDED BY COMMISSIONER ADAMS.

ALL CONCURRED AND THE MOTION CARRIED. Chairperson Feldman summarized that the minutes were approved.

g. Kenneth Hood Senior Service Award

Chairperson Feldman reiterated that the Kenneth Hood Senior Service Award is postponed until 2021.

V. OLD BUSINESS

VI. NEW BUSINESS

VII. OTHER BUSINESS

A. Announcements/Correspondence

There was no additional correspondence or announcements.

B. Citizens to Be Heard

Madelyn McCarren identified herself from the League of Women Voters representing Des Plaines and Mount Prospect areas. Ms. McCarren stated she was concerned about the walkability of sidewalks in the winter after the streets are plowed. She stated that the streets are a higher priority and that it is an equity issue, as those who walk to stores and work need to have walkways passable. She added she spoke to a number of residents that use the sidewalks frequently and added that they had resigned themselves to this is the way it is. Ms. McCarren stated she had voiced this concern at the DEI Kaleidoscope session.

Chairperson Feldman stated her comments would be in the public record. The Commissioners suggested that Ms. McCarren also contact Public Works. Commissioner Adams noted that this has been suggested previously and that the Board advised that it should be a Neighbor Helping Neighbor effort to clear pathways. The Commissioners stated that other municipalities have clear sidewalks as an ordinance and perhaps that is what

is needed. Ms. McCarren thanked the Commission for their guidance and to be heard.

Keith Moens asked the Commissioners to consider the Affordable Housing Ordinance to be reviewed to include Senior Living Communities receiving TIF funds to have affordable housing units included. Mr. Moens stated that the Affordable Housing Ordinance that was approved earlier this year had senior living communities included, but was removed before final approval of the Board. Mr. Moens said that there are two senior living communities that are approved for building in the area, one from Trammel Crowell will be before the Board on January 4, 2021. Mr. Moens requested that the members of the Senior Citizens' Commission be present at the board meeting to voice their concern for affordable housing.

The Commissioners said that they would look into the Affordable Housing Ordinance and about the new communities, as well as attend the January 4, 2021 Board meeting to learn more about the project.

VIII. ADJOURNMENT

AT 8:42 PM, COMMISSIONER CARTER MADE A MOTION TO ADJORN, SECONDED BY COMMISSIONER VIECELLI. ALL WERE IN FAVOR. MEETING CONCLUDED.

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.