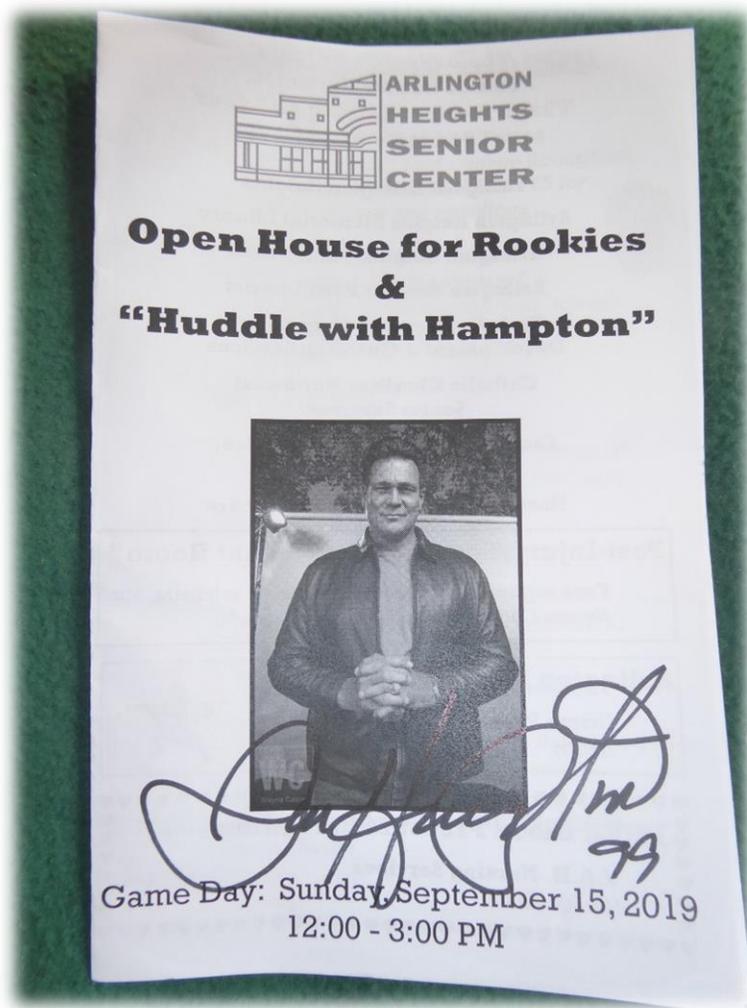


**Arlington Heights
Senior Center
Annual Report
January 1 - December 31
2019**



**AGENCIES OF THE
ARLINGTON HEIGHTS SENIOR CENTER**

Village of Arlington Heights

Arlington Heights Memorial Library

Arlington Heights Park District

Arlington Heights Nurses Club

Catholic Charities Community Development and Outreach Services

Catholic Charities Northwest Senior Services

Escorted Transportation Service Northwest

Northwest Community Healthcare

Arlington Heights Senior Center Annual Report 2019

ARLINGTON HEIGHTS SENIOR CENTER ANNUAL REPORT-2019

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Arlington Heights Senior Center Annual Report 2019

MISSION STATEMENT

The Arlington Heights Senior Center represents this community's comprehensive strategy to meet the needs of its older adults. As such, it will serve as the community focal point where older adults can come together for services and programs that reflect their experience and skills, respond to their diverse needs and interests and enhance their dignity, support their independence, and encourage their involvement within the Center and the community. The Arlington Heights Senior Center will provide a supportive environment in which adults have a voice in determining matters in which they have a vital interest. The Senior Center shall provide a wide array of services and programs and also links patrons with services offered by other agencies. The Senior Center serves as the primary resource for the entire community for information on aging, support for family caregivers, training professional and lay leaders and students and for the development of innovative approaches to aging issues and programs.

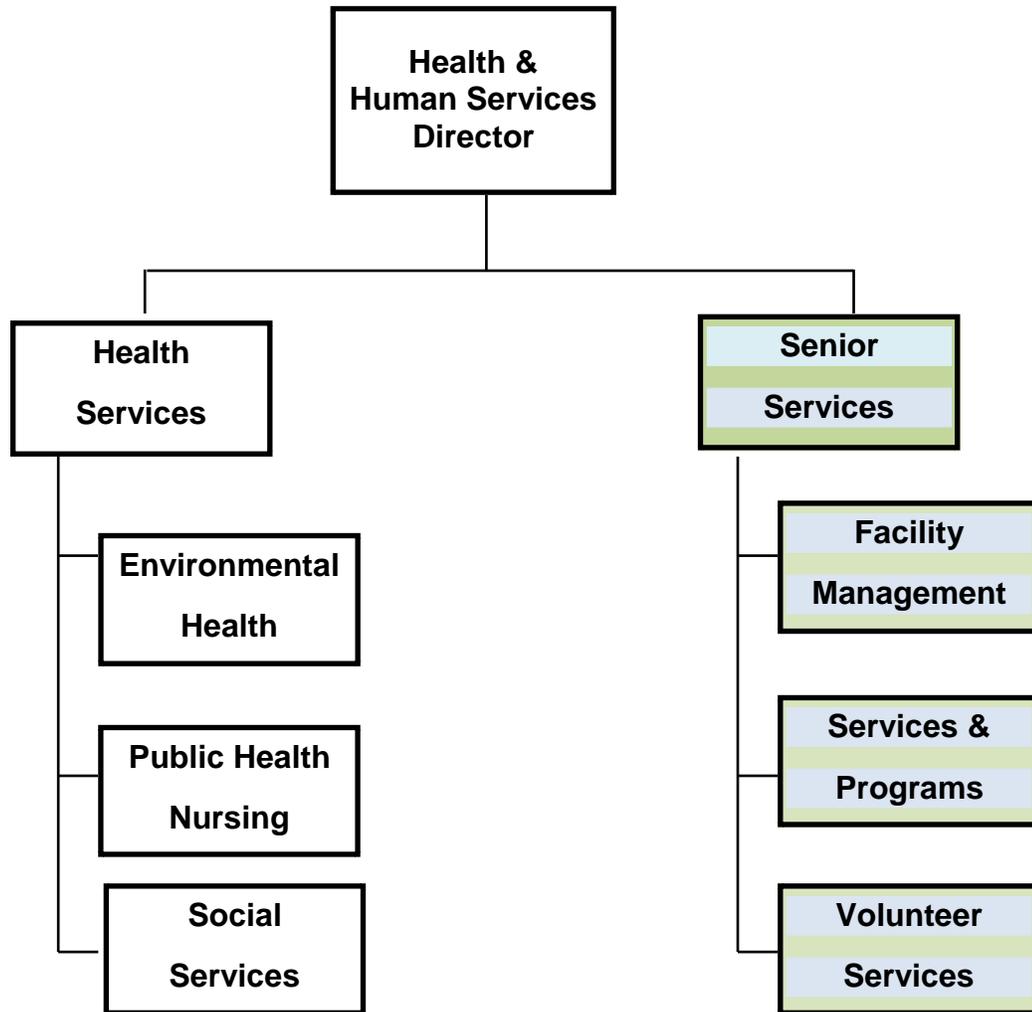


Proposed Mission Statement Proposed by Senior Center Accreditation Team

Owned and operated by the Village, the Arlington Heights Senior Center presents a welcoming environment which promotes and supports the independence, welfare and education of senior citizens of the Arlington Heights area. Through the efforts of dedicated employees and numerous volunteers and aided by its advisory council and its fundraising organization, the Senior Center provides a myriad of meaningful, timely and cost effective programs, services and facilities to the Arlington Heights Senior Community.

Arlington Heights Senior Center Annual Report 2019

Village of Arlington Heights Senior Services and Senior Center



ARLINGTON HEIGHTS SENIOR CENTER MANAGER'S REPORT

Scope of Services

The Arlington Heights Senior Center provides an array of services and programs to senior citizens residing in the Village of Arlington Heights and neighboring communities. The Village of Arlington Heights opened Park Place Senior Center in 1982 as a "one stop shopping" place to bring local organizations providing services to senior citizens under one roof and continues as the Arlington Heights Senior Center to this day.

These include social and recreational programs, educational and creative arts programs, intergenerational programs, home delivered meals, daily luncheon, case management, information, referral and assistance, benefits access counseling, health, fitness and wellness programs, transportation, employment assistance, volunteer and civic engagement opportunities.

Workload and Performance

The Senior Center's front office staff consistently performs at a high level. We are staffed with one full time Senior Center Manager, one full time Administrative Assistant, one part time Program Coordinator and one part time Volunteer Coordinator as well as one part time Staff Assistant. Additionally, there are four "Senior Center On Call Staff" who work a combination of on call hours as well as some regular hours which amounts to approximately nineteen hours per week. The Senior Center is open to the public 52.5 hours per week. There is no point where all staff are working at the same time so intraoffice communication is handled by emails, phone calls, texts and notes. The Senior Center is heavily reliant upon a dedicated volunteer base.

Key Accomplishments over the Past year

2019 was the year of stellar programs, reaching a wide array of abilities and interests, from the soon-to-retire to the nonagenarians.

A new digital gate counter was installed in March 2019 so we can now accurately track our attendance.

We launched the Senior Center Reaccreditation Committee in May. Most committee work was substantially completed by the fall.

Once again, we collaborated with the Planning Department and were able to use CDBG (Community Development Block Grant) funds to bring additional security cameras to the Arlington Heights Senior Center.

Panic Buttons were installed at select locations throughout the senior center.

The Senior Center Manager worked with the Health Department Director as well as the Planning and Public Works Departments on the Senior Center update.

ARLINGTON HEIGHTS SENIOR CENTER MANAGER'S REPORT

We replaced the projector in Room 183 and developed new instructions for all AV equipment.

The Senior Center Manager worked with the Village of Arlington Heights Senior Citizens Commission on the November 2019 launch of the American Association of Retired Persons Age Friendly Community Certification Survey.

Review of Current and Anticipated Challenges

Our primary challenge is to keep a balance between programs and services that serve a population with a nearly 50 year span.

Another challenge facing the Village of Arlington Heights will be the replacement of the Senior Center Manager as she will retire in 2020. She has held that post for thirty-plus years.

Key Initiatives Now Underway

Through strong initiative from Public Works, Room 136, formerly storage, was completely emptied with the intent of converting this room into a program/game room. Emergency lighting was installed, a new door was ordered and repairs were made to the floor. We anticipate turning the room over to Wii Bowling; Ping Pong and Pinball in late spring of 2020 after a few more adjustments.

New Initiatives and Potential New Initiatives

Next year we will:

Assess the existing services, programs and facilities and make recommendations about which require improvement, elimination or replacement as part of the Age Friendly Community Certification process.

Conduct facility assessment based upon possible facility changes to meet future generation senior age cohort needs. We will produce cosmetic, technology and other changes which will increase the comfort, use and encourage an energizing environment for patrons, volunteers and staff.

We will complete the accreditation process and become a nationally accredited Senior Center.

Volunteers

The Arlington Heights Senior Center has a vibrant volunteer program. It is also facing some challenges.

One major challenge is keeping the programs alive that are fully reliant upon volunteers. Three programs are currently feeling the strain, the Lending Closet, Senior Health Insurance Program and Tax Aide. The Arlington Heights Nurses Club frequently jokes about who will staff the Lending Closet in the future and their answer is always "the last man standing." Two programs involving drivers, Escorted Transportation Service, Northwest and Catholic Charities Office of Community Development and Outreach experience cyclical crunches as

ARLINGTON HEIGHTS SENIOR CENTER MANAGER'S REPORT

their transportation and home delivered meals program drivers increasingly join the snow birds' annual migration.

George Weber stepped down as the SHIP Coordinator at the close of 2019. Veteran SHIP Counselor Leo De Angelis replaced Mr. Weber. Katherine Kinney coordinated the Tax Aide program for several years, and is retiring at the end of the 2020 season. Ralph Thinnies, the Tax Program "tech go to" retired after the 2019 tax season.

Senior Center Partnerships

The Village of Arlington Heights is fortunate to be in partnerships with the agencies located at the Arlington Heights Senior Center. We are also deeply appreciative of the support of the Arlington Heights Senior Center, Inc. We have a sound working relationship with the Village of Arlington Heights Senior Citizens Commission. We also have great collaboration with the Village of Arlington Heights Youth Commission on their "Let It Snow, Make It Go" teen referral Snow Shoveling Program. We participate in the Lutheran Home Senior Coalition and Northwest Community Hospital's Wellness Center Member Appreciation Health Fairs. Additionally, our Program Coordinator has developed many innovative partnerships in the community, bringing great programs to the Senior Center.



ARLINGTON HEIGHTS SENIOR CENTER PROGRAM REPORT

The Senior Center focused some of its 2019 programming on attracting newcomers as well as the “younger senior” population, while continuing to provide offerings that appealed to its existing patrons. Dozens of innovative and brand-new programs were introduced and an entertainment lineup like none before kept the place “hopping and happening” – morning, noon and night.

New programs

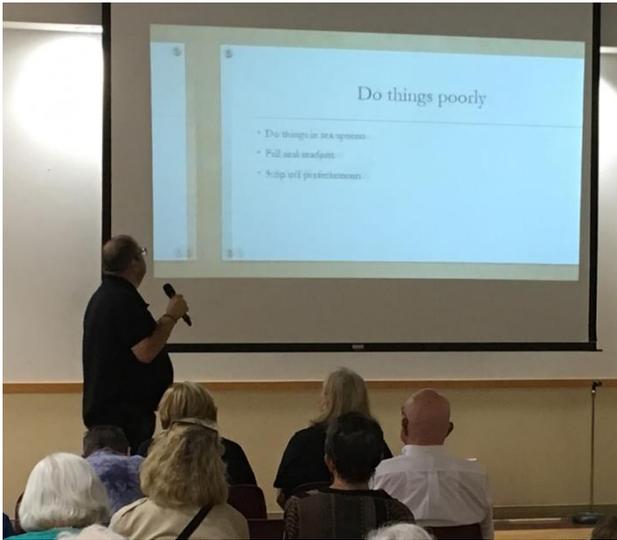


Two impactful programs kicked off the new year: “Memory Café” and “Brain Enrichment.”

- 1) Developed as a joint venture between several agencies, including the Village, Arlington Heights Memorial Library, Catholic Charities, and Arlington Heights Park District, the Memory Café provided varying monthly socialization activities for those with mild cognitive impairment and their care partners.
 - 2) A ten week “Brain Enrichment” course, developed by Dr. Linda Sasser, was co-facilitated by the Program Coordinator, library staff, and a skilled volunteer aimed at instructing participants in ways to maintain and improve brain health. Both programs quickly filled to capacity and were extremely well-received.
- Several offerings by Professor Gary Midkiff held on a variety of weekday afternoons, Monday evenings and Saturday mornings provided learning and engaging discussion opportunities. His 2019 lecture topics included *Presidency of Harry Truman*, *D Day*, *Prohibition* and *Lincoln’s Gettysburg Address*. The Foreign Policy Association’s popular program, *Great Decisions*, began under Professor Midkiff’s leadership in September 2019 and is scheduled to run on a monthly basis through April 2020. The 2020 program will commence in May.
 - The Arlington Heights Police Department conducted two K9 Unit Demos, giving attendees a chance to meet Reno, Yara, Vargo and their handlers. These impressive demonstrations shed light on the level of training involved and the services the dogs and their handlers provide to the community.



ARLINGTON HEIGHTS SENIOR CENTER PROGRAM REPORT



Dr. Cesar Madrigal and Carrie Johnstone of Madrigal Consulting, LLC shared their expertise with senior patrons on a variety of relevant topics of interest, including *How to Declutter, Anxiety, Positive Thinking, Healthy Sleep* and *Healthy Relationships*.

A new programmatic partnership with Center for Concern yielded three sessions throughout the year on the topic of energy efficiency, including one-on-one workshops where seniors were able to have their individual energy bills reviewed for savings opportunities.

Commissioner Mariyana Spyropoulos provided an update on the Metropolitan Water Reclamation District of Greater Chicago and State Representative Mark Walker shared a Springfield update – at two separate presentations.



Animal Program” provided a fun and interactive experience with its zoo animals for guests to observe and pet (if they dared).

ARLINGTON HEIGHTS SENIOR CENTER PROGRAM REPORT



With an event designed to attract rookie seniors (folks who have never before visited the facility), all agencies huddled together to put on a Sunday afternoon open house in September, highlighted by a 2-hour talk and “meet & greet” with Chicago Bears Hall-of-Famer, Dan Hampton. Arlington Heights Senior Center, Inc. provided funding for the special guest appearance by “Danimal” and a football-themed atmosphere provided visitors with an overview of the services and offerings provided by the Center’s eight agencies.

A moving presentation, combined with an interactive hallway exhibit, provided information and inspiration on the topic of Alzheimer’s and the effects of caregiving. Jodi Arndt shared parts of her personal journey with a family member living with Alzheimer’s and co-facilitator, Laura Larson helped to create an exhibit whereby passersby could contribute to and read from the displayed messages of hope.

Programs aimed at the “soon-to-be” or “newly-retired” included two evening seminars and a six-week series for the 50-70-somethings with Dr. Ilene Berns-Zare. One of the seminars focused on “Hitting Your Stride at Midlife and Beyond” and the other addressed “Strengths-Based Solutions for Life, Leadership and Positivity.” A six-week facilitated discussion series helped registrants find strategies to navigate life’s second half in a small group setting.

The recruitment of seniors through the Intriguing Intergenerational Immersion Program (IIIP) with District 25 students resulted in a “Senior Visitor Day,” thanks in part to the efforts of Senior Citizens Commissioner, Tem Williams and District 25 Superintendent, Dr. Lori Bein working together with the Program Coordinator.

Miscellaneous lectures/presentations held at various points throughout the year:

- 6-part *Great Courses* DVD series on the *Historical and Cultural Gems of Washington, D.C.*
- *Motown Music* by Gary Wenstrup
- *History of Western Gardens* by Susan Langworthy
- *Operation Freedom – The Berlin Airlift* by Anette Isaacs
- *Allure of Venice and Paris – City of Light* by Ralph Burin
- *Organic Gardening and Starting from Seed* by Glenn Grosch
- *Groundbreaking Musicals, Behind the Doors of Downton Abbey, Classic Monster Mash* and *The Sound of Music – The Story Behind the Story* by Steven Frenzel of Marquee Movie Presentations

ARLINGTON HEIGHTS SENIOR CENTER PROGRAM REPORT



Non-stop Entertainment Lineup:

In addition to regularly-scheduled entertainment, the Senior Center benefitted from a very generous donation to Arlington Heights Senior Center, Inc. which enabled us to go “above and beyond” with special, added entertainment. As such, a “Monthly Music Moments” program was created, giving patrons an opportunity to enjoy, free of charge, both new and returning entertainment acts:

- Petra van Nuis – jazz singer
- Don Stille, accordionist & pianist – performed twice in 2019
- Steve Justman – guitarist
- Eddie Korosa – accordionist & vocalist
- The Arlingtones – Barbershop style
- Eric Lucky – vocalist, pianist, saxophonist
- Banjo Buddies Dixieland Trio
- Royale Polynesian Revue – Luau
- Buffalo Grove Singers *Encore!* – performed twice in 2019
- Edizon Dayao
- Falconaires Orchestra
- Dorothy Pauletti - 102-year old pianist
- Stevie Swing – Sinatra performer
- Wayne Messmer Duo
- Andrew Blenderman – pianist
- Heather Braoudakis – vocalist, Songs for the Season & Home for the Holidays



ARLINGTON HEIGHTS SENIOR CENTER PROGRAM REPORT

Additional entertainment acts were booked throughout the year that were stand-alone programs, including the Des Plaines Harmonaires, In Full Swing Jazz Orchestra, Rich Sladek – pianist, to name a few. A two-month program titled “Breakfast with the Bands” created an opportunity for early-risers to enjoy a jazz combo and an award-winning middle school band from Minnesota over morning snacks.



Returning/on-going programs:

- **Lunch-n-Learn** sessions with Village of Arlington Heights Manager, Randy Recklaus provided seniors with an update on Village business matters of interest.
- **Music & the Healthy Brain** - weekly
- **Alzheimer’s/Dementia Caregiver Support Group** - monthly
- **Korean-American Parkinson’s Support Group** - monthly
- **Senior Musical Group** (aka Senior Band) - weekly
- **Drum Therapy** - monthly
- **Laughter Club** - biweekly
- **Meditation Sessions** - weekly
- **Coloring Club** - biweekly
- **Genealogy** – monthly
- **Scrapbooking Club** – nearly weekly
- **Sudoku Club** – biweekly
- **Investment Clubs** - monthly
- **Fun & Games:** Ping Pong, Wii Bowling, Cribbage, Bingo, Chess
- **Monthly Movie Program**
- **National Senior Health & Fitness Day**—annual event with Senior Center agencies

Ongoing collaborations and partnerships:

- **Illinois Secretary of State** - Rules of the Road classes & Super Senior Day events
- **AARP Smart Driver, Driver Safety** - 2-Day Course, SmartDriver TEK, CarFit and the Tax-Aide program
- **SHIP** (Senior Health Insurance Program)
- **Metropolis Performing Arts Centre** – Acting Through Life and Crescendo Chorus programs
- **John Hersey High School** – Senior Olympics, Back to School Day and Love Bus
- **District 214 Community Education** – Senior Celebration Day
- **RTA** – Accessible transit options presentation through Mobility Services Unit
- **Harper Business Solutions** – Spanish class instruction
- **Arlington Heights Police Department** – National Night Out event

SENIOR CENTER VOLUNTEER REPORT

Volunteers

Seven of the eight agencies within the Senior Center utilize volunteers to provide a service to our community. In 2019, the Arlington Heights Senior Center had a total number of 323 active volunteers and the total number of hours that they served was 26,771.00

Our SHIP volunteers served 524 clients in 2019. Our tax volunteers served 595 clients.

The Volunteer Coordinator worked with the Arlington Heights Senior Center Inc. board to coordinate the Senior Services Expo. The Senior Services Expo raised \$12,687. Thirty-six vendors participated in the Expo and eight not-for-profit organizations participated in the event. This year the expo was held in the afternoon and evening. Joy Loverde, author of the book “Who Will Take Care of Me When I am Old” gave a presentation and all of the patrons that attended her presentation received an autographed copy of her book.



The annual Volunteer Recognition Luncheon was at Rolling Green Country Club on April 11, 2019. We recognized nine volunteers for reaching milestones in their service to the Senior Center. Five volunteers reached the milestone of 1,000 hours, two volunteers reached the milestone of 2,000 hours, one reached the milestone of 3,000 hours and one reached the milestone of 4,000 hours.



SENIOR CENTER VOLUNTEER REPORT

In May, a group of volunteers from The Arlington Heights Garden Club planted all of the flowers in the flower boxes in the front of the Arlington Heights Senior Center, as well as around the gazebo on the patio.

Alex Burkhardt, Eagle Scout candidate, completed his Eagle Scout project here at the Arlington Heights Senior Center in July 2019. Alex constructed four cedar planter boxes. Three for the Senior Center and one for the Arlington Heights Park District. Next year, the volunteer coordinator will seek volunteers to tend to the “garden” and then donate the produce to a local food pantry. Alex and his fellow scouts did a beautiful job on the planter boxes! Alex is planning to have his Eagle Ceremony at the Arlington Heights Senior Center in the spring of 2020.



Arlington Heights Senior Center Inc. Board member and volunteer, Mary Stitt, received the Ken Hood award from the Arlington Heights Senior Commission on Tuesday, September 3, 2019 at the Village Board Meeting.

The Volunteer Coordinator planned a service event for Prospect High School students as part of their second annual Prospect “Gives Back Day”. Over thirty students participated in the event at Lake Arlington on Saturday, October 5. These students helped to clean the grounds around the lake for a couple of hours. Prospect had over 300 students participating in various service projects throughout the community.

SENIOR CENTER VOLUNTEER REPORT



We had approximately eleven members from the Arlington Heights Garden Club come to the Senior Center to decorate our holiday tree in the lobby in November.

Ean Losselyoung and his father Jim also hung the holiday arch outside of the Senior Center.

George Weber retired as our SHIP Coordinator in December. George has been a volunteer at the Senior Center since 1995 and will receive his 5,000-hour service pin at the Volunteer Recognition Luncheon in the spring of 2020.



The Senior Center lost three of our very dedicated volunteers in 2019 with the passing of Dolly De Rosa, Linda Cesario, and Robert Forton.



VILLAGE OF ARLINGTON HEIGHTS NURSES

The Village of Arlington Heights Nursing Services provides weekly blood pressure and blood sugar screenings and bi-monthly cholesterol screenings, as well as consultation. Two clinics are held at the Arlington Heights Village Hall every week and these also serve the senior citizen residents in the community.

Shown right is a blood pressure clinic at the Senior Center's "Open House for Rookies" on September 15, 2019



The Village of Arlington Heights Nursing Services provides support at Senior Center events such as National Senior Health & Fitness Day and Senior Center Inc.'s Health & Housing Expo.

ARLINGTON HEIGHTS SENIOR CENTER ADVISORY COUNCIL REPORT

Membership

The 2019 term Advisory Council members were Joan Brandt, Pat Carbery, Rich Chierico, Sandy Corcoran, Bruce Cruz, Dolores De Rosa, Jeanette Domek, Harriet Feinberg, Paul Johal, Norma Johnson, Charlotte Leventhal, Mary McCarthy, Gerry Moscinski, Paula Rebbeck, and Nan Sullivan.

Events

The 2019 Events Committee included Pat Carbery (Committee Chairperson), Paula Rebbeck, Jeanette Domek, Bruce Cruz, Nan Sullivan and Karie Van Grinsven. The Committee recommended and the Council planned the following events:

- ✓ 03/15, St. Paddy's Party
- ✓ 04/01, Magician
- ✓ 06/14, Flag Day
- ✓ 07/30, Ice Cream Social
- ✓ 08/15, Reunion Jazz Orchestra
- ✓ 09/16, Brat Cookout
- ✓ 10/31, Pumpkin Decorating
- ✓ 11/19, Thanksgiving Program
- ✓ 12/10, Des Plaines Harmonaires
- ✓ 12/30, Pre New Year's Eve Party



The Council hosted the traditional annual events. All of the events were well-attended and thoroughly enjoyed by the attendees. In addition to these events, the Council strives to host new events. New in 2019, the Council hosted the Pumpkin Decorating Event.



Council members also took an active part in Senior Celebration Day, National Senior Health and Fitness Day. Arlington Heights Senior Center, Inc. funded the Council's entertainment. Our thanks are extended to Inc. for their continued support.

ARLINGTON HEIGHTS SENIOR CENTER ADVISORY COUNCIL REPORT



Final Comments



“You may have heard this before but every time I enter the Center, I am always amazed by the energy and excitement. The Center is certainly not an 'Old Folks Home.' As I always say, it is the 'Super Center.' The events and programs planned by the Council help make it this kind of Center. Thank you to the Council and Center staff for a successful 2019 and I look forward to continued success in 2020.”

Respectfully,
Bruce Cruz, President
Arlington Heights Senior Center Advisory Council
Advisory Council



Delores De Rosa
Arlington Heights Senior Center
Advisory Council-30 Years

Arlington Heights Memorial Library

Overview of Library Services at the Senior Center

The Arlington Heights Memorial Library offers a wide variety of programs and services for older adults. Monday through Saturday, library staff and volunteers at the Senior Center assist customers, teach classes, and host programs. All programs and classes are provided free of charge.

The Library's Reading Room contains a collection of over 2,300 popular books, DVDs, music CDs, and audiobooks, including the most current books available in large print. In a comfortable reading area, patrons can relax and read an assortment of specially selected magazines and daily newspapers. Each month, a special display features books with topics and authors of interest to Senior Center readers. All items are available for checkout.

The library operates the Computer Room at the Senior Center where tech classes designed especially for seniors are offered daily. Students can choose from Windows as well as iPad and iPhone classes that target a range of skill levels from novice to experienced. Afternoons, the room is monitored and open for public use.

The Library also conducts weekly and monthly facilitated discussion programs where older adults can connect with those who have similar interests such as films, books, current events, travel, and technology. Each year we offer special series like our eight-week memoirs classes. Throughout the year, a variety of topical programs is also featured.

In 2019, over 30 senior volunteers supported AHML services and programs at the Senior Center.

Summary of Accomplishments & Significant Developments

New Tech Classes

In 2019, we offered a number of new tech classes for students including Basic Photo Editing, iPhone Mail, Advanced iPhone Settings and purchased Android phones and developed new courses that will come online at the beginning of the new year. Senior tech volunteers are busy preparing for the new Android classes.

iPad Class students take a break with their volunteer coach Mary Jo.



Arlington Heights Memorial Library

Memory Café

We launched a monthly Memory Café for persons living with dementia and their care partners. The Café is a collaboration with several agencies: Arlington Heights Library, Catholic Charities, Senior Center, Arlington Heights Park District and Age Options. Since our second session of the Café we have hosted the maximum number attendees (36) at our gatherings. Participants enjoy snacks, conversation, an activity and leave with a hot lunch. Staff and attendees alike have made new friends as we made art, took virtual tours, danced, sang and celebrated holidays together.



Memory Café participants enjoy a Halloween party hosted by the Library. We played Halloween Bingo, Trick or Treat, and made our own masks. A great time was had by all!

Volunteers

Over thirty senior volunteers staff the Reading Room, instruct and coach classes, and facilitate discussion groups and programs. Volunteers contribute nearly 400 hours each month, and library programs offer a unique opportunity to many seniors to use their extensive knowledge and skills to help other seniors.

Arlington Heights Memorial Library

Budget

Library expenditures for staff, technical services, equipment, supplies, collection, and programming are part of other budgets and do not appear as separate budget line items.

Library Staff



ARLINGTON HEIGHTS NURSES CLUB

The Arlington Heights Nurses Club (AHNC) is a volunteer group of registered Nurses who live or work in Arlington Heights or who have offered to provide volunteer service to the Club, regardless of their residence address.

Our mission remains to continue to provide service, philanthropy, and education to the Arlington Heights Community.



Summary of Accomplishments

In May 2019, The Nurses Club provided a total of nine scholarships to Arlington Heights Nursing Students who demonstrated academic excellence, service, and financial need. The amounts of the nine scholarships were \$2,000 each. Most of the funding comes from donations from the Lending Closet and private donations. Special scholarships were given in honor of Beverly Tresnowski and Christine Trapp who so kindly donated the money to our club. Other scholarships were awarded in honor of our club's founder, Martha Jackson. Students receiving scholarships this year attended Purdue University, Southern Illinois University in Edwardsville, Olivet Nazarene University, Carroll University, and Rush University. Most of the additional funding for scholarships is provided from the Lending Closet monetary donations.

The Lending Closet loaned a total of 2,811 pieces of durable medical equipment to 1673 clients between January 1, 2019 and December 31, 2019. The Club gratefully acknowledges the services of Dodie and Ray Shields who maintain our computer records and to Peggy Vaughan and Suzanne Voss who manage the inventory and coordinate the volunteers who serve there. These efforts are very much appreciated by the Club and community members who consistently applaud the service the Lending Closet provides.

ARLINGTON HEIGHTS NURSES CLUB

Suzanne Voss, the Club's treasurer, applied for a grant from Arlington Heights Senior Inc. and received \$428, which paid for some new wheelchairs. Suzanne also applied for a grant from Northwest Community Hospital and the AHNC received \$1,000 which will buy knee walkers. Kudos to Suzanne for her perseverance.

Volunteers

The AHNC provided volunteer staffing for the Lending Closet in conjunction with the Senior Center volunteers. From January 1, 2019 through December 1, 2019, a total of 30 volunteers provided 1818 hours of service during the Lending Closet hours of operation. In addition to volunteers, the volunteer services of members' spouses, grandchildren, and other members of the community provide help to the closet.

Senior Center Partnership

The Arlington Height Nurses Club is in a position to make and accept referrals to all of the service agencies located at the Senior Center. These include Escorted Transportation Service, Northwest Meals on Wheels, and Nursing Services from the Village of Arlington Heights. The Senior Center has generously recruited additional volunteers to work the Lending Closet, which allows the Club to provide a total of 15 hours of service, covering 6 days per week.

Budget

In 2019, through the efforts of the Treasurer, Suzanne Voss, a formal budget was approved by our members at our October 23, 2019 meeting. This included member dues, donations from the Lending Closet, and direct donations from families in memory of their loved ones. The minimal dues our membership pay are used for postage and printing costs of our newsletter and phone directory. We occasionally use these funds to supply refreshments and stipends for speakers at our meetings.

Our Club applied for grants from Arlington Heights Senior Center, Inc. and Northwest Community Hospital, which allowed us to purchase new equipment for the Lending Closet. The AHNC carries a general liability insurance policy which is funded by dues and donations.

Goals for the Coming Year

1. Continue to cooperate with the Senior Center to maximize accessibility to and increase awareness of the Lending Closet.
2. Manage and evaluate the Lending Closet equipment and coordinate the donations of extra equipment to cooperating agencies several times each year.

ARLINGTON HEIGHTS NURSES CLUB

3. Continue to apply for grant money from Arlington Heights Senior Center, Inc., Northwest Community Hospital and research other grant monies to replenish equipment for the Lending Closet.
4. Explore Social Media as a means of increasing our club membership.
5. Continue to update our nursing skills and assist with community health programs when possible.
6. Continue to provide educational opportunities, social relationships, and friendly, collegial support to our members.

Patricia M. Meschler, RN, BSN

AHNC President 2018-2020



ARLINGTON HEIGHTS PARK DISTRICT

Basic Overview

The Senior Recreation and Leisure Program is under the leadership of the Arlington Heights Park District, a Gold Medal award winning District with multiple facilities and amenities. The Senior Program is one of many programs that make up the Park District.

The Park District is governed by an elected Board of Commissioners and managed by an Executive Director and Administrative Staff.

The Arlington Heights Park District Senior Programs are held at the Senior Center. Recreation Supervisor Linda Paxson manages the Park District Senior Leisure and Recreation programs designed for the patron over 50 years of age. She supervises:

1. Office/Gift Store and Staff:

The Park District Office Staff consists of four Guest Services Representatives and one Facility Attendant (also responsible for nighttime assistance for instructors/students) that are responsible for registration and clerical duties for the daily operations of the Office/Gift Store. The Gift Store provides patrons the opportunity to purchase small gift items and greeting cards at very reasonable prices.

2. Arlington Classic Tour Club (one-day and extended tours): Membership for the Tour Club has been consistently between 400-500 members. There are approximately 60 one-day tours offered throughout the year. Most one-day tours include deluxe motor coach transportation, a three course meal, entertainment ticket or admission and the services of a professional tour escort. There are approximately six extended tours offered annually consisting of tours planned by an outside vendor or in-house.



ARLINGTON HEIGHTS PARK DISTRICT

3. Arlington Athletic Club (AAC): The Park District offers a small athletic club located in the Senior Center offering 18 pieces of equipment and a weight station. AAC has a membership base of approximately 120 members.

4. Wood Shop: The Wood Shop offers a daily rate or membership rates to seniors. Before anyone can join the Wood Shop, he/she will be certified by either the Wood Shop Coordinator or one of the Wood Shop Attendants who demonstrate proper use of each piece of equipment. Membership for the Wood Shop is approximately 50 members. A goal for 2020 is to have the Wood Shop open on Saturday mornings and to offer intermediate and advanced level wood working classes. A new piece of equipment was purchased this year – a SawStop Table Saw. Funding for the saw was provided by Arlington Heights Senior Center, Inc.



The Wood Shop also offers *Wood Working* and *Learn the Lathe* classes, which have been very popular. This picture is a Wood Working Class student who finished this intermediate level project.

Classes: The Senior Program offers several categories of classes including Fun & Fit, Art, Yoga, Dance (includes two drop-in Dance Programs), Crafts (Quilting, Knitting & Crochet), Games (Bridge, Canasta & Mah Jongg), Pickleball and Special Events (includes luncheons off site and seminars).

New this year was the addition of evening programming. With many seniors still working at least part-time, our goal is to attract the working senior by offering evening

ARLINGTON HEIGHTS PARK DISTRICT

programming. Bridge was the test class, which has proven successful. In 2020, there are plans to offer evening dance, quilting, and art classes.

Summary of Accomplishments

The Park District Senior Program attendance is slightly lower at 37,424 for 2019-2020 in comparison to 39,784 for 2018-2019. The Senior Program is estimated to operate with a \$431,000 budget for 2019-2020. Note: Please see Significant Developments category below.

The Arlington Heights Park District is accredited as an Illinois Distinguished Agency. This accreditation honors quality of service, improvements made, extent of future planning, participation involvement, and acceptance by the community. It is the highest accreditation possible for a Park and Recreation organization. The Park District is a three-time recipient of the National Recreation and Parks Association's National Gold Medal Award for parks management excellence.

The Senior Program continues with an "open door" policy whereas patrons may feel free to come into the Supervisor's office to give their suggestions, positive or negative comments, or just to talk. This has been welcomed by the seniors.

The Park District Office changed its hours to conform to the Senior Center hours, so it is now opened from 8:30am–8:00pm on Mondays/Wednesdays, 8:30am-4:30pm Tuesday/Thursday/Friday and 8:30am–12:00pm on Saturdays.

The Park District has partnered with the Arlington Heights Memorial Library, Catholic Charities, Age Options, and the Village of Arlington Heights in a program called "Memory Café". This program is geared to those who suffer from dementia and their caregivers offering social time and different group activities each month.

Significant Developments

Senior Center Park District Staff continues to research trends within the active adult market in order to offer cutting-edge leisure and recreational activities.

With the drop in daytime attendance, staff has started to offer evening and weekend programming to attract working adults and semi-retired seniors who cannot participate in daytime programs. Classes such as Beginning Bridge, Art, Quilting, and Ballroom Dance have been offered to accommodate those active adults' needs.

The Senior Program has started a division of its Tour Club called Fork n' Cork. The program inauguration will begin in March 2020. This is a dining program which hopefully attracts those who are alone, who don't like to eat alone, those who would never drive themselves to other than carry out establishments, and simply those who want to try different culinary experiences.

ARLINGTON HEIGHTS PARK DISTRICT

Volunteers

The Arlington Heights Park District has 28 volunteers on their staff working a variety of jobs. These jobs include assisting the Gift Store Buyer with merchandise in the Gift Store, clerical work, Wood Shop attendants, and Arlington Athletic Club monitors. In fiscal year 2019-2020, volunteers clocked over 4,000 hours in volunteer time.

Senior Center Partnership

The Senior Center houses eight agencies, the Park District being one of them. The Park District considers itself part of a team of professionals that collaborate to meet the various needs of the community by specializing in quality and affordable leisure and recreation activities.

Next Year's Goals

- To better serve the working or semi-retired senior, it is the Park District's goal to offer additional evening and weekend quality programming/leisure activities.
- To work with other Senior Center agencies in offering quality programming for active adults.
- To offer quality programs/classes which fit seniors' budgets.



CATHOLIC CHARITIES NORTHWEST SENIOR SERVICES (CCNW)

Basic Overview

Scope of Services Provided by Catholic Charities Northwest Senior Services at the Senior Center

Catholic Charities Northwest Senior Services (CCNW) provides supportive services to assist seniors in maintaining their independence in the community in a safe and functional manner for as long as possible, along with supporting their caregivers. The mission of the program is to promote individual dignity and worth, quality of life, self-determination, and personal choice for older adults, 60 years or older, and their caregivers. Limited services are available for adults with disabilities, ages 18–59, including Aging & Disability Resource Network and Adult Protective Services. Catholic Charities provides services in Wheeling, Barrington, Hanover, and Palatine Townships.

A comprehensive in-home assessment is completed by a professional care coordinator to assess physical, emotional, cognitive, social, and financial needs, discuss alternatives, and develop a plan of care. Services include:

- Adult Protective Services - investigates allegations of abuse, neglect, and exploitation for seniors 60 years and older and adults with disabilities ages 18 – 59, initiates investigations, and provides interventions and support for up to fifteen months. Self-neglect was added to the program July 2018.
- Aging and Disability Resource Network (ADRN) – provides the following services to older adults and adults with disabilities:
 - Information and Assistance on available resources and services.
 - Options Counseling provides more in-depth assistance in making informed long-term support choices.
 - Senior Health Assistance Program (SHIP) assists in identifying and linking to pharmaceutical programs including Medicare Part D and Medicare Savings Programs.
 - Senior Health Insurance Program (SHIP) volunteers objectively counsel on problems and questions with Medicare, Medicare supplements, Medicare managed care, and long-term care insurance. CCNW's volunteers work alongside the flagship SHIP program at the Senior Center.

CATHOLIC CHARITIES NORTHWEST SENIOR SERVICES (CCNW)

- Choices for Care – an assessment to review choices for long-term care, including community-based services and nursing home care, if needed. This assessment is required prior to all nursing facility admissions. Three staff are based at Northwest Community Hospital to complete these assessments prior to their hospital discharge to a facility. Assessments are also completed in the community prior to admission to a long-term care facility.
- Comprehensive Care Coordination – is a comprehensive in-home assessment to identify needs, discuss alternatives, develop, and monitor a plan of care. Supportive service options include **Community Care Program** services (Homemaker, Adult Day Service, Emergency Home Response Systems, and Automated Medication Dispensers), as well as assessments for Home Delivered Meals and Chore Housekeeping services and information about other supportive care options.
- Family Caregiver Program – educational classes, support groups, one-on-one supportive counseling, Memory Café, and respite for caregivers. Also includes a grandparents/relatives raising children component.
- Senior Medicare Patrol – presentations on healthcare fraud prevention.

Bi-lingual staff are available for the Russian community. Other languages currently available by staff are Gujarati, Hebrew, Hindi, Nepali, Ukrainian, Spanish, Urdu, and American Sign Language. Interpreters are arranged for other languages as needed.

Workload and Performance

Catholic Charities has a team of 32 employees, including ten full-time care coordinators and one part-time care coordinator. The average open Community Care Program caseload is 1,500 participants with an additional open caseload of 1,100 assessed for Managed Care Organizations. Catholic Charities also determines eligibility and refers participants for Home Delivered Meals and Chore.

More than 8,500 individuals received assistance in the last federal fiscal year through the Aging and Disability Resource Network.

Through the Caregiver Program, 164 caregivers benefited from caregiver counseling. Seventy-three caregivers attended a support group and 99 caregivers attended a training and education event.

During this same time-period, 293 older adults or adults with disabilities were seen through Adult Protective Services.

CATHOLIC CHARITIES NORTHWEST SENIOR SERVICES (CCNW)

Key Accomplishments Over the Past Year

The new Memory Café component of the caregiver program, a collaborative project with other agencies at the Senior Center, which started in January 2019, was extremely well received. Memory Cafés provide activities and support for those with dementia and a family member. The success of the Café has led to a waiting list for new attendees.

The Illinois Department on Aging added investigations into financial exploitation for those residing in long term care facilities to the Adult Protective Services program in January 2019. The APS team seamlessly incorporated this addition.

Review of Current and Anticipated Challenges

The trend of changing jobs more often has led to staffing challenges. Due to the length of time it takes to fully learn some of the positions, along with the necessity to attend required state training, this is particularly impactful.

Budgets are a continuing challenge for not-for-profits. Training expenses are an area that has increased in expenditures due to the required state training expanding from one day to three days. In addition, the training is only offered in Springfield ten months of the year.

Key Initiatives Now Underway

Catholic Charities is part of a statewide initiative to upgrade some technology aspects of the Adult Protective Services and Community Care Programs. These grants will assist in preparing both programs for upcoming programmatic changes.

New Initiatives and Potential New Initiatives

The Illinois Department on Aging will be implementing a new statewide computer system mid-2020, or later, which will combine three separate computer software programs currently in use into one. Similar to the relatively new Adult Protective Services system it will lead to web-based files rather than paper files. Electronic signatures will also be included for all or some of the required signatures.

Volunteers

Volunteers are fundamental part of the department. Some services would not be available without their time and commitment. Volunteers put in 2,879 hours in FY19, more than 55 hours a week!

Many of these very dedicated volunteers come through the Senior Center Volunteer Coordinator.

CATHOLIC CHARITIES NORTHWEST SENIOR SERVICES (CCNW)

Volunteer positions include:

- Receptionist, which is fully staffed by volunteers;
- Clerical, including filing, copying, and other activities;
- Data entry;
- Individual assistance with clients through Senior Health Assistance Program (SHAP) and Senior Health Insurance Program (SHIP);
- Presentations – on healthcare fraud and benefits, along with an overview of services offered through Catholic Charities;
- Outreach – at health and benefit fairs

In addition, a Multi-Disciplinary Team and Hoarding Task Force Team meet monthly to staff difficult abuse, neglect, exploitation, or hoarding cases, where other professionals share their expertise and offer their input.

Senior Center Partnership

Catholic Charities works closely with other agencies in the center, particularly those providing assistance to homebound seniors, including Escorted Transportation Services, Nurses Lending Closet, and Village of Arlington Heights Visiting Nurses. Other agencies in the senior center refer individuals needing assistance, an assessment, support in their caregiving role, or other unmet needs to Catholic Charities.

Budget

FY2019 Budget (July 1, 2018 – June 30, 2019) - \$2,220,566



CATHOLIC CHARITIES COMMUNITY DEVELOPMENT & OUTREACH

BASIC OVERVIEW

Review of Scope of Services Provided by Your Agency at the Senior Center

Catholic Charities provides congregate meals to patrons at the Arlington Heights Senior Center. This meal is available to any person over the age of 60. The patron must complete a onetime Age Options intake form to receive a meal.

Our meals are cooked, packaged, and delivered daily from our central kitchen located at St. Casimir's on the south side of Chicago. Catholic Charities provides a nutritionally balanced meal Monday through Friday to both homebound clients and in a café setting at the Senior Center. Catholic Charities registered dieticians formulate a healthy, balanced meal geared towards seniors.

Patrons come to our Nutrition office here at the Senior Center to enjoy a meal in our café. Volunteers secure a signature from each participant and a requested donation. No eligible participant is turned away due to an inability to donate. No Senior Goes Hungry. Catholic Charities through its volunteers offers the patrons coffee and tea with their meal. Usually, a regular group of patrons meet almost every day to eat and socialize. They also celebrate birthdays and other events together.

Our delivery of the congregate meals to our patrons is very reliant on our selfless and devoted volunteers. The volunteers are very friendly and look after the patrons. We hope this has created a warm, welcoming environment for our patrons.

Catholic Charities also receives meals for distribution or delivery to homebound clients. Volunteers or Catholic Charities employees pick up the meals and travel to the client's home to personally deliver the meals. This delivery also provides an opportunity for a daily wellness check for our clients. If a client does not answer the door the driver calls the client and the client's emergency contact to ensure the client is safe or to alert the emergency contact that there was no response. Our home delivery meal program only works through the generosity of our volunteer drivers who not only provide their time, but also empathy, compassion, and humor to our clients.

Workload and Performance

During 2019, Catholic Charities served 6969 meals to congregate diners at the Arlington Heights Senior Center. Our volunteer drivers and employees delivered 49,586 to our homebound clients. We had an uptick of roughly 15 to 20 % new home bound clients over the previous year. We usually add approximately seven new patrons per month to the congregate program. This growth of new clients in both programs continues in 2020.

CATHOLIC CHARITIES COMMUNITY DEVELOPMENT & OUTREACH

Key Accomplishments Over the Past Year

With the great assistance of Sharon Swanson, we added a number of volunteers, both drivers and kitchen assistance. The addition of these volunteers provided us with excellent coverage every day to meet the needs of our participants here at the Silver Spoon Diner. The volunteers check in patrons, provide them food, and serve them coffee and tea. Most importantly, they are warm and welcoming to all new patrons.

Sharon Swanson also gave Catholic Charities leads for new drivers to deliver to homebound clients. A client told one volunteer that she could not remain in her home without our delivery service. Aside from the cold or snow days when Catholic Charities was closed, we did not miss a delivery day in 2019 due to the increased number of volunteer drivers. When Catholic Charities was closed on snow or cold days, our home bound clients had emergency packages to provide meals.

Over this past year, we added groups of developmentally disabled adults to deliver meals. This allows those individuals to interact with the community under supervision of their instructors. In 2019, Northwest Suburban Recreation Association (“NWSRA”) provided groups from three different sites that delivered meals two Mondays and Tuesdays of each month. We were also fortunate that Northwest Suburban Special Education Organization (“NSSEO”) picked up the delivery of meals every Monday and Tuesday. We keep the routes for NWSRA and NSSEO relatively short to accommodate their time limitations. Catholic Charities is delighted that it can serve the community by providing meals, but is very happy that it can work with these groups. It is a double bonus.



Review of Current & Anticipated Challenges

For the last six months of 2019 and the first six weeks of 2020, there was a growth of new home delivered clients. Samuel Grimes, who was a volunteer driver and became an employee driver for home delivered meals, retired at the ripe age of 94. He never missed work, was compassionate and concerned with our clients, and had a great rapport with our clients. He is truly missed by his clients and co-workers. Our program coordinator, Abigail Darr, also retired after ten years of service.

CATHOLIC CHARITIES COMMUNITY DEVELOPMENT & OUTREACH

We added a new coordinator, and two driver/food handlers for a total of three people in new positions starting January 2, 2020. Due to increasing numbers of homebound clients, the change in personnel, and the addition of new volunteer drivers, we created a new route. The volunteers for home deliveries had extremely long routes and we added the route, staffed by an employee driver, to ease their burden. We hope these efforts will allow us to absorb the expected increase in home delivery clients, while keeping the routes at an acceptable number for our volunteers.

Key Initiatives Now Underway

Our work with the developmentally disabled adult programs and volunteer opportunities continue. Our new route program continues. We will also continue to provide lunch for Memory Café held here at the Senior Center on the second Tuesday of every month.

New Initiatives and Potential New Initiatives

We will continue to work with our new clientele and attempt to keep up with program growth.

Volunteers

Volunteers are the backbone of our services. They enable us to reach and deliver services to the homebound senior clients. These volunteers have taken on the significant increase of homebound deliveries without a complaint. They made wellness checks on the seniors, visited with many of them, and provided kind human interaction. The volunteers perform these tasks under all types of weather conditions. Many of our patrons have commented on how pleasant, kind and nice the volunteers are to them.

The volunteers also provide a warm, welcoming environment in the Silver Spoon Diner. They greet the patrons and provide them their meals. They will all step in and help with any additional tasks, such as helping with set up of Memory Café, printing menus and stuffing envelopes for the homebound deliveries.

Senior Center Partnership

During the Senior Center's open house this past year we provided a tailgate lunch to all visitors, passed out program information and assisted with any questions patrons may have had. We attend monthly agency directors meetings, brainstorm together for Senior Health & Fitness Day and partake in many activities requesting all agencies within the Senior Center to participate for a better outcome.

Statistics

During 2019, Catholic Charities served 6969 meals to congregate diners at the Arlington Heights Senior Center. Our volunteer drivers and employees delivered 47,146 to our homebound clients.

ESCORTED TRANSPORTATION SERVICE, NORTHWEST (ETS/NW)

Review of Scope of Services Provided

ETS/NW is a volunteer-based program that provides escorted transportation for seniors to and from their medical/dental appointments. Volunteer drivers are recruited, interviewed, screened, and trained. Currently, we have 112 active volunteer drivers and several are waiting for completion of the application process. Four to five additional support staff volunteers assist in the office and at community fairs. Finally, we have ten volunteer board members who spend countless hours offering guidance and direction to the organization. We are thankful to have volunteers in many capacities. Each of them has spent, or spends, many hours helping ETS/NW. *We wouldn't be able to do what we do without them.*

Passengers (clients) complete an application prior to acceptance of their requests for rides. Our geographic boundaries are from Lake Cook Rd (N) to Biesterfield Rd (S) and from Barrington Rd (W) to Greenwood Ave (E) – a 160 sq. mile area. Five major medical centers are included in those boundaries: North Shore Glenbrook Hospital, Northwest Community, Lutheran General, Alexian Brothers and St. Alexius. We request a \$12 donation for each round-trip within our borders (\$6 for one-way rides).

In order to be eligible for our program, passengers must be 60+ years old, live within our defined territory and be able to get themselves in and out of the car without assistance. Volunteers are willing to fold and place walkers in the car, but they are neither trained -- nor allowed -- to physically transfer a passenger from wheelchair to car (or from car to wheelchair). This is for the safety of both individuals. If a passenger can no longer get in and out of a car unaided, we refer them to other services that provide wheelchair-accessible rides.

Workload and Performance

In 2019, we provided 4,368 one-way rides to seniors in the NW suburbs (up 7.5% from 2018).

Key Accomplishments Over the Past Year

In early 2019, we reached a milestone – our 30,00th (round trip) ride. We had a nice write up in the Daily Herald celebrating this event (<https://bit.ly/2rQv799>)

Review of Current and Anticipated Challenges

Our demand for rides continues to exceed our supply. In 2019 we had a record year and added 29 new volunteer drivers. However, at the same time, we also added 112 new passengers. The US Census anticipates that the number of people ages 85+ will triple by 2040. We need to continue to grow our volunteer roster to meet the current and growing need for rides to medical appointments.

ESCORTED TRANSPORTATION SERVICE, NORTHWEST (ETS/NW)

Key Initiatives Now Underway

We have a strong strategic marketing plan to recruit new volunteer drivers. It was started in 2019 and will continue into 2020.

Volunteers

The majority of ETS/NW volunteers are drivers. Volunteers drive clients to their medical appointments, wait with them, and then bring them home again. Examples of appointments include rides to doctor or dentist appointments, physical therapy, outpatient procedures, lab work, etc. **Volunteers provide so much more than a ride.** They offer companionship, caring, and kindness in transit. They are all good listeners and many are excellent conversationalists. Their good humor and pleasant personalities have won them many fans.

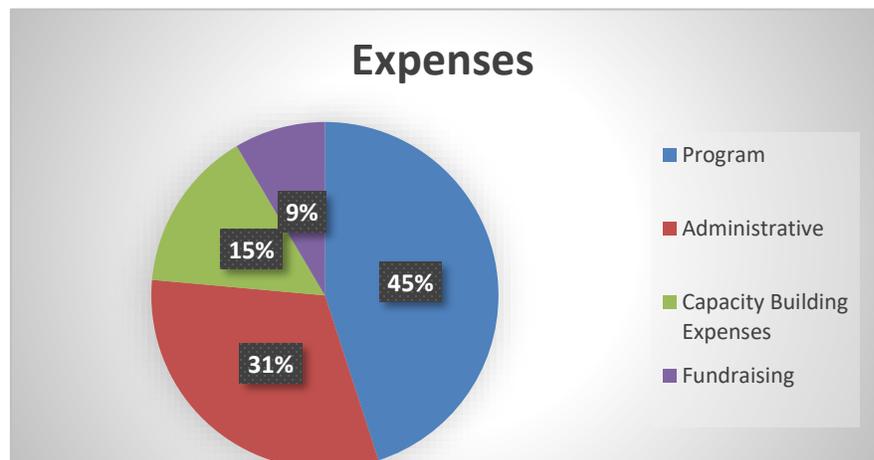
PLEASE CONSIDER BECOMING A VOLUNTEER DRIVER WITH US (Or tell friends and family who might be interested!) ETS/NW is always looking for new drivers. We are rapidly adding new passengers and need to increase the number of volunteer drivers to meet the increased demand. Our online ride scheduling program allows volunteers to set their own schedule by picking the rides that work for them. We would love to include new drivers on our amazing ETS/NW volunteer team.

Senior Center Partnership

The Senior Center is the perfect home for ETS/NW. All of our clients are seniors, and most of our volunteers are seniors. Many new clients and a few volunteers have found us by reading the Senior Center Newsletter. We interface with Catholic Charities, the Village Nurses, and the Lending Closet, most often by accepting referrals for our service. We have also been able to refer some of our clients to services here at the Senior Center, like the SHIP program, the Arlington Heights Memorial Library, Meals on Wheels, and the Lending Closet, as well as various Village and Township services.

Budget

Total Expenditures in 2019:
\$151,878



ESCORTED TRANSPORTATION SERVICE, NORTHWEST (ETS/NW) Thank You

ETS would like to thank the following for their ongoing support of ETS:

- Wheeling Township
- Arlington Heights Senior Center, INC.
- The Retirement Research Foundation
- The Webb Foundation
- Arlington Heights Community Development Block Grant
- Elk Grove Township
- ITN America
- Luther Village Spiritual Enrichment Foundation
- Northwest Community Hospital Foundation
- Palatine Township
- Schaumburg Township
- St. James Catholic Church
- California Pizza Kitchen
- Congregational United Church of Christ
- Drost, Kivlahan, McMahon & O'Connor
- Fannie May
- Frontier Days
- Home Instead Senior Care (Elk Gove Village)
- Illinois Tool Works (ITW)
- Knights of Columbus (Arlington Heights)
- Midwest Retina Consultants
- Palatine Jaycees
- Rotary Club of Arlington Heights
- Rotary Club of Palatine
- Rotary Club of Wheeling
- The Moorings of Arlington Heights
- Trend Holdings Foundation
- Village Bank & Trust

We would also like to thank the many individuals who donated to ETS in 2019. Your generosity is greatly appreciated.

Key Quotes

“Thank you for such a wonderful service. I don’t know what I would have done without your help with transportation. With much gratitude” – Ruth (current ETS passenger)

“In celebration of the independence your service provides to our mom. Not a ride goes by that we don’t hear about her friendly and helpful chauffeurs who provide companionship, conversation, and compassion. This is such a blessing to her as she can be as independent as possible with your organization” – Sue (daughter of current ETS passenger)



“I have been a volunteer driver for ETS since 2008. It is a great organization and has been one of the most fulfilling experiences of my retirement.” – Cory, current ETS volunteer



NORTHWEST COMMUNITY HEALTHCARE



Northwest Community Healthcare (NCH) is an independent, not-for-profit organization serving people with diverse economic backgrounds, varied cultures and those with special needs. Community isn't just part of our name, it's at the core of our organization and woven in our mission.

We provide the Senior Center visitors with a variety of free health and wellness programs to keep them healthy and enrich their lives. We offer free health screenings so they can keep track of their health and we provide referrals when needed.

In 2019 Northwest Community Healthcare provided a weekly Ask the Nurse program and Senior Health Insurance Program (SHIP). We provided a bi-weekly Walkers' Club and Parkinson's Exercise Class. And then monthly we provided Bone Density Screenings, Coffee and Conversation, Healthy Cooking Demo & Education, Diabetes Education and Support group, Managing Your Diabetes class, Animal Assisted Therapy Visits, Parkinson's Support group, and various health related lectures.

Accomplishments

During the timeframe of this report (January 1, 2019 through December 31, 2019) NCH provided a variety of programs at the Senior Center.

Ask the Professional

In 2019, our Ask-the-Nurse program staffed an NCH nurse on site every Tuesday 10:00am to 1:00pm for patrons to receive blood pressure checks and get answers to their health and wellness questions and receive referrals, when appropriate. Additionally, our Community Nurse hosted a free Coffee and Conversation session once a month where patrons can learn about different health and wellness topics, ask questions and socialize. Our Senior Services Specialist was on site every Monday from 8:30am to noon. She is a trained Senior Health Insurance Program Counselor and available to patrons to assist with their Medicare questions and options.

Seminars and Lectures

We continued our free lecture series designed to promote health and wellness and to provide education to Senior Center patrons. Staff from several departments at NCH provided lectures on topics such as preventing cognitive decline, vein health, caring for aging teeth, and eye problems in senior citizens.

NORTHWEST COMMUNITY HEALTHCARE



NCH President and CEO, Steve Scogna, Celebrated our 60th Anniversary with the AHSC seniors



Support Groups and More

In 2019 we hosted Diabetes and Parkinson's Support Groups. Additionally, once a month we hosted a Diabetes educational class, a Healthy Eating and Cooking class, and we brought in our Animal-Assisted Therapy dogs and their handlers to provide the seniors with a lot of love and attention.

Walker's Club

The Walkers' Club encouraged Senior Center patrons to stay active and healthy by taking advantage of the specially-designed, indoor walking track. Membership in the club is free and the activities are overseen by NCH's Physical Rehabilitation Services department. The club met twice monthly on Fridays and hosted two celebrations in 2019.



Walker's Club Members in 2019

Challenges and Key Initiatives

Northwest Community Healthcare strives to provide topics and support of interest to active older adults in all of the programming we provide. The goal is to reach a variety of people while still having programs that interest most individuals. Other challenges are classes that are so popular it is hard to find a quiet room that will accommodate the number of chairs needed.

NORTHWEST COMMUNITY HEALTHCARE

We strive to improve the health of the communities we serve and to meet individuals' healthcare needs. Our goal is to be an Integrated System of Care that delivers innovative, exceptional and coordinated care while creating value for the populations we serve. Because of that we have received many awards in 2019.

New for the coming year we will be adding Fall Risk Screening clinics. Falls are the leading cause of injuries for older Americans, threatening seniors' safety and independence. We want to assist our seniors in maintaining a healthy lifestyle free of injuries that can be prevented with education.

Volunteers and Senior Center Partnerships

Again in 2019 we participated in the Senior Celebration Day along with the Senior Center and other Senior Center agencies. We collaborated with all the AHSC agencies on a successful "Open House for Rookies" event, as well as the National Senior Health and Fitness Day. We partnered with the Arlington Heights Park District (AHPD), for a Healthy Aging Day at the Senior Center. The day featured a light breakfast, exercise classes hosted by the AHPD, health screenings provided by NCH and a health and wellness presentation on "Sensible Supplementing for Seniors".



Nurse Rose providing Bone Density screenings at Senior Celebration Day

Staff

Rose Jensen MSM, MSN, RN, was at the Senior Center each week offering the Ask the Nurse Program, and monthly Coffee & Conversation and Healthy Cooking Demonstrations.

Maureen Centeno, the Senior Services Specialist at NCH, coordinated and oversaw the health and wellness programming at the Senior Center. Maureen is a Senior Health Insurance Program (SHIP) counselor and offered Medicare counseling at the Senior Center once a week.



Maureen Centeno



Rose Jensen

Budget

2019 total cost of programming: \$75,609

Includes: Staffing, food and beverage, supplies, equipment, quarterly AHSC fee, and medical supplies.

In 2020 NCH plans to continue offering services that the seniors have enjoyed and always seek new programming that promote health and wellness to the seniors in the community.

Arlington Heights Senior Center Annual Report-2019

ARLINGTON HEIGHTS SENIOR CENTER PROGRAM YEAR TOTALS

Agency	Program	2018 Jan 1 – Dec 31	2019 Jan 1- Dec 31
Village of Arlington Heights	Senior Refuse Discount Applications	194	234
	Subsidized Taxi Passes-New	3	3
	Taxi Pass Ridership	39	60
	Taxi Pass Rides Provided	101	281
	RTA Senior Discount Travel Passes	179	147
	AARP Driver Safety Program	185	202
	Senior Health Insurance Program	588	497
	Rules of the Road	176	139
	Notarized Documents	38	32
	Movie Attendance	727	784
	Estimated Weekday Attendance	*125,434est.	126,116est
	Estimated Saturday attendance	*8,748est.	7,711est
	*gate counter broken Q1 2019 and Q4 2018		
	AARP Income Tax Assistance	604	595
	Advisory Council Newcomers Tour	84	82
Volunteer Programs	Total Volunteer Hours, including volunteers no longer involved	23,754	26,771
	Volunteer Hours for Volunteers that became inactive during FY	N/A	2,214
	Volunteers Utilized	328	323
Health Clinic	Blood Pressures	1,583	1403
	Diabetic Screening	108	130
	Pulse Oximeter	1,339	1159
	Cholesterol Screening	54	49
	BMI	58	43
AH Memorial Library	Attendance	25,339	24,928

Arlington Heights Senior Center Annual Report-2019

Agency	Program	2018 Jan 1 – Dec 31	2019 Jan 1- Dec 31
AH Nurses Club Lending Closet	Loans	1,700	1673
	Items	2,913	2811
AH Park District	Classes Held	2,610	2886
	Participants (Duplicated)	39,784	37,424
Catholic Charities Case Management	New Cases	9,177	8,184
Catholic Charities Community Development and Outreach Services	Total Meals Served (Luncheon)	5,750	6966
	New Participants	136	177
	Meals on Wheels - Wheeling Township *revised Q1 2020	22,975	*26,949
	Meals on Wheels-Maine Township *revised Q1 2020	19,061	*22,637
	Total Home Delivered Meals	42,036	49,586
	Escorted Transportation Service Northwest	Total Number of Clients Served	1,222
	Number of New Clients	117	113
	Number of Rides Provided	4,070	4,412
Northwest Community Healthcare	Participation	3,833	3,675

AGENCY BUDGET SUMMARY-2019

Agency	Total
Village of Arlington Heights Senior Center 2019	\$581,000
Arlington Heights Memorial Library	Senior Services not split out
Arlington Heights Nurses Club	N/A
Arlington Heights Park District	\$431,000
Catholic Charities NW Senior Services	\$2,220,566
Catholic Charities Food Services (2019-Congregate Meals Program Only)	\$52,899; Deficit \$8,059
Escorted Transportation Service Northwest	\$151,878
Northwest Community Healthcare Programming Budget	\$75,609

IN CONCLUSION-2019



It's not always possible for our Staff to keep up with Arlington Heights Senior Citizens.

Appendices

Arlington Heights Senior Center, Inc.
Village of Arlington Heights Senior Citizens Commission

ARLINGTON HEIGHTS SENIOR CENTER, INC., OUR BENEFACTOR

Scope of Services

Arlington Heights Senior Center, Inc. operates as a not-for-profit corporation for the purpose of serving as a fund raising body to broaden the economic foundation of the Arlington Heights Senior Center. The purpose is to enhance the effectiveness of the Senior Center services to the people of the community.

Key Accomplishments Over the Past Year

Arlington Heights Senior Center, Inc. continued with its vision committee.

Arlington Heights Senior Center continued using AmazonSmile and the newsletter as a fundraiser. "Inc." discontinued their gift tree.



The main fund raising event for 2019 was the Senior Services Fair in November, which produced nearly \$12,700 in revenue. A total of forty-four vendors participated. "Inc." took a chance by hosting the event in the late afternoon/early evening. The successful outcome was ensured by hosting presentation by Joy Loverde, author of the book "Who Will Take Care of Me When I am Old?" and providing dinner from a food truck.

ARLINGTON HEIGHTS SENIOR CENTER, INC., OUR BENEFACTOR

Review of Current and Anticipated Challenges

The 2019 Executive Committee consists of Marie Lanza, President; and Steven Schultz, Treasurer. The Board of Directors consisted of: Courtney Bayron, Richard Chierico, Sue Duchek, Katie Fielmann, Roylene Gallas, John Glueckert, Jr., Lisa Henderson, Kelly Hutchison, Thomas McQuillan, John W. Muldoon, Brian Reynolds, Jo Segalla, Kristy McCann, Diane Reier and Charles Vande Ven.

The Arlington Heights Senior Center, Inc. Board of Directors faces significant challenges. Less than a decade ago, the board makeup consisted largely of retired individuals with a history of leadership in the community. They used their time and connections to further their fund raising efforts. The current board is largely made up of professionals who work in the aging industry or related fields. They bring their leadership, professionalism, community connections and expertise to the Board, but also have their own professional responsibilities.

New Initiatives and Potential Initiatives

In addition to their visioning team, the Board has decided upon the following:

- Enhanced training and orientation for incoming board members
- Revamp their Website
- Develop new fund raising venues

Senior Center Partnership

In 2019, Arlington Heights Senior Center funded the following requests:

- \$12,000 Programs
- \$2750 Advisory Council Programs
- Arlington Heights Park District saw stop for woodshop
- \$800 Movies Program
- \$3000 Entertainment December-January
- \$8,000 Escorted Transportation Service, Northwest
- Positive Mental Health Programming

Village of Arlington Heights and the Senior Citizens Commission

While the Senior Citizens Commission is not a part of the Senior Center, however, the commission and the Senior Center share so much of a common focus. The commission serves as an appointive, advisory body which promotes the needs and concerns of the senior citizens of the Village of Arlington Heights and cooperates with the village government and all other governmental agencies in the promotion of the cause of the senior citizens. It is composed of ten members, residents of the village, appointed by the village president, and with the consent of the board of trustees.

In 2019, the Senior Citizens Commission consisted of Frederick Feldman, chairman, Sharon Adams, , Nancy Frenk, Dottie Hardy, George Motto, Kristyn Ramsey, Maureen Seleski, Susan Viecelli, George Weber, and Tem Williams.

The Senior Citizens Commission regularly heard reports on legislation pertaining to senior citizens.

Senior Citizens Commissioner Tem Williams had worked with the Senior Center's Program Coordinator and School District 25 Superintendent Lori Bein to put senior speakers into classrooms within the school district on visitor's day in 2018 and in 2019 worked on adapting the program. The intent of the high school program is to have senior citizens serve as a resource.



Because it was an on line survey, the Village of Arlington Heights and the Arlington Heights Memorial Library distributed hard copies of the survey. The commission offered two online assisted dates, using skilled volunteers from the Kiwanis and staffing the second date themselves.

In late November, the Senior Citizens Commission launched the AARP (American Association of Retired Persons) Age Friendly Community Survey. The hopes were for 500 responses. Remarkably, 907 responded. AARP released the results to the Village of Arlington Heights in late December. The Commission will summarize and interpret the data Q1 2020.



Village of Arlington Heights and the Senior Citizens Commission

The Village of Arlington Heights Senior Citizens Commission proudly recognized Mary Stitt as the 2019 recipient of the Kenneth Hood Senior Service Award. This prestigious award carries Kenneth Hood's name because of his long time dedicated service to the senior citizens of Arlington Heights.

Mary Stitt has served the Arlington Heights Community and its senior citizens for more than fifty years, beginning as a long time educator and principal of Olive Mary Stitt School, and the Arlington Heights Rotary Club as member, volunteer and board member.

Ms. Stitt served on the Arlington Heights Senior Center, Inc. Board of Directors for more than 20 years. She has worked on fundraising events like the golf outings and senior health fairs- wherever she was needed. Mary served as the Chairperson of the Nominating Committee. Nearly all current board members are in place because Mary Stitt asked them to serve. Every board members acknowledged it's hard to say no to Mary Stitt.



Through First United Methodist Church of Arlington Heights, Mary visits fellow members hospitalized at Northwest Community Hospital, bringing comfort. Although Mary was honored for her contributions to the senior community, she is also known for her Rotary fundraising and volunteering in polio immunization clinics in Nigeria, India and Niger. Mary traveled to Cuba, and Guatemala to help provide clean water, medicines and necessities. She volunteered with the local immunization clinics.