

Village of Schaumburg

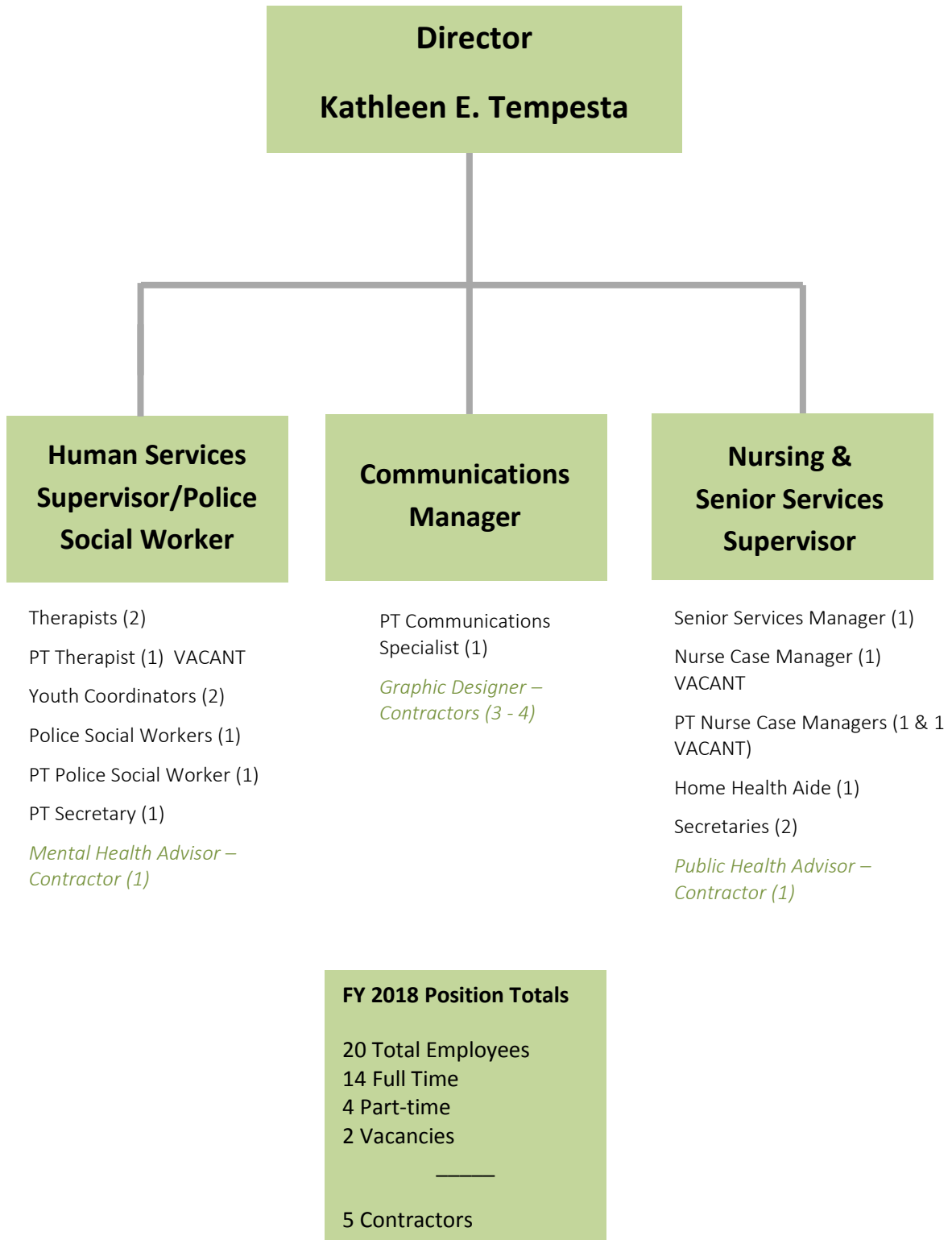
Community Services
Department
Monthly Report

January 2018

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Organizational Chart



Key Activities

Family Counseling Center: FCC hosted a training for all licensed staff in the department on community circle groups. This training is intended to be the foundation for staff to be able to offer groups within the community.

Police Social Services: Schaumburg Police Social Service was called out to a home where the senior resident had fallen and been on the floor for up to 5 days. The residence was extremely unhygienic and was not safe for a senior to be living in alone. Over the course of several weeks the PSSU social worker was engaged with the health department, hospital staff, nursing home, friends of the resident, and the Animal Control officer to secure the resident's pets and start the process of getting the unit cleaned for the resident to return home safely.

Teen Center: The Teen Center incorporated Martin Luther King Day recognition into the monthly craft of making journals. The pool training has continued, as teens continue to learn new games and sharpen their pool playing skills.

Senior Services Program: With the start of the New Year came new projects to enhance and improve the Schaumburg Barn. In collaboration with EPW and a contractual company, a brand new exterior door was installed. The new door alleviates many issues including rusting of the old door, constant drafts, and has improved the general appeal of the overall building.

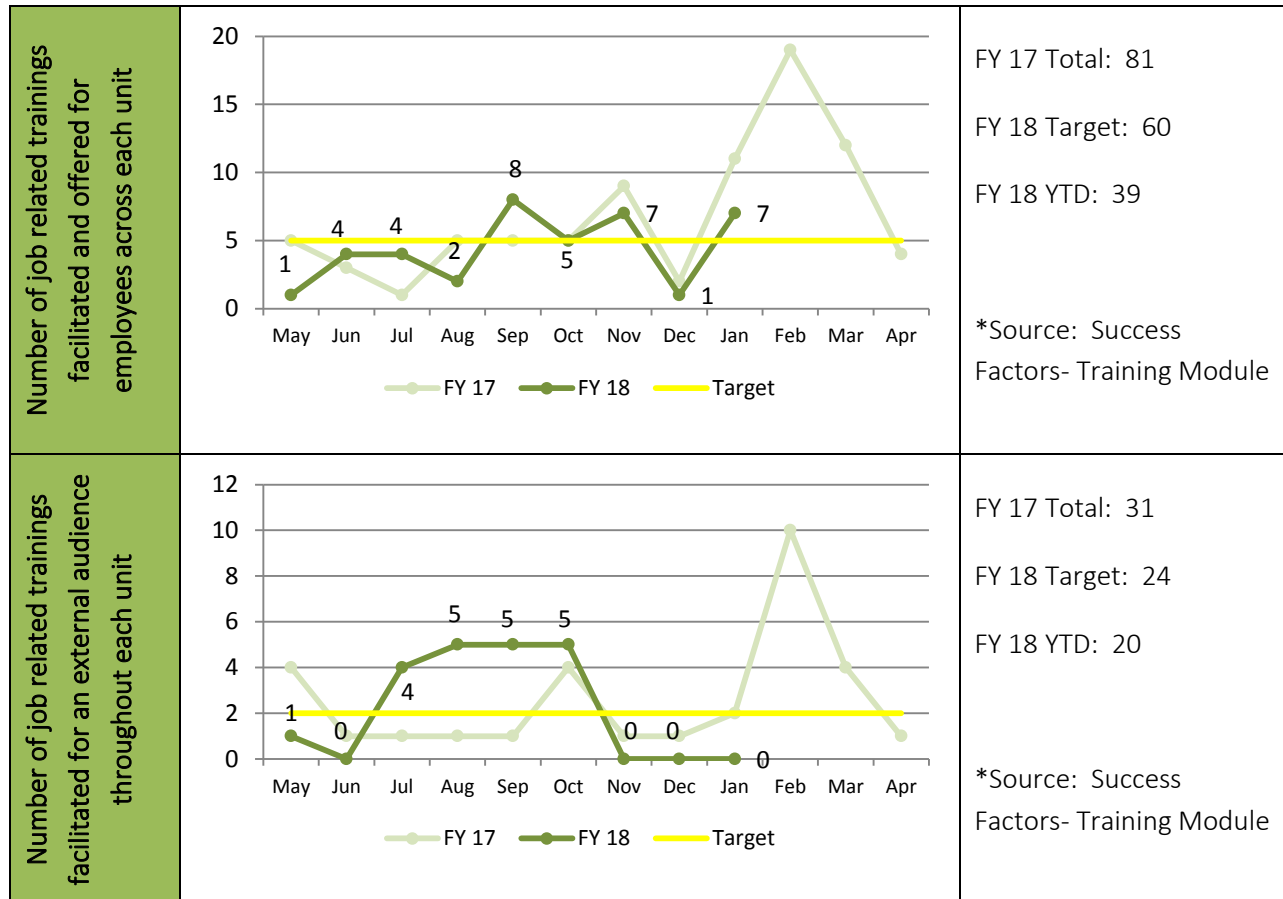
Nursing: The Schaumburg Medical Reserve Corps mailed a letter to all 374 residents included in the Special Health Needs Registry. This letter notifies members that they are a part of the registry and gives them an opportunity to update their information or request to be removed. The Medical Reserve Corps plans to send the letter annually in order to keep the registry up to date.

The Schaumburg Community Blood Drive was held on January 25th. The event was a huge success, with 65 people participating and 62 units collected. That's 186 lives that could potentially be saved because of this Blood Drive!

COMMUNITY SERVICES KEY PERFORMANCE INDICATORS:

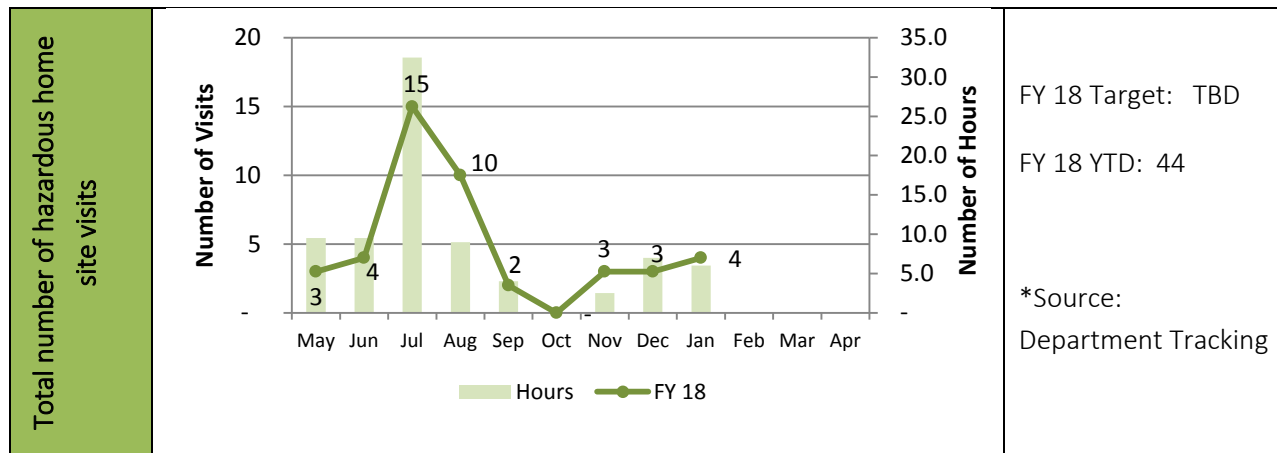
KPI 1: Provide Education to Internal/External Audiences

It is important to the community and to the village that Community Services staff remain experts in our respective fields. By facilitating, organizing and participating in trainings we remain experts in liability reduction, stay current on laws, and recognize advancements in our field. In addition to measuring the internal aspect of this KPI, the department is also interested in measuring trainings to external audiences (clients and other service professionals). Organizing and participating in trainings to external audiences provides needed information, resources, and information to community members.



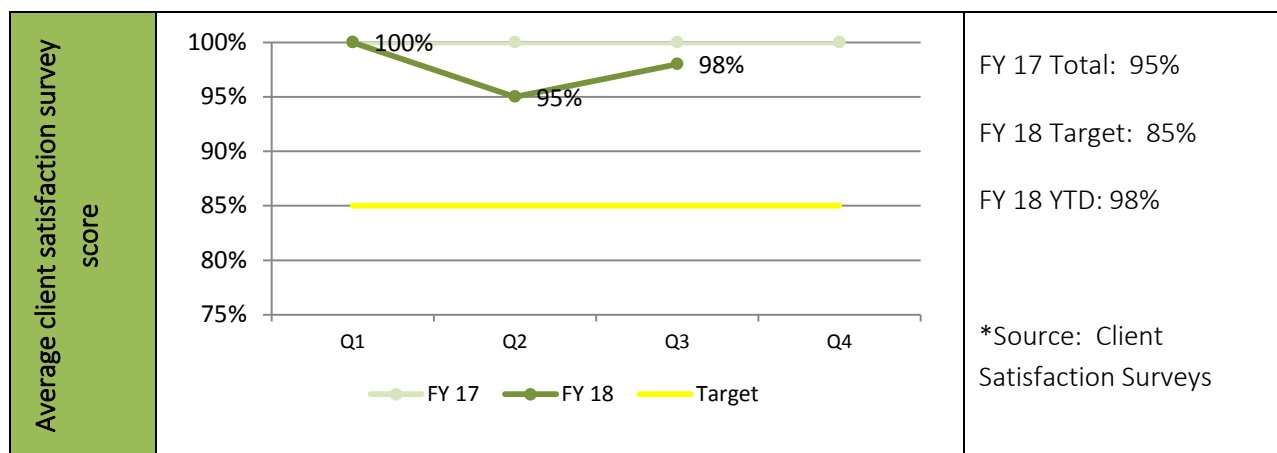
KPI 2: Hazardous Home Site Program

Hoarding impacts not just a homeowner's living conditions, but often leads to increased health risks, social isolation, and more sweeping risks of fire that can impact first responder safety and the safety of others in the community, especially in multi-unit dwellings. We want to be able to ensure that we are addressing and following up on these homes to remain active with our intervention, services, and hopeful remediation of the severity of the issue. The nursing and police social service units will track monthly the hazardous home site contacts they have. Contacts will be defined as any face to face interaction involved in assisting the resident in moving the home towards habitability, or in the creation of an alternative plan for the resident. The baseline will be established over the course of the 2017-2018.



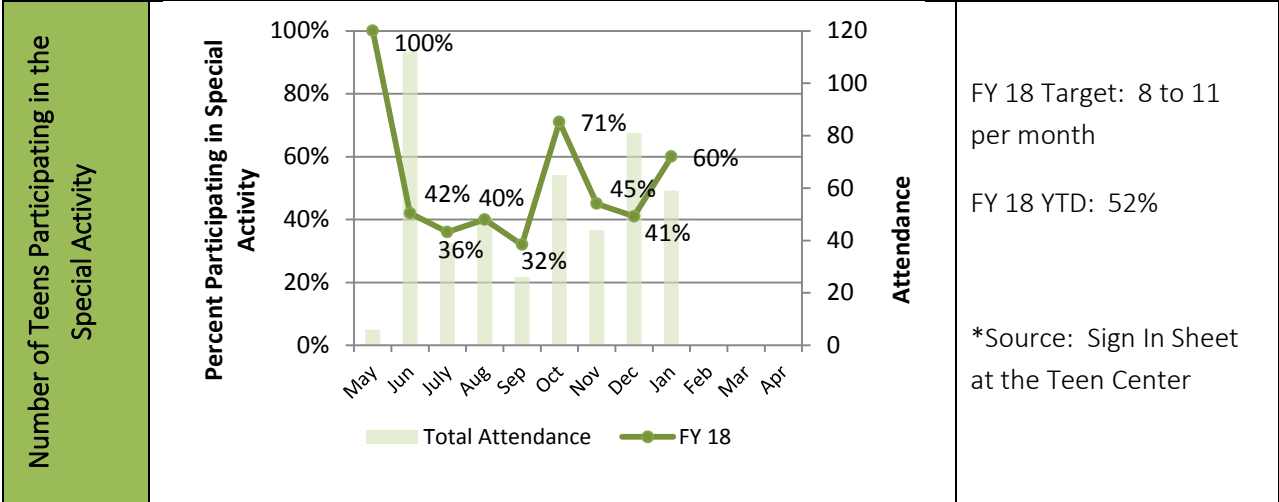
KPI 3: Community Services Client Satisfaction

Client satisfaction surveys provide information on how well the department is meeting the social, emotional and safety needs of community members. The surveys also provide helpful feedback and information on areas for recommended service improvement. At this time the Family Counseling Center and the Nursing Division distribute and collect surveys. Exploration of implementing surveys within other divisions will take place over the course of 2017-2018.



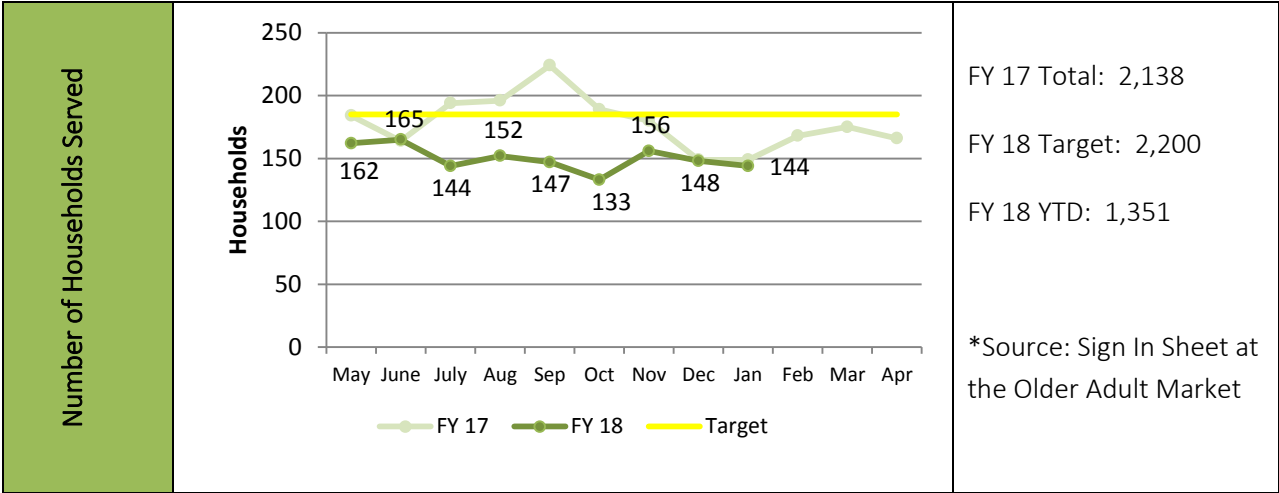
KPI 4: Provide Activities to Assist Teens in Developing Life Skills

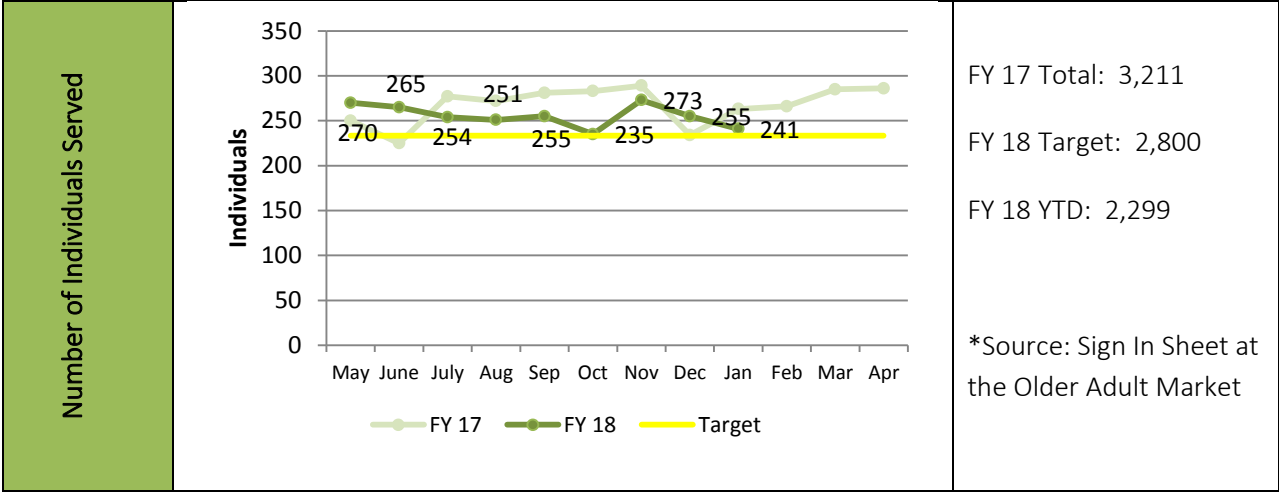
One of the primary purposes of the Teen Center is to provide a safe, supervised, and nurturing environment for area young people to participate in comprehensive service in the areas of recreational, educational, social activities while interacting with their peers, adult staff and volunteers to enhance personal development, knowledge and self-concept. Among other ways, this is done through specialized activities such as homework help, discussion groups, Red Ribbon Week (drug prevention and intervention), Healthy Teen Week (promotion of nutrition, hygiene, and fitness), and a monthly Strengthening Youth Development program where a theme is explored throughout the month. In this KPI, we will be tracking the number of teens who participate in each specialized activity that is offered in relation to the total number of teens present at the center while the activity is being offered.



KPI 5: Helping Seniors Meet Their Nutritional Needs throughout the Week

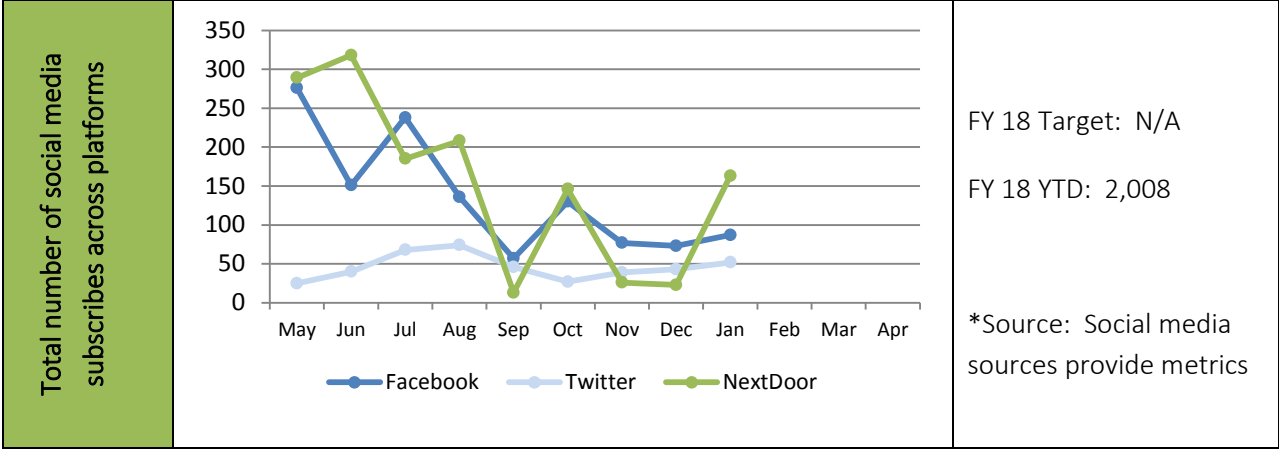
In keeping with the mission of the Senior Program, to ensure that the nutritional needs of senior residents in the community are met, The Barn Senior Program, in collaboration with the Greater Chicago Food Depository, provides an Older Adult Market (OAM) twice a month for anyone age 60 or over. The Market offers a multitude of shelf-stable food items (such as cereal, canned fruits/vegetables/meats, and rice) and fresh produce at no cost. While our own in-house program offers a daily nutritious lunch for seniors, the OAM enables them to have access to healthy food for the remainder of the day and on weekends. In this KPI, we will be keeping track of how many seniors participate on each Market Day and how many people live in their home and are thus being served by this food.





KPI 6: Reaching a Broad External Audience Utilizing Social Media

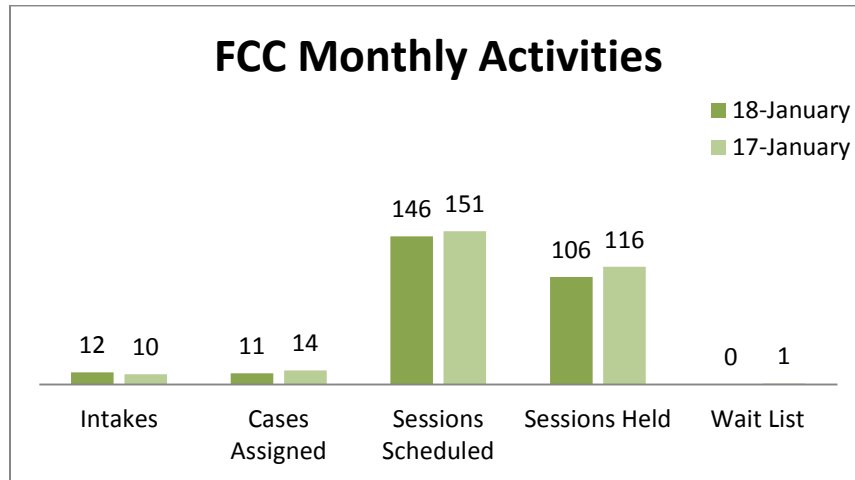
The Village of Schaumburg has placed a high priority on communicating news, events and information about its programs and services to the public and it uses a number of tools to successfully achieve that goal. Because technology is constantly changing, it is important the village remain informed and utilize communication methods that will best reach the intended audience. Social media tools, such as Instagram, Facebook, Twitter, and Nextdoor, enable the village to better inform and engage the public. In this KPI, we will be tracking the number of subscribers to each of these social media sources monthly and how many of those subscribers are new that month.



Family Counseling Center / Monthly Performance

Family Counseling Center: Provides family, couple, and individual counseling to village residents. The sliding scale fee system that is utilized assures that residents who may be unable to afford a private practitioner will be able to get help from a qualified, experienced clinician; limited insurance plans are also accepted.

Customer Service | Total Number of Clients Served: Performance indicator of the number of clients served by all licensed clinicians.

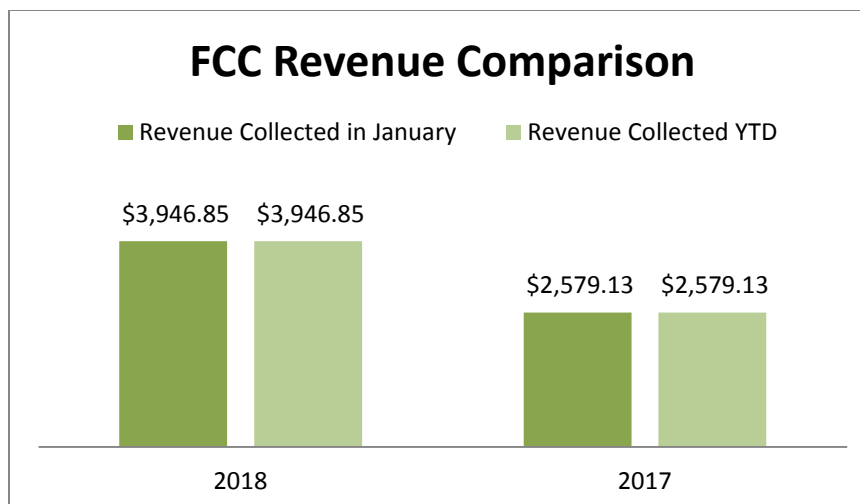


Intake = call to request counseling services




Session = counseling session

Wait List = data is determined by tallying the number of clients whose initial request for therapy came in a month previous to the month when they came in for their first appointment. For example, if a client called on the last day of the month requesting services, but they were not assigned to a therapist until the first day of the following month, they would be counted on the wait list for the previous month.

FCC Revenue Received for Counseling Services Rendered: Performance indicator of the financial health of operation. Revenue Collected includes all payments received (cash, checks, and insurance) received from clients.



Family Counseling Center

		
74% on sliding scale fee	73% individual 7% family	5% in home visits




Police Social Services Unit / Monthly Performance

Police Social Service Unit: This service is designed to respond to any individuals or families experiencing a crisis situation when they come in contact with the police department. The staff is available 24 hours a day, 7 days a week.

Customer Service | Total Number of Clients Served: Performance indicator of the number and category of clients served by all licensed social workers.

	THIS MONTH	SAME MONTH 2017	YEAR-TO-DATE	PREVIOUS YEAR 2017
PRIMARY CLIENT SEX				
Female	87	54	87	54
Male	35	28	35	28
PRIMARY CLIENT AGE				
Adult	121	82	121	82
Juvenile	1	0	1	0
PRIMARY CLIENT RESIDENCY				
Schaumburg	91	52	91	52
Other	31	30	31	30
REFERRAL SOURCE				
Police Department	219	132	219	132
Other Agency	6	3	6	3
Walk-in	15	15	15	15
Phone	12	6	12	6
Other	1	0	1	0
Total Cases for the month	253	156	253	156

Police Social Service

		
4% of clients received financial assistance	34% of clients that are Schaumburg residents	87% of clients referred by Schaumburg police




Teen Center Key / Monthly Performance

Teen Center: Located at the Barn, the center provides a comprehensive assortment of educational, social, and recreational activities, programs, and services, which are both suited to and of interest for Schaumburg's young people who are between 12 and 19 years of age.

Customer Service | Total Number of Clients Served: Performance indicator of the number of clients served by program personnel.

	TOTAL # OF TEENS	PREVIOUS YEAR 2017	TOTAL # OF SHIFTS	PREVIOUS YEAR 2017	AVERAGE	PREVIOUS YEAR 2017	YTD TOTAL # OF TEENS
Afternoons	112	112	13	13	9	9	112
Evenings	231	128	22	17	11	8	231
Activities and Events	59	28	11	6	5	5	59
Total	402	268	46	36	9	7	402

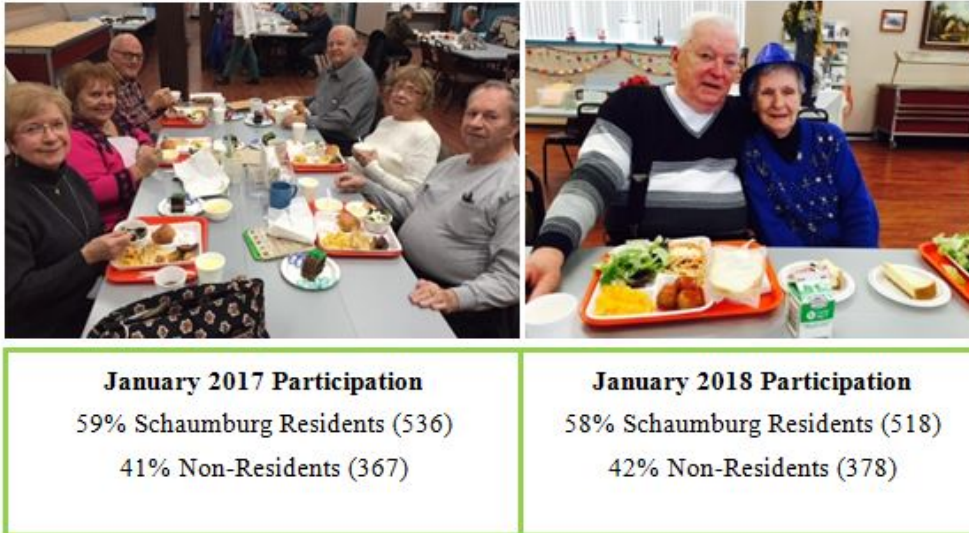
Teen Center

		
60% of teens participated in scheduled programming	18% are in middle school 82% are in high school	16% attendees were female 84% attendees were male

Senior Program / Monthly Performance

Senior Program: Located at the Barn, for a small donation, a well-balanced and nutritious weekday lunch program is funded by the Community Nutrition Network and provided to Schaumburg Township residents who are age 60 and over and/or disabled; served weekdays. Various activities are also offered.

Customer Service | Total Number of Clients Served: Performance indicator of the number of clients served by program personnel. **Total clients served to date** are 11,099 versus prior year 11,871.



Nursing & Senior Services Division / Monthly Performance

The division is committed to the needs of the residents of Schaumburg. A variety of services are offered to promote the physical and emotional well-being of these residents. This division also provides preventative health services to village employees and serves in an advisory capacity for the Schaumburg Healthy U Initiative.

External Programs

Customer Service | Home Care Services: Visiting nurse and home health aide services are available to homebound residents who do not qualify for other services. Our nurses and home health aide visit residents in the home monitoring their care under the guidance of their physician and provide help with activities of daily living. In addition, our registered nurses are available to meet with residents to address any concerns, provide education, review medications and provide community resource information.

ACTIVITY	THIS MONTH'S TOTALS COUNT	SAME MONTH 2017	YEAR-TO-DATE TOTALS COUNT	PREVIOUS YEAR 2017
Nursing Visits (hours)*	30 (33.5)	49 (53)	30 (33.5)	49 (53)
Hours of Client Related Office Activities*	54	64	54	64
Client Consultations*	11	22	7	22
CNA Visits (hours)	44 (55.5)	58 (72.5)	44(55.5)	58 (72.5)

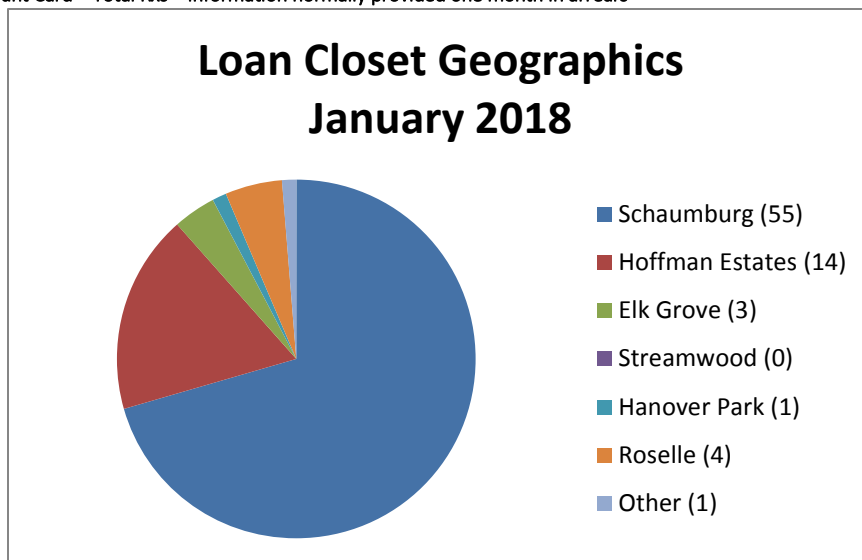
*1 Nurse on medical leave

Customer Service | Community Services At Large: Special programs provided by the Public Health and Nursing Division to maintain or enhance the quality of life standards for individual residents and the community.

ACTIVITY	THIS MONTH'S TOTALS COUNT	SAME MONTH 2017	YEAR-TO-DATE TOTALS COUNT	PREVIOUS YEAR 2017
Loan Closet Loans	78	85	78	85
Memory Screenings*	2	2	2	2
Prescription Discount Card – Total RxS** - December	9	7	180	138
Day Care Inspections	5	4	5	4
Community Blood Drives - Units Collected	62	40	62	40
Syringe Disposal Program Residents (# of containers)	12 (17)	5 (9)	12 (17)	5 (9)

*Memory Screenings Program initiated January 2014

**Prescription Discount Card – Total RxS – information normally provided one month in arrears



Internal Programs

Customer Service | Employee Wellness: Nursing staff is available to provide services to village employees that promote their wellbeing.

SERVICES	THIS MONTH	SAME MONTH 2017	YEAR-TO-DATE COUNT	PREVIOUS YEAR 2017
Blood Pressure	3	7	3	7
Heart Rate	3	7	3	7
Blood Sugar	0	2	0	2
Immunizations (+flu shots)	4	1	4	1
TB Testing	0	1	0	1



Loan Closet 2017/2018 Comparison