

Village of Schaumburg

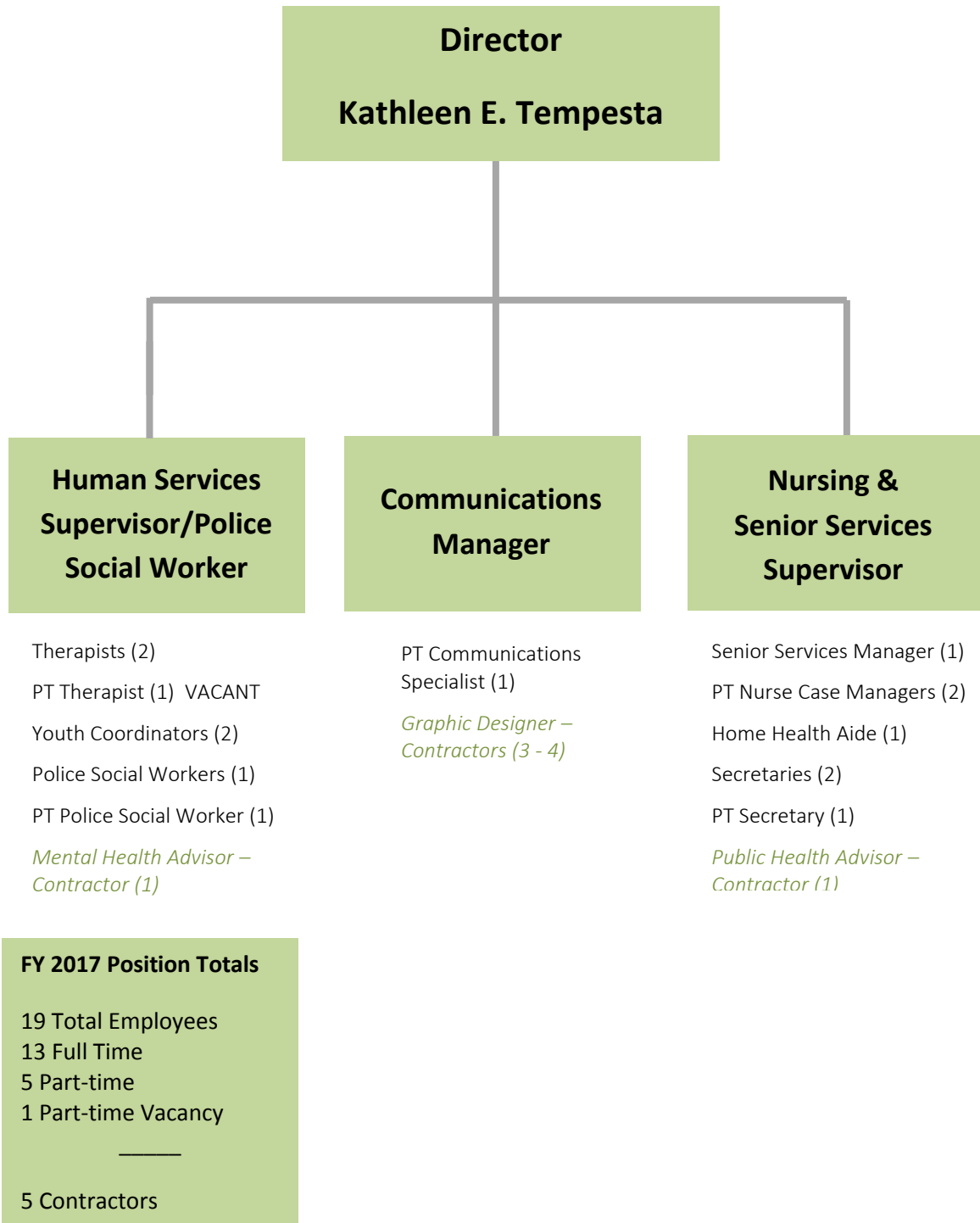
Community Services
Department
Monthly Report

September 2017

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Organizational Chart



Key Activities

Family Counseling Center: Justina Wang participated in lunch and a presentation to a Chinese Delegation from Guangzhou, China on community and social services.

Police Social Services: Kristin Jordan and Linda Young participated in lunch and a presentation to a Chinese Delegation from Guangzhou, China on community and social services. Kristin Jordan and Linda Young both participated in the Village of Schaumburg information booth at Septemberfest. Linda Young had a booth for the Schaumburg Police Department open house.

Teen Center: The Teen Center kids and staff participated in the Septemberfest parade. They continue to work on the inter-generational garden with the seniors.

Senior Services Program: A volunteer appreciation luncheon was held at the Barn on Saturday, September 16. A trip to the Botanical Gardens was scheduled for September 21.

Nursing and Senior Services:

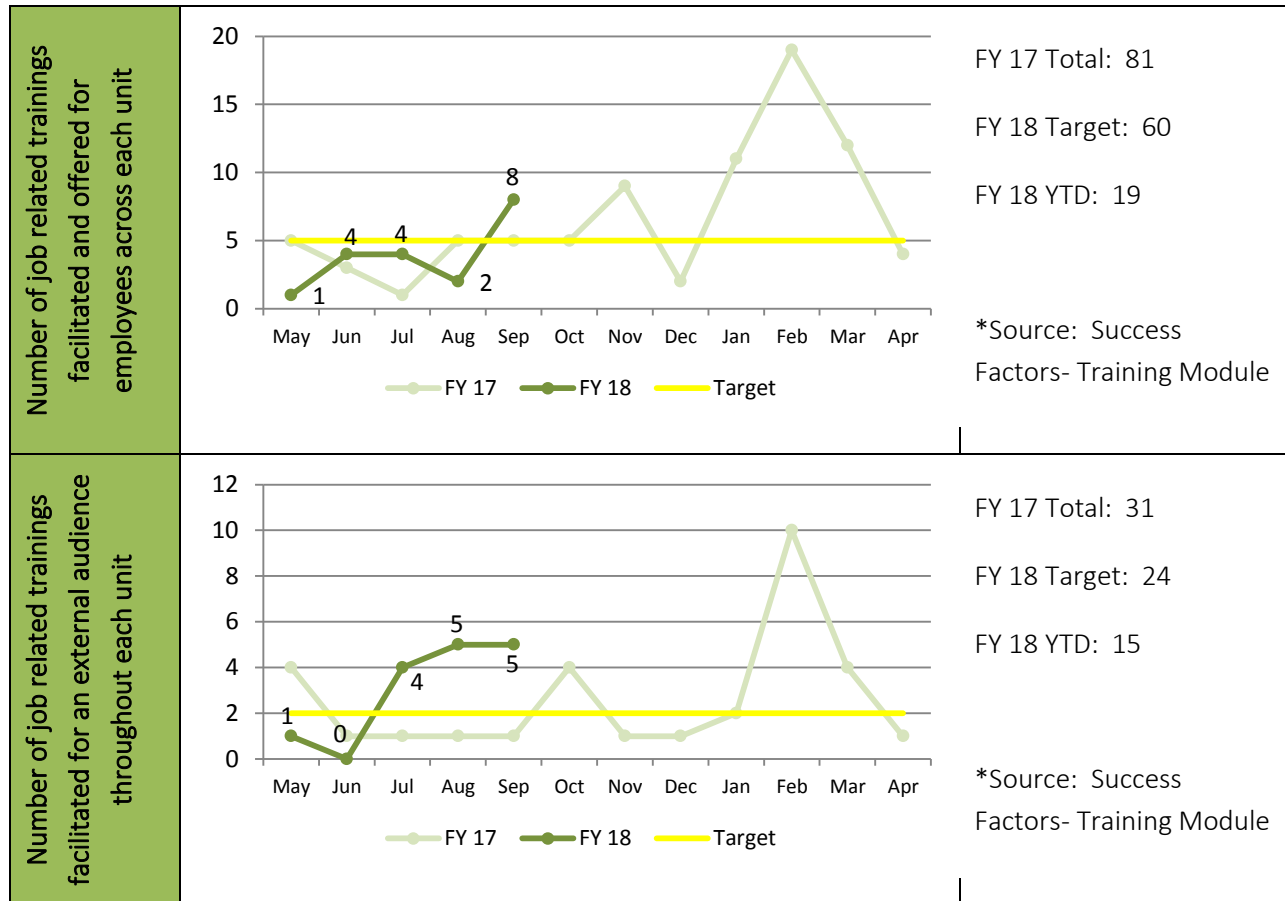
Nursing participated in the Schaumburg Township Wellness Fair on September 13. Nursing staff offered memory screenings. A total of 16 screenings were provided and an additional six people were put on a waiting list for future screenings to be offered at the nursing building.

The Medical Reserve Corps gave a presentation on Disaster Preparedness on Wednesday, September 27 at the Al Larson Prairie Center for the Arts. There were 40 people in attendance.

COMMUNITY SERVICES KEY PERFORMANCE INDICATORS:

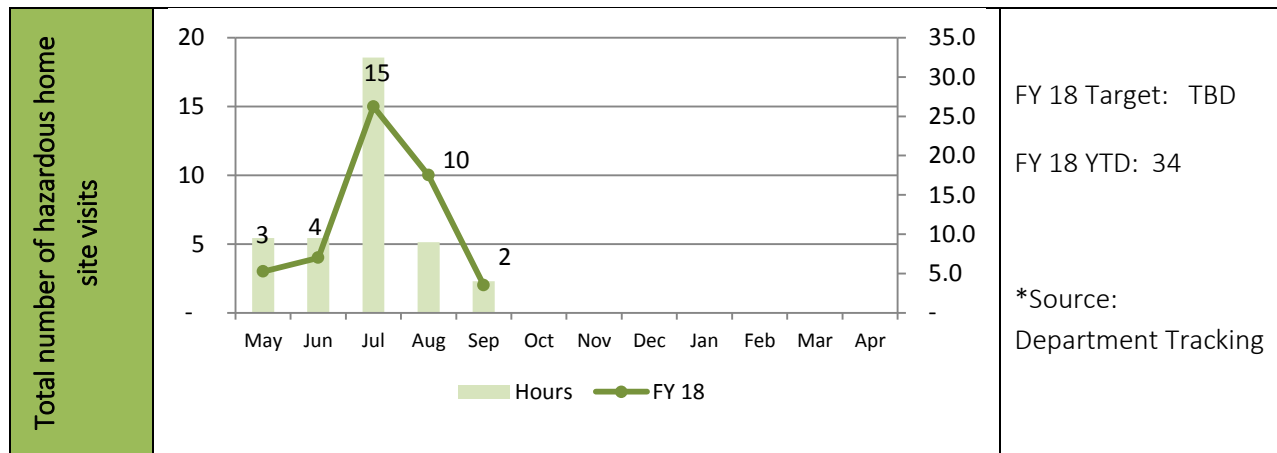
KPI 1: Provide Education to Internal/External Audiences

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 we are 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.



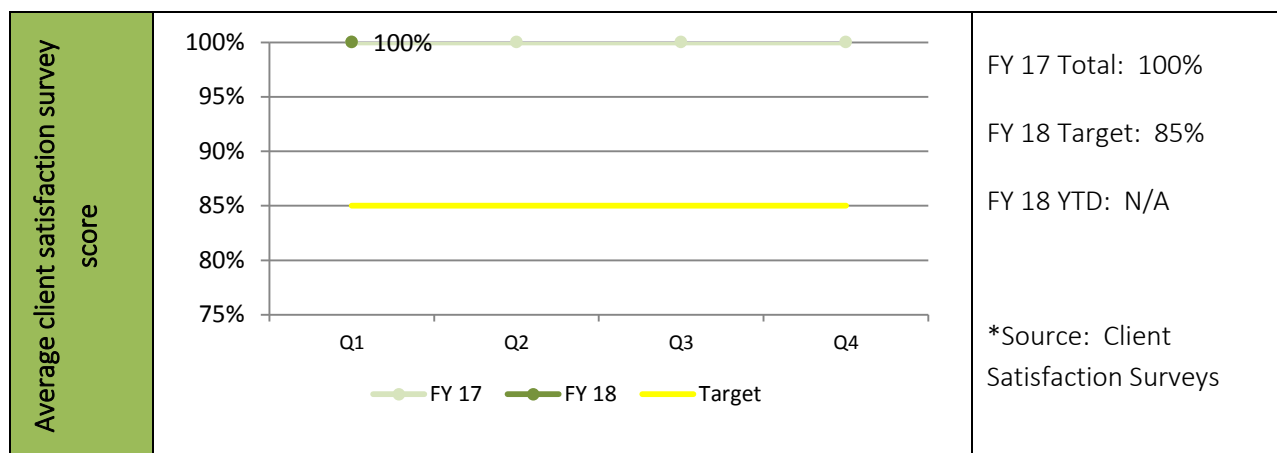
KPI 2: Hazardous Home Site Program

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.



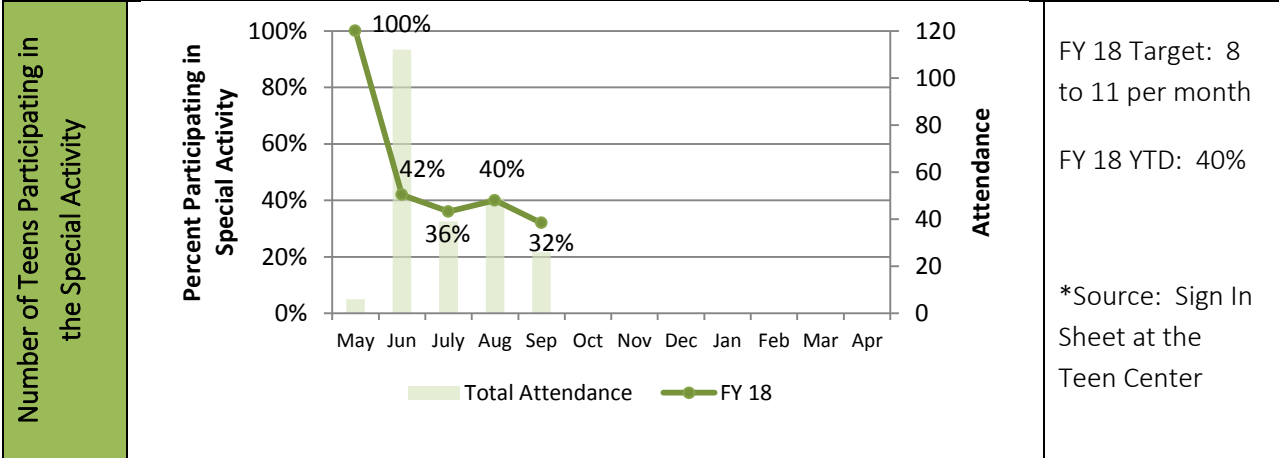
KPI 3: Community Services Client Satisfaction

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.



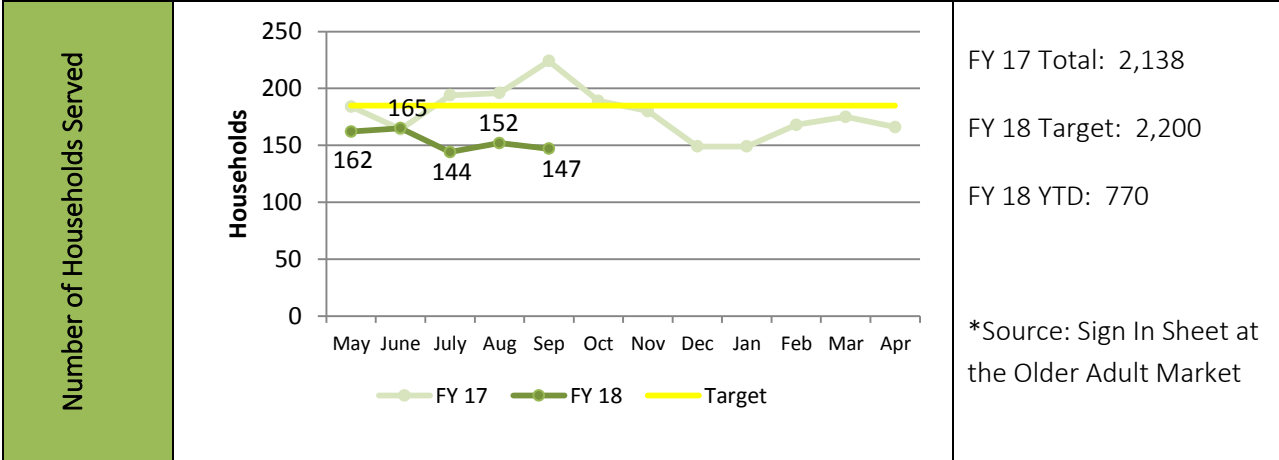
KPI 4: Provide Activities to Assist Teens in Developing Life Skills

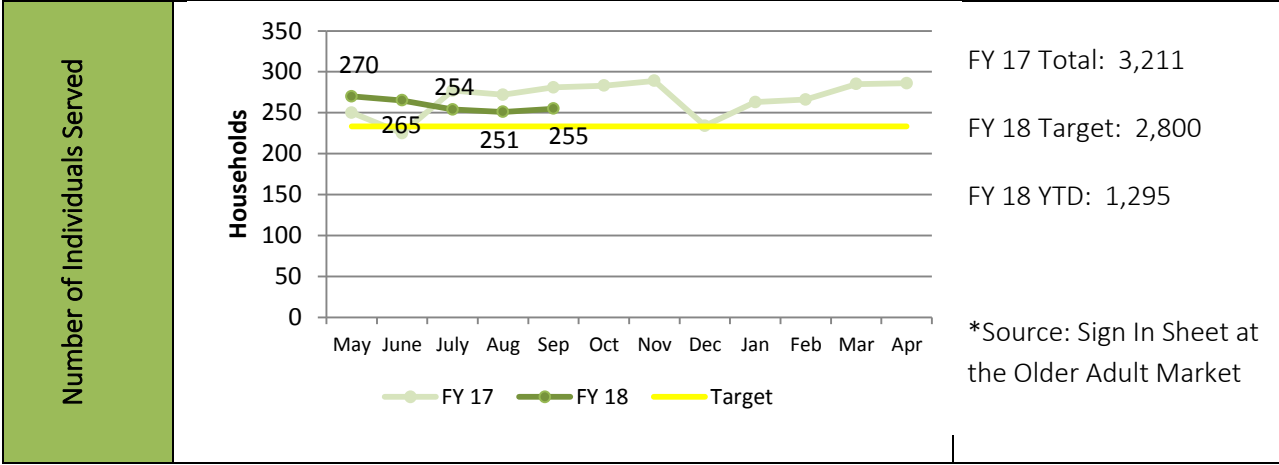
One of the primary purposes of the Teen Center is to provide a safe, supervised, and nurturing environment for area young people to participate in comprehensive service in the areas of recreational, educational, social activities while interacting with their peers, adult staff and volunteers to enhance 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

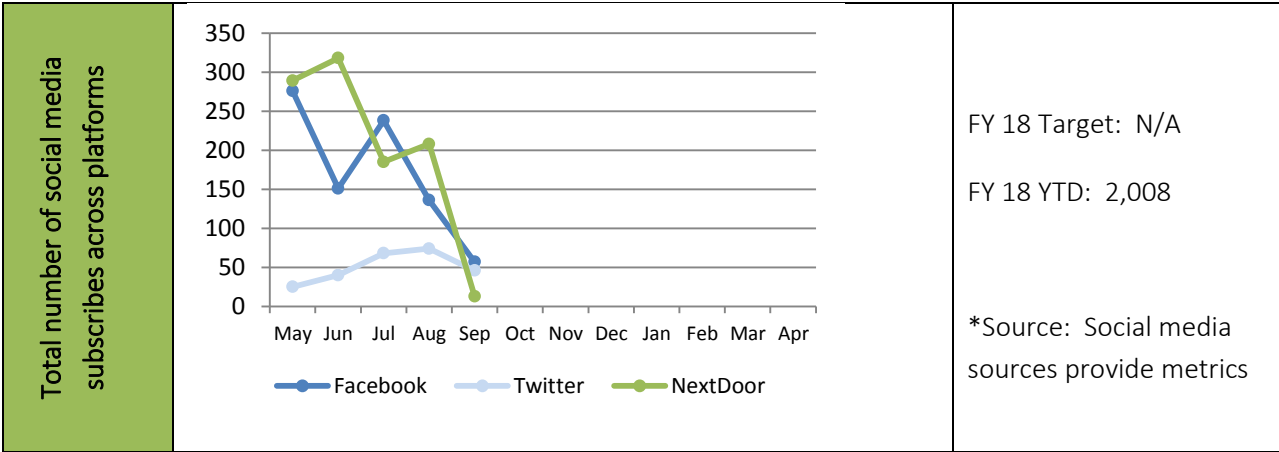
In keeping with the mission of the Senior Program, to ensure that the nutritional needs of senior residents in the community are met, The Barn Senior Program, in collaboration with the Greater Chicago Food Depository, provides an Older Adult Market (OAM) twice a month for anyone age 60 or over. The Market 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

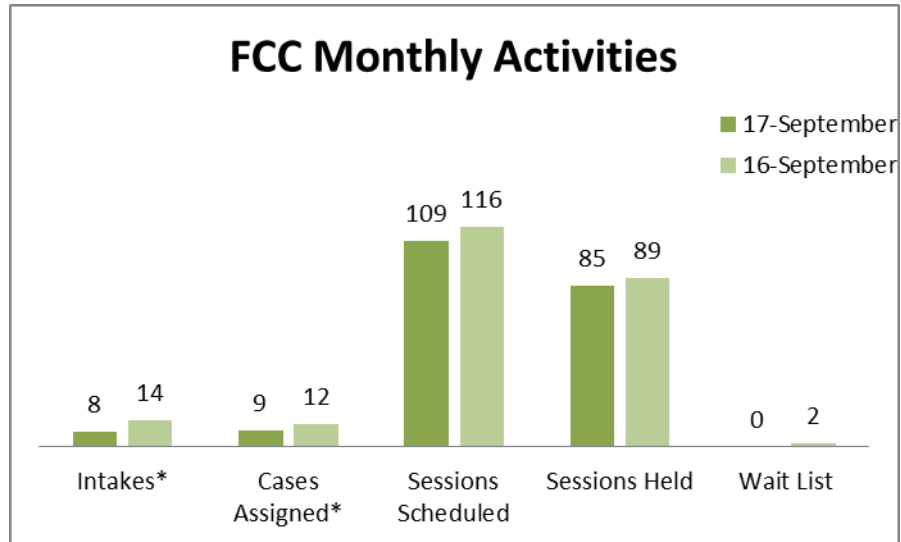
The Village of Schaumburg has placed a high priority on communicating news, events and information about its programs and services to the public and it uses a number of tools to successfully achieve that goal. Because technology is constantly changing, it is important the village remain informed and 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

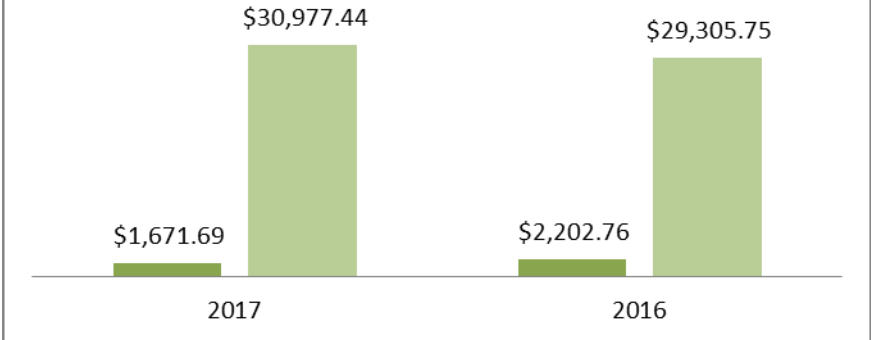
Session = counseling session

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 financial health of operation. Revenue Collected includes all payments received (cash, checks, and insurance) received from clients.

FCC Revenue Comparison

■ Revenue Collected in September ■ Revenue Collected YTD



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 2016	YEAR-TO-DATE	PREVIOUS YEAR 2016
PRIMARY CLIENT SEX				
Female	30	57	489	543
Male	21	21	222	247
PRIMARY CLIENT AGE				
Adult	51	76	730	778
Juvenile	0	2	7	12
PRIMARY CLIENT RESIDENCY				
Schaumburg	36	66	323	338
Other	15	33	172	181
REFERRAL SOURCE				
Police Department	160	139	1381	1526
Other Agency	6	1	37	11
Walk-in	15	15	127	64
Phone	8	23	78	96
Other	1	3	22	14
Total Cases for the month	190	181	1645	1711

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.

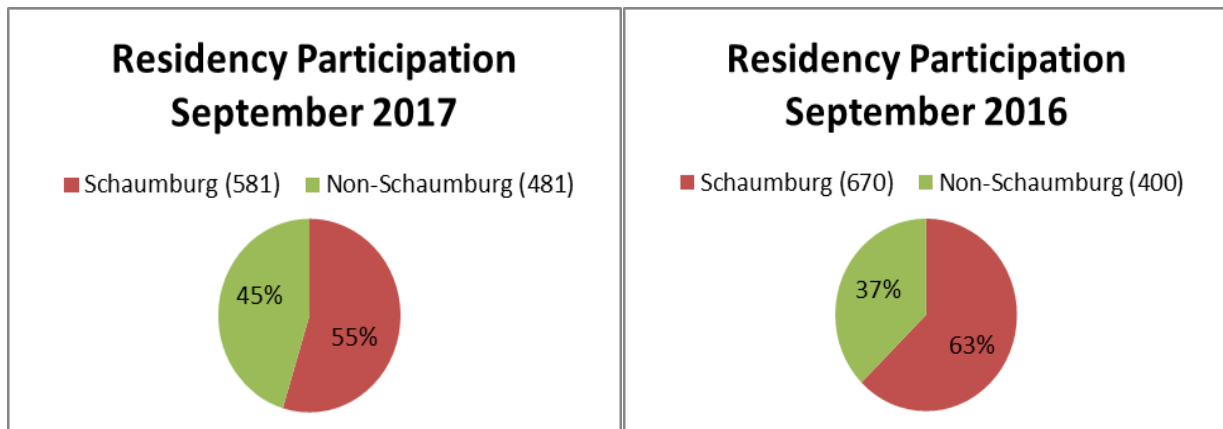
Customer Service | Total Number of Clients Served: Performance indicator of the number of clients served by program personnel.

	TOTAL # OF TEENS	PREVIOUS YEAR 2016	TOTAL # OF SHIFTS	PREVIOUS YEAR 2016	AVERAGE	PREVIOUS YEAR 2016	YTD TOTAL # OF TEENS
Afternoons	68	109	12	12	9	9	1131
Evenings	180	262	18	18	18	15	1587
Activities and Events	30	43	9	8	3	5	369
Total	278	414	39	38	7	11	3087

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 week days. 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 9,045 versus prior year 9,661.



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 setting, monitor 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 2016	YEAR-TO-DATE TOTALS COUNT	PREVIOUS YEAR 2016
Nursing Visits (hours)*	23 (31.5)	45 (55.5)	271 (332.75)	543 (674)
Hours of Client Related Office Activities*	37.5	71.5	463	831
Client Consultations*	8	15	105	96
CNA Visits (hours)	38 (53.5)	55 (74.5)	331 (426)	495 (647.5)

*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 quality of life standards for individual residents and the community.

ACTIVITY	THIS MONTH'S TOTALS COUNT	SAME MONTH 2016	YEAR-TO-DATE TOTALS COUNT	PREVIOUS YEAR 2016
Loan Closet Loans	163	124	1247	1150
TB Skin Tests†	0	7	12	41
Memory Screenings*	16	0	25	26
Fall Risk Assessment	0	0	0	14
Prescription Discount Card – Total Rx's** - July & August 2017	38	30	117	108
Cholesterol Screenings†	0	2	5	17
Day Care Inspections	0	0	18	28
Community Blood Drives - Units Collected	0	39	165	162
Syringe Disposal Program Residents (# of containers)	6 (8)	9 (15)	65(109)	67 (121)

*Memory Screenings Program initiated January 2014

**Prescription Discount Card – Total Rx's – information normally provided one month in arrears

†No longer offering residential TB and cholesterol screenings effective 5-1-17

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 2016	YEAR-TO- DATE COUNT	PREVIOUS YEAR 2016
Blood Pressure	12	9	76	102
Heart Rate	12	9	75	96
Blood Sugar	2	0	12	22
Immunizations	0	1	11	8
TB Testing	0	0	1	0

