

Village of Schaumburg

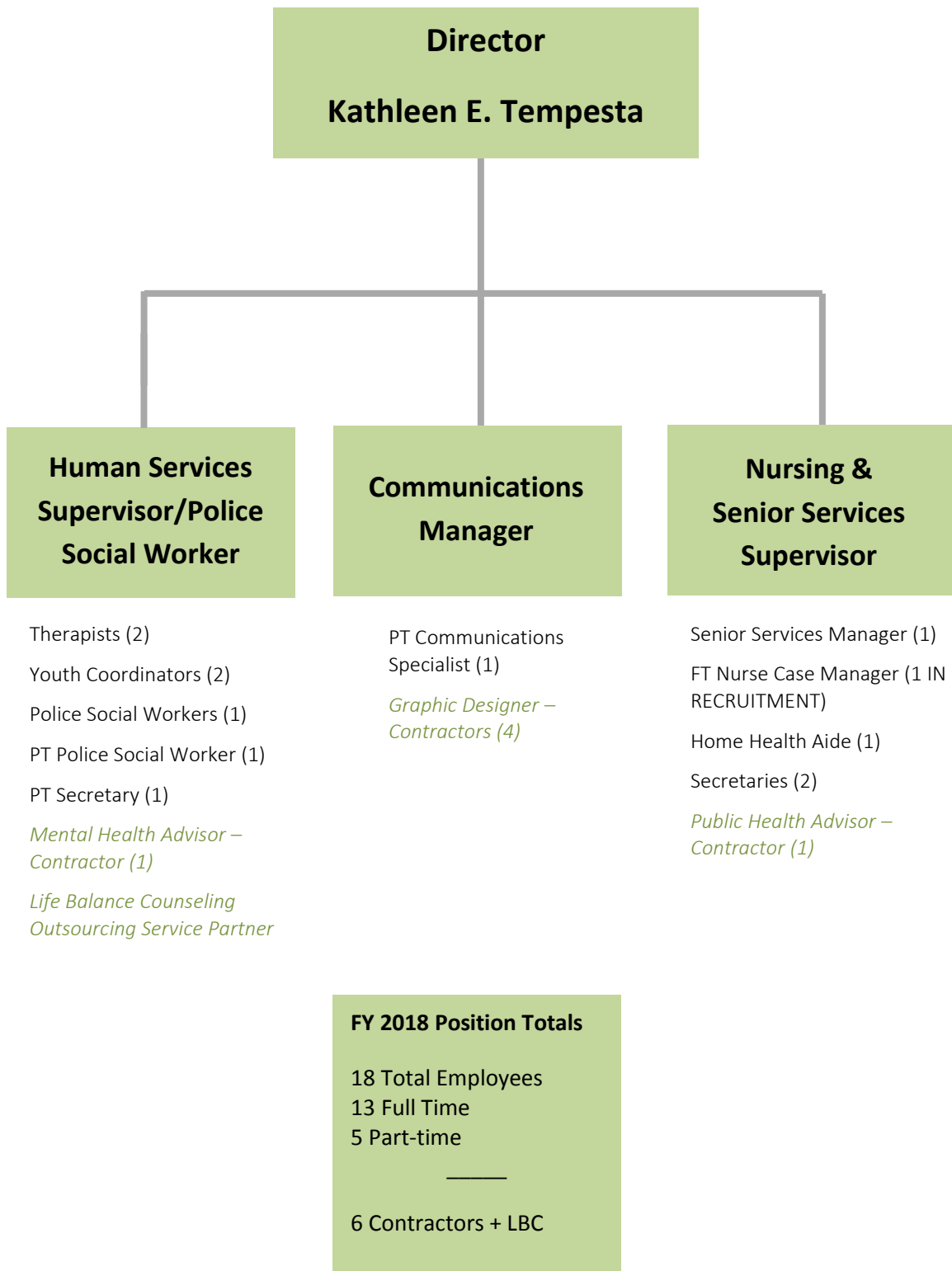
Community Services
Department
Monthly Report

September 2018

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Organizational Chart



Key Activities

Family Counseling Center: Pat Dahmen added another in-network insurance provider; welcome Aetna! This increases our ability to accept multiple insurance providers as well as bill for services rendered. FCC staff also spent time marketing this month to increase name recognition within the community.

Police Social Services: Sarah Hipp presented to the Citizen's Police Academy. Kristin Jordan represented the Community Services Department/Human Services Division at the Septemberfest Village Information Booth.

Teen Center: The new LCAP and SHARE volunteers began volunteering at the Teen Center. The STEM project ended successfully with the hatching of all 6 chrysalises into butterflies.

Senior Services Program: On September 28, 53 seniors from the Schaumburg Barn enjoyed a trip to Chandler's for lunch and a live show by performer Denny Diamond. The Nursing and Senior Services Division partnered with the Schaumburg Township to provide transportation for all the attendees. The Township's handicap accessible busses allowed participants with limited mobility to attend and enjoy the outing.

Nursing: The Medical Reserve Corps hosted an Emergency Preparedness Open House at the Nursing Division on September 26. The Open House was available to the public from 10am to 12pm and 6pm to 8pm. Attendees received information on shelter locations, power outage tips, and supplies for a basic kit.

COMMUNITY SERVICES KEY PERFORMANCE INDICATORS:

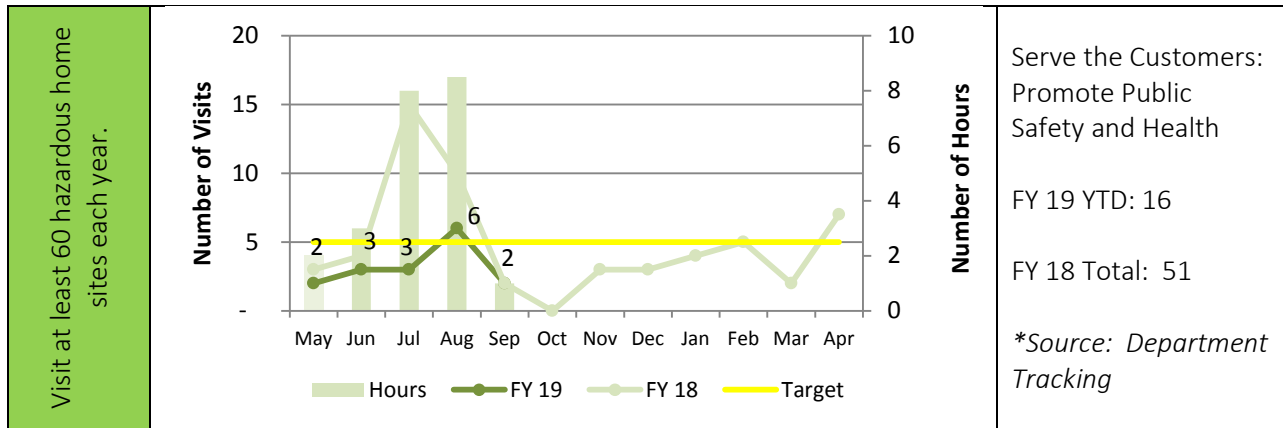
KPI 1: Staff will both attend and provide job related trainings to both internal and external audiences.

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 staff 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). This KPI ties to FY 2018/19 Department Goal #4 to enhance community outreach through the provision of social services programming for vulnerable populations to improve their quality of life.

<p>Ensure Community Services staff attends at least 60 job related trainings.</p>	<table border="1"> <caption>Monthly Job-Related Trainings</caption> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>5</td><td>1</td><td>8</td><td>5</td></tr> <tr><td>Jun</td><td>2</td><td>4</td><td>2</td><td>5</td></tr> <tr><td>Jul</td><td>1</td><td>4</td><td>16</td><td>5</td></tr> <tr><td>Aug</td><td>4</td><td>2</td><td>2</td><td>5</td></tr> <tr><td>Sep</td><td>5</td><td>8</td><td>10</td><td>5</td></tr> <tr><td>Oct</td><td>5</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Nov</td><td>9</td><td>7</td><td>5</td><td>5</td></tr> <tr><td>Dec</td><td>2</td><td>1</td><td>1</td><td>5</td></tr> <tr><td>Jan</td><td>11</td><td>7</td><td>7</td><td>5</td></tr> <tr><td>Feb</td><td>19</td><td>10</td><td>10</td><td>5</td></tr> <tr><td>Mar</td><td>12</td><td>15</td><td>15</td><td>5</td></tr> <tr><td>Apr</td><td>4</td><td>3</td><td>3</td><td>5</td></tr> </tbody> </table>	Month	FY 17	FY 18	FY 19	Target	May	5	1	8	5	Jun	2	4	2	5	Jul	1	4	16	5	Aug	4	2	2	5	Sep	5	8	10	5	Oct	5	5	5	5	Nov	9	7	5	5	Dec	2	1	1	5	Jan	11	7	7	5	Feb	19	10	10	5	Mar	12	15	15	5	Apr	4	3	3	5	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 38</p> <p>FY 18 Total: 67</p> <p>FY 17 Total: 81</p> <p><i>*Source: Success Factors- Training Module</i></p>
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<p>Provide at least 24 job related trainings to both internal/ external audiences.</p>	<table border="1"> <caption>Monthly Job-Related Trainings to Both Internal/External Audiences</caption> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>4</td><td>0</td><td>0</td><td>2</td></tr> <tr><td>Jun</td><td>1</td><td>0</td><td>1</td><td>2</td></tr> <tr><td>Jul</td><td>1</td><td>1</td><td>4</td><td>2</td></tr> <tr><td>Aug</td><td>1</td><td>5</td><td>3</td><td>2</td></tr> <tr><td>Sep</td><td>1</td><td>5</td><td>6</td><td>2</td></tr> <tr><td>Oct</td><td>4</td><td>5</td><td>5</td><td>2</td></tr> <tr><td>Nov</td><td>1</td><td>0</td><td>0</td><td>2</td></tr> <tr><td>Dec</td><td>1</td><td>0</td><td>0</td><td>2</td></tr> <tr><td>Jan</td><td>1</td><td>0</td><td>0</td><td>2</td></tr> <tr><td>Feb</td><td>10</td><td>2</td><td>2</td><td>2</td></tr> <tr><td>Mar</td><td>4</td><td>2</td><td>2</td><td>2</td></tr> <tr><td>Apr</td><td>1</td><td>10</td><td>10</td><td>2</td></tr> </tbody> </table>	Month	FY 17	FY 18	FY 19	Target	May	4	0	0	2	Jun	1	0	1	2	Jul	1	1	4	2	Aug	1	5	3	2	Sep	1	5	6	2	Oct	4	5	5	2	Nov	1	0	0	2	Dec	1	0	0	2	Jan	1	0	0	2	Feb	10	2	2	2	Mar	4	2	2	2	Apr	1	10	10	2	<p>Develop Employees: Promote Learning and Growth</p> <p>FY 19 YTD: 14</p> <p>FY 18 Total: 34</p> <p>FY 17 Total: 31</p> <p><i>*Source: Success Factors- Training Module</i></p>
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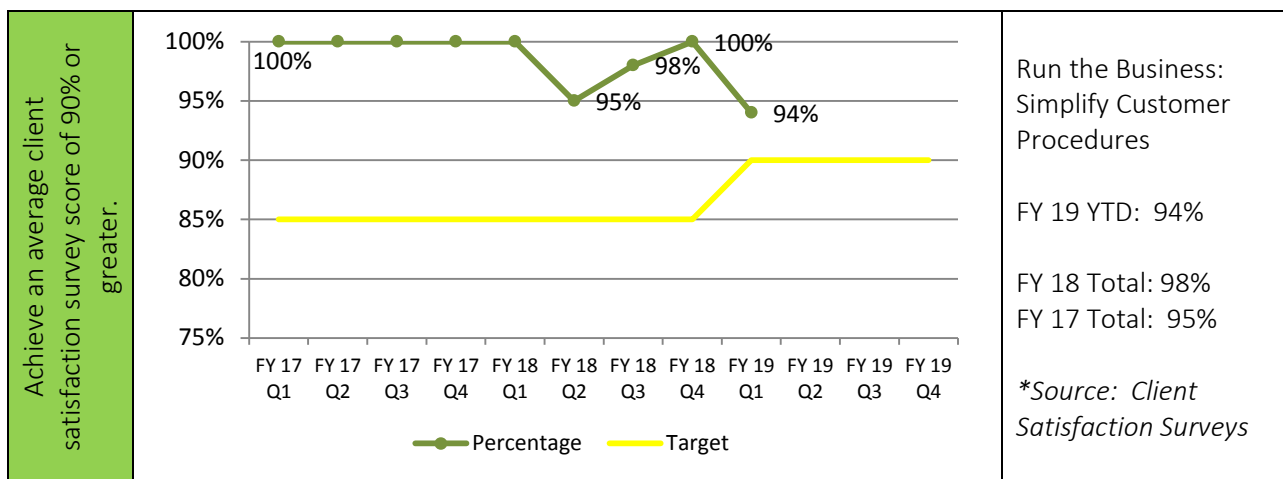
KPI 2: Address issues of hoarding in the community to improve public safety and health.

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. There is a need to ensure that staff are addressing and following up on these homes to remain active with staff intervention, services, and hopeful remediation of the severity of the issue. The nursing and police social service units will track monthly all 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.



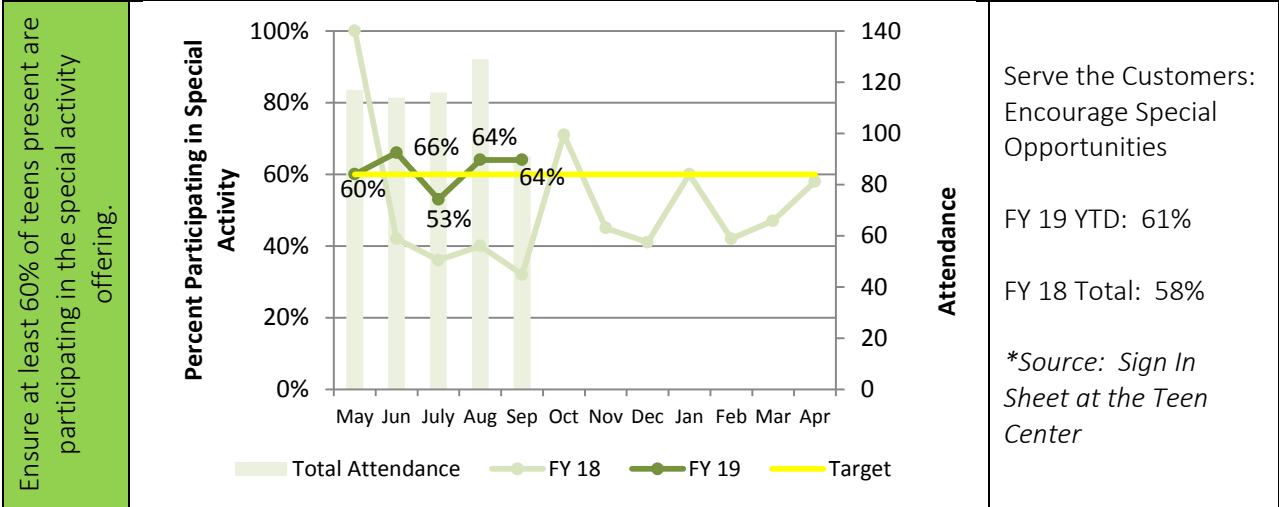
KPI 3: Provide quality community services to Schaumburg residents.

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 and Senior Services Division distribute and collect surveys.



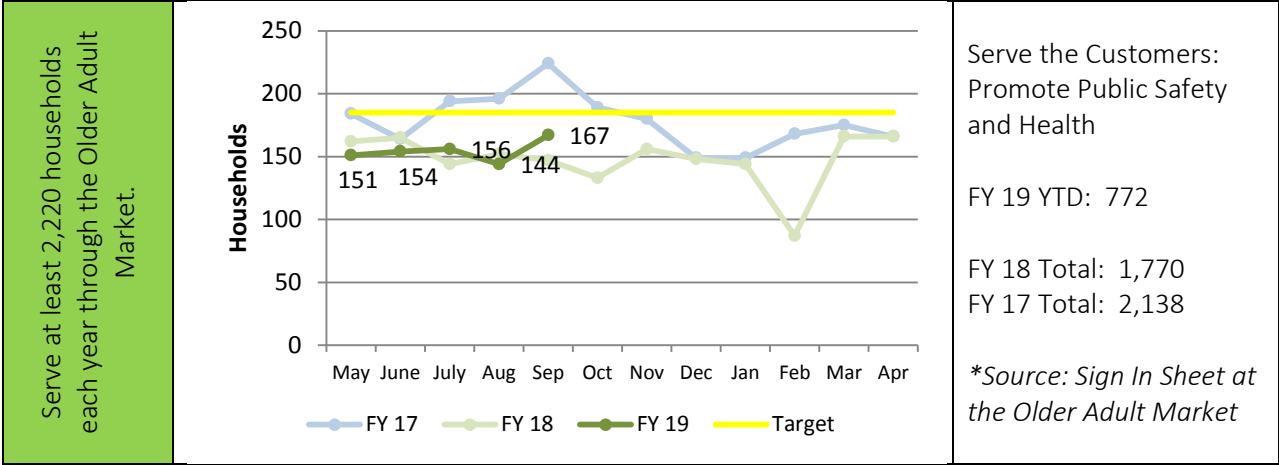
KPI 4: Provide activities to assist teens in developing life skills.

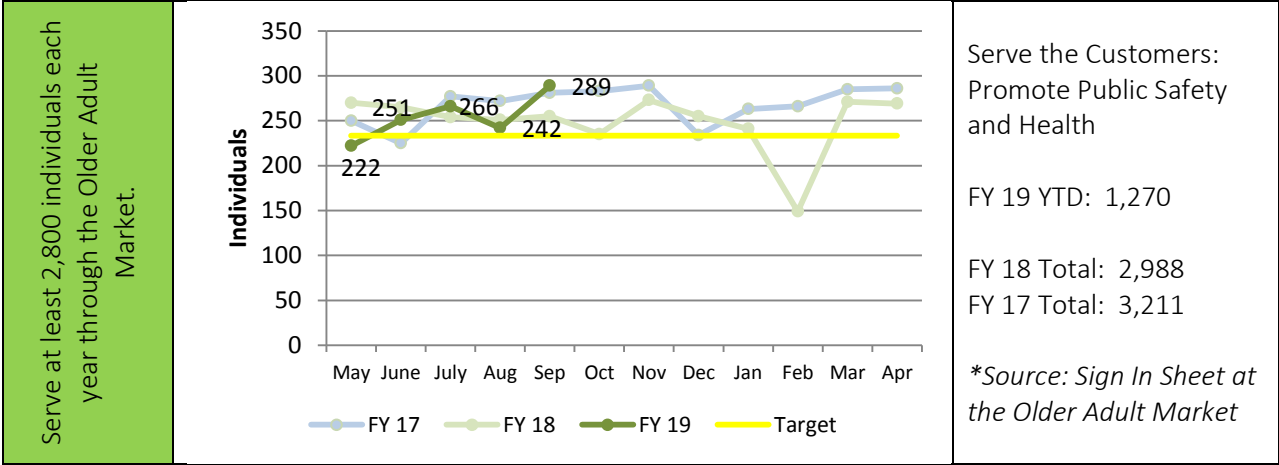
One of the primary purposes of the Teen Center is to provide a safe, supervised, and nurturing environment for area young people to participate in comprehensive service in the areas of recreational, educational, social activities while interacting with their peers, adult staff and volunteers to enhance personal development, knowledge and self-concept. Among other ways, this is done through specialized activities such as homework help, discussion groups, mini-courses, 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, staff 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: Assisting seniors meet their nutritional needs throughout the week.

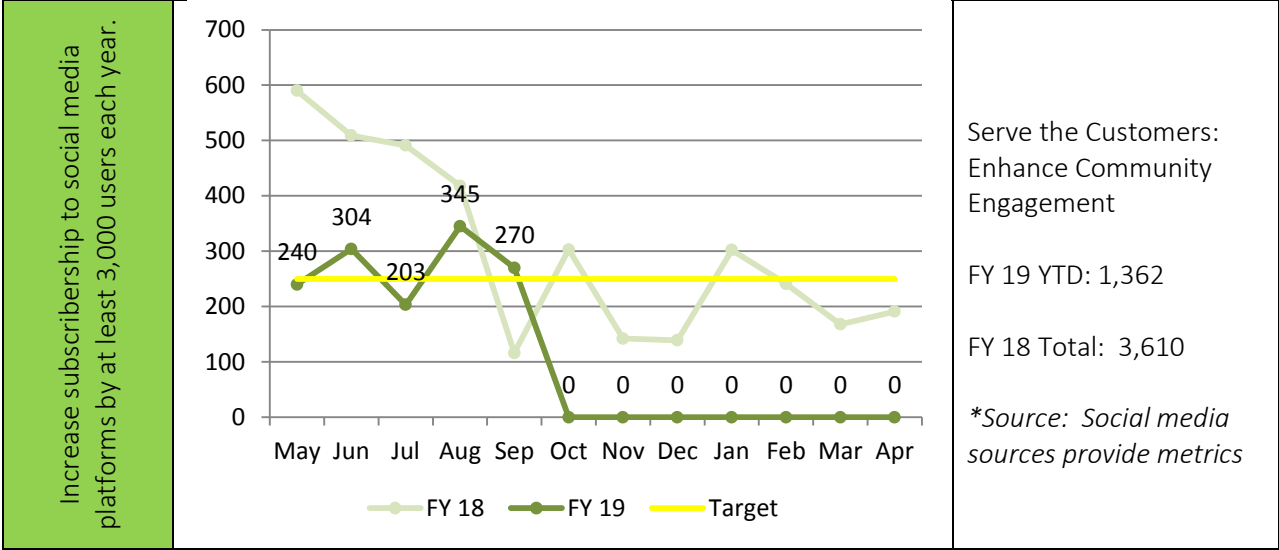
In keeping with the mission of the Senior Program, to ensure that the nutritional needs of senior residents in the community are met, The Barn Senior Program, in collaboration with the Greater Chicago Food Depository, provides an Older Adult Market (OAM) twice a month for anyone age 60 or over. The Market offers a multitude of shelf-stable food items (such as cereal, canned fruits/vegetables/meats, and rice) and fresh produce at no cost. While the Village 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 staff 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.

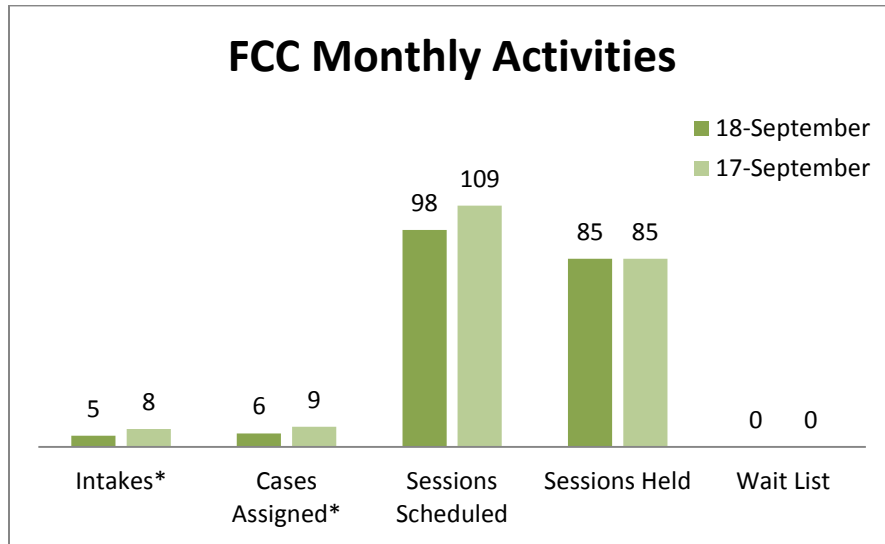
The Village of Schaumburg has placed a high priority on communicating news, events and information about its programs and services to the public and it uses a number of tools to successfully achieve that goal. Because technology is constantly changing, it is important the village remain informed and 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, staff will be tracking the number of subscribers to each of its social media sources monthly and how many of those subscribers are new that month. This KPI ties to FY 2018/19 Department Goal #1 to implement social media strategy goals from the village’s Strategic Communications Action Plan



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.

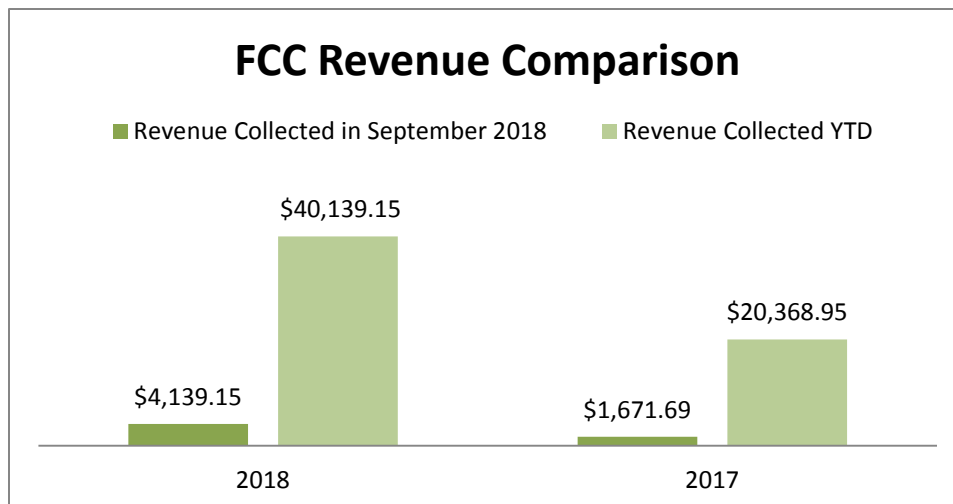


Intake = call to request counseling services


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

		
73% on sliding scale fee	61% individual 39% 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	59	30	604	499
Male	32	21	256	222
PRIMARY CLIENT AGE				
Adult	88	51	801	714
Juvenile	3	0	21	7
PRIMARY CLIENT RESIDENCY				
Schaumburg	55	36	563	465
Other	36	15	297	256
REFERRAL SOURCE				
Police Department	207	160	1,738	1,386
Other Agency	2	6	30	37
Walk-in	2	15	81	127
Phone	14	8	128	78
Other	3	1	17	23
Total Cases for the month	228	190	1,994	1,651

Police Social Service

		
4% of clients received financial assistance	60% of clients that are Schaumburg residents	91% 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	90	68	11	12	7	6	865
Evenings	275	180	18	18	15	10	2,394
Activities and Events	91	30	10	9	9	3	883
Total	456	278	39	39	12	7	4,142

Teen Center

		
64% of teens participated in scheduled programming	38% are in middle school 62% are in high school	19% of attendees were female 81% of 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 8,815 versus prior year 9,045.



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)	23(31.5)	276 (343.25)	271 (332.75)
Hours of Client Related Office Activities*	21	37.5	315	463
Client Consultations*	17	8	116	105
CNA Visits (hours)**	35(49.5)	38 (53.5)	227(300)	331 (426)

*1 Nursing Supervisor

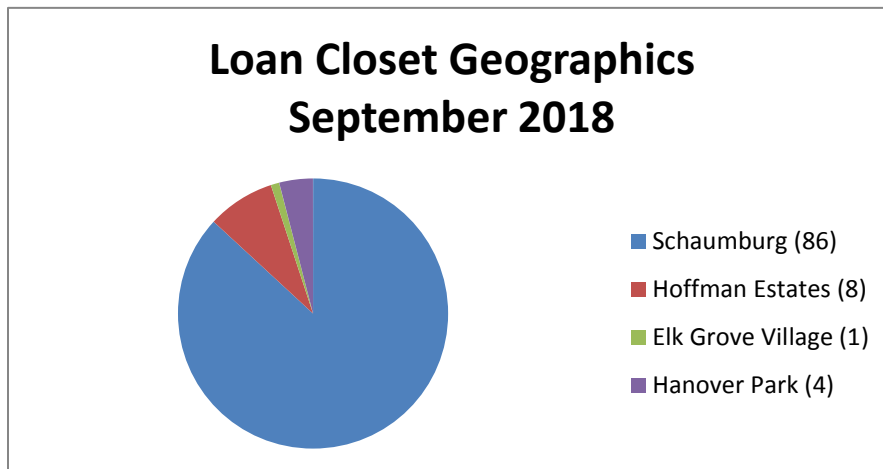
**CNA not available in April - June

Customer Service | Community Services At Large: Special programs provided by the Nursing & Senior Services 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
Medical Equipment Loans	146	163	1263	1247
Memory Screenings*	0	16	23	25
Prescription Discount Card – Total Rx's** - August information	3	26	74	117
Day Care Inspections	5	0	33.5	18
Community Blood Drives - Units Collected	0	0	187	165
Syringe Disposal Program Residents (# of containers)	12 (12)	6(8)	109 (160)	65 (109)

*Memory Screenings Program initiated January 2014

**Prescription Discount Card – Total Rx's – 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	5	12	50	76
Heart Rate	5	12	49	75
Blood Sugar	0	2	5	12
Immunizations (+flu shots)	2	0	15	11

Medical Equipment Lending Program 2017/2018 Comparison

