



## VILLAGE OF RIVER FOREST AGE-FRIENDLY ADVISORY AD-HOC COMMITTEE MEETING

Tuesday, December 8, 2020 – 7:00 PM  
Village Hall – 400 Park Avenue – River Forest, IL 60305  
2<sup>nd</sup> Floor Conference Room

### AGENDA

Physical attendance at this public meeting is limited to 10 individuals, with Committee members and staff having priority over members of the public. Public comments will be shared with the Committee. You may submit your public comments via email in advance of the meeting to: Sara Phyfer at [sphyfer@vrf.us](mailto:sphyfer@vrf.us). You may listen to the meeting by participating in a Zoom conference call as follows, dial-in number: 312-626-6799 with meeting ID: 845 6042 2054 or by clicking here: <https://us02web.zoom.us/j/84560422054>. If you would like to speak during public comment, please email [sphyfer@vrf.us](mailto:sphyfer@vrf.us) by 5:00 PM on December 8, 2020. **THAT SAID, PLEASE NOTE THAT THE GOAL IS TO CONDUCT THE MEETING VIRTUALLY, SO ONLY COME TO VILLAGE HALL FOR THE MEETING IF YOU DO NOT HAVE THE CAPABILITY OF PARTICIPATING VIRTUALLY.**

1. Call to Order/Roll Call
2. Public Comment
3. Approval of Meeting Minutes
4. Committee Member Updates: Dementia Friendly River Forest (DFRF) and Age-Friendly Communities Collaborative (AFCC)
5. Old Business
6. New Business
  - a. Discussion of Age-Friendly Oxford [Plan](#)
  - b. Discussion of Survey Next Steps
7. Presentation from OPRF Townships Senior Services Director Pamela Mahn Regarding OPRF Home Repair Program Partnership Opportunity
8. Next Meeting: January 9
9. Adjournment



**VILLAGE OF RIVER FOREST  
AGE-FRIENDLY AD HOC COMMITTEE  
WEDNESDAY, NOVEMBER 11, 2020**

A regular meeting of the Village of River Forest Deer Management Ad Hoc Committee was held on Wednesday, November 11, 2020 at 7:00 p.m. in the Second Floor Conference Room of Village Hall, 400 Park Avenue – River Forest, IL.

**1. CALL TO ORDER/ROLL CALL**

The meeting was called to order at 7:00 p.m. Upon roll call, the following persons were:

Present: Chairperson Respicio Vazquez, Chris Hauri, Daniel Lauber, Deborah Frederick, James Flanagan, Lydia Manning, Ron Sherman  
Absent: None  
Also Present: Management Analyst Sara Phyfer

**2. PUBLIC COMMENT**

None.

**3. APPROVAL OF MEETING MINUTES**

Ms. Manning made a motion, seconded by Mr. Lauber to approve the October 14, 2020 meeting minutes.

Roll call:

Ayes: Chairperson Respicio Vazquez, Chris Hauri, Ron Sherman, Daniel Lauber, Deborah Frederick, James Flanagan, Lydia Manning  
Absent: None  
Nays: None  
Motion Passes.

**4. COMMITTEE MEMBER UPDATES: DEMENTIA FRIENDLY RIVER FOREST AND AGE FRIENDLY COMMUNITIES COLLABORATIVE**

Ms. Manning reported that DFRF is still working on the website and is hoping to have it launched by the end of the year. She noted Officer Ransom presented on dementia friendly programs at Coffee Monday.

Chairperson Vazquez reported that the AFCC did not meet.

**5. OLD BUSINESS**

- a. Update on Status of Data Analysis



Ms. Manning introduced Lauren Bouchard and summarized their findings. She stated what the surveys yield is a gauge for a temperature of where the community is in terms of what is going on and noted the key areas to focus on.

The Committee discussed food insecurity and noted nutrition for seniors is important to include.

Mr. Flanagan the Committee needs to find areas to reduce overlapping services with other organizations and where to focus instead.

Ms. Hauri noted the Arbor West asset map did a good job of clarifying what different organizations provide.

The Committee discussed the key areas of need from the data synthesis: affordable housing, transportation, and assistance regarding medical concerns in terms of case management and navigating the healthcare system, as well as the idea of an “age hub.”

In response to a question from Chairperson Vazquez, Ms. Manning noted the community is program rich but there are opportunities for engagement with seniors and intergenerational programs.

Ms. Manning highlighted the Age-Friendly Oxford plan and offered to reach out to get more information and to contact the Scripps Gerontology Center to help find the right partners.

In response to a question from Chairperson Vazquez, Ms. Manning stated the Committee can put its survey together looking at the report and script used by Oxford and stated there could be an opportunity to outsource the mailing, collecting, data analysis and writing of the report. She stated they can put together a budget.

The Committee discussed actionable areas to focus on including affordable housing, transportation, and social connectedness/opportunities for social engagement. There was emphasis to focus on areas that the government can actually do something about. The Committee also discussed using the Oxford survey as a template, if possible, and highlighted the gap analysis.

Chairperson Vazquez summarized that the Committee members would review the Oxford plan and survey to look for modifications. He stated Ms. Manning would try to get a Word version of the survey and to obtain a cost or quote for some of the legwork.

Ms. Manning stated she would outline tasks in an Excel spreadsheet.

## **6. NEW BUSINESS**

### **a. Other Business**



Chairperson Vazquez noted that Ms. Hauri volunteered to attend the NASFC webinar. He noted that Pam from the Oak Park Township is working on a handyman program and will present at the Committee's next meeting.

**7. NEXT MEETING: DECEMBER 9 OR TBD**

The Committee reached a consensus to hold its next meeting on Tuesday, December 8 at 7PM.

**8. ADJOURNMENT**

Mr. Lauber made a motion, seconded by Mr. Sherman to adjourn the meeting at 7:53pm.

Roll call:

Ayes: Chairperson Respicio Vazquez, Chris Hauri, Daniel Lauber, Deborah Frederick,  
James Flanagan, Lydia Manning, Ron Sherman

Absent: Deborah Frederick

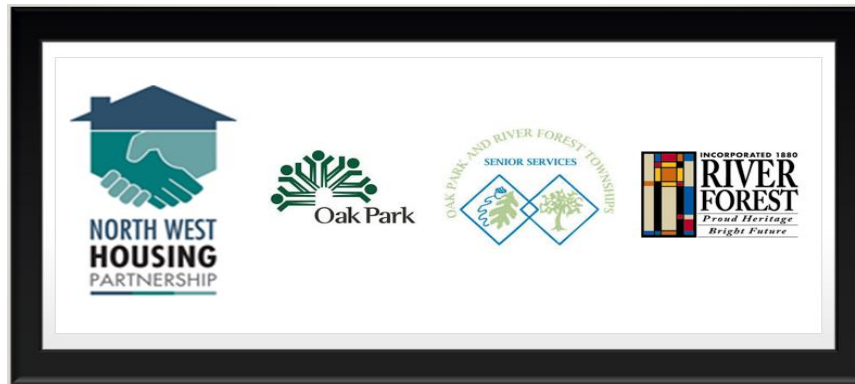
Nays: None

Motion Passes.

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Sara Phyfer, Secretary





### Quick Tips for OPRF Home Repair Program

- **Senior pays hourly rate plus cost of materials** – stipend may be available (to cover hourly rate and in some instances the cost of materials) for those with income below 18,000/year - year 1 through Celebrating Seniors Coalition, year 2 apply for funds through AgeOptions
- **Payment** made directly from participant to handy person (Cash or Check only)
- Handy persons do not receive **mileage reimbursement**
- **COVID-19 questionnaire and precautions** for handy person and participants (PPE – masks, gloves, face shields made available to handy persons and participants)
- **Cost of partner agreement is with NWHP** to offset costs paid to handy person, balance to NWHP for administration of the program (advertising costs, background checks, data, reporting, etc)
- Handy persons are **employed by NWHP**, not housed at any given site, dispatched to jobs as assigned
- Partners will be named as **additional insured**
- Handy persons will be trained in **Dementia Friendly practices**
- **Repeat participation** in the existing program is about 40%
- **Responsiveness** - Timeframe from intake to repair is about a week depending on handy person and participant connecting and arranging mutually agreeable time for repair



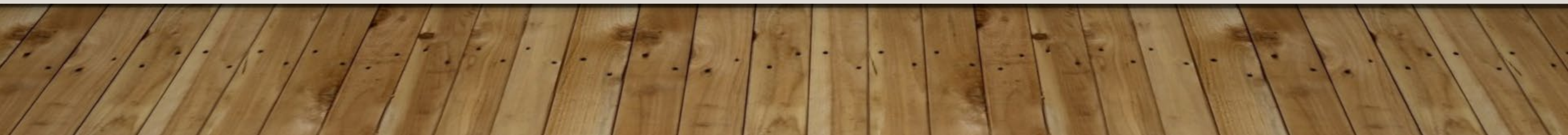


## OAK PARK AND RIVER FOREST HOME REPAIR PROGRAM

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- Mission of The Organization
  - Expansion History of the Program
- Meeting the Needs in Our Communities
  - Eligibility Criteria, Job Types & Funding Partners
  - Income Scale – Price Per Hour
  - Potential for Additional Subsidy to Offer Free Services o Low Income Residents
- What Do We Do?
- What Do They Do?
- Next Steps







NORTH WEST  
**HOUSING**  
PARTNERSHIP

## MISSION

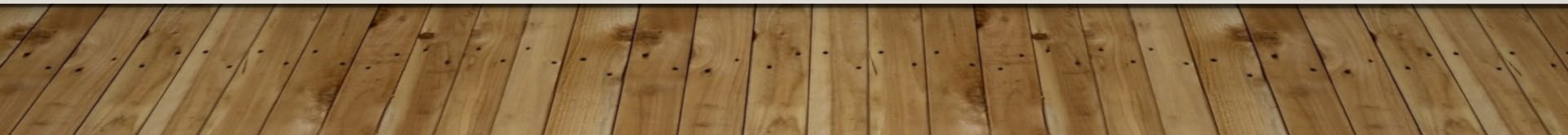
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- Established in 1990, North West Housing Partnership (NWHP) is a nonprofit agency that promotes public and private partnerships that create and preserve cost-effective quality housing for low to moderate income residents and workers through housing development and renovation, education, and advocacy.



# The Northwest Suburban Housing Collaborative (NWSHC) and NWHP:

- 2014 partnered with NWHP to administer the Handyman Program for Arlington Heights, Buffalo Grove, Mount Prospect, Palatine and Rolling Meadows.
- 2017 NWHP expanded program to include Des Plaines and communities in Palatine and Wheeling Townships through an Age Options & Des Plaines grant.
- 2020 working collaboratively to offer program to residents of Oak Park and River Forest.





**DO YOU NEED HELP WITH SIMPLE  
HOME MAINTENANCE?  
IF YOU ARE 60 OR OLDER GIVE NWHP A CALL.**

**SENIOR HOME REPAIR PROGRAM**

Residents of Oak Park and River Forest now have access to a NEW option for simple home maintenance repairs.





## Eligibility Requirements:

- 60+ years of age
- Only minor home repairs
- All income levels welcome

Fees are either \$20, \$30 or \$40 an hour depending on income. Repairs done by insured, and reliable professionals.

**\*NO EMERGENCY REPAIRS**

Contact NWHP for more information (847) 969-0561

Mon-Fri –9am-5pm

[www.nwhp.net](http://www.nwhp.net) - [dawnmocko@nwhp.net](mailto:dawnmocko@nwhp.net)

NWHP is a HUD APPROVED housing counseling agency.

Funding for portions of the Senior Handyman Program is provided by:



## Examples of Eligible Work:

- |                    |                    |
|--------------------|--------------------|
| • Grab bars        | Sink Repair        |
| • Hanging curtains | Soffit Repair      |
| • Attic Stairs     | Toilet Repair      |
| • Disposal Repair  | Window Repair      |
| • Door Locks       | Drain              |
| • Ceiling Fan      | Gutters cleaning   |
| • Light Fixture    | Shower Door        |
| • Screen Repair    | Hanging Pictures   |
| • Faucet Repair    | Putting up Shelves |



**NORTH WEST  
HOUSING**  
PARTNERSHIP



## **HANDYMAN**

### **INCOME SCALE**

<u>NO. OF PERSONS IN HOUSEHOLD</u>	<u>INCOME LEVEL</u>	<u>PRICE PER HOUR</u>
Any	\$45,000 or above	\$40
	\$33,000 or above	\$30
	Below \$33,000 to	\$20
	\$18,0000	

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In early 2021, NWHP will be eligible to apply for funding under the RFP for Title III Services through Age Options to expand their sliding scale for services to low income residents of Oak Park and River Forest.

**AGE OPTIONS POVERTY LEVEL INCOME SCALE (FREE)**


<u>NO. OF PERSONS IN HOUSEHOLD</u>	<u>INCOME LEVEL</u>
1	\$18,000
2	\$22,000
3	\$23,000
4	\$24,600
5	\$28,780
6	\$32,960
7	\$37,140
8	\$41,320



# What Do We (OPRF Partners) Do?

- Enter Intergovernmental Agreement & Establish Partnership
- Make Referrals
  - Train staff to refer callers to NWHP
- Promotion
  - Share program and partnership information widely across community
- Provide Pilot Stipend
  - Offer stipend to support pilot year of program. Re-evaluate stipend after third quarter utilization review.  
(Year 1 - \$7,000 or \$1,750 per organization)



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- What Do They Do
    - Advertise, Interview, Background Check Handymen
    - Screen Applicants for Eligibility, Complete Applications, Arrange Linkage
    - Legal Disclaimer
    - Management of Program Budgets, Data, Reporting
    - Promotion
    - Fundraising





CLIENT # \_\_\_\_\_

### HANDYMAN PROGRAM REGISTRATION

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Illinois Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

How did you hear about this [program?](#) \_\_\_\_\_

#### DEMOGRAPHICS

##### Race:

- ☐ American Indian /Alaskan Native  
☐ Asian  
☐ Black or African American  
☐ Native Hawaiian or Other Pacific Islander  
☐ White or Caucasian  
☐ Multi-Race: \_\_\_\_\_

##### Ethnicity:

- ☐ Hispanic  
☐ Not Hispanic

##### Gender:

- ☐ Male ☐ Female

How many people live in your home? \_\_\_\_\_

Applicant 60 years or older? Yes \_\_\_\_\_ No \_\_\_\_\_

Total adjusted gross income:        (salary, social security disability, civil service, railroad retirement)

\$ \_\_\_\_\_

Cost of items: \_\_\_\_\_

Length of Service ☐ 1 HR ☐ 2 HR ☐ Other \_\_\_\_\_

Circle all that apply:

Attic Stairs

Faucet Replacement

Sink

Disposal

Grab Bars

Smoke Alarms

Door Locks

Gutters

Soffit Repair

Drain

Light Fixture

Toilet Repair

Dryer Vent

Pipe Repair

Window Repair

Fan

Screen Repair

Faucet Repair

Shower Door

Other \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Handyman: \_\_\_\_\_ Date: \_\_\_\_\_

Payment Amount: \_\_\_\_\_ (if [applicable](#)) Rate: \_\_\_\_\_

Donation Amount: \_\_\_\_\_ (if applicable)

In consideration for the opportunity to participate in the OPRF Home Repair Program and for other good and valuable consideration herein acknowledged, I hereby release and hold harmless the Northwest Suburban Housing Collaborative, North West Housing Partnership, The villages and townships of Oak Park and River Forest and their participating communities, boards of directors, municipal staff and elected officials as well as any entities including the Metropolitan Mayors Caucus and their officers, agents, and employees from any and all liability, losses or damages, including attorneys' fees and costs of defense the Northwest Suburban Housing Collaborative, North West Housing Partnership, the villages and townships of Oak Park and River Forest and all related parties as stated above as well as its participating communities or the Metropolitan Mayors Caucus may suffer as a result of claims, demands, suits, actions or proceedings of any kind or nature, in any way resulting from my participation in this program. I will, at my own expense, appear, defend and pay all fees of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and, if any judgments shall be rendered against the Northwest Suburban Housing Collaborative, North West Housing Partnership, the villages and townships of Oak Park and River Forest and related entities and participating communities or the Metropolitan Mayors Caucus in any such action, I will, at my own expense, satisfy and discharge same.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# NEXT STEPS

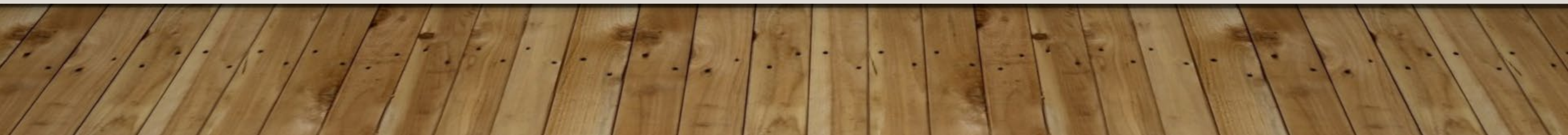
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SEEK APPROVAL FROM ALL PARTNER ORGANIZATIONS  
(OPRF PARTNERS)

SIGN INTERGOVERNMENTAL AGREEMENT FOR OPRF  
HOME REPAIR PROGRAM PARTNERSHIP & NWHP  
PARTNERSHIP AGREEMENT (OPRF PARTNERS)

ADVERTISE AND HIRE HANDYMAN TO SERVE OUR  
COMMUNITIES (NWHP)

PROMOTE PROGRAM AND MAKE REFERRALS





# THANK YOU!

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QUESTIONS –

PAMELA MAHN (708) 383-8060

[PMAHN@OAKPARKTOWNSHIP.ORG](mailto:PMAHN@OAKPARKTOWNSHIP.ORG)

ROBYN SANDYS (847) 969-0561

[ROBYNSANDYS@NWHP.NET](mailto:ROBYNSANDYS@NWHP.NET)



# AGE-FRIENDLY COMMUNITY STATUS UPDATE

Village of Arlington Heights, Illinois





# Presentation Agenda

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Village of  
**ARLINGTON HEIGHTS**  
Illinois

Village Business Plan Goal-Age Friendly Community Status

Background on project

AARP Survey

- Implementation

- Collection

- Results

Next Steps

- Recommendation

- Action Plan

- Implementation





# BACKGROUND





# Strategic Priority #9:

Find New Ways to Embrace Diversity within the Community and the Village Government

Health & Human Services Age Friendly  
Community Certification

Assess the existing services, programs and facilities and make recommendations about which ones require improvement, replacement or elimination.

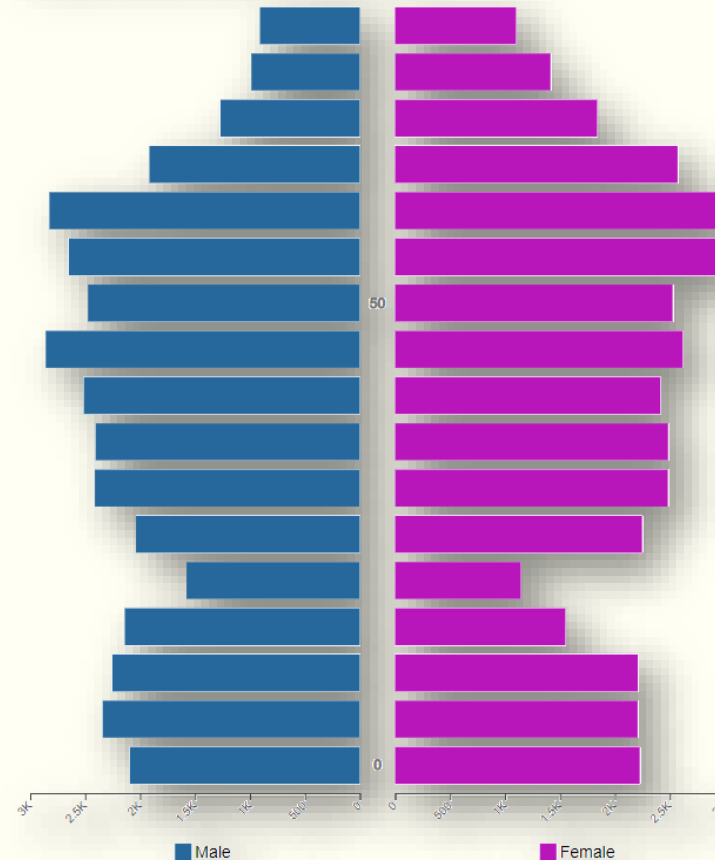




# Background:

- Growth of 60+ population
- 11.1% in 2010 to 17.8% in 2050.
- The 65+ age group will more than double, from 917,616 in 2010 to 1,866,215 in 2050

Arlington Heights Population Pyramid 2020



## Arlington Heights Median Age

44.1 42.2 46.1



Total



Male



Female

## Arlington Heights Adults

There are 59,767 adults, (15,084 of whom are seniors) in Arlington Heights.

## Arlington Heights Age Dependency

69.5 Age Dependency Ratio ?

33.8 Old Age Dependency Ratio ?

35.7 Child Dependency Ratio ?

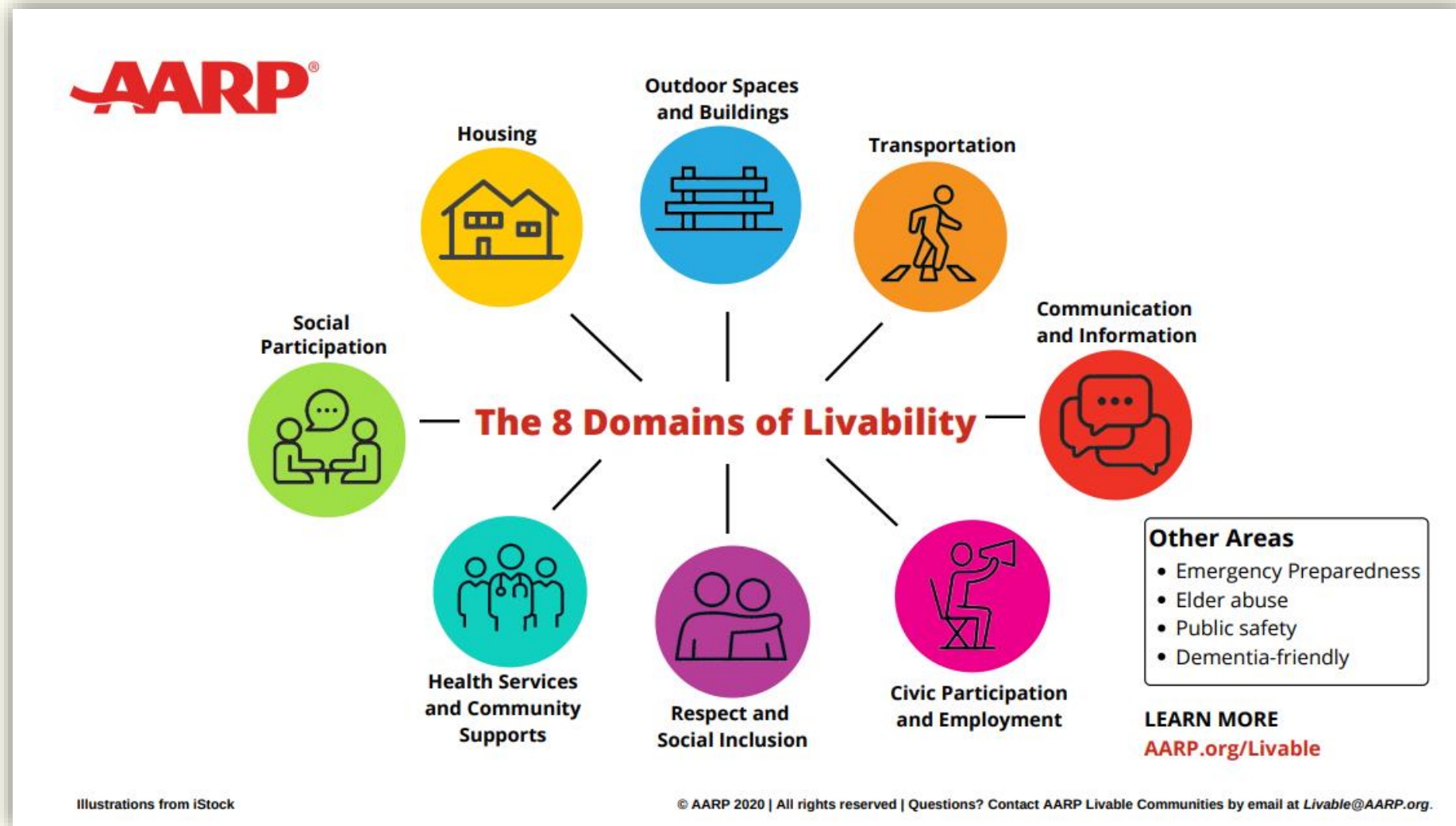
## Arlington Heights Sex Ratio

Female 39,069 51.59%

Male 36,655 48.41%



# AARP Network of Livable Communities (ALCN)





# 2017 Applied for Age-Friendly Community Designation

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## The Letter of Commitment

While there is flexibility in how this document can be worded, the following items must be addressed in a Letter of Commitment that is signed by the community's highest elected leader.

1. Establishing mechanisms to involve older people
2. A baseline assessment of the age-friendliness of the community
3. The development of a community-wide action plan based on the findings of the assessment
4. Identification of indicators so progress can be monitored against the action plan





# 2018 Steering Committee Formed

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- Volunteers
- Senior Citizens' Commissioners
- Senior Center Tenant Agencies
- Village Staff
- Local Township Staff
- Business Leaders
- Other Local Government Representatives





# 2019 AARP Age-Friendly Online Community Survey

For ONLINE Survey; contact  
AARP

[https://www.aarp.org/content/dam/aarp/livable-communities/livable-documents/documents-2019/NAFSC-2019-research-survey-request-form.pdf?Q\\_SurveyVersionID=current&Q\\_CHL=preview](https://www.aarp.org/content/dam/aarp/livable-communities/livable-documents/documents-2019/NAFSC-2019-research-survey-request-form.pdf?Q_SurveyVersionID=current&Q_CHL=preview)

Template Directly Addresses 8  
Domains of Livability

No Additional Questions Related  
to your Municipality



The image shows a sample of the 2019 AARP Age-Friendly Online Community Survey form. The form is titled "AARP Real Possibilities" and "LIVABLE COMMUNITIES Great Places for All Ages". It includes a section for "YOUR COMMUNITY" with questions 1 through 6. Question 1 asks for a rating of the community as a place to live. Question 2 asks for the name of the community. Question 3 asks for the 5-digit ZIP code. Question 4 asks how long the respondent has lived in the community. Question 5 asks how long they have lived in their county. Question 6 asks how they reside in their state. The form is tilted and has a shadow effect.

**AARP** Real Possibilities

**LIVABLE COMMUNITIES**  
Great Places for All Ages

Survey of \_\_\_\_\_ in \_\_\_\_\_  
DESCRIPTION OF THE SAMPLE GROUP AREA OF THE SURVEY

**YOUR COMMUNITY**

1. How would you rate your community as a place for people to live as they age?  
(This would be the geographical location where your home is located. A community can be located within a city or town or county.)

☐ Excellent  
☐ Very good  
☐ Good  
☐ Fair  
☐ Poor

2. What is the name of your community? \_\_\_\_\_

3. What is your 5-digit ZIP code?

4. How long have you lived in this community?

☐ Less than 5 years  
☐ 5 years but less than 15 years  
☐ 15 years but less than 25 years  
☐ 25 years but less than 35 years  
☐ 35 years but less than 45 years  
☐ 45 years or more

5. How long have you lived in your county?

☐ 5 years or less  
☐ 5 years but less than 15 years  
☐ 15 years but less than 25 years  
☐ 25 years but less than 35 years  
☐ 35 years but less than 45 years  
☐ 45 years or more

6. Some people reside in places outside of their state for part of the year.  
Which of the following describes how you reside in your state? [CHECK ONLY ONE]

☐ Year round, do not reside anywhere outside of [THE SURVEY AREA]







# COLLECTION

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Village of  
**ARLINGTON HEIGHTS**  
Illinois

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- Online Format
- October 20, 2019-November 24, 2019
- 880 Surveys Completed
- Ages 45+
- All Arlington Heights Residents





# DEMOGRAPHICS



Village of  
**ARLINGTON HEIGHTS**  
Illinois

30.6% were age 45 to 55;

29% aged 56 to 65

27% aged 66 to 75

12.1% aged 76 and over

72% of responses identified as married

50% were employed full, or part-time

44% are retired

75% reported an income of \$75,000 or more.







# PRIORITY OUTCOMES

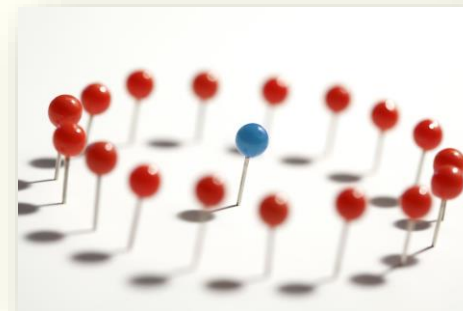




# Priority Outcomes

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1. Access to Safe Affordable Housing
2. Increase Affordable Transportation Options
3. Central Source of Community Information
4. Increase Use of Senior Center Activities
5. Access to Affordable Home Health Care Providers
6. Install Audio/Visual Pedestrian Crossings
7. Job Opportunities for Older Adults and Those with Disabilities
8. Civic Activities that are More Affordable
9. Create Separate Pathways for Bikes vs. Pedestrians
10. Involving Older Adults in School Events





# Access to Safe Affordable Housing

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## AN ORDINANCE AMENDING CHAPTER 7 OF THE ARLINGTON HEIGHTS MUNICIPAL CODE

WHEREAS, at a public meeting on September 9, 2019, the President and Board of Trustees, meeting as a Committee-of-the-Whole, discussed a series of recommendations regarding refining Arlington Heights Affordable Guidelines; and

WHEREAS, at the conclusion of the Committee-of-the-Whole meeting, the Village Board directed the preparation of an Inclusionary Housing Ordinance which was subsequently researched and a draft provided for further discussion and revision by the Housing Commission and Committee-of-the-Whole; and

WHEREAS, at the Village Board meeting on July 20, 2020, the Village Board voted in favor of the recommendation of the Committee-of-the-Whole to approve an Inclusionary Housing Ordinance,

NOW, THEREFORE, BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF ARLINGTON HEIGHTS:

SECTION ONE: That Chapter 7, Other Village Government Provisions, of the Arlington Heights Municipal Code, is hereby amended by adding Article XVII, Inclusionary Housing Ordinance, which shall read as follows:

### **Article XVII Inclusionary Housing Ordinance**

**Section 7-1701 Purpose.** The purpose of this Article is to promote the public health, safety, and welfare by encouraging high quality housing throughout the Village sufficient to meet the needs of all Arlington Heights residents. The Village may adopt administrative guidelines to assist in the effective implementation of this Article.

While this Article provides alternatives to the production of on-site affordable units, the preference of this Article is to provide permanent affordable dwelling units that are constructed on the site of all Covered Development Projects. Affordable dwelling units created pursuant to this Article shall remain affordable in perpetuity. All cash payments received pursuant to this Article shall be deposited into the Village's Affordable Housing Trust Fund. Effective January 1, 2021, the fee-in-lieu amounts and linkage fees shall be adjusted in January of each year by the annual percentage change in the Consumer Price Index (CPI-U) for the Chicago-Elgin-Naperville area.

**Section 7-1702 Definitions.** For purposes of this Article, the following definitions shall apply:

able Dwelling Unit or Attainable Housing. Decent, safe, sanitary, and appropriate households below median income can own or rent without having to devote of their gross income to monthly housing expenses.



# Increase Affordable Transportation Options

## TOWNSHIP

### WHEELING TOWNSHIP DIAL-A-RIDE BUS

- Wheeling Township Residents Only
- Within Wheeling Township
- Age 60 and Over or 18 and over with a permanent disability
- Monday through Friday 9:00am to 3:30pm
- Fee of \$2.00 each way
- Pre-registration required
- Advance Reservations Needed: 847-259-7743, 2 business days minimum
- [wheelingtowship.com/services](http://www.wheelingtowship.com/services)
- <http://www.wheelingtowship.com/Senior-Disability-Services>

### WHEELING TOWNSHIP MEDICAL VAN

- Wheeling Township Residents only
- Health care appointments within Township
- Monday through Friday 9:00am to 3:30pm
- Fee of \$2.00 per ride within Township.
- Medical vans travel to the Northwest Community Hospital and immediate surrounding doctors offices.
- Pre-registration Required: 847-259-7743
- Minimum 10 days in advance, but can be made up to 30 days in advance.
- <http://www.wheelingtowship.com/Senior-Disability-Services>

### ELK GROVE TOWNSHIP DIAL-A-RIDE

- Elk Grove Township Residents Only
- Persons Over age 55; disabled persons over the age of 18
- Monday through Friday, 9:30 - 3:00
- Door to Door
- No fixed Charge — Voluntary Donation
- Pick Ups from 10:30 am until 1:00 pm
- Call for information on set destination schedules.
- Pre-registration required.
- Advance Reservations: 847-437-0300
- <http://elkgrovetowship.com/senior/>

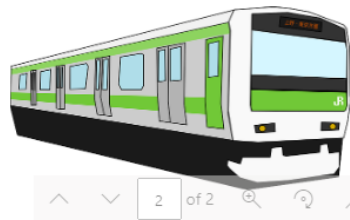
## PUBLIC TRANSPORTATION

### PACE/RTA REDUCED FAIR/FREE

- **Free rides** for low income seniors age 65 and over, on fixed bus routes & trains. Must be enrolled in the Benefit Access Program administered by the Illinois Department on Aging at [www.illinois.gov/aging](http://www.illinois.gov/aging) (benefit access) or 312-913-3110 for more information.
- **Reduced fare** for seniors age 65 and over
- **Permit Needed**
- Register at Arlington Heights Senior Center or Wheeling Township or
- PACE 550 W. Algonquin in Arlington Heights Telephone: 847-364-7223
- RTA Travel Info: 847-836-7000
- [pacebus.com](http://pacebus.com)

### ADA- PARATRANSIT

- Special Services for Individuals with disabilities
- Townships: Wheeling, Elk Grove, Barrington, Hanover, Maine, Palatine and Schaumburg
- Must qualify: To request an application call: 312-663-4357
- or for more information 800-606-1282
- [pacebus.com/paratransit](http://pacebus.com/paratransit)
- \$3.00 per one way trip



## MEDICAL TRANSPORTATION

### TOWNSHIP RIDERS INITIATIVE PROGRAM

- Age 60 and over or persons with disabilities over age 18; **for medical purpose only**
- You must pre-register. Pre-registration can take up to 14 days.
- Wheeling Township 847-259-7743
- Elk Grove Township 847-437-0300
- Cross Townships lines, not duplicating existing services
- Travel area: Townships of Elk Grove, Wheeling, Hanover, Maine, Barrington, Palatine, Schaumburg; Stroger Cook County Hospital, Hines VA Hospital & VA Hospital in Elgin
- Cost: \$5.00 per township line; \$10.00 maximum one-way. \$20 maximum round-trip

### NORTHWEST COMMUNITY HEALTHCARE COURTESY VAN

- To or from hospital campus for covered services, (Doctor appointments are not considered covered—check first to see if your service is covered.)
- 24 hour notice: 847-618-6480
- Monday through Friday, 7:00am to 6:00pm
- Boundaries: North-Route 22; South-Elgin O'Hare/Thorndale; East-I-294; West-Route 59
- Eligible patients: \$5.00 one-way

### ALEXIAN BROTHERS M.C. SPIRIT VAN

- Try to limit service to the elderly
- Ambulatory Services-campus medical care
- Boundaries: East-Elmhurst Rd.; West-Springinsguth Rd; North-Kirchoff Rd; South-Army Trail Rd
- Monday-Friday: 7:30am-4:00pm/\$4.00 one way
- Reservations: minimum 24 hours notice, 847-228-6394, one week notice preferred

### ESCORTED TRANSPORTATION SERVICE

- Boundaries: North-Lake Cook Rd; South-Biesterfield; East-Greenwood; West-Barrington
- Medical and Dental Purposes only
- Age 60+ Must be able to get in/out of vehicle.
- Escort remains with rider
- Round Trip Donation: \$12.00; may be \$24.00 if outside of boundaries
- Must be registered. Reserve one week prior.
- Reservations by appointment: 847-222-9227



# Central Source of Community Information

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## Access to Information

Respondents were asked where they would go to find information or resources for older adults for caregiving, meals, home repair, and transportation.

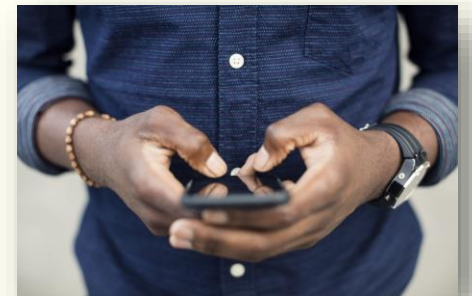
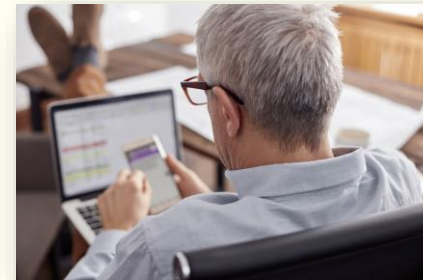
84% stated they would contact the Senior Center-

94% said family or friends

80% would ask a health care provider

80% would look on the internet.

Access to information as a one referral source rated between good to poor. Clear signage needs improvement, as well as information in multiple languages.





# NEXT STEPS

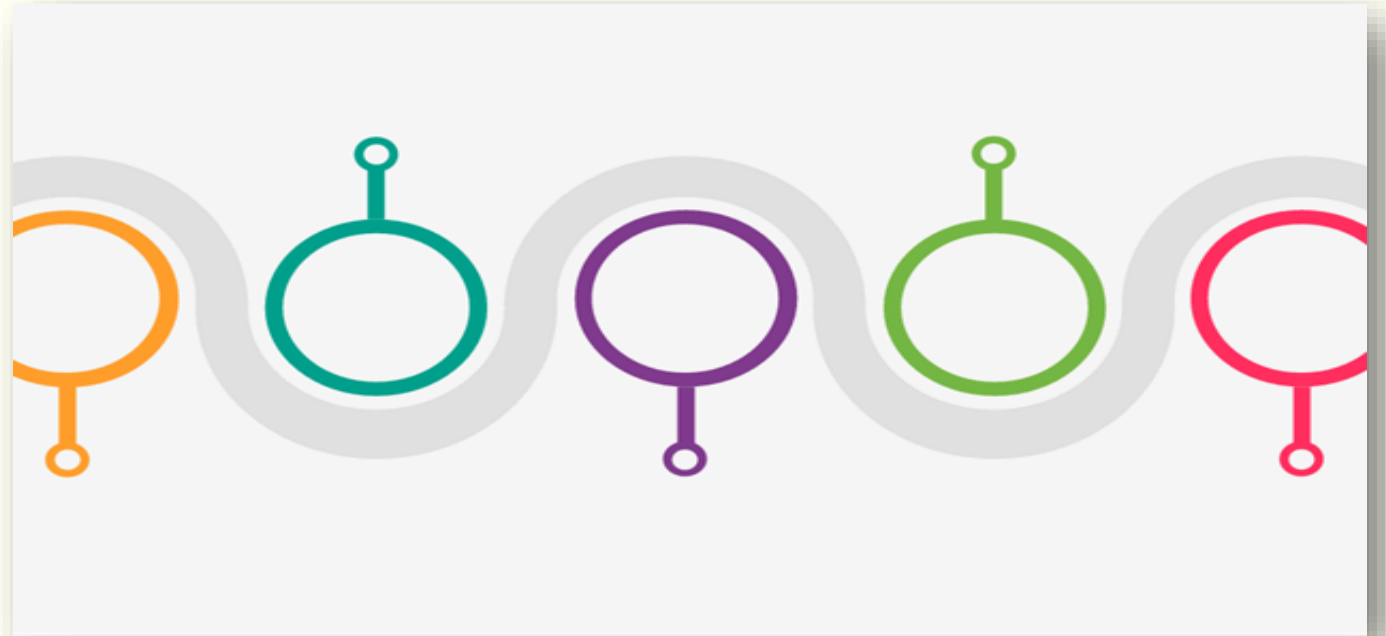




# Recommendations

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- Create Action Plan
- Central Source of Information
- Collaborate with Community Resources
- Assess Programs and Services
- Create Accessible Database
- Train Employees
- Market Plan





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Village of  
**ARLINGTON HEIGHTS**  
— Illinois —





# Using Surveys to Plan for an Age Friendly Community

December 3, 2020

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# Where a Survey Fits in Woodstock's Planning Process

Phase 1: Population,  
Economy, community



Phase 2: Needs  
Assessment



Phase 3: Action Plan



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# What is the Role of Surveys in Policy Development?

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- Answer questions unique to your community that may not be included in available data
- Compare different population groups
- Begin discussion
- Prioritization
- Justify actions or policies



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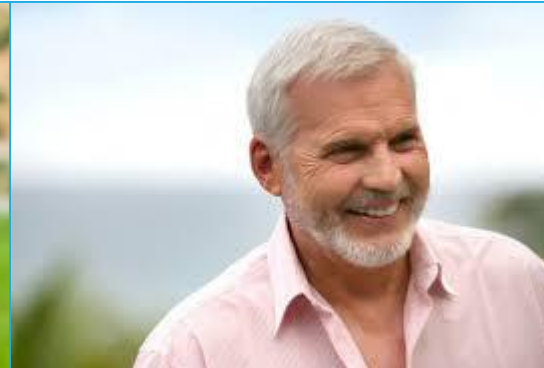
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# Who to Survey and Why?

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- Older people themselves
- Caretakers of older people
- Near retirement people
- Younger people



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# Interviews, Focus Groups, or a Survey?

---

- More people can participate
- Gathers demographic data
- Answers specific questions
- Gathers more data
- More personal information and responses



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# What Types of Questions to Ask?

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- **Open ended: “Where should new parks be located?”**
  - Plus-allows for ideas you haven’t thought of. Allows respondent to feel truly heard.
  - Minus-difficult to compile and compare answers.
- **Ranking: “Rank these four park locations from 1-4 with 1 being your most preferred.”**
  - Plus-useful for prioritizing options
  - Minus-no idea if the respondent cares a lot or a little.
- **Ratings scales: “Rate how often you are likely to use a park at each of the following locations.”**
  - Plus- Also good for prioritizing options. Allows more variation in responses than ranking.
  - Minus-Respondents find them tiresome to answer.
- **Multiple choice: “The locations listed below are being considered for new parks. Check all the locations you would use.”**
  - Plus-quick to answer and quick to tabulate.
  - Minus-provides little detail on preferences.



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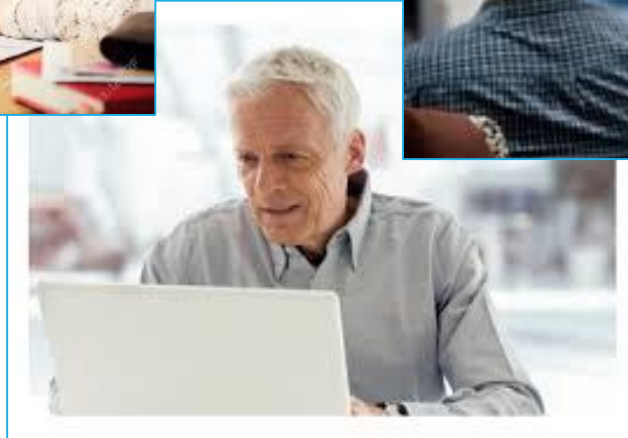
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# Getting Responses

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- Paper vs. digital
- Reaching your audience
  - Mailing lists
  - Municipal mailings
  - Go where they are
  - Nonresidents



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