

# City Council

## Agenda Cover Memorandum

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Meeting Date: January 23, 2012

Item Title: Payments to Community Groups

Action Requested:

☒ Approval

☐ For discussion

☐ Feedback requested

☐ For your information

Staff Contact: Jim Hock

Phone Number: 847-318-5205

Email Address: jhock@parkridge.us

Background:

The 2011/12 Budget includes the following amounts for Community Groups to be paid in quarterly installments:

Home Delivered Meals - \$6,336

Maine Center for Mental Health - \$5,940

Center of Concern - \$49,500

Total - \$61,776

To date, we have made 1 quarterly payment. to each of these groups. The City Manager requested information from each of the groups identifying the number of Park Ridge residents served by their organizations thus far this year. The response from Maine Center and the Home Delivered Meals program are attached.

Recommendation:

Approve 2nd and 3rd quarterly payments totaling \$30,888 as follows, Home Delivered Meals - \$3,168, Maine Center for Mental Health - \$2,970 and Center of Concern - \$24,750.

Budget Implications:

Does Action Require an Expenditure of Funds: ☒ Yes ☐ No

If Yes, Total Cost: 30,888

If Yes, is this a Budgeted Item: ☒ Yes ☐ No

If Budgeted, Budget Code (Fund, Dept, Object) 100-1041-948700

Attachments:

- Maine Center Letter

# **City Council Agenda Cover Memorandum**

- Advocate Older Adult Service Programs
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# Maine Center

819 Busse Highway  
Park Ridge, IL 60068-2302

Telephone (847) 696-1570  
FAX (847) 696-1587

Branch Office  
832 Busse Highway  
Park Ridge, IL 60068-2302

Telephone (847) 696-1376  
FAX (847) 696-1442

TTY-711

Fran Hook Hume, CEO

December 29, 2011

Mr. James D. Hock  
City Manager  
City of Park Ridge  
505 Butler Place  
Park Ridge, Illinois 60068

Dear Mr. Hock:

Enclosed please find a Demographic Report for all of those served here at Maine Center in our last fiscal year which ended June 30, 2011. The column on the far right which has been highlighted in grey is the data for Park Ridge.

We at Maine Center are very appreciative of the City's support of our efforts to provide mental health and substance abuse services to its citizens. Please call me at 847-232-2905 or contact me via email at [dbillingham@maine-center.org](mailto:dbillingham@maine-center.org) if you have any questions or require additional information.

Once again we are deeply appreciative of the support the City of Park Ridge has provided.

Sincerely,  
  
David Billingham  
Associate Director



*Maine Center brings the pieces together to change lives.*

Maine Center  
PROGRAM ASSESSMENT AND CLIENT OUTCOMES  
FY'11  
DEMOGRAPHICS REPORT - ALL PROGRAMS

	MENTAL HEALTH	%	SUBSTANCE ABUSE	%	FY '11 TOTALS	%	Park Ridge
GENDER OF PERSONS SERVED (ACTIVE CASES)	FEMALE	1138	56%	79	25%	1217	52%
	MALE	869	43%	239	74%	1108	47%
	NOT DISCLOSED	15	1%	2	1%	17	1%
	TOTAL ACTIVE AT CLOSE OF YEAR	2022	100%	320	100%	2342	100%
STATUS OF CLOSED CASES	DEATH	2	0%	0	0%	2	0%
	CLIENT COMPLETED TREATMENT	236	48%	73	60%	309	50%
	CLIENT WITHDREW/DISCONTINUED TREATMENT	95	19%	17	14%	112	18%
	REFERRED TO ANOTHER PROVIDER/LEVEL OF CARE	23	5%	10	8%	33	5%
	MOVED OUT OF THE AREA	9	2%	0	0%	9	1%
	STATUS UNKNOWN	117	24%	20	16%	137	22%
	NO SHOW/DID NOT RETURN	10	2%	2	2%	12	2%
	TOTAL SERVED AND CLOSED	492	100%	122	100%	614	100%
PERSONS SERVED	TOTAL SERVED (UNDUPLICATED)	2514	n/a	442	n/a	2956	n/a
RACE	WHITE (1)	1519	75%	238	74%	1757	75%
	AFRICAN AMERICAN (2)	67	3%	17	5%	84	4%
	NATIVE AMERICAN (4)	11	1%	4	1%	15	1%
	ASIAN (5)	73	4%	9	3%	82	4%
	OTHER/NOT DISCLOSED	352	17%	52	16%	404	17%
	TOTALS	2022	100%	320	100%	2342	100%
HERITAGE	HISPANIC	127	6%	40	13%	167	7%
AGE	0-5	3	0%	1	0%	4	0%
	6-12	52	3%	0	0%	52	2%
	13-17	58	3%	16	5%	74	3%
	18-24	227	11%	64	20%	291	12%
	25-44	872	43%	156	49%	1028	44%
	45-64	745	37%	80	25%	825	35%
	65+	47	2%	1	0%	48	2%
	NOT DISCLOSED	18	1%	2	1%	20	1%
	TOTALS	2022	100%	320	100%	2342	100%

Maine Center  
PROGRAM ASSESSMENT AND CLIENT OUTCOMES  
FY'11

DEMOGRAPHICS REPORT - ALL PROGRAMS

	MENTAL HEALTH	%	SUBSTANCE ABUSE	%	FY '11 TOTALS	%	Park Ridge
EMPLOYMENT STATUS	FULL-TIME (1)	211	10%	61	19%	272	12%
	PART-TIME (2)	306	15%	36	11%	342	15%
	STUDENT/RETIRED/HOMEMAKER	150	7%	42	13%	192	8%
	Supported Employment	15	1%	0	0%	15	1%
	UNEMPLOYED	885	44%	134	42%	1019	44%
	OTHER	105	5%	5	2%	110	5%
	NOT DISCLOSED	350	17%	42	13%	392	17%
	TOTAL	2022	100%	320	100%	2342	100%

HEALTH BENEFITS	MEDICARE	688	34%	3	1%	691	30%
	MEDICAID	526	26%	11	3%	537	23%
	GENERAL ASSISTANCE	30	1%	21	7%	51	2%
	COMMERCIAL/CONTRACTED PLAN	392	19%	30	9%	422	18%
	SELF-PAY(NO BENEFITS)	386	19%	255	80%	641	27%
	STATUS UNKNOWN OR PENDING	0	0%	0	0%	0	0%
	TOTAL	2022	100%	320	100%	2342	100%

INCOME	0-\$7,400	1528	76%	65	20%	1593	68%
	\$7,401-\$9,700	40	2%	1	0%	41	2%
	\$9,701-\$16,500	102	5%	0	0%	102	4%
	\$16,501-\$19,500	29	1%	1	0%	30	1%
	\$19,501 and Greater	166	8%	7	2%	173	7%
	Not Disclosed	157	8%	246	77%	403	17%
	TOTAL	2022	100%	320	100%	2342	100%

INCOME BY PERCENT OF NATIONAL POVERTY LEVEL	Individuals and Families with <100%	1161	57%	58	18%	1219	52%
	Individuals and Families with income equal to 100% to 200%	167	8%	4	1%	171	7%
	Individuals and Families with income equal to 200% to 400%	78	4%	4	1%	82	4%
	Individuals and Families with income >400%	459	23%	8	3%	467	20%
	Unknown Income/Status	157	8%	246	77%	403	17%
	TOTAL	2022	100%	320	100%	2342	100%

Maine Center  
PROGRAM ASSESSMENT AND CLIENT OUTCOMES  
FY'11  
DEMOGRAPHICS REPORT - ALL PROGRAMS

	MENTAL HEALTH	%	SUBSTANCE ABUSE	%	FY '11 TOTALS	%	Part Ridge
293 - Psychotic Disorder due to Medical Condition	7	0%	0	0%	7	0%	31
294 - Dementia	0	0%	0	0%	0	0%	20
295 - Schizophrenia and Related Syndromes	135	7%	0	0%	135	6%	22
296 - Bi-Polar I & II and Major Depression	368	18%	8	3%	376	16%	64
297/298 - Psychotic Disorders	9	0%	0	0%	9	0%	12
299 - Autism, etc	0	0%	0	0%	0	0%	40
300 - Anxiety, Somatoform, Dissociative Disorders (OCD)	136	7%	1	0%	137	6%	23
301 - Personality Disorders/Cyclothymic Disorder	78	4%	3	1%	81	3%	14
303 - Alcohol Dependence	8	0%	1	0%	9	0%	2
304 - Drug Dependence	3	0%	3	1%	6	0%	1
305 - Drug & Alcohol Abuse	2	0%	1	0%	3	0%	1
307 - Eating and Sleep Disorders, Etc.	1	0%	0	0%	1	0%	1
309 - PTSD	35	2%	1	0%	36	2%	6
310 - Personality Change due to Medical Condition	6	0%	0	0%	6	0%	1
311 - Depressive Disorder	57	3%	1	0%	58	2%	10
312 - Conduct Disorder	9	0%	0	0%	9	0%	2
313 - Disorders of Infancy & Childhood	2	0%	0	0%	2	0%	0
314 - ADHD	16	1%	0	0%	16	1%	3
315 - Learning Disorders	5	0%	0	0%	5	0%	1
317-319 - Mental Retardation (Mild - Severe)	88	4%	0	0%	88	4%	15
799 - No diagnosis	2	0%	0	0%	2	0%	0
	0	0%	0	0%	0	0%	0
V71 - Other conditions that may be the focus of treatment	810	40%	36	11%	846	36%	144
Other/Not classified in database	245	12%	265	83%	510	22%	87
<b>TOTALS</b>	<b>2022</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>2342</b>	<b>100%</b>	<b>398</b>

**DIAGNOSES**

9375 Church Street  
Des Plaines, Illinois 60016-4271  
Telephone 847.824.5183  
Facsimile 847.824.8038



Older Adult Services

Dear Mr. Hock,

We would like to thank our Mayor, Counsel and the City of Park Ridge, for their continual support of Advocate Lutheran General Hospital Home Delivered Meals program. Our Home Delivered Meals program has been in existence for more than 30 years providing hot and/or cold meals to homebound adults and older adults who cannot prepare their own meals due to a variety of medical conditions or limitations. In addition, we have received approximately 5,500 calls from our community residents to our Information and Assistance office for continued support services. We have served 1,700 unduplicated individual. The total served for all our programs is 7,000.

The funds that are given from The City of Park Ridge are used to support our Home Delivered Meals program which continues to operate at a deficit. These funds are instrumental in keeping our program in existence. There are older adults in our community who receive meals who can't afford the full fee. Our policy has always been to never turn anyone away if they are unable to pay for the food. We continue to offer a sliding fee scale for those residents who are unable to pay the full amount. There have been several times when our clients need additional food besides what they receive from our meal program. In these cases we have gone shopping at local grocery stores using our own funds to make sure they have more food available. We also assist our HDM recipients in receiving additional help from the city, township, and/or local food pantry. The funds from the City of Park Ridge also assist us to help pay for winter emergency food bags. Most importantly, these individuals continue to be monitored by our Older Adult Services staff to make sure they are physically well, have enough food and receive whatever resources necessary to continue to live independently and safely in the City of Park Ridge.

Since May 1, 2011 through and including December 31, 2011 we have served more than 2,500 meals to residents of Park Ridge. We provide about 3,900 meals yearly. Approximately 90% of the meals we deliver are in the City of Park Ridge. We currently serve between 30-35 people daily in the Park Ridge area. Several of our clients not only get a hot meal but also need an additional cold meal. Each month we have several new home delivered meal recipients that come into the program or leave due to hospital stays, nursing home placement or have passed away. We continue to find more residents isolated, with minimal food and family who lives out of state. Our information and assistance office continues to help and refer our residents to other agencies and services in the area to assist them.

We have received several calls from Care Managers/Social Workers, families, individuals and other social service programs in need of home delivered meals in Park Ridge-Norwood Park Township. Last year we expanded our routes to cover Park Ridge-Norwood Park Township and cater to several different medical conditions that other programs in the area are unable to meet their needs. We now have a thriving route continuing to serve the residents of Park Ridge-Norwood Park Township.

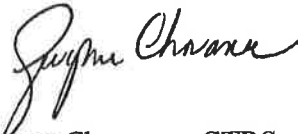
We currently serve between 25-30 people daily in the Park Ridge area. We continue to find more residents isolated, with minimal food and family who lives out of state. Our information and assistance office continues to help and refer our residents to other agencies and services in the area to assist them.

Below is a breakdown of our funding for all Older Adult Service Programs for the 2011 fiscal year:

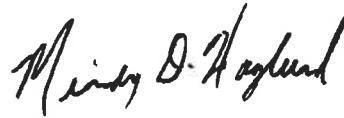
Maine Township 1%	Foundations 2%
Federal 4%	Private donors 1%
State 41%	Municipalities 1%
Self Pay and Lutheran General Hospital 50%	
City of Park Ridge \$7,000	
Maine Township \$4,000.00	

Our Home Delivered Meal Program continues to be supported by other local organizations in the Park Ridge area: Park Ridge Juniors, Park Ridge Community Women, Lutheran General Hospital, Maine Township, and Park Ridge Noon Kiwanis Club. Its groups and organizations like the ones above that help sustain our home delivered meals program today and for years to come.

Thank you for your continued support.



Gwynne Chovanec, CTRS  
Director  
Older Adult Services  
847-824-5143



Mindy D. Haglund, MSW  
Coordinator  
Home Delivered Meals  
847-296-0737





## The Center of Concern



2011 Service Award

January 18, 2012

Members, Park Ridge City Council:

As a social service agency serving the needs of Park Ridge residents since 1978, The Center of Concern urgently requests the city to continue funding our important programs which provide a more stable community and defray the administrative costs of a larger social service department within your budget process.

Historically, the City of Park Ridge has supported the general operational expenses of the agency as we work in conjunction with neighboring churches, ministerial associations, township offices and other agencies to collectively support the needs of the Maine Township community. In our FY2011, we counseled 443 individuals regarding home sharing and other housing options, placed 88 persons in home sharing arrangements, provided utility and rental assistance to 133 households and 5,851 nights of shelter to our transitional housing residents. Social workers provided ongoing case management to 171 frail seniors, provided 404 individual counseling sessions to 81 seniors to alleviate depression and help with other difficult personal situations and short-term advice and various referral to 300 seniors and family members. Over 400 households received emergency assistance with lodging, food certificates, gas vouchers and bus cards, totaling over \$12,000 in assistance. Within our ranks of 250 volunteers, the estimated value of donated professional volunteer services including legal, financial, employment, tax preparation and Medicare counseling was \$93,400.

From May through December 2011, the agency received nearly 3,400 inquiries from Park Ridge residents seeking services. Our Senior Support Program delivered case management services to 42 Park Ridge residents, including 17 seniors over ninety years of age. The poor economy, rising costs of residential healthcare and record five-to-seven year wait times for subsidized housing have led to a growing number of seniors seeking help. Caseworkers address the daily needs of homebound elderly and the disabled who cannot adequately care for themselves due to chronic illness, age or disability. Geriatric counseling is provided to these same clients to address issues such as depression anxiety related to aging infirmities, financial problems and troubled family relationships. Individual therapy sessions provide assistance in finding constructive ways to change attitudes and behaviors.

Inquiries for transportation assistance totaled 42 from Park Ridge residents. Escort transportation services provided 32 rides to elderly Park Ridge clients from our pool of volunteers to provide assistance to and from medical appointments.

Nearly 600 telephone wellness checks were delivered to Park Ridge Residents during the 8-month period. For many isolated, homebound, these may be the only phone calls they receive. In the event of a serious fall or injury, COC operators have initiated emergency medical response to seniors unable to secure help. The friendships that have developed between volunteer and senior client span many years and provide a testament to the uniqueness of our community service and the commitment of our 250 volunteers.

January 18, 2012

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Our housing programs provide a safety net to prevent homelessness and for families suffering from a loss of employment or reduction in income. Counselors allocated \$3,561 in Emergency Assistance funds to 10 Park Ridge families for rent and utility payment assistance. Many clients receiving financial assistance for short term needs are able to avoid more costly and damaging consequences if left unchecked.

Two (2) Park Ridge families, including a couple with two small children and a single mother raising a teenage son, are receiving counseling and residing in apartments managed by the Center of Concern's Transitional Housing Program. In addition, Homesharing inquiries were received from eighteen (18) Park Ridge residents who either were seeking companionship and additional income to offset the costs of home ownership or affordable housing in exchange for assisting a homeowner with daily needs.

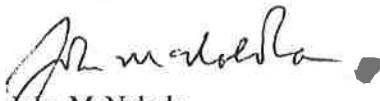
Another 14 Park Ridge residents received Salvation Army funds in the form of transportation, food and gasoline vouchers. Last year, nearly 400 inquiries for information and referral were directed to the agency, many of whom are seeking smaller requests for assistance to help them cover living expenses in a difficult economy.

Professional services including legal, financial, employment and Medicare counseling were delivered free of charge to 66 Park Ridge families below the circuit breaker income guidelines. The period of May through December, does not capture the tax preparation activity of February through April 15<sup>th</sup> of each year. Last year, the center provided tax preparation services to 44 Park Ridge residents.

Each year our holiday giving programs support struggling families with Thanksgiving meals, Christmas gift bags and baked goods. Holiday giving programs supported one Park Ridge family of eight (8) and another family of four (4) through gifts provided by 23 Park Ridge families who each adopted an area family for the Christmas and year-end holidays. These families plus one Park Ridge church and one school adopted families as well.

Close examination of our impact in addressing safety and health concerns of Park Ridge residents, the considerable efforts of our staff and volunteers, and the efficiencies we have achieved in our 34 years of service, underscore the importance of supporting our work. Thank you for your past and continued support.

Sincerely,



John McNabola  
Executive Director  
The Center of Concern

**Park Ridge Clients Served  
May 2011-December 2011**

**Park Ridge Senior Support Clients**

<b>AGE</b>	<b>GENDER</b>
91,88	Male, female
83	Female
80	Female
78	Female
80, 80	Male, female
81	Female
91	Male
100	Male
90	Female
78	Male
93	Female
92	Female
93	Female
72	Female
85	Female
84, 84	Male, female
92	Female
95	Female
94	Female
99	Female
90	Female
101	Female
87	Male
89	Female
87	Female
91	Female
63	Male
90	Female
86	Female
89	Female
86	Female
100	Female
71	Female
90	Male
84, 84	Male, female
86	Male
76	Female
84	Female

**Park Ridge residents assisted with Salvation Army Funds**

<b>AGE</b>	<b>GENDER</b>	<b>FAMILY SIZE</b>
41	Male	8
51	Male	1
52	Male	1
62	Female	1
58	Male	1
44	Female	2
50	Female	3

**Center of Concern - Park Ridge Clients Served  
May 2011-December 2011**

**Park Ridge PROFESSIONAL COUNSELING Clients**

<b>Name</b>	<b>Address</b>	<b>City</b>	<b>Age</b>	<b>Gender</b>
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**Legal Counseling**

1. Withheld for confidentiality		Park Ridge	Under 60	Female
2.                   "		Park Ridge	Over 60	Male
3.                   "		Park Ridge	Under 60	Female
4.                   "		Park Ridge	Over 60	Female

**Will Preparation**

1. Withheld for confidentiality		Park Ridge	Under 60	Female
2.                   "		Park Ridge	Over 60	Female
3.                   "		Park Ridge	Under 60	Female
4.                   "		Park Ridge	Over 60	Female
5.                   "		Park Ridge	Under 60	Female
6.                   "		Park Ridge	Over 60	Female

**Financial Counseling**

1. Withheld for confidentiality		Park Ridge	Under 60	Male
2.                   "		Park Ridge	Over 60	Female
3.                   "		Park Ridge	Under 60	Female

**Employment Counseling**

1. Withheld for confidentiality		Park Ridge	Over 60	Male
2.                   "		Park Ridge	Over 60	Male
3.                   "		Park Ridge	Over 60	Female
4.                   "		Park Ridge	Under 60	Female
5.                   "		Park Ridge	Over 60	Male
6.                   "		Park Ridge	Under 60	Male
7.                   "		Park Ridge	Under 60	Female
8.                   "		Park Ridge	Under 60	Male
9.                   "		Park Ridge	Under 60	Female
10.                  "		Park Ridge	Under 60	Male
11.                  "		Park Ridge	Under 60	Female
12.                  "		Park Ridge	Over 60	Male

**Medicare Counseling**

1. Withheld for confidentiality		Park Ridge	Over 60	Male
2.                   "		Park Ridge	Over 60	Female
3.                   "		Park Ridge	Over 60	Female

**Center of Concern - Park Ridge Clients Served  
May 2011-December 2011**

**Park Ridge PROFESSIONAL COUNSELING Clients**

	<b>Name</b>	<b>Address</b>	<b>City</b>	<b>Age</b>	<b>Gender</b>
4.	"		Park Ridge	Under 60	Female
5.	"		Park Ridge	Over 60	Female
6.	"		Park Ridge	Over 60	Female
7.	"		Park Ridge	Under 60	Female
8.	"		Park Ridge	Under 60	Female
9.	"		Park Ridge	Over 60	Male
10.	"		Park Ridge	Over 60	Female
11.	"		Park Ridge	Over 60	Male
12.	"		Park Ridge	Over 60	Male
13.	"		Park Ridge	Under 60	Male
14.	"		Park Ridge	Over 60	Female
15.	"		Park Ridge	Over 60	Male

**Income Tax Preparation**

1.	Withheld for confidentiality		Park Ridge	Under 60	Female
2.	"		Park Ridge	Over 60	Couple
3.	"		Park Ridge	Over 60	Female
4.	"		Park Ridge	Under 60	Female
5.	"		Park Ridge	Over 60	Female
6.	"		Park Ridge	Over 60	Male
7.	"		Park Ridge	Over 60	Female
8.	"		Park Ridge	Over 60	Female
9.	"		Park Ridge	Under 60	Female
10.	"		Park Ridge	Over 60	Female
11.	"		Park Ridge	Over 60	Female
12.	"		Park Ridge	Over 60	Female
13.	"		Park Ridge	Under 60	Female
14.	"		Park Ridge	Over 60	Female
15.	"		Park Ridge	Over 60	Couple
16.	"		Park Ridge	Over 60	Female
17.	"		Park Ridge	Under 60	Female
18.	"		Park Ridge	Over 60	Female
19.	"		Park Ridge	Over 60	Male
20.	"		Park Ridge	Over 60	Female
21.	"		Park Ridge	Over 60	Female
22.	"		Park Ridge	Over 60	Male
23.	"		Park Ridge	Under 60	Female
24.	"		Park Ridge	Under 60	Female
25.	"		Park Ridge	Over 60	Female
26.	"		Park Ridge	Under 60	Female

**Center of Concern - Park Ridge Clients Served  
May 2011-December 2011**

**Park Ridge PROFESSIONAL COUNSELING Clients**

	<b>Name</b>	<b>Address</b>	<b>City</b>	<b>Age</b>	<b>Gender</b>
27.	"		Park Ridge	Over 60	Female
28.	"		Park Ridge	Under 60	Female
29.	"		Park Ridge	Over 60	Female
30.	"		Park Ridge	Over 60	Female
31.	"		Park Ridge	Over 60	Male
32.	"		Park Ridge	Over 60	Male
33.	"		Park Ridge	Under 60	Male
34.	"		Park Ridge	Over 60	Female
35.	"		Park Ridge	Over 60	Male
36.	"		Park Ridge	Over 60	Female
37.	"		Park Ridge	Over 60	Female
38.	"		Park Ridge	Over 60	Female
39.	"		Park Ridge	Over 60	Male
40.	"		Park Ridge	Over 60	Female
41.	"		Park Ridge	Over 60	Female

**Park Ridge Clients Served  
May 2011-December 2011**

**Park Ridge HOUSING DEPARTMENT Clients**

<u>Age</u>	<u>Gender</u>	<u>Homesharing</u>	<u>Homelessness Prevention Assistance</u>
87	Male	X	
21	Female	X	
79	Male	X	
52	Male	X	
39	Female	X	
65	Male	X	
43	Female	X	
16	Female	X	
13	Male	X	
12	Female	X	
8 month	Female	X	
59	Male	X	
35	Female		three times
39	Male		twice
56	Male		once
68	Female		once
59	Male	X	
49	Male	X	
62	Female	X	
76	Female	X	
92	Female	X	
45	Male	X	
46	Female		once
40,8 mo	Female, Male		once
58	Male		once