

2015 Operation Review of Office of Citizens' Services

Re: Outline/overview 2015 OCS operations

The office received over 8000 phone inquiries to line 8776.

An average of 28 calls per day.

Mini-bus transported over 1,309 seniors and people with disabilities to various appointments. Covered 8,854 miles.

Meals-on-wheels, delivered 1,456 meals and average of 28 seniors daily.

Loan closet supplied about 65 residents with health care equipment like walkers, canes, wheelchairs, etc. Also donations of health care equipment were made to restock the loan closet.

Referral Service: 54 seniors inquired about home repair services, snow removal & lawn services

AARP Safe Driving Refresher Classes 4 times during the year:
Total persons attendance 90.

Monday Afternoon Movies were enjoyed by 300 residents throughout the year.

Day Trips 142 seniors participated in 3 different day trips during the year.

Multi-day-trip (Nashville TN) 51 seniors

Evergreen Park Farmers' Market hosted 26 vendors throughout June / October. (7am-1pm) With an average attendance about 700 persons per Thursday.

Senior Citizens' Council Monthly Luncheons & Programs; attendance for 2015, 805 persons throughout the year (September- June). (About 80 persons per month)

Income tax Program (2014 Recap) – Tax Season / Feb – April 2015: electronic returns filed were 1,436. We had clients from 57 locations which included local suburbs, and states included Michigan, Indiana, Wisconsin, Colorado & Texas.

Newsletter: bi-monthly, - 110 seniors receive newsletter by mail

Social Services

CEDA - **C**ommunity & **E**conomic **D**evelopment **A**ssociation of Cook County
& LIHEAP – **L**ow **I**ncome **H**ome **E**nergy **A**ssistance **P**rogram

120 persons applied for assistance: Heating Program (Sept-April)

NO FUNDS Available FOR Cooling Program (July) due to state budget cuts

The Salvation Army Extension: I have helped residents with

1) **Nicor Gas Sharing Program:** 14 residents

2) **Emergency Assistance Program:** 57 residents

Both programs have requirements & guidelines

3) **Village Food Pantry** served 1,702 households / individuals 5,680

Evergreen Park Village Food Pantry, which is staffed by volunteers, served an average of 130 households a month.

Holiday Distribution: *Thanksgiving 135 families / Christmas 142 families*

Fundraising was provided by self-supporting programs such as

Crafts Ladies

Double Nickel Chorus

The Parkettes,

OCS Income Tax

Income tax donated \$2,000 to the Mini-bus fund.

Senior Citizens' Council donated \$1,000 to mini-bus fund.

I WOULD LIKE TO THANK ALL MY VOLUNTEERS (along with my staff) WHO HELP MAKE THESE PROGRAMS POSSIBLE.

Sincerely,

Mary Ann Diehl, Director

Office of Citizens' Services