

2016 Operation Review of Office of Citizens' Services

Re: Outline/overview 2016 OCS operations

The office received over 8000 phone inquiries to line 8776.

An average of 28 calls per day.

Mini-bus transported over 1,386 seniors and people with disabilities to various appointments. Covered 9,406 miles. (Tuesday- Friday)

Meals-on-wheels, delivered 6,240 meals and average of 24 seniors daily. Little Company of Mary Hospital donated \$5,000 to the Meals on Wheels Program.

Loan closet supplied about 63 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: 52 seniors inquired about repair services, snow removal & lawn services

AARP Safe Driving Refresher Classes 4 times during the year:
Total persons attendance. 86

Monday Afternoon Movies were enjoyed by 175 residents throughout the year.

Day Trips 91 seniors participated in 3 different day trips during the year.

Multi-day-trip (Colorado Springs, Co.) 32 seniors

Evergreen Park Farmers' Market hosted 23 vendors throughout June / October.

(7am-1pm) With an average attendance about 400 persons per Thursday.

Senior Citizens' Council Monthly Luncheons & Programs; attendance for 2016, 725 persons throughout the year (September- June). (About 73 persons per month)

Income tax Program (2015 Recap) – Tax Season / Feb – April 2016:
electronic returns filed were 1,556. Just over 400 Evergreen Park residents did take advantage of the tax program. We had clients from 53 locations which included local suburbs. Refunds from Federal total: \$796,586.00. Refunds from State total: \$72,708.00.

Newsletter: bi-monthly, - 105 seniors receive newsletter by mail

Social Services

CEDA - Community & Economic Development Association of Cook County
& LIHEAP – **Low Income Home Energy Assistance Program**

187 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:** 15 residents
 - 2) **Emergency Assistance Program:** 21 residents
- Both programs have requirements & guidelines

3) **Village Food Pantry** served 1,504 households / individuals 4,741

Evergreen Park Village Food Pantry, which is staffed by volunteers, served an average of 125 households a month.

Holiday Distribution: *Thanksgiving 148 families / Christmas 135 families*

Senior Self-Defense Class: 25

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 \$2,000 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

Pantry Summary for 2016

Cost of Food per Month/ Greater Chicago Food Depository 2016

January	567.77	
February	586.34	
March	618.15	
April	406.23	
May	107.02	
June	19.87	
July	324.51	
August	314.88	
September	378.10	
October	177.62	
November	2,151.53	Regular order & Thanksgiving
December	<u>984.82</u>	Regular order & Christmas
Total	\$6,729.82	

Expenses: Freezer \$4,318.31 - Other Expenses: 3,226.09

Holiday Distribution of Food: November, Thanksgiving 148 / December, Christmas 135

Donations: \$22,967.85

Donations: received from Meijer Food –Simply Give Program - \$4,580.00

Food purchases through Meijer Foods gift cards \$4,848.39