



Annual Report
2011-2012

Hanover Township Meeting Schedule

The Hanover Township Board of Trustees will meet on the following dates in 2012:

April 10 - Annual Town Meeting 7:30 PM (60 ILCS 1/30-5)

April 17

May 1

May 15

June 5

June 19

July 3

July 17

August 7

August 21

September 4

September 18

October 2

October 16

November 6

November 20

December 4

December 18

Meetings are generally held at the Senior Center in Veterans Hall, 240 S. State Route 59.

Meetings generally start at 7:00 p.m. and are open to the public.

Check the website for location or time updates and changes.

Board Workshop and Committee Meetings are posted on the website, as well as at other places around the Town.

Hanover-Township.org

Annual Report of Hanover Township 2011-2012

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Trustee Mary Alice Benoit

Trustee Howard K. Krick

Clerk Katy Dolan Baumer

Supervisor Brian P. McGuire

Trustee Sandra Westlund-Deenihan

Trustee William T. Burke

Your 2012 Hanover Township Board and Elected Officials

Assessor

*Thomas
Smogolski*



Road Commissioner

P. Craig Ochoa



*Collector
Frank
Liquori
appointed
2/17/10*



Hanover Township's mission is to continuously improve the quality of life of Hanover Township residents by providing a unique array of quality, cost effective, community-based services acting as a dynamic organization that delivers services in a responsible and respectful manner.

Hanover Township Directors

James Barr, Township Administrator

Hope Duval, Deputy Clerk

Mary Jo Imperato, Welfare Services Director

Barbara Kurth-Schuldt, Senior Services Director

Thomas Kuttnerberg, Community Relations Manager

Cathy Mikulski, Chief Deputy Assessor

Dan Palmer, Emergency Services Director

John Parquette, Youth and Family Services Director

Suzanne Powers, Mental Health Board Coordinator

Sam Santangelo, Highway Foreman

Trisha Simon, Community Health Director

Steve Spejcher, Facilities & Maintenance Director

Bill Tiknis, Veterans Advocate

Facilities

Hanover Township
Administration
Assessor
Clerk
Downey Hall
Mental Health Board
250 S. State Route 59
Bartlett 60103
(630) 837-0301

Hanover Township Senior Center
Veterans Hall
Activity Room
240 S. State Route 59
Bartlett 60103
(630) 483-5600

Hanover Township Astor Avenue
Community Center
Township Food Pantry
Welfare Services
7431 Astor Avenue
Hanover Park 60133
(630) 540-9085

Hanover Township Community
Resource Center
1535 Burgundy Parkway
Streamwood 60107
(630) 837-6445

Hanover Township Community
Relations Office
Community Activity Room
One American Way
Elgin 60133
(847) 888-8329

Hanover Township Road District
located behind the Township building
250 S. State Route 59
Bartlett 60103
(630) 837-0960

Hanover Township
Youth & Family Services
250 S. State Route 59
Bartlett 60103
(630) 483-5799

Hanover Township
Office of Community Health
Senior Center, Lower Level
240 S. State Route 59
Bartlett 60103
(630) 483-5600

Hanover-Township.org



Letter from the
Township Supervisor
Brian P. McGuire

It is my honor and privilege to submit this report for the 162nd Annual Meeting of Hanover Township. Hanover Township has had both a busy and productive year.

Our Township remains a leader among Illinois Townships in the services, transparency and strong fiscal controls it provides. Hanover Township was rated the most transparent Township in the state by the Illinois Policy Institute this year. Residents can log on to the Township website and view staff and official's salaries, budgets, audits and much more.

Township Clerk, Katy Dolan Baumer, has continued to run an active office. Her office continued its outreach to high schools to promote voter registration and offered several special programs for Township residents. This past March, the Clerk's office welcomed new Deputy Clerk, Hope Duval.

Highway Commissioner, Craig Ochoa and his staff were given a lighter than normal winter this year, but did a professional job in clearing and maintaining the roads this past season. The Commissioner continued his support of the senior Dial-a-Ride program that assists so many Township residents to remain independent in their own homes.

Township Assessor, Thomas Smogolski and his office, worked hard this year helping a record number of residents file for tax appeals, claim exemptions and receive certificate of errors. He once again hosted an outreach seminar by the Cook County Board of Tax Review to explain the property tax system and make it easy for residents to talk with board staff.

Township Collector, Frank Liqouri was a familiar sight at many community events and Township meetings this year. Collector Liqouri brings an enthusiasm to his post that is nothing short of amazing. Though his position has no official duties and he receives no compensation, he serves an important role as an ambassador for Hanover Township and as an ombudsman for many residents having issues with any level of government.

Hanover Township is served by four individuals who share a passion for excellence, fiscal conservatism and service to our residents. The legislative arm of the Township, the Township trustees, have worked hard this year to make tough decisions. They take their responsibility seriously without being pretentious and always put the interest of the Township first and foremost in their decisions.

As Hanover Township Supervisor I have the pleasure of serving with Trustee Sandra Westland-Deenihan, Trustee William Burke, Trustee Mary Alice Benoit and Trustee Howard Krick.

Hanover Township is very fortunate to have three citizen advisory committees, a Community Mental Health Board and Foundation Board to help it provide service to its residents. Members of the Committee on Youth, Senior Services Committee, Public Health and Safety Committee, Hanover Township Foundation Board, and Mental Health Board donate many hours of service to their missions. We are grateful for their dedication and service.

It has been a good year for Hanover Township overall. I am happy to report that the Township was recognized at the Township Officials of Illinois's annual meeting by the Association of Illinois Township Committees on Youth (AITCOY) for the Outstanding Youth Service Agency. At the conference, the Township was awarded with the Innovative Program of the Year Award by the Illinois Township Association of Senior Citizen Services Committees (ITASCSC) for the Township's new C-HOPE program that partners with Alexian Brothers Medical Center to assist Township seniors coping with mental illness.

I am happy to report that three of our staff members were chosen to lead their state professional associations for the second year in a row. Administrator, James Barr for the Illinois Association of Township Administrators, Senior Services Program Manager, Tracey Colagrossi for ITASCSC and John Parquette, Director of Youth and Family Services, for AITCOY. We are extremely proud that our staff is regarded as leaders throughout the state in their fields.

In my previous reports as Supervisor, I have provided updates on the investigation and criminal case regarding a theft of a previous employee. In 2009, after taking office as Supervisor, I discovered several irregularities in the distribution of General Assistance funds and referred our findings to the Cook County State's Attorney Office, Division of Public Integrity. My office turned over to the state's attorney over \$500,000 in questionable checks. In addition, a letter from the Salvation Army, sent to my predecessor, questioning the use of relief funds was also given to the prosecutor's office. Last August, the former Director of Welfare Services plead guilty to stealing government funds and was sentenced to serve six years in prison.

After an investigation and consultation by outside legal counsel, the Township Board made one of the most difficult decisions an elected board has to make. In order to recover the hundred of thousands of dollars that were stolen from the tax payers, the Board voted to file suit against the former Supervisor in order to collect the bond that was enforced at the time.

This action was not taken lightly and was brought about for several reasons. First and foremost, under state statute, the Township Supervisor alone is responsible for overseeing the disbursement of General Assistance funds. The Supervisor performs this role without the oversight of the Township Board. The former Supervisor was alerted by the Streamwood Police Department that the employee in question was possibly committing fraud, but he took no action. It is alleged that he co-signed a loan for the employee and our investigation revealed that Township funds were used to make a payment on this loan. In addition, many checks were signed by the former Supervisor that was in excess of the flat grant aid amount at the time. A copy of the complaint will be made available on the Township website once it is filed.

Township departments have each prepared detailed reports on their efforts and accomplishments this year. I would like to share some highlights with you as part of my report.

The Welfare Services Department under Director Mary Jo Imperato continued to set records this year for number of clients served. The Astor Avenue Community Center has undergone a renovation that will allow it to better serve Township residents. The food pantry has been expanded, offices have been renovated and a new garage was constructed. The majority of the expense of this project was covered through a series of Community Development Block Grants awarded to the Township by Cook County. Much of the interior work has been completed by the Facilities and Maintenance Department, providing additional cost savings.

The Township continues to receive an outpouring of financial support from our community. These funds are deposited with the Hanover Township Foundation, a 501c (3) charity that has existed since 1996. The funds allow staff the flexibility to help even more people in need within our Township and keep many families from collapsing due to unforeseen and often tragic economic challenges. The Foundation is governed by a three member Board of Directors who serve without compensation. The current Directors are William Tiknis, Marvin Kramer, Jr. and myself.

The Youth and Family Services Department, under the leadership of Director John Parquette, continues to do a remarkable job delivering family therapy, working with our schools, and working to prevent juvenile delinquency in our Township. Often working in the background, rarely stepping into the spot light, you will often find the YFS staff at the heart of most community initiatives aimed at strengthening families.

This past year, the Department started an alternative to suspension program to work with students who are frequently suspended in school and outside of school, to improve their decision making and take more accountability for their decisions.

The Senior Services Department has been working on receiving national accreditation for the senior center. This is a very high honor that will recognize the Department's exceptional commitment to serving our senior residents. Director Barbara Kurth-Schuldt and her team continue to set the standard for Township senior departments across the state. Finally, after much planning, renovations to the lower level of the Senior Center were completed last month. The build out of the lower level included a new activity room for senior programming, offices for staff and outside service agencies and a larger, more efficient space for our Lending Closet Program. The majority of the expense for this project was also covered by a series of Community Development Block Grants from Cook County.

The Office of Community Health also had renovations to their space in the lower level of the senior center. This new area will allow the Department to continue to meet the growing community health needs of Township residents. Director Trish Simon and her staff continue to help people access the primary care system, make home visits at the request of area doctors and work closely with our fire and police agencies to service those in need of community health services. The Department conducted many health screenings and expanded its colon cancer screening program. Special thanks to Dr. Daniel O'Malley who serves as our volunteer Township Medical Director.

The Facilities and Maintenance Department, under the leadership of Director Steve Spejcher had another busy year. The Department renovated the Mental Health Community Resource Center in Streamwood operated by the Hanover Township Mental Board. In addition, the Department has overseen the build out of the Senior Center lower level and the renovation of the Astor Avenue Community Center. The Department expanded the garage facility on the main Township campus and completed the renovations of the Township's Community Relations Office in Elgin.

The Hanover Township Mental Health Board, under the chairmanship of Brian Gorcowski, continued to make changes this past year. The Board continued to offer emergency funds to help agencies affected by the State of Illinois cuts and slow paying of funds. This action underscored the important safety net this Board was created to maintain and was a tremendous help to agencies that needed to access those funds.

Administrative Services, under the direction of Administrator James Barr, is responsible for the day-to-day operation of the Township. This past year, Administrative Services oversaw the launch of the new Office of Community and Veterans Affairs under the leadership of Community Relations Manager, Tom Kutteneberg. The Department will also oversee the operation of the Township's new Community Relations Office in Elgin that will allow Township programs and services to be delivered to the Elgin and Hoffman Estates area of the Township more readily.

The Emergency Services Department saw increased utilization and training by its members this year. The Department provided an extra set of eyes for the Cook County Sheriff's Police by patrolling unincorporated areas and reporting suspicious activity to Sheriff through the use of two-way radios. The unit kept a watch on the



Supervisor McGuire with Fred Hossfeld of VFW Post 5151 and Linda Best at the Supervisor's Community Service Awards dinner.

skies during the spring and summer storm season and was requested to respond to assist with the Bartlett train derailment this past fall. This dedicated group of 25 volunteers has provided countless hours of service at special events and emergency response scenes. Under the direction of Director Dan Palmer, former Bartlett Police Chief and assisted by Deputy Director Kevin Forkin, the unit has completed training with the Suburban Law Enforcement Academy and has strengthened its relationship with the area public safety agencies.

I would like to thank all of the Townships volunteer and auxiliary staff that help the Township be a leader in service and helps us live up to our motto "Where Great Service Happens!" We could not do it without them; the Township is assisted by hundreds of volunteers each year.



Supervisor McGuire with Blackhawk Residents Association President Dana Sberbondy at their annual picnic last summer in Elgin

Hanover Township is in good financial shape and the envy of many other units of local government. We continue to budget conservatively on both the revenue and expense columns. We are able to maintain a healthy reserve that has allowed us to deal with slow tax collection and payment by Cook County.

Thank you to my family and the families of the officials and staff. They sacrifice much in order that we may serve. I consider it an honor and a privilege to serve the residents of Hanover Township as your elected Township Supervisor. Please feel free to call or e-mail me whenever you have a question regarding the Township, a suggestion for service improvement or if you or a resident is in need of Township services.

Respectfully submitted,

Brian P. McGuire
 Brian P. McGuire
 Supervisor



Supervisor McGuire addressed the attendees at the Ahlstrand Park Heritage Marker dedication last April in Hanover Park.

Office of the Clerk

The Clerk's Office strives to provide fast, courteous and efficient services to the Township residents, Board, other departments, and other citizens through the most modern and cost-effective methods available, and to maintain the Township records in a systematic, orderly, logically organized, and accessible manner.

It has been a pleasure to serve the Township residents this past year. As a resident, I am amazed at the services and amenities that this township offers us. As part of this group that is bringing these programs and services forward, it gives me great pleasure to list some of our accomplishments for the fiscal year 2012.

One of the Clerk's salient responsibilities at the Township is to maintain the records. One of our main accomplishments the creation and maintenance of the searchable database and documents on our website. Our webpage on the Township website is updated almost daily providing much information on Board actions and Township events. Now, a browser can access and download minutes, agendas and much more directly from the website. This effort has allowed us to "go green" in a very dramatic way; requests for information can be accommodated with just the click of a button - saving time and money.

Voter registration and election services are valuable services we provide to our residents. We have agreements with Streamwood High School, South Elgin High School and Bartlett High School, with Lexington Health Care, Clare Oaks and Victory Center, and with the Streamwood, Hanover Park and Bartlett Park Districts to provide on-site voter registration. We serve those who have just moved into our area, young people who have just attained age to vote, those who need to change their address, and those who would not normally seek out an opportunity to register. We also offer absentee voter applications.

April 2011

- Passport Day in the USA
- Annual Town Meeting
- Bid Opening for the MHB Resource Center
- Completed 2011 FOIA Training
- 9th Semi Annual Veterans Honor Roll
- Streamwood Chamber Auction and Scholarship Event
- Streamwood Park District Shady Oaks Park, Glenbrook Park, and Dolphin Park Dedication
- Grand Opening of Galto's Hotdogs
- Community Shred
- Hosted Passport Agent Training
- Township Officials of Cook County Clerks Association meeting
- Community Resource Fair at Hanover Park District
- Laurel Hill Elementary Community Resource Fair

May 2011

- Student Government Day
- Bid Opening for the Astor Community Resource Center and Food Pantry.
- COY Principal of the Year Reception and Youth Leadership Banquet
- U-46 Retiring Board Reception
- Adopt-A-Park in Streamwood
- Grand re-opening of Streamwood Walmart
- Veterans Memorial Services in Bartlett, Elgin, Hanover Park, and Streamwood
- Spring 2011 Business After Hours event with four Chambers co-hosted with the Highway Department
- Hosted the Wildlife Encounter presented by Illinois Department of Natural Resources
- Presented Storytime at the Poplar Creek Library
- TOI Spring Conference

June 2011

- TOI Education Seminar
- Student Government Day
- Bid Opening for Astor Community Resource Center and Food Pantry
- Presented Storytime at the Poplar Creek Library.
- TOI Clerks Association Meeting

July 2011

- Voter registration at the Community Character Expo
- Grand Opening of the Shree Swaminarayan Mandir Murti Pratishtha Mohotsav Temple
- Streamwood Summer Celebration Parade and Business Booth.
- Presented Storytime at the Poplar Creek Library.

August 2011

- Road District Project Bid Opening
- Rose Paving ribbon cutting
- Streamwood Chamber BAH
- Grand Opening of Safari Childcare in Streamwood
- Participated in the Recycling Extravaganza

September 2011

- Local Records Act and Disposal of Records presentation by Local Records Unit Illinois State Archives
- Hanover Township Road District Bid Opening
- Boy Scout Venture Pack Pancake Breakfast
- Just For the Health of It Expo
- Passport Day in the USA
- Voter Registration at Victory Center

October 2011

- Redistricting of Precincts in Hanover Township discussions
- Streamwood Park District's Pumpkinfest.
- Voter Registration at Clare Oaks
- Streamwood Park District Safely Trick or Treat
- Fifth Third Bank Community Appreciation Picnic
- I.U.C.C. Cemetery Heritage Marker Dedication by Hanover Township
- Streamwood Chamber BAH
- New Leaders in Education Reception
- Heritage Marker at Hoosier Grove Barn by Hanover Township

November 2010

- Clerk Dolan Baumer elected as TOI Education District 5 Director
- Passport Training in Chicago
- Document Management Seminar
- Hosted a State Treasurer's office Cash Dash program
- TOCC Clerks Meeting
- TOI Annual Conference
- Village of Streamwood Veterans Day Observance
- US Army/Hanover Township Leadership Awards
- Hanover Township Seniors Bake Sale and Craft Show

December 2011

- Administered Oaths to new members of the Mental Health Board
- Village of Streamwood Christmas Tree Lighting Ceremony
- Streamwood Chamber BAH
- TOCC Fall Conference
- Township Clerks Association Meeting
- Citizens Services Committee Appreciation
- US Passport Agent Training
- Records Management Webcast
- Grant Writing Class
- Arts in Bartlett Grand Opening
- Senior Committee Appreciation Luncheon.
- Voter Registration at South Elgin H.S.

January 2012

- Reduced staff to one full time employee
- Hosted Illinois Secretary of State Mobile Drive Unit services
- TOI Clerks Division Board Meeting

February 2011

- Open House and Business After Hours at the Hanover Township Resource Center.
- Voter Registration at Streamwood High School and Bartlett High School

March 2011

- Streamwood Women's Flower Show
- Hosted Election Receiving Station
- Hanover Township Community Relations Office Open House and Grand Opening

I have joined the Board for meetings, up to three a month, and also joined them during committee member candidate interviews and Executive Sessions, committee meetings, Board Planning Retreats, and many other meetings. The popular Breakfast with the Board workshop has been a success and has been held nine Saturdays in 2011-12.

This year, your Clerk has been elected by her peers to represent Hanover Township at the Township Officials of Illinois Clerk's Division as an Education Director. This, along with service at the County level, Township Officials of Cook County, insures that best practices and new ideas are brought home to Hanover Township.

We welcome your input and ideas. Many thanks to the Auxiliary Staff for their help this year at the Shred,

OFFICE OF THE CLERK		
SERVICE PROVIDED	FYTD 2012	FYTD 2011
Passports	2,016	1,778
Photo Fees	\$5,670	\$8,240
Total Passport Fees	\$49,068	\$45,456
Cook County Vehicle Stickers	194	222
Fishing/Hunting Licenses	138	129
Fishing/Hunting Agent Fees	\$92.25	\$107.75
Handicap Placards	287	327
Voter Registration	378	494
FOIA Request	26	17
Telephone Inquiries	2,009	*
*Statistics for 2011 not recorded.		

and during Breakfast with the Board thanks to volunteers Shirley Geils and Tom Kuenker. Finally, it is my pleasure to note that we decreased the office budget again for FY13, for the third consecutive year. This decrease represents an effort to do more with less, while providing the finest services.

Respectfully submitted,



Katy Dolan Baumer
Clerk

Office of the Assessor

This year, the Assessor's Office had an unusual occurrence; the Township was open for three appeal sessions in one year. We started with 2010 appeals with the County Assessor's office from January 10 through February 10, 2011. 2010 appeals for the Board of Review ran from April 11, through May 10, 2011, and finally for 2011 appeals with the County Assessor's office, from October 3, 2011 thru November 3, 2011. These three appeal sessions resulted in over 1,400 appeals; a record in the history of this office.

The Assessor's Office had a record year of Certificate of Errors filed in 2011 (1,129) and Senior Freeze exemptions (918). Over 6,160 residents came to our office for assistance, also a new record. We also found ourselves busy at the new Community Relations Office in Elgin. The feedback from residents on the North West side of the Township was overwhelming with many commenting how nice it was to have the Assessor's Office in close proximity.

Chief Deputy Assessor, Cathy Mikulski, was awarded the "Excellence in Service Award" for her service of over 17 years with the Assessor's office. This was the first year of the new award for Township employees.



The Board of Review Seminar was held in April with Veterans Hall packed with concerned Township residents.



Deputy Assessor Peggy Deyne, Chief Deputy Assessor Cathy Mikulski, Cook County Commissioner Timothy O. Schneider's office

represented by Cindy Spejcher, Cook County Board of Review Commissioner Dan Patlak, Assessor Thomas Smogolski, and Deputy Assessor Patty Glascott.

Our property assessment appeal seminars also packed the house this year. Three seminars were held in FY12 with over 390 residents in attendance. The crowds are definitely growing each year. Residents appreciate the opportunity to attend the seminars to speak with staff in person to help file their appeals.

The Assessor's Office continually strives to give the taxpayers the best personalized service, and to help address all their needs and concerns in a timely manner.

Respectfully submitted,

Thomas S Smogolski, SRA, CIAO
Assessor

OFFICE OF THE ASSESSOR		
Administration		
Office visits	5523	5477
Building permits processed	3703	10678
Sales recording	1124	860
Change of Name*	633	1744
Property tax appeals	1208	883
Certificate of Errors	984	1054
Property location updates	357	12
New owner mailings	934	796
Long time occupants*	153	300
Exemptions		
Home owner exemptions	138	196
Senior home owner exemptions	564	297
Senior freeze exemptions*	923	903
Miscellaneous exemptions	318	208
Foreclosures	463	N/A

Road District

One year ago, I wrote in this report that we had just gone through one of worst months of snow fall since I've been your Highway Commissioner, noting that over 31 inches of snow fell in February 2011 requiring 328 tons of salt, which is about one-third of our total salt usage. This year, we've had one of the best winters in terms of snowfall and temperature. Average temperature in March was 54°F with temperatures in the 70's and even some 80°F days. From a cost standpoint, our taxpayers were saved a great deal of money on salt.

I recently ran into a resident who asked about our job and department functions. He was complimenting us on the work we've been doing within his subdivision, but really did not know how extensive the work is. Here are many different areas the Road District provides service to residents:

- Road resurfacing project in the last five years has included unincorporated roads of Cheviot, Bellingham, Douglas, Dennis, and Rohrsen, Glen Echo subdivision, half of Sherwood Oaks subdivision, Old Lake Street, Berner, and Dale, as well as repairs on the Township bridge.
- Installed new neighborhood street lighting at Wolsfeld Road and Sherwood Oaks and replace burnt out bulbs on an ongoing basis.
- Brush pick up for unincorporated areas in the Township in April through November.
- Snow plowing and salting of the 15 single lane, 30 dual lane miles of roads within unincorporated Hanover Township;
- Street cleaning on the unincorporated roads in Hanover Township.
- Striping of roads with safety markings within unincorporated Hanover Township;
- Grass mowing, trimming of trees and brush, spraying of noxious/toxic weeds, and refuse pick-up (dead animal) pick-up in the common areas;
- U-46 Drivers Education Program support.

To strengthen these areas, we also are involved with or provide the following services:

- Intergovernmental agreement with the City of Elgin Public Works to utilize their salt dome.
- Funding to the Hanover Township Senior Transportation Department.
- Annual one day Recycling Extravaganza.
- Dry cell/alkaline battery recycling drop off.
- Cooperation with both Cook and DuPage County Probation and Court Services to provide work for offenders who need community service hours;
- "Highway To Feeding the Hungry" program in which donated foods are picked-up by the Highway Department and delivered to the Township Food Pantry.
- Active participation in the Township Officials of Illinois and Township Officials of Cook County Highway Commissioner's Association for education and training purposes;
- Participation in the U-46 Business Advisory Council;
- Cooperation with the Village of Bartlett Public Works Department;
- Replace and update all the road safety signage in unincorporated areas.
- Repair and patch damaged roads along with shoulder stonework in unincorporated areas.
- House and maintain all Highway Department equipment;
- Maintain Senior Transportation vehicles;
- Assist residents in unincorporated areas regarding flood mitigations and problems;
- Approve and authorize driveway permits for unincorporated areas.
- Three full time staff and the Highway Commissioner is part time (working about 30 hours per week)
- We work with various homeowners associations, Township Code Enforcement Officers, Cook County Sheriff's police and Neighborhood Watch Programs to eliminate crime, garbage and abandoned cars on streets.

Bottom line, your Highway Department provides services and programs for all residents in Hanover Township (not just the unincorporated area) and we focus on saving dollars, whenever possible, for every taxpayer, while not jeopardizing quality and service.

We are proud of our Township! This is our home and its your home, and your Highway Department will do what we can to preserve the integrity, beauty, and loveliness of our community.

Best regards,

P. Craig Ochoa
Highway Commissioner

Watch the Township Newsletter and Website for information on the August 2012 3rd Annual Recycling Extravaganza!	Hanover Township Road District offers a Dry Cell/Battery drop location in the rear of the Township in front of the Highway Dept. Bldg. <i>Always Open!</i>
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Hanover Township Trustee Sandra Westlund-Deenihan participated in the 2011 Relay For Life held at Hanover Township



Rockin' the house during the 2011 Hanover Township Operation Support Our Troops.



Office of the Administrator

The Department of Administrative Services mission is to ensure effective implementation of Township Board policies through efficient professional management of the Township government. The Township Administrator serves as the organization’s Chief Administrative Officer and in this capacity is responsible for administration, coordination and management of all Township services and employees not directly reporting to an elected official. In addition, Administrative Services is responsible for support services including financial management, human resources, information technology, grant development, intergovernmental relations, capital improvement planning, and strategic planning.

A number of accomplishments occurred within Fiscal Year 2012. The Department was asked to research and explore the development opportunities of an Elgin campus to house multiple departments and services. In December, the Board signed a lease on office space located off of Golf/Summit Road in Elgin to provide satellite services including property tax appeals, family therapy, senior programs, health screenings, and social services.

Fulfilling FY12 Township Board strategic goals, we hired a grant consultant to assist the Management Analyst with fund development and sending staff to advanced grant training. By the end of this year, the Management Analyst has applied for a total of \$243,304 in grants and has received \$21,916 in funding. Resource development was emphasized this year with the review and implementation of updated Township-wide fee structures, purchasing efficiencies including new utility vendors reducing the cost by 30%, and increasing fundraising donations.

The FY2012 Capital Improvement Program was acted upon including the installation of a biodiesel emergency power generator for the Senior Center and extensive renovations to the Mental Health Board Resource Center. In addition, the build out of the Senior Center lower level was completed and renovations at Astor Avenue were also conducted this year to expand the Food Pantry and improve the building. This project will be finished in early spring with the completion of landscaping and exterior façade work.

The department also created and implemented a standardized monthly department report format and worked with Department Directors to create department metrics. The report includes figures that compare current and past fiscal year data, allowing the Board to recognize statistical trends and ask more informed questions regarding department performance. We also researched the feasibility of technology-based reporting, and created a performance measurement plan to measure actual department outcomes in the year ahead. In order to increase resident awareness, media relations were centralized by creating a standard press release form and media guidelines. Participation at community events and traffic on the Township website was also increased. This year we also developed a comprehensive budget based on the Government Finance Officers Association guidelines. Finally, the department investigated the possibility of participating in the sister-city program.

<i>ADMINISTRATIVE SERVICES</i>		
SERVICE PROVIDED	FYTD 2012	FYTD 2011*
Website Visits	63,200	
Facebook Likes	551	513
Media Releases	60	
Technology work orders	308	
Resident Contacts	24,938	
Percent of Budget Expended (100% of year)	73.5%	67.5%
Grant application submissions	10	
*Some statistics were not collected in 2011.		

Hanover Township hosted a variety of special events throughout the year including Operation Support Our Troops Freedom Bash to increase awareness and gather supplies to send to our overseas armed services men and women. In June, we also hosted the Bartlett, Streamwood, and Hanover Park area Relay For Life event in partnership with the American Cancer Society. The Township has again won numerous state-wide awards including

Innovative Senior Program of the Year for on-site counseling services, and the Youth Services Department of the Year.

In the year ahead, we are planning several major initiatives. These include developing cross-training among staff, implementation of the performance measurement system, conducting a feasibility study regarding the development of a township cemetery, and continue exploring a comprehensive township-wide space study to determine renovation needs for the Town Hall and other facilities.

Hanover Township, our officials, staff, and many volunteers continue to strive to meet the changing needs of the community and live the motto “Where Great Service Happens.” The Department of Administrative Services is excited to provide leadership in this endeavor.

Respectfully Submitted,

James C. Barr, MPA, SPHR
Administrator

Katie M. Starkey, MPA
Assistant to the Administrator



Community Health

The mission of the Office of Community Health is to focus on the health and well-being of the residents of Hanover Township. Services are offered to assist individuals in making decisions to achieve optimal functioning within their environment and to provide choices for our residents to maintain and build a healthier community for all of Hanover Township.

The past fiscal year has definitely been an exciting one for the Office of Community Health. The build out of the lower level of the Township Senior Center was recently completed and the transition has been amazing. The renovations allow us to not only expand on our services and programs, but to also better serve our residents.

Dr. Daniel O'Malley continues to serve as our medical director and has volunteered his services in this capacity since the department's inception. He operates a successful family practice in Bartlett and is an invaluable resource to the Township.

The Office of Community Health continues to focus on preventative health screenings, home visits/crisis intervention, back to school sports physicals and the Vaccines for Children Program. The Office is a resource for residents to obtain health and disease management information, as well as referrals to primary care physicians and local agencies.

The Office offers wellness screenings at various locations in the Township. Many of them are free or low cost for a cholesterol screening, a sponsored prostate screening and a free/sponsored colonoscopy to high risk individuals. Our full-time nurse, Stacy Arriola, has gone through the American Heart Association CPR program and obtained her CPR Instructor certification. This has proven to be significantly beneficial not only for Township staff, but we have received requests from outside agencies, such as local Boy Scout troops and local health care agencies for CPR renewal.

OFFICE OF COMMUNITY HEALTH		
SERVICE PROVIDED	FYTD 2012	FYTD 2011*
Appointments		
ProTimes	297	241
TB skin test	129	240
Cholesterol	145	111
Pharmaceutical Assistance Programs	145	
Miscellaneous labs	144	
Other	764	632
Total (unduplicated)	1555	1241
Clinic Clients		
Victory Centre of Bartlett	181	145
Glendale Terrace	121	115
Elgin Recreation Center	57	38
Clare Oaks	58	64
Astor Avenue	126	184
Total (unduplicated)	462	546
Public Education & Health Promotion		
Media coverage	53	
Informational seminars	30	
Primary Care Provider Support	425	
Phone Triage	7782	
Embracelet Program	160	
*Some statistics were not collected in 2011		

The second arm of our services is home visits and crisis intervention. For those unable to fit into another program or qualify for another agency, the Office may be able to assist residents (i.e. ;ab draws, ProTime, Medication setup, etc. and some services requiring a doctor's order). We also work with police, fire and other governmental agencies to help prevent frequent emergencies and "frequent fliers" through the emergency system. We have been closely involved with the Bartlett Police Department and meeting with their Crisis Intervention Team. We also hold a monthly "wrap meeting" with interdepartmental and intergovernmental agency social workers directly involved in case management.

We continue to work with KidCare Medical and the "Bee Wise, Immunize!" program by hosting a monthly children's Vaccine for Children clinic that offers back to school physicals and sports physicals. We again partnered with School District U-46 and attended kindergarten round-ups and also participated in the summer alternative program,

giving a presentation on stress relief. We also participated in the District's Parent University giving a seminar on health issues that affect student achievement. The Office hosted a Hoarding and Elder Abuse/Self Neglect Law update with over 40 municipal agency members in attendance.

In addition, we continue to provide first aid at many Township events such as Operation Support Our Troops, Freedom Bash, and Relay for Life. We were also able to implement a new program through Quest Diagnostics to allow for labs to be ordered on the computer for improved HIPPA compliance, proficiency and environmental sustainability.

Respectfully submitted,
Trish Simon RN, BSN
Director

“For the Health of It!” Health & Wellness Expo 2012
at the Township from 2 p.m.-6 p.m. on Thursday, September 20.

Nurse Stacy Arriola with a young resident during the Bartlett Police Department Open House



Emergency Services

The mission of the Emergency Services Unit is to provide all the residents of Hanover Township with trained volunteer service in times of emergencies or disasters, whether natural or man-made. The Township will use an “all hazards” approach to protect lives and property throughout the Township. To accomplish this mission, each volunteer will be trained in up to date emergency management training both in-house and through organizations such as FEMA, IEMA and local County and City Emergency Management Agencies.

The Department of Emergency Services is a volunteer group dedicated to assisting local agencies in times of emergency need. We assist many regional groups such as Milton Township, Maine Township, the American Red Cross and the Cook County Sheriff’s Department. Most activity is concentrated locally, but we can assist anywhere we may be requested. We have increased our assistance to local municipal agencies in the past 12 months and are called out to emergencies in progress to assist with traffic, scene security and lighting. Staffed by 25 dedicated volunteers, they not only respond to these incidents, but also assist with Township events and preplanned municipal events such as parades and festivals.

The Department of Emergency Services has made great strides in the past year. There have been significant increases in many areas of work as performed by the volunteers who man the unit. In FY2012, the total number of volunteer service hours exceeded 2,000 and unit volunteers participated in more than 1,500 hours of training.



Emergency Services volunteers during a summer recognition event.

Training is substantial and includes Weather Spotting, Traffic Control, CPR/AED, Community Emergency Response Training and the National Incident Management System (NIMS) training. Emergency Services volunteers bring many different life experience and training backgrounds to the department.

Our services include:

- Fire Scene Assistance
- Natural Disaster Assistance: Floods, Tornadoes, Snow
- Rail Disasters
- Plane Crashes
- Search and Rescue
- Traffic Control
- Security Patrols
- Assisting Local Law Enforcement and Fire Service Personnel.

Hanover Township Emergency Services is part of a larger group of support organizations. The umbrella group for these 19 agencies is Suburban Mutual Aid Response Team

<i>DEPT. OF EMERGENCY SERVICES</i>	
SERVICE PROVIDED	FYTD 2012 FYTD 2011*
Volunteers	
Total volunteers	25
New volunteers	18
Volunteer hours	
Total hours	2,151
Training	
Total hours	1,554
Details	
Township events	25
Municipal Event Assistance	28
Emergency call outs	80
Miscellaneous	18
*Some statistics were not collected in 2011.	



Hanover Township Emergency Services Volunteers helped out during snowy weather early this past winter.

or S.M.A.R.T. The unit maintains five vehicles; two of the vehicles are light trucks capable of assisting late night crime and accident scenes. Our vehicles are equipped with generators, traffic cones, chain saws, water pumps and other miscellaneous items allowing us to respond and assist wherever needed. Exciting regional events that we will be assisting with in FY13 are the NATO Summit (Assisting Cook County Department of Homeland Security) and the Ryder Cup.

Respectfully submitted,

Dan Palmer
Director

Facilities & Maintenance

This past year proved to be an exciting one in the Facilities & Maintenance Department. Last spring, a generator was installed at the Senior Center with the ability to power the entire building should there be a power outage. The generator exercises every Tuesday morning and was built with all American made parts. In addition, the generator is environmentally friendly and runs off biodiesel fuel.

The Facilities & Maintenance staff proved their talents last fall by completing the renovations at the Township's Mental Health Resource Center in Streamwood. Due to the project's original bids from outside contractors coming in higher than anticipated, it was determined that the Facilities & Maintenance Department would take on the challenge of renovating the building. The work provided by staff proved to be a huge savings to the Mental Health Board's budget.

Last year, we were successful in completing the Community Development Block Grant (CDBG) process and securing a contractor to complete the renovations of the Senior Center lower level. As was the case in the Community Resource Center, Facilities & Maintenance completed some work in-house to cut the cost of the actual project. During construction, we worked closely with the Office of Community Health to

ensure the functionality of their programs and services. Construction of the lower level is complete and employees have started moving staff into their offices.

The Board's decision to open the Community Relations Office in Elgin also presented the Department with another opportunity to showcase our skills. Staff worked diligently in constructing walls and installing new floors to ensure a February 1, 2012 opening date.

At the time this report went to print, renovation work continues at the Township's Astor Avenue Community Center in Hanover Park, another project where we were awarded CDBG funds from Cook County. Recently, Facilities & Maintenance staff completed painting the existing offices, and installing new carpet, as well as having completed the installation of new tile to multipurpose room. While construction has provided some challenging situations, I am proud to say daily operations have not been altered and the Welfare Services staff continues to offer uninterrupted service. They have certainly earned my deepest respect and admiration as a department and have shown what real team play looks like. We are looking forward to the completion of this project at the end of April or early May 2012.

All of the work that has been completed could never have happened with out the help of many people within the Township. Lastly and most importantly, I would like to recognize the work of the Facilities and Maintenance staff of Rick Nelson, Dennis Grzesiak, Mike Rundquist and David Marcinek. Without their dedication and ability to take on any project, our department would not have completed the projects listed above. Their ability to change hats from one moment to another is incredible.

As I look to the next fiscal year, I am excited to move ahead with the design phase for the upcoming summer project, Runzel Reserve, an area of green space to the north of the Senior Center that will be developed into a park for seniors.

Respectfully,

Steve Spejcher
Director

<i>DEPT. OF FACILITIES & MAINTENANCE</i>	
SERVICE PROVIDED	FYTD 2012FYTD 2011*
Administration	
Vehicle service calls	238
Work orders	714
Event set-ups/tear downs	1,944
Energy Efficiency - Electricity (Kw)	
Astor Avenue Community Center	53,699
Town Hall	144,611
Senior Center	49,6954
Energy Efficiency - Gas (Therms)	
Astor Avenue Community Center	5,352.60
Town Hall	10,067.87
*Some statistics were not collected in 2011.	



Community & Veterans Affairs

Community and Veterans Affairs is dedicated to providing Township residents with accurate and timely information in regards to all services and events offered by Hanover Township. The office is engaged in community events and actively promotes the mission and vision developed by the Township Board.

There are many veterans in the Township that are not aware of the services available to them or have the knowledge on how to access these services. The Office of Community and Veterans Affairs is also responsible for assisting Township Veterans in obtaining information and benefits entitled to them by law. This past year, Veterans' Advocate Bill Tiknis spent countless hours assisting Township veterans and their family members in applying for benefits and educating them on the resources available.

In addition to assisting veterans, we remain committed to maintaining strong relationships with the VFW and American Legion Posts located in the Township, the Illinois Department of Veterans' Affairs and the veterans' liaisons in the congressional offices. These partnerships are vital in not only identifying those that need assistance, but also in delivering high quality service.

This past fiscal year was a great year for the Hanover Township Veterans' Honor Roll. The Honor Roll recognizes the brave and dedicated service Township veterans have given our country. Inductees into the Veterans' Honor Roll are presented with a certificate and are recognized at Township Board meetings throughout the year. Their names are also engraved on a plaque located inside Veterans' Hall in the Township Senior Center listing all the inductees. This past year, over 30 veterans were added to the Hanover Township Veterans' Honor Roll. Since the program began in 2006, over 240 veterans have been recognized by the Hanover Township Board. To learn more about the Township's Veterans' Honor Roll, please call (630) 540-9085 or visit our website.

As part of the FY12 strategic goals, the Township Board directed staff to explore development opportunities of an Elgin campus to house multiple services. After much research and assistance from the City of Elgin and Elgin Area Chamber of Commerce, last December, the Township Board entered into a two year lease for office space at One American Way in Elgin. Each day of the week, at least one department offers programs and services at the Community Relations Office to our Elgin and Hoffman Estates residents.



Featured services include senior programming, tutoring for students, general assistance, community health nurse and property tax appeal services.

The Township was able to manage this satellite office through its existing operating budget. No taxes were raised or financial reserves diminished to allow for this new office. At the end of the two year lease, the Board will evaluate the effectiveness of the office and the impact it has in the community.

In the year ahead, the Office of Community and Veterans Affairs will sponsor outreach sessions for veterans on topics relating to benefits awareness, support services available and other relevant topics.

Respectfully submitted,

Tom Kuttnerberg
Community Relations Manager

Welfare Services

Welfare Services is committed to improving the welfare of Hanover Township residents experiencing hardship. Providing resources and support empowering residents in achieving self sustainability; to serve promptly with dignity and respect. We are dedicated to serving the residents and will continue to strive to meet the needs of our community.

Renovation of the Township's Astor Avenue Community Center in Hanover Park began in October and is nearing completion. The bright bay window in the front area and the new exterior changes the look and feel of the building. Completion of the food pantry renovation will follow best practices allowing clients to self shop and pick items and brands they need and prefer.

General Assistance and Emergency Assistance programs continue to develop as staff trains on new services available to assist residents facing financial hardship. Audits continue to be performed quarterly to insure accuracy and accountability, as well as evaluate the needs of residents and ensure programming is effectively meeting the needs of our residents.

Need for the food pantry continues to grow with more than 9,000 families using the pantry in FY12. The need for food and personal care items continues to grow as well and due to the support we receive from our community we are able to meet those needs. The free summer lunch program offered through the Northern Illinois Food Bank continued, serving 75 free lunches daily to children from the community.

Outreach in the community is important to keep residents informed of services available. The Department of Human Services was onsite to take applications for SNAP (Supplemental Nutritional Assistance Program), which includes LINK benefits, cash

<i>DEPT. OF WELFARE SERVICES</i>	
SERVICE PROVIDED	FYTD 2012 FYTD 2011
General Assistance	
General Assistance clients	193
General Assistance appointments	518
Emergency Assistance appointments	172
Emergency Assistance approved	80
Crisis intake clients (11/11 start)	1366
Access to Care	28
LIHEAP Applications	
Office	788
Circuit Breaker	4
Social Services	
ComEdHardships	57
Weatherization	444
Food Pantry	
Served (households)	9614
New applications	1173
Food Donations	696
Community center walk-ins	4554
*Some statistics were not collected in 2011.	



assistance and medical assistance. This well attended event showed the importance of having agencies come to our community to inform families of available services.

CEDA (Community and Economic Development Association) continues to provide services to residents in need at the Astor Avenue Community Center. An estimated 800 applications were processed for energy assistance programs and

employment and financial assistance programs. These programs allow residents facing financial hardship to keep their gas and electric turned on, as well as assist with employment and financial needs.

The Community Resource Groups continue monthly at the Astor Avenue Community Center with topics including nutrition and health, how to relieve stress through laughter yoga and more. These well attended groups will continue throughout FY13 with new and exciting topics free for residents.

Programs in fiscal year 2012 included distributing 600 candy filled bags last spring and more than 1,000 backpacks with school supplies thanks to Backpack Buddies and Communities that Care. Winter wear was collected and distributed thanks to the Kiwanis Club of Streamwood. In our biggest event, this past holiday season, over 1,500 children had gifts to open thanks to community partners sponsoring children and local businesses participating in our annual toy drive.



Throughout the year, we are fortunate to have so many great partnerships with a large variety of businesses and community organizations. Thank you to Immanuel United Church of Christ in Streamwood for use of their facility during our renovations, as well as their continued generosity throughout the year. A big thank you to the Knights of Columbus from Mary's Millennium Council #12801 for collecting and donating more than 1,500 toys this past holiday

season. Thank you to the Bartlett and Streamwood Woman's Club, the Streamwood Kiwanis Club, Streamwood VFW Post 5151 and Bartlett VFW Post 11018 for their generosity and support throughout the year as well. And finally, a special thank you to the Bartlett Lions Club for their donation of 250 meal boxes during the holidays and to the many local grocers that provide constant support. It is only with the generosity from our residents, businesses and local organizations that we are able to make a difference.

The food pantry operates solely with auxiliary staff. It is because of their constant support and hard work that we continue to meet the needs of our community.

Richard and Doris Bayer, Donna Bowers, Mary Cooper, Nick and Marie DeBrown, Tony Delao, Mirva Diaz, Ken and Gloria Francesconi, Karen Frasier, Patty Gabris, Ruth Geils, Emelda Hawkins, John Kennedy, John Koziol, Tom Kuenker, Patti Loomis, Ken Marcinek, Charlie and Cheryl McGraw, Michelle Pacini, Josephine Perrino, Judy Porto, Peggy Reinhardt, Paulette Rogers-Gumbus, Kristin Rubino, Henry Skogstad Jr., and Larry Zisman.

The Welfare Services auxiliary staff put in countless hours at the Astor Avenue Community Center. Thank you to Auxiliary Staff Coordinator, Jay Olriksen, for his dedication and hard work; Terrie Kuenker and Rodger McDowall for their countless hours processing LIHEAP and food pantry applications; and Shirley Schrade and Norma Smith for their never ending help with administrative duties.

Respectfully submitted,

Mary Jo Imperato
Director

Youth and Family Services

The mission of Hanover Township Youth and Family Services is the prevention of juvenile delinquency and the promotion of positive development in young people. This is accomplished by providing services which help to strengthen families, to provide outreach to children and teens at risk of school failure and delinquency, and to contribute to the building up of a healthier community for all Township youth.

The Department of Youth and Family Services works to meet our mission by providing an array of services that help to strengthen families, to provide outreach to children and teens at risk of school failure and delinquency, and that contributes to the building up of a healthier community for all Township youth. Services available to our Township residents include: Family Therapy Services, Open Gym Program, Tutoring Services, Alternative to Suspension Programming, PBIS Tier II Groups, Youth Employment Services, and Parent/Teen University Workshops.

Our services are comprehensive and based on best practices in the fields of social work, community health, education, prevention, youth employment, child/adolescent development, substance abuse, positive youth development, mental health, and after school programming.

The Youth and Family Services Department was awarded the 2011 Youth Organization of the Year by the Association of Illinois Township Committees on Youth for making significant contributions to youth. What makes our Department stand out from the rest includes our professional standards coupled with our ability to assess and address the identified needs of residents and community partners. We are able to provide needed services that other providers cannot provide in these trying times. We are available, affordable, and responsive to the entire family in keeping everyone safe and thriving.

<i>DEPT. OF YOUTH & FAMILY SERVICES</i>		
SERVICE PROVIDED	FYTD 2012	FYTD 2011
Outreach & Prevention		
Open Gym participants	9557	8132
Open Gym participants ⁽¹⁾	1349	1284
Alternative to Suspension referrals	249	9
Alternative to Suspension referrals ⁽¹⁾	93	0
Clinical		
Therapy clients (total attended)	2526	3745
Therapy clients (new clients)	292	289
Total families	700	668
New families	90	61
Clinical hours	3129	2386
Group session participants	3570	175
Tutoring Participants		
Total	1228	1171
Unduplicated (new students)	572	555
(1) Unduplicated		

Additional development in services this year included the offering of Bilingual Family Therapy Services and Tutoring Services at the Hanover Township Office of Community Relations Office in Elgin, development of Youth Employment resources and job postings on our website, hosting quarterly youth job fairs at local high schools, providing Parent University Workshops at Elgin and Streamwood High Schools, expanded Tutoring Services by adding a Bilingual Primary Education Tutor and a Secondary Education Mathematics Tutor, and participating in the U-46 "10 Boys" Mentoring Program. Youth and Family Services continues to expand as a resource to School District U-46 as well as expanding programming in the area of youth employment and entrepreneurship.



Open Gym headed to the Swimming Pool this past summer.

I would like to thank our residents for allowing us to work and continuously improve our services on their behalf, the management team and staff of Youth and Family Services for their passion, expertise, and diligence in meeting our mission, Trustee Mary Alice Benoit for being the Liaison to the Committee on Youth, our Elected Officials for their leadership and support, the Office of Administration for their support and leadership, the Committee on Youth for their vision and efforts in advancing the Department, and my collegial Township Departments for their support and shared resources in advancing the quality of life for our residents.



Alternative to Suspension students helped the Seniors prepare the props for the Annual Hanover Township Seniors Variety Show, here with Mrs. Jan Klee and YFS staff Mr. Michael Coben.

Respectfully Submitted,
John Parquette, LCSW
Director

Senior Services

Mission: With respect, innovation and a dedication to excellence, Senior Services is committed to facilitating programs and services that promote independence, a sense of community, and well being for mature adults in Hanover Township. Vision: To empower older adults of Hanover Township to sustain the quality of life, dignity and respect they so richly deserve.

This past year, the Senior Services Department began the endeavor of applying for accreditation for the Township Senior Center. Accreditation, which is conferred by the National Council on Aging's National Institute of Senior Centers (NISC), provides national recognition for quality programs based on national standards. The recognition also increases awareness of the importance of our senior population and the level of effort required to meet their unique needs. When applying for grants and in dealing with all types of agencies, accreditation gives immediate credibility to the Township, thereby increasing opportunities for collaboration, funding and other types of support.



The accreditation process itself is valuable in that it helps a center understand its strengths and weaknesses, assures that the center is adhering to current best practices, and facilitates strategic planning for the future. Furthermore, the process brings together community members who enhance their knowledge of organizational structure, connect with other community members in new ways, and disseminate a richer understanding of the center's role and importance more broadly throughout the community. Accreditation is within reach after a year of the self-assessment process and completion of the Document Review Notebook. When accreditation is achieved, the Hanover Township Senior Center will be the first Township operated Senior Center to hold such an honor.

In FY2012, Hanover Township welcomed a new nutrition provider, Catholic Charities, that provides lunch Monday-Friday from 11:30 a.m. to 1 p.m., either a hot, catered meal, deli-bar, or soup & sandwich. Veteran's Hall welcomes everyone over the age of 60 for \$4 or under 60 for \$6. Meals on Wheels is continued to be provided to over 50 residents each day.

A focus on increasing efficiency to maximize ridership opportunities in the Dial-A-Bus service resulted in changes in the Transportation Division.

A slight increase in the donation requested from 0.75 cents to \$1.00 one-way was recommended by the Senior Citizens' Services Committee and approved by the Township Board. The Board also decided to lease a Pace bus versus purchasing a vehicle. After much research, dispatch software will be sought after in a bid process. The Dial-A-Bus Service is now transporting disabled adults in a *Where great service happens!*

<i>DEPT. OF SENIOR SERVICES</i>		
SERVICE PROVIDED	FYTD 2012	FYTD 2011
Programming Division		
Planned programs	1469	986
Participants	21416	15919
Wait listed (unduplicated)	949	867
Art & Computer classes	608	590
Art & Computer class participants	5209	5419
New volunteers	57	43
Total volunteers	1461	1225
Volunteer hours reported	20049	16357
Meals delivered by volunteers	12164	14040
Social Services Division		
Clients served (unduplicated)	2642	3509
Energy Assistance	417	511
Prescription drugs & health insurance assistance	2155	3126
Public Aid	238	263
Social Service programs	112	125
Social Service program participants	1424	1453
Lending Closet transactions	669	664
Transportation Division		
One way rides given	18701	16322
Individuals served (unduplicated)	2493	2573
New riders	227	238

program funded by the Mental Health Board to improve service and reducing costs.

One of our newest services, the Volunteer Express Program was funded by a grant from the RTA. This program encourages volunteers to drive seniors to medical appointments outside the Dial-A-Bus service hours or outside Township boundaries. This pairing allows seniors the opportunity to choose services from providers they would otherwise not be able to reach. Growth of the Senior Services Volunteer Auxiliary staff allows opportunities for seniors to demonstrate their skills and expand the resources of the department. First-rate Auxiliary staff members have come forward to assist at the reception desk, input data, instruct art, computer and cooking classes, act as trip escorts, complete Circuit Breaker applications, and help wherever needed. Our volunteers deserve the greatest thanks for their dedication to our program and their giving spirits.

The Senior Center remains open on Saturdays from 8:30 a.m. to 12:30 p.m. and Tuesday and Thursday evenings until 8 p.m. Programming has nearly doubled as we offer more programs designed for the growing number of Baby Boomers looking for fun things to do. Computer classes and art classes are outstanding, as are the trips and special events. New programs like yoga have been extremely popular. Elgin and Hoffman Estates residents are now able to participate in clubs and senior programming at the Township's Community Relations Office in Elgin.

One of the biggest changes to the department this year will be the relocation of the Social Services Division to the newly renovated lower level. The Office of Community Health and Social Services will occupy the new space early this spring. In addition to staff offices, the lower level renovations include a new 836 square foot activity room for senior programs and Township activities.

Finally, a great video that encompasses Senior Services was created by an Auxiliary Staff member, Ray Guimond. Please take a moment to visit the Senior Services page on www.hanover-township.org to view this work of art. Another well credentialed volunteer is helping us design a planned giving program that will allow benefactors to be recognized as a living legacy. For more information on this program, please call the Senior Center.

Respectfully submitted,

Barbara Kurth Schuldt
Director

Public Health & Safety Committee

The purpose of the Committee is to advise the Township Board, Office of Community Health, and the Emergency Services Department regarding matters of public health and/or safety, training services for Township employees and volunteers relative to health and safety, availability of alternative funding sources, and to recommend programs designed to promote the health, safety, and well being of Hanover Township residents.

The Public Health and Safety Committee meets quarterly on the last Thursday of January, April, July and October at 5:30 p.m. in the Hanover Township Senior Center.

Throughout 2011, the Committee advised the Office of Community Health and the Emergency Services Department on various topics including new marketing strategies and programming for the Lower Level Build-out and reviewed the new Emergency Services Rules and Regulations Manual, as well as assisted in providing outreach to local hospitals.

Public Health & Safety Committee

Trustee William T. Burke, Town Board Liaison
Eric Shipman, Chair
Tim Marrocco, Vice Chair
Joanne Loruski, Secretary
Rick Brogan
Terri Lozier
Bhavani Patel

Mental Health Board

The mission of the Hanover Township Mental Health Board is to advocate for increasing the availability and quality of mental health services through the development of a comprehensive and coordinated system of effective and efficient program delivery, accessible to all residents of Hanover Township.

The purpose of the Hanover Township Mental Health Board is to develop, coordinate, evaluate, and fund mental health services in the Hanover Township area focusing on the areas of mental health, developmental disabilities, and substance abuse intervention and prevention. In 2012, the Mental Health Board allocated over \$680,000 in regularly funded programs to 33 area agencies supporting over fifty different programs. The Mental Health Board also awarded \$82,000 in challenge grant awards, which are used to support new programming for residents. Collectively, these organizations created access to services for over 3,500 residents.

In 2011, the National Alliance on Mental Illness released State Mental Health Care Cuts: A National Crisis, documenting deep cuts to state spending on programs for serious mental illness. Illinois was ranked 3rd in largest cuts to state funded programs. Between FY2011 and FY2012, Illinois cut \$62.2 million of its human services budget. From 2009 to 2012, Illinois has cut approximately 31.6% of its Human Services budget. The state has shifted resources to Medicaid mental health services, leaving those non-Medicaid clients without treatment options and organizations unable to take them. Due to these continued cuts in the State Budgets, the Mental Health Board continued its commitment to area agencies in continuing to fund emergency grants.

In FY2012, the Mental Health Board awarded Alexian Brothers Center for Mental Health, Renz Addiction Counseling Center, and the Community Crisis Center with emergency funds. These funds are used to help agencies in maintaining the level of services to residents, including non-Medicaid clients, despite the drastic changes in state program funds.

A project that has needed attention for some time, the Mental Health Board completed renovations at the Township's Community Resource Center in Streamwood last year. The Community Resource Center was established over ten years ago to provide a centralized location for funded agencies allowing for easier access to their programs for Township residents.

<i>MENTAL HEALTH BOARD</i>		
<i>SERVICE PROVIDED</i>	<i>FYTD 2012</i>	<i>FYTD 2011*</i>
<i>Grant Funding</i>		
Ongoing clients	7359	7330
New clients	3568	3446
<i>TIDE</i>		
Participants	11	10
Rides	1573	NC
<i>Resource Center</i>		
Organizations providing services	5	7
Clients served	788	1075



Prospective grant applicants attended the Mental Health Board FY13 Information Session this past summer.

Mental Health Board

Trustee William T. Burke, Town Board Liaison
Brian Gorcowski, Chair
Marvin Kramer, Vice Chair
Linda Best, Secretary
Darrell Bice
Kirsten Cruthers
Terry Gavin
Jan Joerin

Throughout the coming year, the Mental Health Board will be working on its three year strategic plan and reviewing current community needs in regards to services provided by local agencies. In assessing the needs of the community, the Mental Health Board will be able to better allocate its funding to ensure access to quality services for residents of the Township.

Respectfully submitted,

Suzanne Powers
Coordinator

Committee on Youth

The Hanover Township Committee on Youth is a catalyst for promoting well being among Township youth and families through family education, outreach and the fostering of community connections with an emphasis on positive youth development.

Fiscal year 2012 was a very successful year for the Committee on Youth. Last summer, the Township Board appointed six new members to the committee. The new members include students Sarah Berk, Jacqueline Segovia and Matt Karinski. New adult members joining the committee were Ed Burnham, John Gallione and Tom Alagna. The Committee advises the Township Board on the provision of programs and services to combat and prevent juvenile delinquency.

Last spring, the second annual Principal of the Year award was presented to Principal Denise Lockwald of Sunnysdale Elementary School in Streamwood on behalf of the Committee on Youth. The reception held at the Township Senior Center was the result of a program initiated, designed, and administered by the Committee on Youth. The Committee developed and submitted a questionnaire to all U-46 schools in Hanover Township. Principal Lockwald was selected from a pool of candidates carefully reviewed by Committee members. During the awards ceremony, teachers and staff of Sunnysdale presented a slideshow of photos of Principal Lockwald throughout her time at the school.



Last spring, the Committee presented their first Youth Leadership Awards to five recipients. The awards recognize youth and adults who work with youth. Award recipients included: Jordan Brogan, Rising Star Award; Priscilla Torres, Junior Leader Award; Collin McCarthy, High School Leader; Michael Farganus, Community Youth Leader Award runner up; and Jett

Zurba, Community Youth Leader Award.

This past January, the Committee presented Youth Leadership Awards again to five individuals in three different categories at a dinner at the Township. Award recipients included: Jacqueline Mash, Junior Leader; Drew Bloomquist, High School Leader; Cassie McLaughlin, High School Leader; Justin Behrman, Community Youth Leader and Teresa Perez Community Youth Leader Award runner up.



Finally, in March the Committee held “How to be Your Own Boss” entrepreneurial seminar for Township high school students. Local business owners from the community were part of a panel discussion at Streamwood High School that was attended by over 70 students. After the panel discussion, the business owners worked with the students to create a marketing plan to promote their services to the public. The event was an overwhelming success with plans to continue it next year.

Where great service happens!

Committee on Youth

- Trustee Mary Alice Benoit, Town Board Liaison
- Katelyn Mucci, Chair
- Matt Karinski, Vice Chair
- Sarah Berk, Secretary
- Dawna Watson
- Nicole DeFalco
- Ed Burnham
- Jacqueline Segovia
- Tom Alagna
- John Gallione
- Robert Wojtowicz

Hanover Township

Events, Happenings and Programs

Student Government Day
Principal of the Year Recognition
Youth Leadership Recognition
Fallen Veterans Remembrance
Low Income Home Energy Assistance Program (LIHEA)
Operation Support Our Troops
Relay for Life
“For the Health of It!” Health & Wellness Expo
Township Community Shred
“Recycle Extravaganza”
Open Gym Program
Prostate Cancer Clinics
Community Caroling
Wellness Screenings
Variety Shows
Brush Pick-up
Passport Day in the USA
Circuit Breaker Program
Food Drives for the Township Pantry
Community Center Block Party
Assessor’s Office: Homeowners’ Seminars
Illinois State Treasurer Cash Dash Program
“Bee Wise, Immunize” Vaccines for Children
Art Expo sponsored by Senior Services
Veterans Honor Roll Recognition Dinners
Weatherization Program through Welfare Services
ComEd Hardship Program through Welfare Services
Highway to Feeding the Hungry

Podiatry Clinics
After Hours Events with area Chambers of Commerce
Access-To-Care
Supervisor’s Community Service Awards
All-Kids Program
Human Services Council Meetings
Illinois Secretary of State Mobile Drive Facility
Election Polling Site and Receiving Station
Summer Lunch and After School Snack Programs
Winter-wear Drive
Holiday Toy Drive
Adopt-a-Senior
Adopt-a-Family
Expanded Tutoring Services
Alternative to Suspension Program with U-46
Dial-a-Bus Transportation
T.I.D.E.
Heritage Marker Program
Community Planning Meeting with the MHB
Legal Advice for Veterans
Supper Club 59
Foundation fundraisers
Northern Illinois Food Bank Mobile Food Pantry
Spring Sing
Backpack Giveaway
Veterans Honor Roll
Spring Basket Distribution
Breakfast with the Board

New and exciting events are always happening at Hanover Township. Please check the calendar on our website at Hanover-Township.org to see what else is going on.



