



HANOVER
TOWNSHIP

Annual Report
2012-2013

Hanover Township Meeting Schedule

The Hanover Township Board of Trustees will meet on the following dates in 2013:

April 16 - Annual Town Meeting 7:30 PM (60 ILCS 1/30-5)

April 16

May 7

May 21

June 4

June 18

July 2

July 16

August 6

August 20

September 3

September 17

October 1

October 15

November 5

November 19

December 3

December 17

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 2012-2013

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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 2012-13 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
Mary Jo Imperato, Welfare Services Director
Barbara Kurth-Schuldt, Senior Services Director
Thomas Kutteneberg, 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
Kirsten Smith, Community Health Director
Steve Speicher, Facilities & Maintenance Director

In your neighborhood...

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
Library

Craft & Activity Rooms
240 S. State Route 59
Bartlett 60103
(630) 483-5600

Hanover Township
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
Battery/Dry Cell Drop-Off
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
Emergency Services Station #1
Bartlett Fire Barn
218 Main Street
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 163rd Annual Meeting of Hanover Township. Hanover Township officials, staff and volunteers have been working hard on behalf of Township residents.

Our Township remains a leader among Illinois Townships in services it provides, transparency and strong fiscal controls. Hanover Township increased its rating from the Illinois Policy Institute to 100% for its transparency score. Residents can log on to the Township website and view staff and officials' salaries, budgets, audits and much more. Hanover Township is one of only five local governments to achieve the 100% rating.

Township Clerk Katy Dolan Baumer was elected by her peers to serve on the Township Officials of Illinois Board representing the clerk's division. Not since former Township Clerk Marie Downey has Hanover Township been represented on the board of the state association.

Highway Commissioner Craig Ochoa continued to help support the senior Dial-a-Ride program that assists so many in our Township to remain independent in their own homes. He also serves as the coordinating official for the Township's annual recycling event. Under his watchful eye the road crew continued to do an outstanding job of taking care of the unincorporated roads serviced by the district.

Township Assessor Thomas Smogolski and his staff worked hard this year in helping a record number of residents file for property assessment 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. A special thank you goes out to his Chief Deputy, Cathy Mikulski who will retire this year after a long career with the Assessor's office.

Township Collector Frank Liqouri continued to be a walking ambassador for the Township this past year. Whether organizing a clean-up of senior citizens' lawns or volunteering in the community, he did so with passion and enthusiasm. Mr. Liqouri will most likely be the last resident to hold the office of Township Collector. At the end of his term in January 2014 the office will cease to exist.

Our residents are served by four individuals who are truly professionals in all they do at the Township. The Township trustees have worked collaboratively to make sure Hanover Township is a leader in local government. They take their responsibility seriously without being pretentious and always putting the



Road Commissioner P. Craig Ochoa, Clerk Katy Dolan Baumer, Assessor Tom Smogolski, Trustee Mary Alice Benoit, U46 Superintendent Jose Torres, 2012 Principal of the Year Morris Mallory of Gifford Street High School, Supervisor Brian McGuire, Trustee William Burke, Trustee Sandra Westlund-Deenihan, and Trustee Howard Krick during the 2012 Principal of the Year Recognition.

interest of the Township first and foremost in their decisions. As Hanover Township Supervisor, I have the honor of serving with Trustee Sandra Westland-Deenihan, Trustee William Burke, Trustee Mary Alice Benoit and Trustee Howard Krick.

Trustee Sandra Westland-Deenihan will step down from the board in May, having chosen not to seek another term in office. Trustee Westland Deenihan brought a passion to the board for environmental sustainability and fiscal accountability. During her service she led the efforts to reinvigorate the Committee on Youth and created the Environmental Sustainability Working Group. I personally must thank her for her friendship and loyalty to Hanover Township and myself. We wish her well in her new pursuits.

The Township is very fortunate to have three citizen advisory committees, a community mental health board and foundation board to help it provide services 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.

In my previous reports as Supervisor, I have provided updates on the investigation and criminal case regarding a theft by 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 \$500,000.00 in questionable checks. In addition, a letter from the Salvation Army, which was sent to my predecessor, questioning the use of relief funds was also given to the prosecutor's office. In August 2011, the former director of welfare services pleaded 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 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 on the bond that the office holds.

This action was not taken lightly and was brought about for several reasons. First and foremost is that 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. He also 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 were in excess of the flat grant aid amount at the time. I am happy to report that this matter has been settled out of court and that these efforts have resulted in \$337,000 being recovered from the insurance company and returned to the taxpayers of Hanover Township.

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 department has hired an employment specialist to assist those relying on general assistance as well as those who are unemployed to seek employment. The department has also increased its outreach within the neighborhood to help residents. The department expanded its work with area churches to provide volunteers for the food pantry and the adopt-a-family and holiday toy drive program.

The Township continues to receive an out pouring of financial support from our community. These funds are deposited with the Hanover Township Foundation, a 501c3 charity that has existed since 1995. The fund allows staff the flexibility to help even more people in need within our Township and keep many families from collapsing because of 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 I.

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 conducting youth outreach and prevention programs to combat juvenile delinquency. The Township's Open Gym and tutoring programs continue to see increased participation throughout the Township.

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 under the direction of Barbra Kurth-Schult has achieved national accreditation for the senior center. The center is the first Township run senior center in Illinois to achieve this honor and one of only seven centers to earn accreditation in the state. The department continued to provide transportation, recreation and social services to our senior population. Through the cooperative efforts of our officials, staff and volunteers, Hanover Township was awarded Township of the Year by Illinois Township Association of Senior Citizen Service Committees in 2012.

Kristen Smith joined the Office of Community Health late last year becoming the office's second director. Director Smith has continued to oversee the delivery of community health programs to our residents. She brings to the position a drive for excellence in service and a strong commitment to making Hanover Township residents healthier. Home visits, health screenings and helping resident's access primary care are done with a smile by our community health team members. A special thanks to Dr. Daniel O'Malley who serves as our volunteer Township Medical Director.

Trisha Simon, who was the first director, lost a long, hard fought battle with colon cancer in August 2012. Director Simon did an outstanding job in establishing Hanover Township as a community health provider. While she is no longer with us, the impact of her work and passion for service will never be forgotten.

The Facilities and Maintenance Department, under the leadership of Director Steve Spechjer continued to work to keep the Township in tip top shape. From keeping the vehicles of the Township running safe and efficient to performing preventive maintenance on the Township buildings, the department continued to provide excellent service to our residents and saving taxpayer money through the work they do.

The Hanover Township Mental Health Board, under the chairmanship of Brian Gorcowski, continued to insure that agencies were funded to help meet the mental health needs of our residents. The Board continued to offer emergency funds to help agencies affected by the State of Illinois cuts and slow paying of funds.

Administrative Services, under the direction of Administrator James Barr, is responsible for the day to day operation of the Township. This past year the Township was honored to receive the Government Finance Officers Association Distinguished Budget Presentation Award. This prestigious recognition is awarded to less than 2% of local governments across the United States. In addition the Administrative Services Department has played an important role in keeping the Township within budget and allowing the board to not raise property taxes for the last two years.



The Emergency Services Department saw utilization jump again this year. Volunteers responded to many requests to assist police and fire departments within and around Hanover Township. The unit received accreditation from the Illinois Search and Rescue Council and is actively pursuing certification from the Cook County Emergency Management and Homeland Security Department. Training continued to be a *Where great service happens!*

priority for the members of the department with training being conducted each Wednesday and many members attending weekend classes as well. The department continued its public safety patrols of unincorporated subdivisions and Township buildings. The department is under the direction of Dan Palmer who is assisted by Deputy Director Kevin Forkin.

The Office of Community and Veterans Affairs oversaw the operation of our Elgin Satellite Office and our outreach to those who served our country in the armed forces. Under the leadership of manager Tom Kuttentberg, the Township has developed strong relationships with multiple homeowners associations and the major press publications in the Township. These efforts have led to an increased awareness of Township services among our residents.

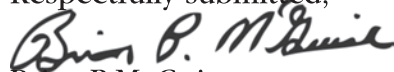
I would like to thank all of the volunteers who help the Township be a leader in service and help us live up to our motto, "Where Great Service Happens." We could not do it without the hundreds of volunteers who serve in the different departments.

Hanover Township remains 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.

Hanover Township received a special gift from the Elgin Chapter of the Izaak Walton League. In August the organization's leadership approached me about gifting its lodge and 11.3 acres of land to the Township. In March of 2013 the building and land were formally given to Hanover Township. This gift will allow the land to remain open space and be used for outdoor programming by Township departments in the future. We cannot thank the club enough for its generous gift to future generations of Township residents.

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

Supervisor



Supervisor Brian McGuire here explaining to State Representative Keith Farnham and other area representatives, the impact the newly remodeled Community Center on Astor will have, and already has had, in the community.

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.

2012-13 has been a very exciting year in the Clerk's office. We completed a cycle of records archiving and underwent an extensive project to find, scan and upload thousands of pages to our website so that the Township was able to win the coveted 100% Transparency award from the Illinois Policy Institute.

It is my pleasure to report that the Clerk's Office budget has again been decreased for FY13, for the third consecutive year. In addition, we have dramatically increased our revenues - up more than \$7,000 over last year. This revenue is non-tax dollars, mostly through passport services, and covers most of the staff expense in the Clerk's office, representing an effort to do more with less, while providing the finest services.

One of the Clerk's most important responsibilities at the Township is to maintain the records. Our ongoing system of scanning documents and then uploading them to the web is really turning our office green! Green, as in eco-friendly and paperless. Our webpage on the Township website is updated almost daily, providing much information on Board actions and Township events. Today, a browser can search, access and download minutes, agendas and much more directly from the website.

Voter registration and election services are valuable services we provide to our residents. The Township was delighted to host Early Voting for the Primary Election in Elgin at our Community Affairs Office. This location allowed many residents, who may not have otherwise voted, to take advantage of the convenience of Early Voting in their neighborhood. We have agreements with Streamwood, South Elgin and Bartlett High Schools, 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.

April 2012

- Administered the Oath of Office to new members of the Senior Citizens Service Committee, Public Health & Safety Committee, and the Mental Health Board
- Annual Town Meeting
- Spring Community Shred
- Senior Services Triad Agreement Ceremony
- Township Officials of Cook County Clerks Association Meeting
- Laurel Hill Elementary Community Resource Fair

May 2012

- Student Government Day
- Voter Registration at Streamwood High School
- COY Principal of the Year Reception and Youth Leadership Banquet
- Veterans Memorial Services in Bartlett, Elgin, Hanover Park, and Streamwood
- Flag retiring Ceremony - Bartlett
- Streamwood POW/MIA Ceremony
- Bid Opening for the HTRD Parking Lot Resurfacing
- Township Officials of Cook County Clerks Association Meeting

June 2012

- Township Clerks of Cook County Association Board Meeting
- TOI Clerks Division Meeting
- Dedication of Heritage Marker at Lord's Park
- Presented Educational Seminar for Township Officials of Illinois
- Bid Opening for the Runzel Reserve
- Operation Support Our Troops
- Relay for Life

July 2012

- Township Officials of Illinois Education Seminar for Clerks
- Administered Oath of Office to new members of the Committee on Youth
- Northwest 4th Fest with Hoffman Estates
- Community Character Expo
- Streamwood Summer Celebration Parade
- Streamwood Summer Celebration Booth
- Fifth Third Bank Community Day

August 2012

- Administered Oath of Office to new members of Emergency Management and Senior Citizen Services Committee
- Emergency Service Recognition Ceremony
- 3rd Annual Recycle Extravaganza
- Centro de Informacion Dream Act Project assistance
- Grand Opening of Mariano's Fresh Market in Schaumburg
- Artist Show presented by Hanover Township Seniors
- Conducted Voter Registration at Streamwood Starbuck's, Victory Centre, and at Clare Oaks Retirement Community

September 2012

- Voter Registrations at the Senior Center, Community Center, South Elgin High School, Streamwood High School, Bartlett Park District, and during the Wellness Expo.
- Streamwood Patriot Day Freedom Walk sponsored by Countryside Funeral Home in honor of those who lost their lives on 9/11.
- Just For the Health of It Wellness Expo
- Township Officials of Cook County Association Meeting

October 2012

- Streamwood Park District's Pumpkinfest.
- Streamwood Park District Safely Trick or Treat
- Township Community Center Ribbon Cutting Ceremony
- Administered Oath of Office to new members of the Public Health & Safety Committee
- Township Officials of Cook County Association Meeting

November 2012

- Mini-Passport Day in Hanover Township; two cartloads of food were donated to the Township Food Pantry.
- I Cash event: five residents were assisted; over \$200 was found for the Township.
- Township Senior Citizens Craft & Bake Sale
- Streamwood Veterans Day Memorial Observance
- Bartlett Veterans Day Memorial Observance
- Hanover Park Veterans Day Observance
- Village of Bartlett Tree Lighting Ceremony
- Township served as Polling Place and Receiving Station for Presidential Election
- Township Officials of Illinois Annual Conference

December 2012

- Hanover Park Tree Lighting Ceremony
- Streamwood Luminaria and Tree Lighting Ceremony
- New Leaders in Education Reception
- Conducted Local Election Official (LEO) duty of accepting petitions for the Consolidated Election; held lottery to determine ballot placement.
- Hosted election officials from around Cook County for the LEO Workshop
- Attended the LEO Workshop
- Township Officials of Cook County Fall Conference
- Township Officials of Illinois Board Meeting
- Township Officials of Cook County Clerks Association Meeting
- Disposal of Records approved by Local Records Unit Illinois State Archives

January 2013

- Hosted Illinois Secretary of State Mobile Drive Unit services
- Township Employee Awards Luncheon
- Administered the Oath of Office to two new Mental Health Board members.
- Township Officials of Illinois Board Meeting
- Township Officials of Illinois Legislative Topics Meeting

Township voter registrations have increased by over last year by more than 100. The November 2012 Suburban Cook County Post Election Report noted that Hanover Township is one of the few communities where voter registration was up - and up significantly, with a change of 5% over 2008. We serve those who have just moved into our area, young people of 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.

I have joined the Board and recorded the minutes for meetings, as well as during committee member candidate interviews and Executive Sessions, committee meetings, Board Planning Retreats, and many other Board gatherings. The popular Breakfast with the Board workshop is a success and was held nine Saturdays in 2012-13.



Clerk Katy Dolan Baumer was congratulated by Illinois Supreme Court Justice Thomas L. Kilbride after she took the Oath of Office as a Township Official of Illinois Board Member this past fall.

OFFICE OF THE CLERK		
SERVICE PROVIDED	FYTD: 2013	2012
Passports	1,685	1,285
Photo Fees	\$6,160	\$3,740
Total Passport Fees	\$50,263	\$43,721
Cook County Vehicle Stickers	211	192
Fishing/Hunting Licenses	134	131
Fishing/Hunting Agent Fees	\$55.50	\$97.75
Handicap Placards	201	275
Voter Registration	376	280
FOIA Request	15	26
Telephone Inquiries	923	2,079

February 2013

- Bid Opening for the Senior Transportation Dispatch Software
- Township Officials of Cook County Clerks Association Meeting
- Township host to Cook County Early Voting Site and Receiving Station

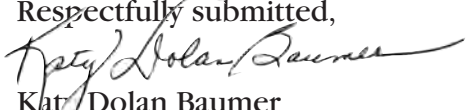
March 2013

- Streamwood Woman's Flower Show
- Committee on Youth 2013 Youth Leadership Banquet
- Township Officials of Cook County Meeting
- Township Officials of Illinois Board Meeting
- Village of Streamwood Commission Reception
- St. Alexius Women & Childrens Hospital Grand Opening
- EMS Bid Opening for Rescue Vehicle

Freedom of Information Requests have leveled off a bit compared to 2011-12, but those who request are remarking on the ease with which we handle their requests and are amazed at the amount of information available on our website.

This past fall, your Clerk has been elected by her peers to represent Hanover Township on the Township Officials of Illinois Board. This, along with service at the County level in the Township Officials of Cook County Clerks Association, and as an Education Director for the Clerks Division of the Township Officials of Illinois, insures that best practices and new ideas are continually brought home to Hanover Township.

Many thanks to the Emergency Services for their help with the Shreds this year; and during Breakfast with the Board, thanks to volunteers Shirley Geils and Tom Kuenker. Township events would not be so easy or successful without your continued support!

Respectfully submitted,

Katy Dolan Baumer
Clerk



During the New Leaders in Education Reception, Superintendent Torres paused a moment to take a pose with (from left) Trustee William Burke, Director of Youth & Family Services John Parquette, Trustee Sandra Westlund-Deenihan, and to the left of Dr. Torres, Trustee Howard Krick, Trustee Mary Alice Benoit, and Assessor Tom Smogolski. Trustee Benoit is the Board Liaison on the Committee on Youth, which organizes this annual event to welcome new educators in Hanover Township.

Office of the Assessor

The Assessor's Office continues to serve our residents with respect, compassion and total commitment. This year our office had two appeal filing opportunities. This fiscal year we filed 771 appeals and had two appeal seminars with over 300 residents in attendance.

We continue to reach more taxpayers with our New Homeowner mailings which notifies new residents of the services we provide and important information they need to know as new homeowners. This year we sent out 761 New Homeowner mailings. The foreclosure rate is increasing, with as many as 554 foreclosures in comparison to last year's rate of 466. We have had many new seniors come in to file for the first time for the Senior Exemption and the Senior Freeze Exemption. This was a result of our outreach in the Township newsletter.

Assessor Smogolski met with concerned taxpayers during a recent outreach seminar.



This year, the Cook County Treasurer's Office will send out the tax bills on time for the second year in a row, saving the taxing bodies from borrowing money and paying interest as they wait for their monies from the county.

As for what is happening in our office with staff, I was re-elected as Treasurer for the Cook County Township Assessor's Association for a third term. Patty Glascott and Peggy Deyne are continuing their education for the State requirement to continue their CIAO designation. Our long-time Chief Deputy Assessor Cathy Mikulski plans on retiring in June after 17½ years of service to the Township. She will be missed, but promises to come back to help out in times

of need. Our staff continues to have a presence at the Township Community Relations Office in Elgin every Thursday and the amount of visits from residents continues to increase.

Our office statistics for the last five years are listed here. Please do not hesitate to contact my office for any questions or additional information.

Respectfully submitted,

Thomas S Smogolski, SRA, CIAO
Assessor



Chief Deputy Assessor Mikulski helping a resident determine a best course of action.

OFFICE OF THE ASSESSOR						
	FYTD:	2009	2009	2010*	2011	2012
Number of Taxable Real Estate Parcels		34,143	34,237	34,251	34,258	34,217
Equalized Assessed Valuation		\$2,655,449,288	\$2,750,959,751	\$2,257,513,700	\$2,265,103,457	N/A
Township Governmental Unit Tax Rates (Total Rates)						
	Highest	10.061	9.568	10.25	12.02	N/A
	Lowest	4.82	4.961	5.433	6.228	N/A
Building	Average	7.300	7.183	8.194	9.112	N/A
Permits Processed by the Township Assessor		3,392	3,162	10,558	4,170	3,986
Incoming Calls to the Assessor's Office		4,403	4,618	4,551	4,580	4,061
Office Visits to the Assessor's Office		3,005	3,739	4,504	6,160	4,461

*Triennial Reassessment Year. N/A: Not Available at this Time.

Road District

I can't believe another year has come and gone and we're already into 2013. To bring you up to date on Highway Department activities for the past year, it was a big success for you, our residents, and for the Highway Department.

As I write this report, we are just finishing up our winter weather responsibilities. Due to the mild temperatures, we were able to cut back on salt usage saving our taxpayers money. As a matter of fact, we usually purchase about 1,000 tons of salt each year, but because of this warm winter, we only bought 400 tons, saving about \$36,000. We continue to develop a strong intergovernmental relationship with the City of Elgin Public Works division where we store the salt in one of their salt domes, thus saving us money by not having to have our own salt dome.

In July the ring road that encircles the Township offices was resurfaced. This road was in terrible condition due to the extreme amount of traffic it gets and it desperately needed to be repaired.

Our annual Brush Pick-up program for unincorporated residents continues to be a huge success. We mulch the wood items so anyone within the unincorporated area who would like mulch delivered should call our office and, based on a first come, first served basis, we will get it out to you at no cost.

Just a reminder: from the first week in April through the first week in November, unincorporated County residents can place their twigs and tree branches with the ends towards the street at the end of their driveway and the Highway Department will come by and pick them up.

Perhaps the biggest event we sponsored and coordinated this past year was our one-day Recycling Extravaganza event. This was the third time we offered this Township program and the turnout was excellent. The 4th Annual Recycling Extravaganza event is scheduled for Saturday, August 3, 8 a.m. to 1 p.m. The list of items we will accept is constantly growing so be sure to visit hanover-township.org for an update.

Worn American Flags • Used Working Bicycles • Cell Phones
Hearing Aids & Eye Glasses • Gently worn Shoes
Fire Extinguishers • Light Bulbs • Propane Tanks
Dry Cell/Car/Marine Batteries • Prescription Meds
Small Electronic Equipment • Books & Magazines • Document Shred

We continue to work closely with our partner U-46 School District on several programs, such as the Student Drivers Education. We financially support the Senior transportation department, which allows residents the opportunity to travel to and from doctors office visits, grocery store shopping trips and other important appointments at a low fare.

The Road District offers unincorporated Township residents valuable services including safety striping unincorporated Township roads, cutting grass in the common areas, and cleaning those streets of refuse and dead animal pick up. In addition, for the unincorporated residents, the Highway Department staff replaces safety signage, approves driveway permits, sprays for noxious/toxic weeds, repairs and patches damaged roads and shoulder stone work, assists unincorporated residents with flooding issues, and installs new and fixes existing street lights.

The Department is responsible for the cleaning of most Township vehicles. A dry cell/alkaline battery-recycling drop off is located in front of the Highway department garage for all residents. Additionally, we work with Cook and DuPage Probation Courts Services providing community service work hours for offenders. I actively participate in the Cook County Highway Commissioner's Association, and with the Township Officials of Illinois organization to help educate our department.

Along with our relationship with the City of Elgin, we maintain a good working relationship with the Cook County Highway Department, and both the Village of Bartlett and of Hanover Park. We also work closely with homeowners' neighborhood watch programs for safety issues.

None of these activities would happen as effectively without the hard work of the three Highway Department staff members lead by foreman Sam Santangelo. Without these dedicated and committed staff, it would hard to accomplish so successfully all the things we do.

Respectfully submitted,

P. Craig Ochoa

Highway Commissioner

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 2013. The Department was asked to develop cross training among and between departments to increase team building and efficiency in service delivery. This was accomplished in three key areas: Administration, Senior Center Lower Level, and the Community Relations Office. Fulfilling FY13 Township Board strategic goals, the department created and implemented a performance measurement system to effectively evaluate all Township operations through the use of outcome-based measurements based on best practices. The Management Analyst spearheaded this project by meeting with each service department that directly reports to Administrative Services and assisted with the development of one to three performance measures to be tracked throughout the fiscal year. To date, 92% of the performance measures have reached goal achievement.

This year the department was honored with the Government Finance Officers Association Distinguished Budget Award. It is believed that Hanover Township is the second Township in Illinois and among approximately 2% of local governments in the United States that receive this distinction. Normally this takes multiple years of submissions to receive, however due to the hard work of the Management Analyst, the Township won the award on its first attempt. In addition, the department also completed an extensive Quality of Life Index that was sent to area officials and organizations. By monitoring key indicators Hanover Township can identify areas in which services and resources can be targeted to provide the greatest impact and the most benefit to the community.



Supervisor Brian McGuire accepted the Distinguished Budget Award on behalf of the Township, presented by Village of Streamwood Finance Director and representative of the Government Finance Officers Association, Mary Johnson Accepting the award with Mr. McGuire are from the left, Assessor Tom Smogolski, Trustee Bill Burke, Trustee Sandra Westlund-Deenihan, Trustee Mary Alice Benoit, Trustee Howard Krick, and Clerk Katy Dolan Baumer.

This fiscal year the department has submitted 16 grant applications for a projected total requested funds of \$301,800. To date, the Township has been awarded \$109,500 or a 36.3% return. Further, the Township earned a 100% transparency score from the Illinois Policy Institute. The Township is one of only four local governments in Illinois to achieve this score and the only Township in the state to do so. Finally, the department conducted a feasibility study regarding the development of a township cemetery.

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, the Township also hosted the Bartlett, Streamwood, and Hanover Park area Relay For Life event in partnership with the American Cancer Society. In July the Township partnered with the Village of Hoffman Estates, City of Elgin, and Village of Hanover Park to host the largest Fourth of July festival in the suburban metropolitan area. Over 30,000 people attended the Northwest Fourth Fest located at the Sears Center in Hoffman Estates.

In the year ahead, the department is planning several major initiatives. These include developing a grant development workgroup and implementation of a Senior Center solar and energy efficiency project. We will also be spearheading the creation of action plans for each of the Board's five-year strategic priorities and assisting with the year one implementation of those goals. In addition, the development of the Izaak Walton property will be a major focus in FY14. This 11-acre site in Elgin will give the Township a permanent presence in Elgin and will be used primarily for youth programming. The property was gifted to the Township by the Izaak Walton League of Elgin.

Hanover Township, our officials, staff, and many volunteers, continue to strive to meet the changing needs of the community and live the motto, Hanover Township – 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 Administrator



Administrator James Barr was named Youth Staff Worker for 2012 by the Association of Illinois Township Committees on Youth (ATCOY), here with current ATCOY President, Hanover Township YFS Director John Parquette and Hanover Township YFS Clinical Manager Susan Alborell.

Community Health

The Office of Community Health strives to promote health and prevent the spread of disease and illness through education, outreach and assuring residents receive appropriate assistance with accessing healthcare services, community resources and referrals.

Among the many successful services offered to Hanover Township residents by the Office of Community Health are wellness screenings for diabetes, anemia, cholesterol, blood pressure and body fat analysis. Residents are counseled on their results and educated on actions they can take to improve their health through exercise, nutrition and other healthy lifestyle modifications. With a doctor's order, lab work can be drawn for a low cost and Coumadin monitoring can be performed. Vaccinations for Tdap (a three shot combination for tetanus, diphtheria and whooping cough) and seasonal flu continue to be offered for a small fee as well as tuberculosis testing. Additionally, the Office of Community Health assists residents with applying for various programs to aid in financial assistance with medical bills, medications and healthcare. We are an intake site for Access to Care and we collaborate with physicians to help residents apply for patient assistance programs that significantly reduce the cost of prescription medications.

We have partnered with several organizations and individual physicians to provide even more great services to the residents of Hanover Township. Because of these collaborative efforts, residents can get blood work done for a nominal fee through our partnership with Alexian Reference Lab, low cost immunizations and school physicals for children are offered monthly by Kidcare Medical, Dr. Ginsberg, a podiatrist, also comes to our office monthly to provide foot care for clients, and Advanced Gastroenterology Associates and Alexian Brothers Health System continue to provide free colonoscopies biannually to high risk individuals with low income who are uninsured. We also work closely with the local police and fire departments for crisis intervention with residents and providing referrals to appropriate local agencies.

Last September, the Office held its fifth annual "Just for the Health of It" health and wellness expo with approximately 1,000 attendees. In addition to our annual health expo, we attended several community health fairs and provided services such as blood pressure and cholesterol screenings. In May we participated in the Streamwood and Bartlett "Passport to Wellness" events and provided a first aid tent for Relay for Life in June. To increase outreach to our community, we have offered educational/interactive lectures and programs including a movie showing of "Forks Over Knives," a film that examines the effect an animal based diet has on degenerative diseases, and a woman's health workshop addressing health issues and pelvic core exercises. This past year, a new program was launched with the help of local CVS pharmacist, Bhavini Patel, called "Ask a Pharmacist," where residents can discuss the purpose, side effects and interactions of the medications they're taking with a pharmacist.

The Office of Community Health is excited for the upcoming year and looking forward to providing even more great screenings and services for its residents. We have already begun planning for the sixth annual "Just for the Health of It" health expo that will take place on Thursday, September 19 and hope you'll join us for it!

Respectfully submitted,

Kirsten Smith RN, BSN

Director

Where great service happens!

OFFICE OF COMMUNITY HEALTH			
SERVICE PROVIDED	FYTD:	2013	2012
Appointments			
ProTimes		292	297
TB skin test		95	129
Cholesterol		169	145
Pharmaceutical Assistance Prog.		63	145
Miscellaneous labs		190	144
Other		528	764
Total (unduplicated)		1,227	1,555
Clinic Clients			
Victory Centre of Bartlett		143	181
Glendale Terrace		71	121
Community Relations Office		119	57
Clare Oaks		52	58
Community Center (Astor Ave)		183	126
Total (unduplicated)		575	462
Public Education & Health Promotion			
Media coverage		36	53
Informational seminars		7	30
Ask A Pharmacist		6	N/A
Primary Care Provider Support		179	425
Phone Triage		6,795	7,782
Embracelet Program		76	160



Wear Red Day in Hanover Township, held to promote Cancer Awareness and sponsored by the Office of Community Health, was a success this year.

***“For the Health of It!”
Health & Wellness
Expo 2013
at the Township from 2 p.m.-6 p.m.
on Thursday, September 19.***

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 Hanover Township Department of Emergency Services (DES) is trained to respond to a wide range of emergencies and non-emergency events to either assist primary emergency responders or operate independently in times of natural and manmade disasters. This dedicated group of professional volunteers exists to provide a properly equipped, trained and ready unit to assist Township residents and the public safety agencies that serve them. The Unit assists many regional groups such as Milton Township, Maine Township, the American Red Cross and the Cook County Sheriff’s Department. Over the past year, DES has worked closely with municipal agencies that lie within the Township. There were numerous requests for assistance, a dramatically increased number from last year. Among these responses were for crime scene lighting/security, search and rescue call outs, traffic control for accident scenes, municipal event traffic control, and assistance at a Road Side Safety Check. Our work with these agencies continues to increase as they become more familiar with the complete range of services that we offer.

These primary services are:

- Fire scene assistance
- Natural Disaster Assistance: Floods, Tornados, Snow
- Rail disasters
- Plane crashes
- Traffic Control
- Security Patrols
- Assisting Local Law Enforcement and Fire service personnel
- Search and Rescue

Of note is the recently added search and rescue service. This group is one of only nine in the state that has been validated by the Illinois Search and Rescue Council, a group dedicated to professionalizing and verifying credentials in the search and rescue community. The validation is not easy to receive; some teams do not pass the validation test. The hundreds of volunteer hours spent training and preparing though lead to one of the highest passing scores for this process. Of interest is having just been validated a day earlier, the team was called upon to assist in the northwest suburbs in late September.

<i>DEPT. OF EMERGENCY SERVICES</i>		
SERVICE PROVIDED	FYTD: 2013	2012
Volunteers		
Total volunteers	33	25
New volunteers	15	18
Volunteer hours	2,763.75	2,151
Total Training Hours	1,386.5	1,554
Service Details		
Township events	22	25
Municipal Event Assistance	29	28
Emergency call outs	46	80
Safety Patrols	27	32
Miscellaneous	5	18

DES is staffed by a full-time director and 33 volunteers. Training provided to these volunteers includes Weather Spotting, Traffic Control, CPR/AED, Community Emergency Response Training (CERT), and the National Incident Management System (NIMS). Volunteers bring many different life experience and training backgrounds.

In FY13, DES provided nearly 3,000 hours of volunteer service in support of community needs. An additional 1,500 hours of training hours were logged by Unit volunteers. In addition to our fleet of emergency response vehicles, the Township Board approved the purchase of an all terrain vehicle (ATV). The ATV allows

for better service in remote areas and has been used in several emergency response requests in and outside of Hanover Township.

Respectfully submitted,

Dan Palmer
Director

Facilities & Maintenance

Fiscal year 2013 for Facilities & Maintenance has been a good year. The Township has grown and expanded its services which bring our department more responsibilities. Without expanding our staff, we have had to sharpen our skills and look at new methods on how to perform as efficiently as possible.

We started construction on the Runzel Reserve project in late fall of 2012. Runzel Reserve, named for the late Township Trustee Mary Ellen Runzel, is the green space between the Township Senior Center and the Victory Centre of Bartlett which will serve as a senior park. All grading has been completed and 70% of



the sidewalks have been installed as well as 60% of the new trees. Retention walls have been installed and filled with planting soil for the spring. The underground electric service and water lines have been started. Weather permitting, we will continue with this project anticipating completion in late spring.

The staff has begun renovations in the Youth & Family Services offices at the Town Hall building. We have been painting walls, removing old carpeting and completing much needed floor repairs. Later this year, we plan on renovating the bathrooms. Upon completion of the renovations, we will be



removing and installing a new and efficient reception area. This project is expected to be completed in May. The Township has recently accepted a gift of 11 acres and a lodge in Elgin from the Izaak Walton League. A number of improvements are needed to ensure that the facility is in good operating condition to best serve the public. The Township will install a new 90% energy efficient HVAC system to include central air cooling. We will ensure ADA compliance through construction of an elevator to the lower level of the lodge and reconstruction of the front entrance wheelchair ramp and doors. We have been busy receiving quotes for repairs and improvements to the property. The Township has recently applied for a Cook County Community Development Block Grant to help pay for these renovations. We continue to have site visits and work on the plan to implement these improvements, as well as developing plans to maintain the building and property. Lastly, I would like to recognize the dedication of the Facilities and Maintenance staff Rick Nelson, Dennis Grzesiak, Mike Rundquist and David Marcinek. Without their natural ability to adapt and go above and beyond, Facilities and Maintenance would not have successfully completed our projects this past fiscal year. Their ability to change hats from one moment to another is incredible.

Respectfully,

Steve Spejcher
Director

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.

Like so many of the Township departments, FY13 was a very busy year for the Office of Community and Veterans Affairs. The department played a significant role in a number of important achievements for the Township and we are looking forward to continuing this responsibility into fiscal year 14.

Bill Tiknis, the Hanover Township Veteran's Advocate has been regularly meeting with Township veterans assisting them in receiving benefits and other aid from state and federal agencies. In partnership with Vitas Hospice, the Township hosted community outreach seminars for veterans in the areas of Post Traumatic Stress Disorder with an information session on the availability of benefits. These events were well attended and we look forward to hosting others in FY14. The Township thanks Village of Bartlett Trustee and attorney Patricia Kelly and attorney Robert Olson for volunteering their time in offering free legal assistance for Township veterans. This service has been very helpful and is appreciated by the Township and residents. This past year, 22 veterans were added to the Hanover Township Veterans Honor Roll. Since the program began in 2006, over 262 veterans have been recognized by the Hanover Township Board. To learn more about the Veterans Honor Roll, please call (630) 540-9085 or visit our website at hanover-township.org.

After opening its doors on February 1, 2012, the Hanover Township Community Relations Office in Elgin recently celebrated its one year anniversary. Since that time, this Township office has served over 2,194 residents assisting them in appealing their property taxes, a visit for a wellness screening from the nurse or receiving counseling from a Township therapist, just to name a few of the programs available. Many residents have expressed appreciation for having Township services so close to their neighborhood. We were also pleased to have partnered with State Representative Keith Farnham in bringing the Illinois Attorney General's staff to the office for an outreach program and enjoyed having the Illinois Secretary of State providing mobile driver services.

Last spring the Township launched an iPhone and Android application as a new resource for residents to stay informed about Township events, programs and services. The department worked with the developer to design and maintain the application. In an effort to keep up with the increased utilization of smart phones



and mobile devices, the Township also created a mobile version of the website to allow residents to view and navigate the site with ease. Both of these new services have been well received and we look forward to developing and growing our technological outreach to the community.



Under the direction of the Township Board, the department spearheaded the project to update the Township logo, which was in use since the mid 1980s, and while it was well-recognized throughout the area, we decided a fresh design was needed to better represent the Township. An online contest was launched and submissions were received from graphic designers from around the world. In the end, the Board approved a logo that modernized the old one in keeping the castle that represents the Township's history with Hanover, Germany.



Last summer the Township joined the City of Elgin and Villages of Hoffman Estates and Hanover Park participating in the inaugural Northwest Fourth-Fest at the Sears Centre in Hoffman Estates. This Office along with the Township's Emergency Services and Facilities & Maintenance departments played a significant role in coordinating this new project. While the event allowed for a great opportunity for the Township to promote our programs and services for our residents, it also served as a shining example of intergovernmental cooperation allowing for a cost effective way to celebrate the 4th of July.

Finally, the department worked closely with Township Board and Administrative Services in acquiring the gift of 11 acres from the Izaak Walton League of America Elgin Chapter that was formally received in March. The League is a national non-profit organization dedicated to protecting the soil, air, woods, and water of the United States. This generous gift allows for the organization to continue doing their work, but transfers ownership of the 11 acres, including a lodge built in 1939, to Hanover Township. The Township is very excited about the opportunity of expanding services at this location and looks forward to developing the property for residents' benefit.



In the coming fiscal year, the Office of Community and Veterans Affairs will collaborate with the Izaak Walton League,

Township departments and community organizations in developing a plan for utilization of the newly acquired property. We will also develop a weekly e-mail newsletter of Township news, events, programs and services to send to Township e-mail contacts.

OFFICE OF COMMUNITY & VETERANS AFFAIRS			
SERVICE PROVIDED	FYTD:	2013	2012
Website Visits		7,049	5,881
Facebook Likes		599	550
Media Releases		63	52
Veteran Contacts		83	N/C
Veterans Served		56	N/C
Resident Contacts (Elgin office)		1,836	N/C
N/C: Statistics not collected in 2012.			

Respectfully submitted,

Thomas W. Kuttentberg
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.

Much to the excitement of staff and residents, the renovations to the Hanover Township Astor Avenue Community Center were completed last October. The renovation included updating of current space as well as construction of a garage allowing the van to be parked inside and additional storage space for food pantry supplies. The reworking of space allowed for additional offices making it possible to provide additional resources for our residents.



Cook County Commissioner Tim Schneider, State Representative Fred Crespo, Township Supervisor Brian McGuire, and Hanover Park Board President Rodney Craig gathered with board members, community leaders, chamber presidents, and staff to celebrate the grand opening of the Community Center on Astor Avenue.

In January, Welfare Services introduced the Employment Services Division as a pilot program to address high unemployment in Hanover Township. The purpose of this program is to centralize and manage employment and training referrals, maintain a current job board and host job clubs for the purpose of increasing employment for residents.

General Assistance and Emergency Assistance programs continue to develop. Staff continues to research and train on new and ongoing programs available to assist residents facing financial hardship to insure the needs of our residents are met. Audits, scheduled and unscheduled, continue to be performed quarterly to insure accuracy and accountability in the disbursements of taxpayer's money.

Food Pantry usage increased 15% in FY13 serving over 10,000 families. The need for food and personal care items continues to grow and because of the support we receive from our community partners, we are able to meet those growing needs. The free summer lunch program and after school snack program offered through the Northern Illinois Food Bank continues at the Community Center at no cost to the Township.

DEPT. OF WELFARE SERVICES					
SERVICE PROVIDED	FYTD: 2013	2012	SERVICE PROVIDED	FYTD: 2013	2012
General Assistance			Social Services		
General Assistance clients	235	182	Com Ed Hardships	91	22
General Assistance appointments	588	482	Weatherization	20	37
Emergency Assistance appointments	317	180	Food Pantry		
Emergency Assistance approved	54	66	Served (households)	10,012	9,022
Crisis intake clients	3,056	1,382	New applications	1,373	1,118
Access to Care	83	33	Food Donations	629	624
LIHEAP Applications/PIPP Recertifications			Community Center walk-ins	4,214	4,161
Office	835	651			
Circuit Breaker	2	15			

The summer lunch program provided 75 free lunches daily to children from the community. The after school snack program is a structured program where children come and do their homework while enjoying a light snack.

The Community and Economic Development Association (CEDA) continue to provide services to Township residents in need. More than 800 applications were processed for energy assistance programs, a 25% increase from FY12. CEDA also provides employment assistance by providing resume writing services as well as financial assistance programs to residents to help with gas and electric costs, emergency car repairs and other financial needs. The Community Resource groups continue monthly at the Community Center with topics including nutrition and health, laughter yoga and more, as well as financial workshops to help with money management and foreclosure prevention assistance. These well attended, free groups will continue throughout FY14.

Programs in FY13 included distributing 600 candy-filled Spring bags; distributing more than 500 backpacks with school supplies thanks to Backpack Buddies and Communities that Care; distribution and collection of winter wear thanks to the Kiwanis Club of Streamwood and with the help from our community sponsors, toys were distributed for 2,706 children this past holiday season.

The Township Food Pantry operates solely on donations and contributions from residents, businesses and community organizations. Thank you food pantry auxiliary volunteers for keeping the pantry running seamlessly.

Richard and Doris Bayer, Donna Bowers, Tony Delao, Mirva Diaz, Ken and Gloria Francesconi, Karen Frasier, Patty Gabris, Ruth Geils, John Kennedy, John Koziol, Tom Kuenker, Patti Loomis, Ken Marcinek, Larry Petrusha, Judy Porto and Immanuel United Church of Christ of Streamwood, St. John the Evangelist of Streamwood, Because of Beth, and Kiwanis Club of Streamwood

Thank you to the many generous sponsors from the community including the Immanuel United Church of Christ in Streamwood for the use of storage space during the holiday season, Knights of Columbus from Mary's Millennium Council #12801 for collecting and donating more than 2000 toys this past holiday season, Bartlett and Streamwood Woman's Clubs for their much needed support of the food pantry, Bartlett Rotary Club for the donation of book cases and books to help improve the literacy of the youth in the Township, as well as support of the food pantry,

Streamwood Kiwanis, Streamwood VFW Post 5151 and Bartlett VFW Post 11018 for your generosity and support throughout the year, Bartlett Lions Club for your donation of 280 meal boxes during the holidays, Jewel Food Stores of Bartlett and Streamwood, Aldi, Banbury Fair, Clare Oaks Retirement Community, Panera and Starbucks. Finally, thank you St. John the Evangelist Church of Streamwood for purchasing 400 meal boxes to distribute to our residents this past holiday season. It is only with the generosity from our residents, businesses and local organizations we are able to make a difference in the lives of our residents facing financial hardship.

Welfare Services staff Intake Specialist Lissete Bonilla, Case Manager Kristin Cumbo MSW, Office Manager Lori Orozco, Food Pantry Associate/Driver Brandon Bucaro, and I are committed to improving the welfare of Hanover Township residents experiencing hardship. We continue to provide resources and empower

residents in achieving self sustainability and serve promptly with dignity and respect and are dedicated to serving the residents and will continue to strive to meet the needs of our community. This is our mission.

The auxiliary volunteer staff put in countless hours at the Hanover Township 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 smiles and help greeting residents.

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.

Services available to our Township residents include Family Therapy, Open Gym Program, Tutoring, Alternative to Suspension programming, PBIS Tier II Groups, Youth Employment, Substance Abuse Prevention programming, Community Service programming, and Parent/Teen University Workshops. Our services are comprehensive, professional, affordable, and based on best practices. We work diligently on the integration of research findings into our practice. We monitor our programs and services for impact, efficiency, customer satisfaction, and other evaluative benchmarks - this year we have exceeded our benchmarks for Clinical Services, Alternative to Suspension programming, and the Open Gym After School programming. We adapt to the current needs of our Township residents and community partners by assessing and addressing their identified needs. We take ownership of our work and gain satisfaction by empowering our residents to improve their quality of life. We strive to go above and beyond what our residents and our community partners expect from our efforts and work.

Additional development in services this year included the expansion of the After School Open Gym program to nine sites per week, expanding Alternative to Suspension programming to include three elementary schools, the addition of a school based group for Streamwood High School students who are frequently suspended in school, developing and offering Teen University workshops to address the social/emotional/employment educational needs of Elgin High School students, piloting a community-based Bilingual Tutoring Services program which includes service at Glendale Terrace in Hanover Park, hosting quarterly youth job fairs at local high schools, providing Parent University Workshops at Elgin and Streamwood High Schools, offering school-based family therapy services at Laurel Hill Elementary School, and grant funding to hire a Clinical Interventionist to research, develop, and launch substance abuse prevention services. Youth and Family Services continues to expand as a resource to School District U-46 by providing leadership in the transformational Task Force, the Community Alliance, PBIS Tier I, II, and III working groups, providing Tier II school based groups at seven schools, as well as presenting at local, state, and national PBIS conferences.

Thank you to Township 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 Administrative Services staff for their support and leadership, the Committee on Youth for their vision and efforts in advancing the Department, and the collegial Township departments for their support and shared resources in advancing the quality of life for our residents.

Respectfully submitted,

John Parquette, LCSW
Director

<i>DEPT. OF YOUTH & FAMILY SERVICES</i>		
SERVICE PROVIDED	FYTD: 2013	2012
Outreach & Prevention		
Open Gym participants	11,360	8,388
Open Gym participants ⁽¹⁾	1,002	1,196
Alternative to Suspension referrals	123	243
Alternative to Suspension referrals ⁽¹⁾	105	77
Clinical		
Therapy clients (total attended)	3,495	3,081
Therapy clients (new clients)	577	271
Total families	690	628
New families	59	80
Clinical hours	2,705	2,605
Group session participants	4,999	2,850
Tutoring Participants		
Total	1,128	969
New students ⁽¹⁾	213	196
(1) Unduplicated		

Senior Services

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.



Supervisor Brian McGuire and Director Barb Kurth Schuldt accepted the National Institute of Senior Centers Accreditation on behalf of the Township.

It has been an impressive year for Senior Services. The Hanover Township Senior Center was accredited in August by the National Institute of Senior Centers, a unit of the National Council on Aging. Hanover Township is the sixth center in Illinois to achieve this standard of excellence and the first township senior center to receive this acclamation. Accreditation has substantial value and benefits for a senior center as it results in national recognition, heightens awareness of senior center activities to the community, and improves and enhances the overall senior center operation. It says we do everything we can to go the extra mile for our clients.

The Programming Division doubled evening and weekend programs this year with a 163% increase in participation. Enticing programs such as the Wine & Chocolate Pairings, Art & Wine of France, and Whole Foods demonstrations are key to growth. Just as striking, the number of daily programs has doubled. The Spanish and German classes broaden the Senior Center's appeal as do the latest classes in technology: Skype, digital photography, and Craigslist, etc. The Community Relations Office is host to senior card clubs and programs such as Optimizing Brain Fitness, Energizing Creativity and lecture series, and a Social Services Caseworker is in Elgin one day a week, as well.

The Social Services Division moved to the newly renovated lower level this past year. One of the Department's FY13 strategic goals was to study and implement how to build more efficiency into the delivery of social services to maximize productivity of caseworkers, developing standards of division operations and bringing external agencies on site. We have engaged a successful team of auxiliary staff receptionists who have scheduled thousands of appointments this year allowing for the caseworkers to spend more time on resident services. Employment counseling, economic security planning, senior housing assistance and Medicare

<i>DEPT. OF SENIOR SERVICES</i>					
SERVICE PROVIDED	FYTD: 2013	2012	SERVICE PROVIDED	FYTD: 2013	2012
Programming			Social Services		
Planned programs	1,995	1,469	Clients served (unduplicated)	1,150	1,056
Participants	20,323	18,416	Energy Assistance	548	417
Participants (unduplicated)	1,450	1,257	Prescription drugs & health insurance assistance	1,563	2,155
Wait listed (unduplicated)	949	867	Public Aid	173	240
Art & Computer classes	548	608	Social Service programs	115	112
Art & Computer class participants	4,552	5,209	Social Service program participants	1,128	1,424
New volunteers	75	57	Lending Closet transactions	727	720
Total volunteers	241	262			
Volunteer hours reported	18,387	19,845			
Meals delivered by volunteers	11,012	12,164			
Transportation					
One way rides given	20,729	18,701			
Individuals served (unduplicated)	719	710			
New riders	205	227			
Unmet Requests	304	189			

The Department's performance measurements indicate that 95% of Social Services clients feel the Township helped them maintain their sense of well-being and independence. Satisfaction with program quality is 95% and 97% of transportation riders are satisfied with services.

counseling are available from outside agencies on site. Additionally, internship opportunities are now posted online as the department makes headway in recruiting qualified interns to assist staff.

Senior Services has been researching a transportation software solution to increase efficiency in the Transportation Division. Bid proposals are now being reviewed and implementation of the software will take place shortly thereafter. Through Pace's Locally Based and Municipal Vehicle Program, the Township was able to lease a ten passenger vehicle creating a significant savings over purchasing a similar vehicle, and the Township has applied to the program again. Hanover Township received \$15,454 this past fiscal year from

Dial-A-Bus (Township senior transport) allowed these seniors to enjoy a stress-free outing.



the RTA to operate the "Volunteer Express" program. The program allows volunteers to drive their neighbors to doctor's offices outside Township boundaries or beyond Dial-a-Bus service hours. Funded by the Township's Mental Health Board, the Township began providing scheduled service this year to qualified residents receiving services from the Association for Individual Development.

The Department is meeting its goal of expanding resource development opportunities by offering sponsorships to businesses interested in the reaching the senior demographic. A draft of a planned giving program is being reviewed by legal counsel and plans are underway to launch an endowment program and create recognition for the benefactors.

Volunteers are essential to the operation of the Senior Center. From delivering meals, assisting in the kitchen, helping out at the reception desk, scheduling social services appointments, making quilts for Project Linus, and knitting and crocheting blankets and baby hats for Sherman Hospital, our volunteers share their time and talents to enrich the lives of others.

The Senior Center is celebrating its eighth year in 2013. Looking forward, the Department will focus its time and attention attracting newly retired community members who are interested in sharing their vast knowledge and skill sets with Hanover Township, in addition to fulfilling these departmental goals:

1. Develop outdoor programs to utilize Runzel Reserve as activity space.
2. Collaborate with the Office of Community Health to develop and implement educational programs with physical screenings to create evidence based outcome programs and reduce duplication of services.
3. Implement and expand marketing plan using auxiliary staff to conduct tactical outreach to promote the services we offer and become ambassadors for endowment opportunities.

Respectfully submitted,
Barbara Kurth Schuldt
Director



The Hanover Township Senior Center is fast becoming "the" gathering place for seniors, other residents and guests of all ages.

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.

Mental Health Board

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

For the past 35 years, the Hanover Township Mental Health Board has collaborated with area agencies serving Hanover Township residents to ensure programs and services are offered and the needs of the community are being met. In fiscal year 2013, the Mental Health Board allocated over \$710,000 in regularly scheduled grants for programming in the areas of mental health, developmental disabilities, substance abuse intervention, and prevention. With the collaboration of these agencies, the Mental Health Board continuously works to develop a comprehensive and coordinated system of program delivery.

Over 3,600 Hanover Township residents have been served by the 52 programs funded by the Mental Health Board. Along with regular mental health grants, the Mental Health Board also provides one time grant funds for staff development, capital projects, new program development, and emergency needs. In fiscal year 2013, the Mental Health Board awarded over \$152,000 in special grant funds to area agencies. These grant funds have allowed agencies to continue improving their programs, facilities, and staff knowledge despite continued concerns in state budget cuts within the human services field.

<u>Capital Grant Awards</u>		<u>Challenge Grant Award</u>	
Bartlett Learning Center	\$4,783.37	Hanover Township Youth and Family Services	\$25,000
Maryville Academy	\$1,800	<u>Staff Development Grant Awards</u>	
Alexian Brothers Women & Children's Hospital	\$5,000	Bartlett Learning Center	\$1,500
Renz Addiction Counseling Center	\$15,000	Boys and Girls Club of Elgin	\$1,500
Association for Individual Development	\$12,000	Epilepsy Foundation of Greater Chicago	\$750
Larkin Center	\$3,795.50	Greater Elgin Family Care Center	\$720
Boys and Girls Club of Elgin	\$10,000	Hanover Township Senior Center	\$1,500
Ecker Center for Mental Health	\$13,750	Ecker Center for Mental Health	\$370
Easter Seals of DuPage and Fox Valley	\$7,640	<u>Emergency Grant Awards</u>	
Centro de Informacion	\$677	Centro de Informacion	\$19,591
The Bridge Youth and Family Services	\$500	Shelter Inc	\$12,000
		Alexian Brothers Center for Mental Health	\$25,000

In addition to administering funds, the Mental Health Board is required to maintain an overall plan for delivery and operation of mental health services within the Township that is formalized in a three-year strategic plan. Every three years, the Mental Health Board reviews and

evaluates needs in the community, changing mental health trends, and gaps in services. In fiscal year 2013, the Mental Health Board used a multifaceted approach for a needs assessment incorporating both qualitative and quantitative data for the Township. The Mental Health Board contracted with Health Systems Research of the University of Illinois Rockford to provide six focus groups. Three focus groups were comprised of people who use services or are likely to use services in the areas of mental health, substance abuse, and developmental disabilities. The remaining three groups were comprised of agency leaders, community leaders, and the Mental Health Board.

The focus groups provided the Mental Health Board with feedback on the current state of mental health services within the Township. Feedback from the focus groups indicated a continued need for expanding the awareness of existing services and as well as educational opportunities for both parents and professionals covering a wide variety of mental health issues. Participants also indicated a need for local agencies to collaborate and share resources. The focus groups, combined with the quantitative research gathered from the U.S. Census and behavioral health research, were reviewed by the Mental Health Board Planning

Committee and incorporated into the board's long term strategic plans. The needs assessment, performed over the course of this year, allowed the Mental Health Board to gain a thorough understanding of the needs of residents and the agencies that provide vital services. Strategic plans for FY2014-16 will continue to drive the Mental Health Board in its funding and outreach activities.

Respectfully submitted,

Suzanne Powers, MPA
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.

This past summer, the Township Board appointed a new member Kinjal Dave. Ms Dave previously served as a youth member on the Committee and she has returned to serve as an adult. Fiscal year 2013 was a very successful year for the Committee on Youth.

The third annual Principal of the Year Award was presented to Principal Morris Mallory of Gifford Street High School in Elgin. Principal Mallory was selected from a pool of candidates carefully reviewed by Committee members. During the awards ceremony teachers, former and current students and staff of Gifford Street presented a slideshow of photos of Principal Mallory during his time at the school.

In the fall, the Committee conducted its first ever anti-bullying video competition for Township youth in grades 5-12. The competition was developed by the Committee to encourage youth and schools to research and develop a video that captures a positive message to prevent bullying or to educate youth on the dynamics or impact of bullying. Submissions were creative, positive, educational, and powerful, and the Committee had difficulty selecting a winner and therefore, decided to award the \$300 prize to 5th graders Carter Maggio, Nathan Gallo, and Kuba Zdanowicz from Nature Ridge Elementary School for their video that clearly portrayed the victim, the bully, the bystander, and simple ways to interrupt the dynamics of bullying. Ms Luft's Canton Middle School 8th grade classes were awarded a \$100 prize for their creative and spirited video "Friend Me-Maybe" based on the Carly Rae Jepsen's song, "Call Me Maybe." Girl Scout Troop 74 from Nature Ridge Elementary School was also awarded a \$100 prize for their informative and creative video that portrayed the girls educating the viewers on self power over being bullied.

In March, the Committee presented their third annual Youth Leadership Awards. The awards recognize youth and the adults who have demonstrated leadership at school and in their community. Award recipients included Rising Star Awards for Megan O'Niell from Liberty Elementary and Rian Casey from Lords Park Elementary; High School Leader Awards presented to Rachel Berggren from Streamwood High and Charlie Wiltgen from Elgin High; and Ms. Karen O'Dowd was presented with the Community Youth Leader Award. The winners enjoyed dinner with their family, friends, and teachers, and were awarded plaques to honor their accomplishments in leadership.

<p><u>Committee on Youth</u> Matthew Karinski, Chair Tom Alagna, Vice Chair Kinjal Dave, Secretary Dawna Watson (Awards Chair) Nicole DeFalco (Community Ed Chair) Robert Wojtowicz Trustee Mary Alice Benoit, Town Board Liaison</p>
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Senior Citizen Services Committee

Senior Citizen Services Committee

George Hough, Chair
Opal Waldman, Vice Chair
Patti Loomis, Secretary
Larry Zisman, Treasurer
Mariana Barriga
Gloria Cotton
Kathleen Donaldson
Marilyn Perri
Naomi Walters-Lenoci

Trustee Howard Krick, Township Board Liaison

The Senior Citizen Services Committee is the voice of the mature adult community, fostering new ideas and providing opportunities for fellowship and personal growth. It is instrumental in encouraging independence, self-esteem and well-being among seniors by promoting the sharing of life experiences through volunteerism and community involvement.

Fiscal year 2013 was a successful year for the Committee. The Township Board appointed four new members and the Committee welcomed Mariana Bariga, Marilyn Perri, Naomi Walters-Lenoci, and the re-appointment of Patti Loomis.

The first accomplishment this year was the creation of a visible presence through collaboration with other organizations within the Township. The Committee reached out to the Streamwood Kiwanis and other organizations by volunteering for their events and attending their meetings. Another big accomplishment was that the Committee increased the amount of donations made to support organizations such as Operation Support Our Troops, Relay for Life, Christmas in July and the Trisha Lynn Simon Foundation.

Finally, the Senior Committee augmented its fundraising efforts through diverse events and methods including holding a raffle at Northwest Fourth-Fest, and assisting in the running of a Poker Tournament. In addition, raffle sales increased at the other events held at the Senior Center and during offsite parties.

Public Health & Safety Committee

The purpose of the Committee is to advise the Township Board, Office of Community Health, and 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.

Public Health & Safety Committee

Eric Shipman, Chair
Tim Marrocco, Vice Chair
Joanne Lorowski, Secretary
Rick Brogan
Terri Lozier
Bhavani Patel

Trustee William T. Burke, Town Board Liaison

Throughout this past year, the Committee advised on various topics including new marketing strategies and programming for the Hanover Township Senior Center lower level build-out and reviewed the new Emergency Services Rules and Regulations Manual, as well as assisted in providing outreach to local hospitals.

Hanover Township

Events, Happenings, Services, & Programs

Student Government Day
Principal of the Year Recognition
Youth Leadership Recognition
Fallen Veterans Remembrance
Low Income Home Energy Assistance Program
Operation Support Our Troops
Relay for Life
“For the Health of It!” Health & Wellness Expo
Township Community Shreds
“Recycle Extravaganza”
Open Gym Program
Prostate Cancer Clinics
Wellness Screenings
Brush Pick-up
Passport Day in the USA
Circuit Breaker Program
Food Drives for the Pantry
Homeowners’ Tax Seminars
Illinois State Treasurer iCash 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
Access-To-Care
Supervisor’s Community Service Awards
All-Kids Program
Illinois Secretary of State Mobile Drive Facility
Election Polling Sites and Receiving Station
Summer Lunch and After School Snack Programs
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.

Unincorporated County Vehicle Stickers Sales
Winter-wear Drive and Distribution
Holiday Toy Drive and Distribution
Adopt-a-Senior Program
Parent/Teen University Workshops
Adopt-a-Family Program
Expanded Tutoring Services
Alternative to Suspension Program with U-46
Dial-a-Bus Transportation
Hunting & Fishing/Trapping Licenses
T.I.D.E.
PBIS Tier II Groups Programming
Youth Employment Services
Heritage Marker Program
Community Planning Meetings with the MHB
Legal Advice for Veterans
Supper Club 59
Northern Illinois Food Bank Mobile Food Pantry
Substance Abuse Prevention programming
Back to School Backpack Distribution
Veterans Honor Roll
Spring Bag Distribution
Breakfast with the Board
Temporary Handicap Placards
Volunteer Opportunities
ESL Services
Dances
Home Wellness Visits
Podiatry Clinic
Emergency “Embracelet” Program
Senior Will Program
Lending Closet



