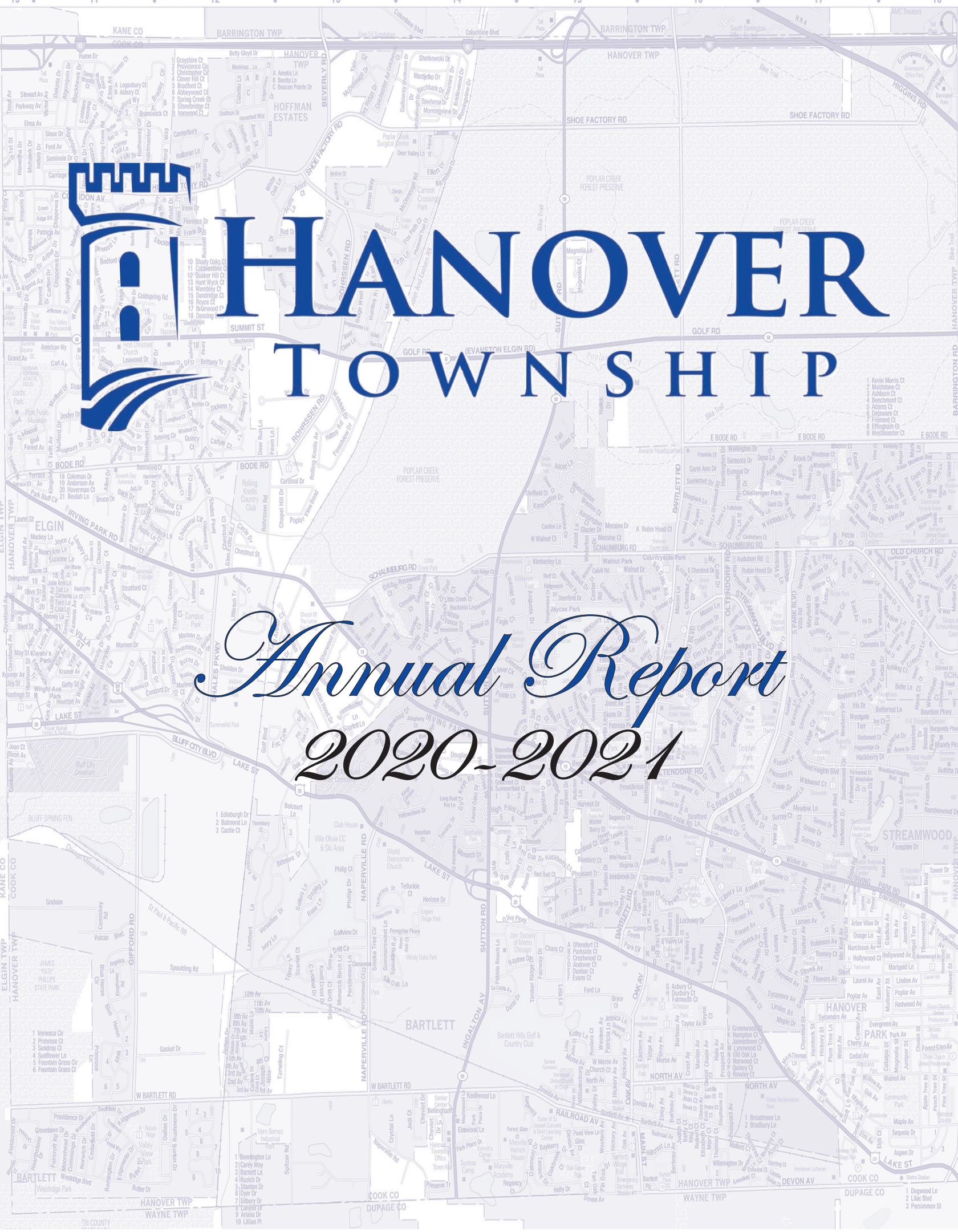




HANOVER TOWNSHIP

Annual Report 2020-2021

- 1 Veronica Cir
- 2 Primrose Cir
- 3 Sandpiper Cir
- 4 Sunflower Ln
- 5 Fountain Grass Cir
- 6 Fountain Grass Ct

- 1 Bennington Ln
- 2 Carey Way
- 3 Barnett Ln
- 4 Ruzzich Dr
- 5 Stanton Dr
- 6 Dyer Dr
- 7 Silbury Dr
- 8 Canyon Dr
- 9 Ardena Dr
- 10 Lillian Pl

- 1 Dogwood Ln
- 2 Lilac Blvd
- 3 Persimmon St

Hanover Township

2020-21 Township Board



Trustee
Craig Essick



Trustee
Khaja Moinuddin



Supervisor
Brian P. McGuire



Trustee
Alicia "Lee" Beattie



Trustee
Eugene "Gino" Martinez



Assessor
Tom Smogolski



Clerk
Katy Dolan Baumer

Department Leaders

James Barr, Administrator
Suzy Callahan, Human Resources Manager
Megan Conway, Agings Services Director
Mike Crews, Emergency Services Director
Patty Glascott, Chief Deputy Assessor
Caleb Hanson, Facilities & Road Maintenance Director

Mary Jo Imperato, Human Services Director
Thomas Kuttentberg, Community & Government
Relations Director
Tina Houdek, Youth and Family Services Director
Kirsten Smith, Community Health Director
Amanda Teachout, Mental Health Board Manager

Annual Report of Hanover Township

2020-2021

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*Hanover Township's mission is to continuously improve the quality of life
of Hanover Township residents.*

*The Hanover Township vision is a better life through leadership,
innovation and diversity.*



Meeting Schedule 2021

Pursuant to 5 ILCS 120/2.0 and 2.03, the Hanover Township Board of Trustees generally meet on the first and third Tuesday, except as noted, of each month at 7:00 p.m. The Board meetings will generally be held in the Township Aging Services Center, 240 S. Route 59, Bartlett, Illinois 60103 and are open to the public.
(Board Approved November 17, 2020)

April 13 6:30 p.m.

Annual Town Meeting April 13 7:00 p.m.

April 20

May 4

May 18

June 1

June 15

July 6

July 20

August 3

August 17

September 7

September 21

October 5

October 19

November 2

November 16

December 7

Check the website for location or time updates and date changes.

Hanover-Township.org

Hanover Township

In your neighborhood...



William Tiknis Campus
Administration, Assessor, Clerk
Downey Hall
Emergency Services
Mental Health Board
250 S. State Route 59
Bartlett 60103
(630) 837-0301



Township Garage
Battery/Dry Cell Drop-Off
behind the Township building
250 S. State Route 59
Bartlett 60103
(630) 837-0960

Community Relations Office

Izaak Walton League Center
Community Activity Room
866 Jay Street
Elgin 60133
(847) 888-8329

Find us on
Facebook and Twitter
YouTube and Instagram



Hanover-Township.org



Community Center
Township Food Pantry
Human Services
7431 Astor Avenue
Hanover Park 60133
(630) 540-9085
Senator Castro: Tuesdays 1-6 p.m.

Community Health Office
Trish L. Simon Center for Health & Wellness
Aging Services Center, Lower Level
240 S. State Route 59
Bartlett 60103
(630) 483-5600

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

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

Aging Services Center
Library, Activity Rooms, Craft Room
Billiards, Computer Room
Stars n' Stripes Café
Lending Closet
Gift Shoppe
240 S. State Route 59
Bartlett 60103
(630) 483-5600

Izaak Walton Center & Reserve
866 Jay Street, Elgin

Runzel Reserve
Located between Tiknis Campus Admin
offices and the Aging Services Center

Naomi Walters-Lenoci Reserve
735 Stowell Avenue, Streamwood

The Bridlewood Reserves of Hoffman Estates
Central Bridlewood Drive
East Shoe Factory Road
Northeast Morningview Drive

Shoe Factory Basin Reserve
Shoe Factory & McDonough Roads,
Hoffman Estates



Emergency Services Station #1
Bartlett Fire Barn
218 Main Street
Bartlett 60103
(630) 483-5600

Several Township departments offer satellite services at the Community Relations Office and at the Community Center; please call for days, times and services.

Where great service happens!

Letter from the Township Supervisor

Brian P. McGuire



It is my honor and privilege to submit this report for the 171st Annual Town Meeting of Hanover Township. This past year has certainly been unique as the Township was faced with ensuring services were delivered as we all dealt with and felt the impact of the COVID-19 global pandemic. While you will see that the response to this public health crisis has been front and center, the Township has been able to achieve progress in many areas.

As was reported in last year's Annual Report, at the end of the last fiscal year on March 17, 2020, I signed a local disaster proclamation as a result of the COVID-19 pandemic. The Township Board continued to renew the proclamation until June of 2020. This allowed for the Township to activate its Emergency Operations Plan and authorized me to exercise additional executive powers to protect the health and safety of our residents while insuring the continued operations of Township services.

Each week from March until June, Administrator James Barr, Director of Community Health Kristen Smith, Emergency Services Director Mike Crews, and

I met to review the latest CDC guidelines, assess the impact of the disease on our local community, and discuss the best ways for the Township to serve the community. These meetings played a large role in making sure our services continued while ensuring staff followed the latest safety guidelines for both them and our residents. I wish to thank all three of these staff members for their extra efforts during the first part of the year.

The Department of Community Health also played an important role for Township residents this year. It continued to see residents via video conferencing and in-person when necessary. The department also served, and continues to serve, as the liaison to the Illinois Department of Public Health and the Cook County Public Health Department. The office was one of the first agencies to assist in contact tracing efforts to help slow the spread of the disease. These efforts allowed Hanover Township residents to work with local healthcare professionals. Several COVID-19 testing events were held at the Township as well as a vaccination event. Over the last year, the department hosted three blood drives, one early in the pandemic last April, collecting over 150 pints of blood that were desperately needed.

Human Services quickly pivoted to operating the food pantry in a COVID-19 world. For the first few months, Township staff were deployed to fill in for auxiliary staff; many of whom fell into the high-risk category for the disease. Pantry users were able to fill out request sheets without needing to enter the pantry and home delivery services were offered to seniors and developmentally disabled pantry users. The department was also able to modify its annual toy drive program to allow for 1,500 children to be served in addition to the 201 children served by our "Adopt a Family" program. The Department of Human Services has seen an increase in request for Emergency Financial Assistance as a result of the pandemic.

Director of Human Services Mary Jo Imperato was chosen as one of Cook County's unsung heroes this March. This award was truly deserved and recognizes the great lengths she went to make sure her department continued to meet the financial and nutritional needs of our needy residents. Township veterans services were transferred to the department in FY21.

The Department of Youth and Family Services transitioned to providing family therapy through video conferencing. Open Gym was moved to an online format to help give children who were at home an opportunity to socialize and interact with other children and it was then moved outdoors this past summer to our



Where great service happens!

Izaak Walton Center. The department implemented an extended tutoring program this winter to assist children who were falling behind due to remote learning and began offering depression screenings for Township residents. While the weather did not always cooperate, the department offered drive-in movie opportunities to give people a safe recreational activity during this unusual time. The department, under the direction of Tina Houdek, continues to innovate and look for new and exciting programs to help Township youth succeed.

Hanover Township's Department of Aging Services did not let the pandemic slow them down. Hundreds of the Township's older residents were contacted each week with wellness calls made by both department staff and volunteers for several months. In some cases, these calls were residents' only conversation outside their home. Like the department of Human Services in the first few months of the pandemic, volunteers were unable to be used to help deliver home delivered meals and staff stepped in to fill the gap. Although the Illinois Department on Aging ordered all senior centers closed for much of the year, the department quickly transitioned to virtual services and returned limited services once allowed by the state. The department's Social Services staff continued serving residents, and the department's nutritional program, The Stars & Stripes Café, switched to a curbside pick-up model. Residents were able to access the Lending Closet continuously throughout the year without interruption. Dial-A-Ride transportation services continued to run with limited passengers in each vehicle and with strict safety protocols in place. The department welcomed a new Director in July. Megan Conway replaced Tracey Colagrossi. Director Conway had served as the department's Social Services Manager prior to leaving to become director of Schaumburg Township's Senior and Disabled Services Department. Taking over amid the pandemic, she has lost no time in making sure the department lived up to its stellar reputation.

The Department of Facilities and Road Maintenance saw its duties increased this year as well when the Township Board voted to bring the cleaning of Township facilities in-house in response to wanting more quality control over the function as a result of the pandemic. The department was quick to adapt the use of ultraviolet lights in the cleaning process of Township buildings, as well as sending staff for professional certifications in the latest cleaning procedures. The staff also worked many hours plowing snow as it was an unusually wet winter. While much of the work of the department goes unseen, this team of professionals maintains the 14 miles of Township roads and bridges, as well as maintaining all Township facilities. The Township is grateful to Director Caleb Hanson and his team for all their hard work.

The Department of Community Affairs played an important role in communicating the Township's message as services were adjusted to comply with COVID-19 restrictions. Whether it was informing the public about testing, access to Human Services or how the public could participate in a Township Board meeting remotely, the job fell to Community Affairs staff. The department continued to oversee planning for the improvements to the Izaak Walton Reserve, which is being completed with help of a grant from the Illinois Department of Natural Resources, and continues to serve as the point for maintaining relationships with our local government partners, state and federal officials. Director Tom Kuttentberg continues to lead the statewide association of Township Communication Professionals.

The Hanover Township Emergency Services unit has had a very busy year as a result of the pandemic and relationships forged by Director Mike Crews. When I issued the disaster declaration, I placed the unit on a 24-hour staffing model, and from March to June the volunteers staffed the station 24 hours a day. As a result of the quicker response times allowed by this and feedback from our public safety partners in June, a sleeper program was instituted. Director Crews also took part in regular meetings in the first few months of the pandemic with our public safety partners to offer advice, as well as Township resources as our villages and cities responded to the crisis.

The unit instituted a firefighter decontamination process that has led to the unit being due in all Township communities but one for working fires. In addition to the decontamination process, volunteers also provide emergency scene lighting, thawing of frozen fire hydrants, added manpower and assists with helping fire companies pick up and get back into service quicker. The unit is an associate member of MABAS (Mutual Aid Box Alarm System) Division 2 and is currently working on becoming a member of MABAS Division 12. The unit continues to provide assistance to all local law enforcement agencies in Hanover Township. This past year the unit assisted at many traffic accidents and provided crime scene lighting and crowd control at demonstrations. The unit continues to send out storm spotters during severe weather and conduct public safety patrols on the weekends and during the week as warranted.

Early this summer the Township was notified that it would receive two capital grants totaling two million dollars from the State of Illinois to help pay for the construction of a new Emergency Services Station. Construction is tentatively slated for late summer or early fall.

The Township Administration once again was recognized with the Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting and the Distinguished Budget Presentation Award. The Administration under the direction of Administrator James Barr also took the lead in the acquisition of the approximately 17-acre parcel to the south of the William Tiknis Campus. This acquisition will allow for the construction of the new Emergency Services Station, utilization of existing structure for Facilities and Road Maintenance Department, food pantry storage, and land for a Township cemetery.

The Mental Health Board had to adjust some of their usual tasks to help our partner social services agencies and remained open and willing to help in whatever way they could. The Board was able to advance some funds previously promised to help agencies with unexpected pandemic costs. The Mental Health Board shared extra cleaning and disinfectant products, personal protective equipment and mid-year funding to assist with setting up telehealth services and arranging grocery delivery for a partner agency who serves eight men that were forced into quarantine. The Mental Health Board also accomplished unrelated COVID-19 tasks including hosting a virtual domestic violence forum on how to properly assist victims as well as a training for some of our agencies that work with children who are victims of domestic or sexual abuse.

Despite Cook County initially claiming that Townships would be eligible for Coronavirus Relief Funding (CRF) from Washington D.C., the county pulled back only to tell Townships that other units of government were more deserving. Hanover quickly worked with the Township Officials of Cook County to mobilize our colleagues in contacting the county president's office to advocate for Townships to receive CRF. We also worked with our state legislators and county commissioner to plead the case that Townships were not only deserving of the funding, but most organizations experienced increase in demand for food insecurity, transportation, and care for older adults. As a direct result of Hanover's intervention, the county reversed course and released funds for Townships. Hanover Township received the highest award of CRF at \$46,000, to put toward purchases of personal protection equipment for volunteers, staff, and residents as well as equipment and other needs.

The residents should know that a group of dedicated elected officials, staff and volunteers serves them. Their combined efforts make Hanover Township the best in the State of Illinois. Please take the time to read this annual report to learn more about the programs, services, and accomplishments in FY21.

As I do every year, I would like to thank my family and the families of the officials and staff. They sacrifice so 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 email me whenever you have a question regarding the Township, a suggestion for service improvement or if you or a resident are in need of Township services.

Respectfully submitted,

Brian P. McGuire
Supervisor



Office of the Assessor

The Assessor's office continually strives to give the taxpayers the best personalized service we can, and to help address all their needs and concerns.

The Assessor's office continues to serve our residents with respect, compassion, and total commitment. Unfortunately, due to COVID, we were unable to hold any in-person appeal seminars. Even though the Township didn't have all staff in attendance, the office was able to return phone calls and emails in a timely manner. Staff also helped Aging Services with senior wellness calls and Home Delivered Meals distribution.

Tax ar 2020 was the second year of the triennial. Cook County Assessor and Board of Review requested that all appeals be submitted online. Some taxpayers saw very large increases in their tax bills for tax year 2019. This was due to the reassessment and increased assessed values.

A state law was signed in fall 2020 that automatically renewed senior freeze, disabled person and disabled veteran exemptions for one year only, due to COVID. Homeowner and Senior exemptions are automatically renewed already.

The Cook County Assessor has requested that all 2020 exemptions be submitted online. They are processed through DocuSign, and all additional documentation must be uploaded at the time of submission. The Assessor's office assists with exemptions in person, email, and over the phone.

Respectfully submitted,

Thomas S Smogolski, SRA, CIAO
Assessor



OFFICE OF THE ASSESSOR						
FYTD:	2015	2016*	2017	2018	2019*	2020
Number of Taxable Real Estate Parcels	34,232	34,234	34,299	34,414	34,416	34,279
Equalized Assessed Valuation	\$1,953,727,489	\$2,241,075,386	\$2,344,751,111	\$2,294,093,237	\$2,620,101,440	N/A
Township Governmental Unit Tax Rates (Total Rates)						
Highest	16.329	14.238	14.248	14.851	13.202	N/A
Low	8.299	7.388	7.426	7.745	7.331	N/A
Average	12.894	11.376	11.49	11.85	10.75	N/A
Building Permits Processed	5,109	5,695	5,509	5,486	7,001	5,804
Incoming Calls	2,908	2,961	2,639	2,807	3,305	3,535
Office Visits to the Assessor's Office	4,025	6,500	4,939	5,453	6,228	3,448
Appeals Filed in Assessor's Office	464	2,312	871	1,388	1,245	819
*Triennial Reassessment Year. N/A: Not Available at this Time.						

Office of the Clerk

It is with pride and respect that I see 2021 come to a close. In this pandemic year, we all learned new ways of getting our jobs done, of serving others, and to face unprecedented challenges. Despite COVID-19 raging around us, the Township still had to continue with the business of serving our residents. For the Clerk, I participated in meetings in-person and via Zoom to accomplish the work of the Township. There were budgets and levies to file, Board and committee minutes to prepare, bid openings to manage, and agendas to post. The Annual Town meeting was moved from last April to June 2020 according to the Governor's order; it was conducted in a safe and respectful manner, and moderated by Mrs. Heidi McGuire of Bartlett.

We completed the Annual Records Disposition in late March in compliance with the State of Illinois. This is a monumental, Township-wide task that requires archiving records that must be maintained forever, for a period of years, or disposing of some that are so approved. This process always ties in with updating the elected officials booklet, *Our Town*, because it is an opportunity to peruse older records. The 2022 copy will be ready in late January 2022.

I say pride because I have seen your Township officials, staff and volunteers come together to serve so many people in our community in so many new and exciting ways. Whether the Board members gathered volunteers to help with the Christmas toy distribution, led committees to examine the strengths of our Township-wide diversity and engagement, helped with food distribution, encouraged and met with staff to address COVID-19 related issues, or participated in spirit parades – they were right there making sure that anyone in Hanover Township who needed our services was not slighted. The staff's efforts were seamless and creative making sure that while COVID-19 was rampant around us, we continued to find innovative ways to provide services in a safe manner. The volunteers who came forward to serve during this time are most remarkable, as they served with no expectation of payment or thanks.

This year, I served the Township Officials of Cook County as Vice President, assisting on the Education Committee. While the pandemic exists, there still needs to be the ongoing instruction of those who will serve after us and that entails planning and education. In 2022, I will present a session on the duties of a clerk to the Township Officials of Illinois elected officials. I also served as a member of the Clerks Association of the Township Officials of Cook County. I was responsible to maintaining ongoing correspondence from the President to the membership to keep us all in the loop with regard to how best to operate during the pandemic, with all of its restrictions. As a member of the Township Officials of Illinois Board, I was asked to prepare and present two sessions to the membership on various Clerk duties. This was done via Zoom and was very well received in Illinois.

The meetings the Township Board held, the services and programming the staff provided, and the actions of the volunteers were all done in a respectful manner - with safety first in mind and courtesy for all.

Respectfully submitted,

Katy Dolan Baumer
Clerk

The Board of Trustees presented these Streamwood High students and their sponsor with recognition, thanking them for their service during the Holiday programs at Hanover Township. Due to COVID, they were not able to attend the meeting in-person to receive thanks. Trustee Beattie, however, was able to catch them at school to present the plaque, and behind their masks, their smiles. These students are members of the National Honor Society and the Key Club. Hanover Township thanks Isabella Flores, the NHS sponsor Nicole Fernstrom, and Hannah Jenig.



170th Annual Town Meeting Recap

Clerk Dolan Baumer called the rescheduled 170th Annual Town Meeting to order at 7:00 p.m. and asked those assembled to join in the Pledge of Allegiance. She welcomed everyone to the meeting and introduced the elected officials present, including Township Trustees Lee Beattie, Khaja Moinuddin, and Gino Martinez, Supervisor Brian McGuire and Assessor Tom Smogolski, and Village of Streamwood Trustee Mike Baumer.

Mrs. Heidi McGuire was elected to serve as Moderator by Mr. Baumer of Streamwood and seconded by Mrs. Beattie of Bartlett and carried by unanimous voice vote. Clerk Dolan Baumer administered the oath of office and turned the meeting over to her.

During the meeting, the minutes from the 169th Annual Town Meeting were approved. In addition, Clerk Dolan Baumer presented the Supervisor's Financial Statements for the Township and Road District and they, too, were approved by the residents with a motion by Mr. Martinez of Streamwood and second by Mrs. Beattie, then followed by a voice vote. The Board Trustees certified all accounts and presented the certificate to the Clerk for the file.

A booklet with the Annual Reports was made available to all present.

A list of surplus Township property for consideration for disposition was submitted before the Town; a motion to accept the list as presented and allow disposition of the property was made by Mr. Martinez and seconded by Mr. Smogolski of Bartlett; the motion carried by unanimous voice vote.

Resolution to Delegate Authority to the Township Board to Purchase, Sell and Lease Property: Motion by Mr. Moinuddin of Hoffman Estates to approve resolution #ATM042120 to delegate authority to the Township Board to purchase, sell and lease property; second by Mr. Martinez. Motion carried by unanimous voice vote.

Motion to Set the Hour of Special Town Meetings to be 7:00 p.m.: A motion by Mr. Essick of Elgin to set the hour of special town meetings to be 7:00 p.m. was seconded by Mrs. Beattie. Motion carried unanimously by voice vote.

A motion to set the hour of the 171st annual Town Meeting for 7:00 p.m. was made by Mrs. Beattie and seconded by Mr. Smogolski; motion carried by unanimous voice vote.

A motion was made by Mr. Martinez and seconded by Mr. Moinuddin to set the Moderator's pay at \$220 for her fine service, and that she be paid; motion carried by unanimous voice vote. Mrs. McGuire thanked the residents and proclaimed that she would like to donate the money to the Hanover Township Foundation.

Finally, Moderator McGuire thanked the residents and asked that the meeting be adjourned. Motion was made by Mrs. Beattie, seconded by Mr. Martinez, and carried at 7:20 p.m.



**Request a Mail-in Ballot Application kdolanbaumer@hanover-township.org
Register to Vote - Change your Address
elections.il.gov**

Administrative Services

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, strategic planning, and passport application processing services.

This year has been historic, to say the least. As the fiscal year started, Hanover Township was weeks into its efforts to continue operating essential services, including home delivered meals, staffing the food pantry and offering curbside service, and providing medically critical transportation, amid the onset of the COVID-19 global pandemic. In order to ensure the Township continued to provide essential services and to coordinate remote services, Administrative Services lead COVID-19 planning meetings that began in March and were combined with Management Team meetings. At the height of the pandemic, planning meetings were held every other week to provide updates regarding COVID-19 statistics, COVID-19 planning at the Township, and department services and programs. Hanover



Township has continued to offer programs and services throughout the pandemic both remotely and on a hybrid basis to consistently continue to provide essential services to residents. In addition, on six different occasions, Hanover Township partnered with the Illinois Department of Public Health (IDPH) to provide four mobile testing events at the Hanover Township William Tiknis Campus, and two mobile testing events co-sponsored with the Village of Hanover Park at the Hanover Park Metra Station and St. Ansgar Roman Catholic Church. All mobile testing sites were a great success and provided critical COVID-19 testing services to the community.

Administrative Services also coordinated and completed many technology upgrades and purchases this year to provide staff with necessary equipment and software to continue to offer quality services and programs remotely. For many staff across the organization, webcams, headsets, and/or video monitors were secured to provide staff with necessary equipment to meet virtually with community partners, clients and internal staff. Video conferencing equipment and Zoom accounts for departments were also purchased in order to provide virtual attendance to Township Board and committee meetings, as well as for virtual therapies and classes.

Last year, the Township pursued an update to the three-year strategic plan extending the current plan through FY22. This information was used to reaffirm a long-term vision of the Township and re-evaluate the strategic goals from the original plan. Over the past year, the Township has worked diligently to secure grant money for several capital projects anticipated to begin in the next year including the Izaak Walton Center and Reserve master plan renovations and an Emergency Services Station. The Township's Diversity and Engagement Task Force continues to assess the status of diversity within the Township and investigate the circumstances which may inhibit community engagement. Since October, the Task Force began their next initiative to look at the relationships between local police departments and the diverse communities they serve, as well as their efforts to improve outreach to them. The Task Force is expected to compile a final report to the Township Board in September, following the completion of their research.

This year the Township said goodbye to three long-time staff members. Karen Low and Mike Rundquist, both pursued retirement after over 15 years with the organization. In addition, Tracey Colagrossi resigned from her position as Aging Services Director to pursue a career opportunity after 14 years with the organization. Megan Conway, previous Social Services Manager, returned to Hanover Township in July after being appointed as the Aging Services Director.

Hanover Township, our officials, staff, and many volunteers, continue to strive to meet the changing needs of the community and to improve the quality of life for residents. Administrative Services is excited to provide leadership in this endeavor.

Respectfully submitted,

James C. Barr, MPA, *Administrator*

Kristin Vana, *Assistant Administrator*

Aging Services

Enriching Lives, Fostering Friendships, Promoting Independence

Aging Services takes great pride in being adaptable. The past year and COVID-19 tested everyone's ability to change. Staff and volunteers rose to the challenge and responded in remarkable and meaningful ways. The shelter-in-place order impacted operations of the Senior Center, but the team never stopped delivering services to the community. Despite many obstacles, all divisions continued to serve the community.

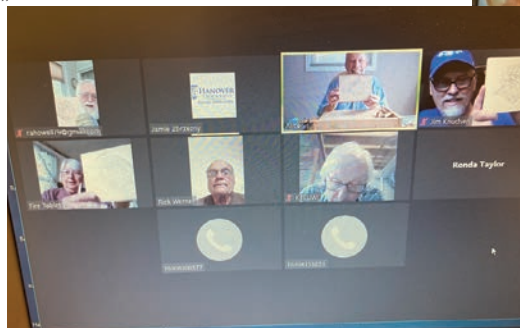
Nutrition Services revamped the congregate Stars-N-Stripes Café to a curbside pick-up model. Clients contacted the Senior Center in the morning to place a reservation, and pick-up a freshly prepared meal in the afternoon. Staff implemented a variety of promotions to support the curbside program: new entree options were added to the menu, a complimentary dessert was offered on Wednesdays, and meat-free options were added to Fridays. Typically serving up to 95 people per day, the Café on Wheels program expanded service to 135 people during the height of the shelter-in-place order.



Transportation Services continued to transport clients to critically-needed medical and dialysis appointments during shelter-in-place. In order to ensure safety of drivers and passengers, transportation scaled back to one passenger per ride. Additional cleaning measures were implemented. All Transportation Services drivers and staff received specialized training from the Rural Transit Assistance Center including passenger assistance, customer services, and emergency evaluation procedures. A new vehicle, ordered in FY20, was received and placed in service in September.

The Social Services staff made thousands of wellness calls to the older adults of our community. Callers checked on the adults' well-being, as well as ensured the households had enough groceries, medications, and other supplies. If needed, appropriate referrals were made and services implemented. Clients were connected to home delivery pantry services, Café on Wheels, public benefits, or other services, as needed. All in-person services were modified to be provided over the phone or virtually. Two interns from Elgin Community College supported the division in the past year. The division also hosted the annual Adopt-A-Senior Program in December. In order to ensure social distancing, gift distribution was done "curbside." The program provided care packages of needed household items to 88 older adults. AgeOptions, the Area Agency on Aging, awarded the Township a \$15,000 grant to provide the monthly Memory Café program. Memory Café provides a safe and welcoming space for individuals with memory loss and their caregiver. Currently, the Café is held virtually. It is a helpful space to socialize with others, build a support network, and participate in a variety of enriching activities.

Enrichment Programming quickly adjusted to offer several daily virtual programs; conference call sessions and ZOOM programs were offered. Detailed instructions on connecting were included in the bimonthly Club 59 newsletter, as well as mailed to clients as needed. Visual Arts Instructor Linda Kay created "Art Kits" which included all supplies needed to participate in virtual art classes. Visual Arts Instructor Mimi Krall launched the "Ceramics to Go" program. After a virtual consultation with the instructor, all needed supplies were prepared and a follow up virtual session scheduled.



The annual “Got Art!” show, which typically runs the entire month of August, moved to a virtual format. A slide show of art work was created and a virtual reception held for artists. As the COVID-19 situation improved, Enrichment Programming resumed in-person classes with reduced capacity. Currently, there are in-person exercise classes, weekly movies, bingo, cooking demonstrations, billiards, and more. The Annual Summer Party was a drive-thru parade celebrating residents of the community. The Annual Holiday Party was a virtual event as well; guests were invited to drive through before the party and pick up a special gift box and cup of hot chocolate. Despite each event being different from the past, staff and clients enjoyed meeting with people to celebrate these fun events!

There were several staffing updates in the past year. The most significant change was the resignation of Director Tracey Colagrossi who dedicated over 15 years to the Senior Center. Tracey was instrumental in the growth of the Stars-N-Stripes Café and Café on Wheels program. She also advocated strongly for older adults and coordinated many of the signature programs at the Township, including the Fall Food Truck Festival and International Women’s Day. Director Conway, who joined the department in July, was previously Social Services Manager from 2012-18. The Social Services C-HOPE Therapist Jenny Mantis, resigned in August and Transportation Manager Linda Steininger resigned in February. We wish them both the best in future career endeavors. Computer Instructor Dan Kupkowski tragically passed away in October. Dan was beloved by his students and enjoyed teaching numerous classes and seminars on all things technology for the past five years. He will be missed.

Aging Services increased promotions and communications in the past year. The Senior Center launched their own Facebook page filled with important updates and content for local older adults. The team also created a weekly e-newsletter to share timely updates and publicize upcoming events. The e-news reaches over 3,000 people each week. In October, the Township celebrated the life of Charlene Ahlin, a former chairperson of the Senior Committee and driving force to establish the Senior Center, with a tree dedication.

Staff continue to represent the Township in professional capacities: Director Megan Conway as the President of the Illinois Township Association of Senior Centers (ITASCSC) and Program Specialist Sarah Adelpia is the Secretary of the Association of Illinois Senior Centers (AISC). AISC also awarded Hanover Township the Mind, Body, Spirit award at their annual conference in February. The award is given to a Senior Center that demonstrates an outstanding commitment to serving older adults in the community.

Respectfully submitted,

Megan Conway
Director

Staff offered curbside delivery of gifts prior to the virtual Holiday Party.



The Knit and Crochet group made quite a substantial, warm donation in 2020.



Jesse and Frances distributed Adopt-a-Senior gifts in a contactless manner.

Where great service happens!

Community Affairs

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 Board.

FY21 kicked off immediately in the thick of the pandemic. For many of the departments, residents and our community partners, it was a challenging year adapting to new rules, and a new way of life but we also witnessed our neighbors and supporters step up like they never have before. As most of the staff transitioned to working remotely, Community Affairs staff worked diligently with the officials and department heads to identify creative methods to communicate with residents that Township services would continue. In addition to consistent social media posts of photos of staff working remotely, the department also coordinated directed outreach to residents and community partners through our email communications and website. The department also coordinated communications from the Supervisor to the Township's elected leaders with the park districts, libraries, municipalities, county, and the state legislature, that included briefs on our service levels and offering the opportunity for collaboration.

Over the last year, staff worked closely with the Hanover Township Foundation to increase their presence online to collect donations for residents negatively impacted by the pandemic. Due to mitigation efforts to slow the spread of the virus, the Foundation was not able to hold its annual, in-person fundraising events. Compelling social media posts and email communication with direct requests for donations resulted in over \$32,000 generated through the Foundation PayPal account.

The master plan for the development of the Izaak Walton Reserve continues to move along. In January 2020, the Township was awarded a \$400,000 Open Space Land Acquisition Development Grant from the Illinois Department of Natural Resources to create a loop trail system in the eight acres of undeveloped wooded property on the east side of Poplar Creek, the installation of a pedestrian bridge across the creek and an amphitheater. An anticipated bid award would be made this coming spring. The Township hopes to break ground on the project in late spring or early summer 2021 with the project completed in late fall.

Veterans Service Officer Cyndi Wollack tendered her resignation on August 14, following nearly two and a half years with the Township, to take a position in McHenry County. During her time in the department, Cyndi helped countless veterans and their families obtain benefits and access federal programs. As an accredited Veterans Service Officer, Cyndi filed appeals and was able to track claims with the Veterans Administration. She also was the event chair of the Township's "Motorcycle Ride for the Vets" fundraiser supporting Township veterans with financial assistance. Upon Cyndi's departure, the board transferred the duties and responsibilities to Human Services.

Staff worked closely with the Township Board and the Township Officials of Cook County to secure Coronavirus Relief Funding to offset pandemic-related costs for Hanover and other Cook County Townships. Staff also continue to work with our congressional and elected representatives in Springfield to advocate for Townships to receive additional funding.

Finally, while everyone at the Township missed our annual events such as the Fall Food Truck Festival, the "Sprint 2 Spring" 5k Walk/Run, the Health Expo and other special events, the Township looked for opportunities to find creative, and safe ways to have fun. Last summer, the Township worked with Arts in Bartlett to offer a summer music series in and around downtown Bartlett. The Township provided tents for the performances and assisted in promoting the entertainment.

FY21 was a challenging, but rewarding year of hard work that produced a number of positive results for the benefit of the residents of Hanover Township. We look forward to working with staff, elected officials and our community partners in FY22 to further improve upon our work and begin new initiatives.

Respectfully submitted,

Thomas W. Kuttnerberg
Director

Hanover Township is

Be Healthy

Exercise &

- “Just for the Health of It!” Health & Wellness Expo
- Children’s Physical & Immunization Clinics
- Emergency “Embracelet” Program
- “Sprint to Spring” 5K Run/Walk
- Prostate Cancer Clinics
- Wellness Screenings
- Access-To-Care
- Family Therapy
- Podiatry Clinic
- All-Kids Program
- Home Wellness Visits

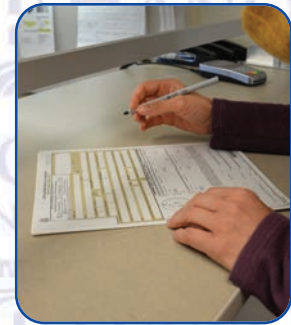
Reflect and reenergize in one of Hanover Township’s Reserves, such as the Mel Runzel Reserve pictured here.



Play

Dream &

- IDNR Hunting & Fishing/Trapping License Sales
- U.S. Passport Application Services
- Naomi Walters-Lenoci Reserve
- Izaak Walton Reserve
- Mel Runzel Reserve
- Movie Nights



Hoffman Estates Mayor McLeod, Trustee Moinuddin and Supervisor McGuire joined residents for the ribbon cutting of a new bike path this past summer.



CELEBRATE

- New Leaders in Education
- Veterans Honor Roll Recognition & Dinners
- Annual Illinois Township Day in Cook County
- Supervisor’s Community Service Awards
- Dedications & Recognitions
- Youth Leadership Recognition
- Aging Services Art Expo
- Parades

The Streamwood Woman’s Club received the Supervisor Brian McGuire’s Community Service Award in 2020



A Parade to enjoy others’ company, while social distancing, sponsored by Aging Services.



Recognizing a life well-lived and full of Hanover Township in her heart, a tree was planted and dedicated to Charlene Ahlin in 2020.

the place to...

Body & Soul

Nourish
Yoga Classes
Stars-N-Stripes Café
Exercise Classes
Home-Delivered Meals
Food Pantry

Director Conway helped out with Rib Day 2020 Curbside Café-style.



Trustee Martinez took time to make calls to ensure residents' needs were being met during the pandemic.

Get There

T.I.D.E. Transportation Program
Dial-A-Bus Transportation Program



LEARN

Adult Leisure & Skill Development
Tutoring Program
Senior Income Tax Assistance
Homeowner's Tax Seminars
Veterans Services
Emergency Preparedness Education

See page 30 for more programs and services.

Volunteer

Donate &
Emergency Services Unit Member
Holiday Toy Drives and Distribution
Back-to-School Backpack Drive and Distribution
Food Pantry Assistance
Senior Center Assistance
Adopt-A-Senior Program
Tutoring Assistance
Holiday Meals Distribution
Adopt-A-Family Program
Hanover Township Foundation

Supervisor McGuire accepted a gracious donation from BAPS representatives.



Be Served

Notary Services
Brush Pick-Up
Voter & Election Services
Severe Weather Monitoring
Handicap Placards
Mental Health Resources
Legal Advice for Veterans
Job Fairs
Warming/Cooling Center

...All of this and so much more!

Community Health

The mission of the office of Community Health is to provide education and health promotion, prevent the spread of disease and illness, and to assist in accessing quality health services.

The office of Community Health was met with unique and unprecedented challenges this fiscal year as the COVID-19 pandemic persisted throughout the year. The department's mission was fully effectuated in an effort to not only educate residents on the novel coronavirus, but also make significant strides to further prevent the spread of illness within the community and assist residents in accessing services related to the virus.

The department shifted its service delivery model from in-person visits and began offering virtual visit appointments to provide health education and resource referrals for clients who were uncomfortable with in-person appointments. It also served as a key resource for the Township in providing guidance on safety measures, personal protective equipment acquisition and management, and ongoing consultation for COVID mitigation strategies.

In May, the Community Health nurses partnered with the Cook County Department of Public Health in its contact tracing efforts for COVID positive individuals. Township nurses interviewed COVID positive residents within Hanover Township and provided education and guidance, per the CDC and Illinois Department of Public Health, on isolation and quarantine recommendations. COVID positive individuals and household contacts were also provided with referrals for local testing sites, symptom monitoring education, and resources for quarantining safely in their home.

In December, the department was approved by the Cook County Department of Public Health to receive and provide rapid antigen COVID tests for individuals experiencing COVID-like symptoms. Having this valuable resource available for employees and volunteers allowed the Township to quickly identify or rule out a positive COVID case and properly isolate and quarantine at-risk individuals in a timely manner, as well as assist with maintaining a safe environment for employees and residents.

While the pandemic significantly altered normal operations, staff was still able to collaborate with various community partners to offer programs and services that met safety and social distancing guidelines. The department partnered with Versiti Blood Center, Vitalant and Red Cross to host five blood drives, resulting in over 150 units of blood collected. The department also collaborated with AMITA Health Cancer Institute to provide free prostate cancer screenings at four events.

Additionally, Township nurses were able to conduct some in-person programming classes for older adults during the summer months, including a weekly walking club, Wits Workout, and Ageless Grace. These classes supported the department's initiative to engage older adults and prevent social isolation during the pandemic.

The department looks forward optimistically to a new fiscal year. With the continued decrease in new COVID cases, the department plans to resume more in-person programming and schedule onsite preventative health screenings. Community Health will likely continue its efforts with contact tracing and COVID testing in the coming year, for the duration that the pandemic ensues. The department also hopes to partner with the Cook County Department of Public Health in providing COVID vaccinations for residents and will additionally pursue other opportunities to collaborate with community partners to ensure residents have access to vaccines.

Respectfully submitted,

Kirsten Smith RN, BSN,
Director





Emergency Services

Hanover Township Emergency Services (HTES) holds a responsibility to coordinate and provide responses for emergencies in an all-hazards environment. HTES has a strategic mission of life safety, incident stabilization and the preservation of the environment and property.

In the event of a disaster within the Township, it is imperative our members hold the ability to fulfill multiple response tasks as community emergency resources quickly become stretched thin.

The capabilities of Hanover Township Emergency Services include:

- Lighting for fire and other emergency scenes
- Severe weather presentations through public education
- Safety patrols for Township unincorporated areas
- Parking management at special events
- Severe weather spotting
- Traffic management
- Basement pump outs
- Debris management
- Damage assessment
- Search and Rescue

In FY20 HTES saw a year of expansion of services and recruitment activities, resulting in new members. HTES members produced an exciting recruitment video titled "Are You Ready." This video contained snippets of activities HTES provides our communities at scenes with the underlying challenge to viewers...are you ready to join THIS team?!

In March, HTES had the largest class of recruits begin their rigorous four-week training course to learn the tasks necessary to function as a team member. The process to join HTES begins with filling out an application, then moving to a three-member panel interview, background check, drug screen, and drivers check. If an applicant passes all four adjuncts, the applicant meets with the Operations Captain to determine which team to be assigned and associated Team Lieutenant. From there, the now probationary recruit begins a 90-day probationary period to learn the program and complete their training under their officer's guidance.

During the latter part of the year, HTES rolled out a new program called Gross Decontamination to support our fire department partners. Gross Decontamination is the physical process of immediately reducing contamination on firefighters when they exit the fire environment. Why is Gross Decontamination Important? Over the years, the incidence of cancer among firefighters in the United States has become 13 times higher than that of the general population according to the CDC. Fire departments are revamping training and how first responders' gear is handled and decontaminated to eliminate carcinogens and lessen cancer risks.

In 2015, the CDC released the largest study of cancer risk among career firefighters ever conducted in the United States. The study of about 30,000 firefighters over a 60-year span showed that, compared with the general population, firefighters on average are at higher risk for certain kinds of cancer – mainly oral, digestive, respiratory, genital, and urinary cancers.

The CDC also found that firefighters, who were exposed to more fires than their peers, experienced more instances of lung cancer and leukemia. Firefighters, exposed to products of combustion, report to the Decon area prior to leaving the incident scene. HTES members staffing the Decon area rinse off debris and soot in a systematic and thorough manner from the collar-line down; being mindful of higher potential collection areas.



Another program launched this year is the remote controlled aerial vehicle, commonly referred to as a drone. Search and rescue (SAR) operations are fairly difficult and unpredictable, unlike other public safety operations. Time and terrain play an important role in the overall outcome of a SAR mission. Here are some of the reasons why SAR teams all over the U.S. are using drones to overcome challenges in their work:

- Drones are fast: Compared to ground-based vehicles, drones can reach a location a lot faster; even inaccessible places, for example, a child in the Popular Bluff Forest Preserve.
- Situational awareness: Drones provide cheap, fast access to aerial data of a large area. This allows responders to map the entire search zone and pinpoint possible places where the missing person might be trapped.
- Detect and identify: Drones can carry different sensors that can be used to identifying ground objects.
- Communication: A drone carrying a loudspeaker, can repeatedly broadcast a message making the missing person aware that people are looking for him/her.

The real power that drones provide to rescue operators is the easy access to aerial data of a large area, which gives the rescue team the ability to expedite the process of finding a missing person, where every second counts.

The Township Board announced HTES will be the benefactor of a new, modernized station for the Unit. This capital improvement project will immediately enhance our abilities to serve township residents by consolidating all HTES resources under one roof. Hanover Township is solidly committed to maintaining a state-of-the-art fleet of emergency vehicles for township residents. The station will allow for improved vehicle maintenance, storage and response.

FY21 was a year to reflect on improvements, enhanced capabilities and provides my personal motivation to exceed our expectations in FY22.

Respectfully submitted,

Michael Crews

Director

Facilities and Road Maintenance

FY21 was a year full of challenges, and the Facilities and Road Maintenance department took on a very different role due to those challenges. With Township programming and meetings moving to a virtual setting, room and event setups were no longer needed. The department transitioned into concentrating on building disinfection and protection of staff and residents from exposure to COVID-19. Internal changes included wearing face coverings and social distancing during all tasks, one staff only per vehicle, daily health monitoring checks using the Township-wide monitoring tool, and the transition of in-person morning department meetings to conference calls with staff. Staff also managed the installation of acrylic shields at all reception areas throughout Township facilities, as well as on Township staff desks where in-person meetings still occurred. Four UV-C (ultraviolet) light towers were purchased and are being used for large area disinfection of meeting rooms, multipurpose spaces and offices. The Facilities division continues to disinfect all high touch surfaces throughout all Township facilities twice daily, including disinfection of Transportation busses on a daily basis, as well as providing hand sanitizer and disinfection spray and wipes to all departments. The department continues to maintain a robust stock of disinfection supplies in order to provide continued services throughout the pandemic.

Addressing the needs of cleanliness and disinfection on a larger level, the Township moved all cleaning services in-house with the establishment of a Custodial division within the department giving greater oversight into quality, training and scope of work, providing a higher level of cleaning in the Township facilities. Two Custodian Assistants were hired in September and have achieved certifications through the Global Biorisk Advisory Council and the International Sanitation Supply Association.

The pandemic also affected the Roads division by halting road resurfacing projects during 2020. Although no resurfacing projects were completed, the department did complete two outstanding projects held over from 2019. The Izaak Walton Center parking lot, part of a larger project including the addition of a connecting road to Hastings Street was completed in the spring, as well as the Astor Avenue Community Center parking lot resurfacing project. In preparation for resurfacing projects planned for 2021, the Township conducted a qualification based selection of engineering firms for the planned resurfacing and reengineering of the storm water management system of approximately 1.75 miles of roadway, including Berner Drive, Dale Drive, and Wolsfeld Road west of Rohrsen Road. From the selection process, Hanover Township signed a professional services agreement with Thomas Engineering to engineer and oversee the construction of these projects.

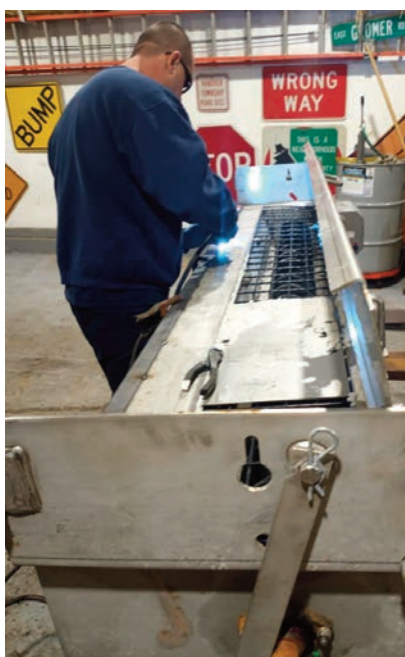
As part of the planned resurfacing, Hanover Township will enter into an intergovernmental agreement with the Village of Hoffman Estates. In 2008, the Village annexed a total of approximately 700 feet of roadway on both Berner Drive and Dale Drive as access to a planned development east of Berner Drive. The agreement allows for the Township to assume maintenance and construction responsibilities for those sections of the roadway, while the Village maintains ownership. Similarly, the Village will assume maintenance and construction responsibilities for a portion of Beverly Road owned by Hanover Township.

The Road division completed much needed concrete curb repairs throughout the Bridlewood subdivision, with 59 sections of depressed curb replaced. The department proudly participated in its first callout through the Illinois Public Works Mutual Aid Network during the damaging wind storms over the summer. The division will be updating its fleet of trucks with the replacement of a 2003 International Dump Truck with a 2021 International to be used for both material hauling and snow removal operations.

Despite the challenges, Facilities and Road Maintenance staff continues to provide a high level of services to the residents and staff of Hanover Township, and is always searching for, and implementing, new ideas and ways of improving those services with pride and the quality deserved by the residents of Hanover Township.

Yours in Service,

Caleb Hanson
Director



Whether they are planting trees, working in the shop, cleaning the offices and public spaces, or taking boring samples, the Township Facilities and Road Maintenance staff is working to keep the Township in a safe and good working order.

Human Services

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.

The start of the new fiscal year brought many challenges with the COVID-19 pandemic and restrictions. Human Services was prepared, springing into action immediately the next day. Though the food pantry and department were closed to residents coming inside, one of the most important things was being able to open the food pantry and serve residents in need – immediately, visits increased 38%. Residents were scared, with some finding



themselves suddenly unemployed with no reserve to feed their families. Hanover Township's food pantry immediately rolled out programs so that no family would go without food, paper products or personal care items. In order to continue with the client choice model, three programs were implemented: Curbside Pick-up, where residents completed shopping lists that were then filled and delivered curbside; Home Delivery, serving seniors, the disabled and families testing positive with COVID-19, with call in orders that were packed and delivered without contact; and Online Ordering, an online shopping list is completed and a convenient pick up time was made. These programs remain in effect today. To ensure families did not go without food, paper products or personal care items, the

number of visits to the food pantry increased from twice monthly to once weekly.

Families faced with sudden unemployment found themselves struggling to pay rent. Human Services seamlessly transitioned available programs so residents could submit applications and supporting documentation digitally. Applications for General Assistance and Emergency Assistance continue to be accepted digitally. Application periods have been shortened to help residents faced with sudden loss of employment avoid eviction or utility shut off.

As a partner site for the Community and Economic Development Association, Inc. (CEDA) and the Salvation Army, changes were made to allow staff to continue accepting applications digitally including CEDA applications for LIHEAP (Low Income Energy Assistance Program), ComEd Hardship, Weatherization and the Furnace Program, and Salvation Army applications for utility and shelter assistance.



Back to school looked different this August with students returning through remote learning. This did not stop Human Services from distributing 1,006 backpacks filled with school supplies to families through a no-contact backpack distribution event. In September, Human Services staff became accredited Veteran Service Officers. We look forward to assisting Hanover Township Veterans with applications and case management with the United States Department of Veteran Affairs.

COVID-19 restrictions continued into the holiday season with an increase of 39% of residents needing assistance. 1,394 meal boxes were distributed to families facing food insecurity. Aging Services volunteers donated 650 homemade Christmas stockings and the Village of Streamwood and Immanuel United Church of Christ in Streamwood filled 1,823 stocking stuffer bags so every child would get one. With the support from the Knights of Columbus Mary's Millennium Council #12801, Streamwood High School Key Club, National Honor Society students, and community sponsors, toys were distributed to 1,823 children through two no contact drive-through events.

Although restrictions continued, new partnerships were formed. The Welcome Center and Partners for our Communities (POC) brought additional services to Human Services. The Welcome Center works with immigrants by assisting them to apply for available resources. POC provides education and referrals, as well as intake and assessments to provide immigration relief.

In FY21 the food pantry served over 10,000 families. The food pantry continues to operate six days per week with the help of auxiliary volunteer staff. Saturdays operate with the help of organizations including St. John the Evangelist Catholic Church in Streamwood, Immanuel United Church of Christ in Streamwood, and Streamwood Woman's Club. Thanks to the Township's relationship with the Northern Illinois Food Bank and the Direct Connect Program, the pantry is able to meet the increased demand from residents. The food pantry operates solely with organizations from our community and auxiliary volunteer staff. We are appreciative of Jay Olriksen, Bryan Noonan, and Wayne Ruttenberg for driving the food pantry van to pick up donations and making home deliveries to residents in need and also to the food pantry auxiliary volunteer staff for keeping the pantry running smoothly.

Auxiliary volunteer staff put in countless hours at Astor Avenue Community Center. Thanks to Auxiliary Staff Coordinator, Jay Olriksen for his dedication and hard work; Terrie Kuenker, Nancy Madsen, and Mary Wojtczak for countless hours processing LIHEAP, food pantry, and holiday program applications; Karen Flaxman, SHRM-CP, for providing employment services for residents, and the many additional auxiliary staff volunteers who donate their time serving our residents.

It is only through the support of our many generous sponsors from the community including, Immanuel United Church of Christ in Streamwood, St. John the Evangelist Catholic Church in Streamwood, Knights of Columbus Mary's Millennium Council 12801, Streamwood Woman's Club, Bartlett Rotary Club, Streamwood Kiwanis, Streamwood VFW Post 5151, Fiesta Market, Jewel Food Stores of Bartlett, Elgin and Streamwood, Target, the Hanover Township Foundation as well as residents, schools, businesses, local municipalities, and organizations, we are able to meet the needs of residents during these difficult times.

Human Services staff Human Services Coordinator Lori Orozco, Case Manager Enza Lappo and I are committed to serving the residents of Hanover Township.

Respectfully submitted,

Mary Jo Imperato
Director



The Knights of Columbus Mary's Millennium Council donated pies, lots of pies, to the residents in need in Hanover Township. They look delicious!

Youth and Family Services

Charged with the mission of the prevention of juvenile delinquency and the promotion of positive development in young people. We work to meet our mission by providing an array of services which 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.

As a result of the COVID-19 pandemic, Hanover Township Youth and Family Services quickly shifted the delivery of many of the services and programs into a virtual format with staff working a different periods during the fiscal year. The Clinical Services division of the department began offering tele-health to clients and families receiving mental health services, either via video or phone sessions.

This past year, the Clinical Services division began several new groups. At the beginning of the year, when staff noticed a significant increase in client issues related to anxiety, depression, fear, and desperation, Youth and Family Services offered a virtual parent support group. The Parent Map parenting course also began conducted virtually with an emphasis placed on navigating challenges related to the pandemic, including juggling distance learning and telework. The therapists began working with the schools to continue to provide school-based groups virtually. When it was deemed safe to provide in-person small groups, staff implemented a hybrid model for all group programming as the department continued to receive requests for in-person services. Fees were waived at the beginning of the year for counseling services due to the financial hardship that COVID-19 caused.

The Prevention Services division initially had more challenges in continuing to provide services; as it became clear that the pandemic was to continue for the foreseeable future, the division made some creative decisions on providing programming virtually.

Open Gym programming that was put on hold temporarily last spring was immediately re-created as a virtual program. Participants were able to partake in a variety of virtual activities, including fitness, show and tell, scavenger hunts, crafts, and “getting to know you” activities. Other activities included playing board games. In July, when it was deemed safe to return to in-person programming, the Open Gym staff swiftly developed and implemented safety procedures and practices in order to provide in-person programming.

Programming occurred outdoors and wearing of masks, social distancing, and disinfecting of program items were an essential part of the safety measure put in place to assure safety of both staff and participants. Open Gym program implemented Movie Night for the community. These Movie Nights occurred on a monthly basis and were conducted outdoors in the Township parking lot. Families were able to register to see a family-friendly movie, park their cars in alternate parking spaces and view the movie in the comfort of their car or sitting in a social distancing manner outside of their car. Again, all safety measures had been put in place in order to make this a successful event.

The Open Gym program historically has been a program that provides social, recreational, and educational activities based on a positive youth development model and is conducted at numerous school sites throughout the school year. Unfortunately, and understandably, due the continued concerns of the pandemic, schools prohibited outside organizations to provide school based programming. Again, the Open Gym program was presented with an additional challenge. The department was able to partner with the Park District of Hanover Park to utilize some of their larger indoor space to continue to provide indoor Open Gym two days a week throughout the school year. Additionally, when the weather cooperated, the Open Gym staff was able to use the outdoor space, as well. The department continued to hold indoor Open Gym at the Izaak Walton Center as an alternate site. It also offered indoor and outdoor space. When the Illinois Department of Public Health indicated that the department could resume in person programming, this was how the department met their challenge. When programming was impacted by additional mitigation and could no longer be done in-person, the program continued in the virtual format.

Similar steps were taken with the Alternative to Suspension program and the Substance Abuse Prevention and Leadership program during the pandemic. Staff engaged students in a virtual format to end the 2019-20 school year. Summer programming allowed staff to provide it in person. Outdoor space was utilized as much as possible. Small group activities continued to occur in-person either indoors or outdoors. Substance Abuse Prevention staff continued to be flexible, alternating between in-person and virtual assistance. The department's Youth Leaders hosted two successful contactless food drives for the food pantry.

As the new school year began, the Prevention Services division was faced with the challenge of not being able to provide the school-based groups to which they were accustomed. Staff worked diligently with the school partners and key staff in order to develop virtual groups that students could participate on while remote learning. School personnel saw a significant need for ongoing virtual groups and the Youth and Family Services department was contacted by many schools in the Township to assist in offering these groups. These brought additional challenges in trying to engage students and accommodate the ever changing school schedules, but again, staff became creative, worked collaboratively with the schools and were able to successfully implement virtual school based groups.

The work in the area of Substance Abuse Prevention continues to grow. The program provides drug awareness education, substance refusal skills, and pro-social skill development. Tessa Konzal, Substance Abuse Prevention Specialist, has worked creatively with the schools to continue the work and actually participated in health classes virtually. Six youth leaders participated in Operation Snowball's Mid-Year virtual training in January. Youth leaders will be participating virtually in this year's Cebrin Goodman Teen Institute in July 2021. This gives them the opportunity to learn and expand on their leadership skills.

The department continues to see the need and value of having volunteers participate in a variety of capacities. When the Youth and Family Services department received numerous requests for in-person tutoring this past fall, the department was able to successfully implement this with the use of the volunteers. They were tasked to conduct health screening and temperature checks for all tutoring participants. Additionally, they were responsible for the cleaning and disinfecting of materials, tables, and chairs, in between sessions. The department would not have been able to provide in-person programming without the assistance of the dedicated and valuable volunteers and continues to utilize volunteers to assist in a variety of ways.

Youth and Family Services continues to be able to provide programming in Spanish in order to meet the needs of the Hispanic population. Currently, the department has ten Spanish speaking staff in a variety of capacities, with eight of those in a direct service capacity. Additionally, the department is now able to offer counseling in Polish, as well.

Youth and Family Services received two awards at the annual Township Official of Illinois Conference in November 2020. The Association of Illinois Township Committees on Youth presented Ryan Dickinson, Prevention Service Manager, with the 2020 Youth Staff Worker of the Year Award, recognized for her outstanding contributions in providing, implementing and developing numerous youth programs. I was presented with the 2020 Director of the Year Award, recognized for demonstrating outstanding leadership and dedication, as well as being innovative in program development in serving youth and families, particularly during the challenging times of Covid-19.

FY21, with all its challenges and unpredictability, was a successful year. With creative, engaging staff and volunteers, the department has been able to continue to be able to assist and address the impact of COVID-19 in the Township community. Youth and Family Services is looking forward to what FY22 will bring, while the department continues to be flexible, innovative, and improve and expand services particularly during this global pandemic.

Respectfully submitted,

Tina Houdek, LCPC
Director

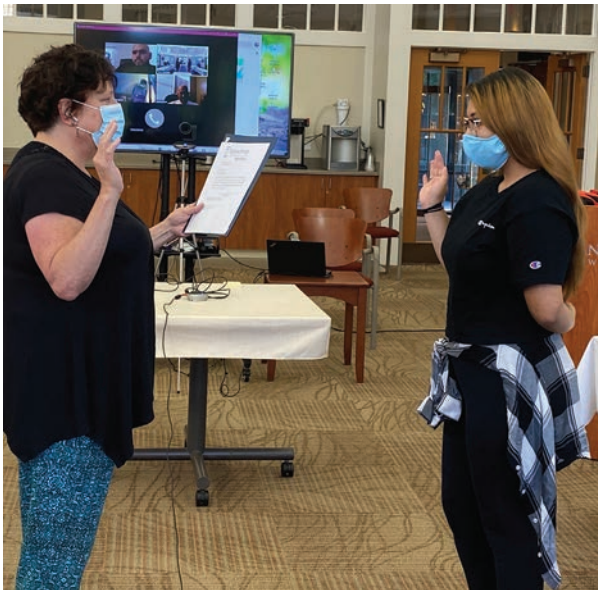


Committee on Youth

The 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.

FY21 was a year of many challenges for the Committee on Youth due to the global pandemic. The committee continued to meet virtually, and then in a hybrid model to continue discussions related to positive youth development, community services and programming, and the vision from the Committee. These discussions not only included how the committee could become more involved in the community, but also how COVID-19 impacted and continues to impact youth and families. Additionally, the Committee revisited the committee goals and made decisions on how to feasibly achieve them during the on-going pandemic. The Committee has been investing in promoting and marketing to the community the vision and mission of the Committee on Youth and continues to discuss possible alternatives.

The Township Board appointed two new members to the Committee this year. Jennifer DeLao, a sophomore from Streamwood High School, whose contributions include a youth perspective and voice with fresh ideas. Corey Elton, a graduate of Streamwood High School and currently employed as the Multi-Tiered System of Supports (MTSS) Lead, was appointed to the Committee in September. She brings a wealth of experience and is excited to work more closely with the Township to build the relationship between the school and the community.



Due to the pandemic, the Committee on Youth did not hold the Annual Celebration of Leadership Reception. Traditionally, the Hanover Township Committee honors and celebrates leadership in our community recognizing young and adult leaders who have provided an example to others and created positive change, are actively involved, have taken initiative with youth, and have used methods that demonstrates genuine leadership. The Committee on Youth is invested in continuing this tradition and is planning on a virtual format for next year.

The Committee welcomed its newest member, Jennifer DeLao, who started right in as Vice Chairperson.

Committee on Youth

Rebecca Swangren, Chairperson

Jennifer DeLao, Vice Chairperson

Dr. Ariel Correa, Secretary

Denise Camacho

Corey Elton

William Henderson

Yesenia Ojeda

Jordan Wildermuth

Robert Wojtowicz

Trustee Alisa "Lee" Beattie, Town Board Liaison

Senior Citizen Services Committee

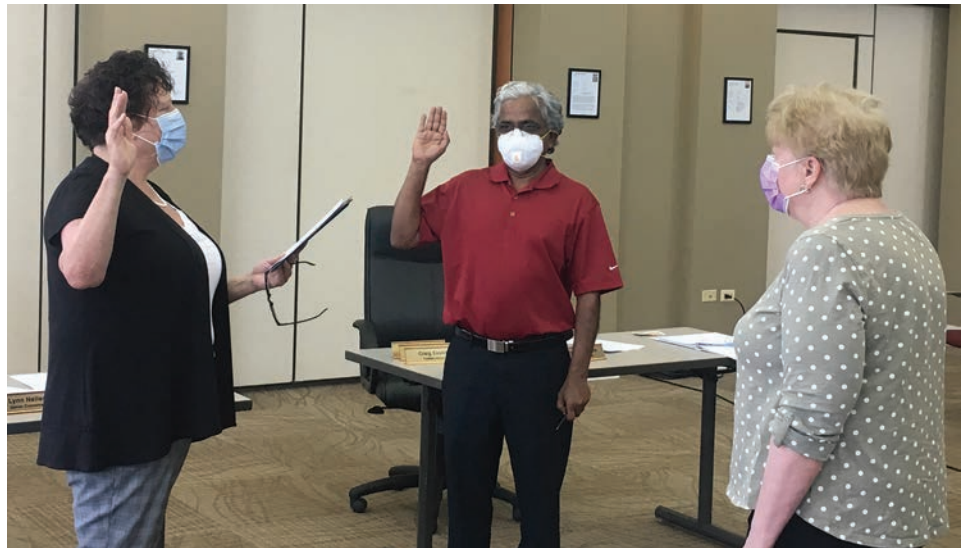
To create a better quality of life for Hanover Township senior citizens by advising the Board and staff on programs and services benefiting residents age 55 and older. The Committee will support the Township and the Department of Senior Services through fundraising and community engagement.

Despite ambitious plans to increase fundraising events at restaurants and support outreach endeavors at local facilities, the pandemic forced suspension of these efforts. Committee Member Alice Shorey concluded her term this year, and Peggy Bucaro was appointed by the Township Board in May. Alice's service was greatly appreciated. The Committee supported Aging Services by purchasing four laptop computers and dishes for the Café. The computers were crucial as staff moved to work from home more frequently; having the technology available was immensely helpful during the pandemic.

The Committee provided generous support to the Annual Holiday Party. This year's party was held virtually; guests were invited to pick up a gift box a few days before the event. The holiday party featured entertainment, trivia and socialization.

The Committee met monthly throughout the pandemic. In addition, they hosted two very successful fundraisers. The first one was selling Taffy Apples and Apple Cider Donuts last fall. The second fundraiser, in February for Paczki Day, was to sell paczkis. Both fundraisers utilized a pre-order system which allowed for more accurate ordering and ease of contactless pick-up. Both raised several hundred dollars, an uptick from the previous year.

The Senior Committee also wished to recognize staff members who went above and beyond in the course of their duties to support the Senior Committee and the Senior Center during the pandemic. Due to the pandemic, the Olde Time Gift Shoppe is temporarily closed; the Committee hopes to reopen it safely in the coming months. Every four years the Senior Committee reviews its bylaws; the Committee approved the bylaws this past January.



Clerk Dolan Baumer administered the oath of office to new and returning Committee members Thomas and Peggy. This meeting was not only held in person, but some members participated via Zoom access.

Senior Citizens Services Committee

Naomi Walters-Lenoci, Chairperson

Larry Bretz, Vice Chairperson

Thomas Lathara, Secretary

Lynn Nelles, Treasurer

Peggy Bucaro

Walter Gramiak

Carla Fruhauf

Trustee Craig Essick, Town Board Liaison

Mental Health Board

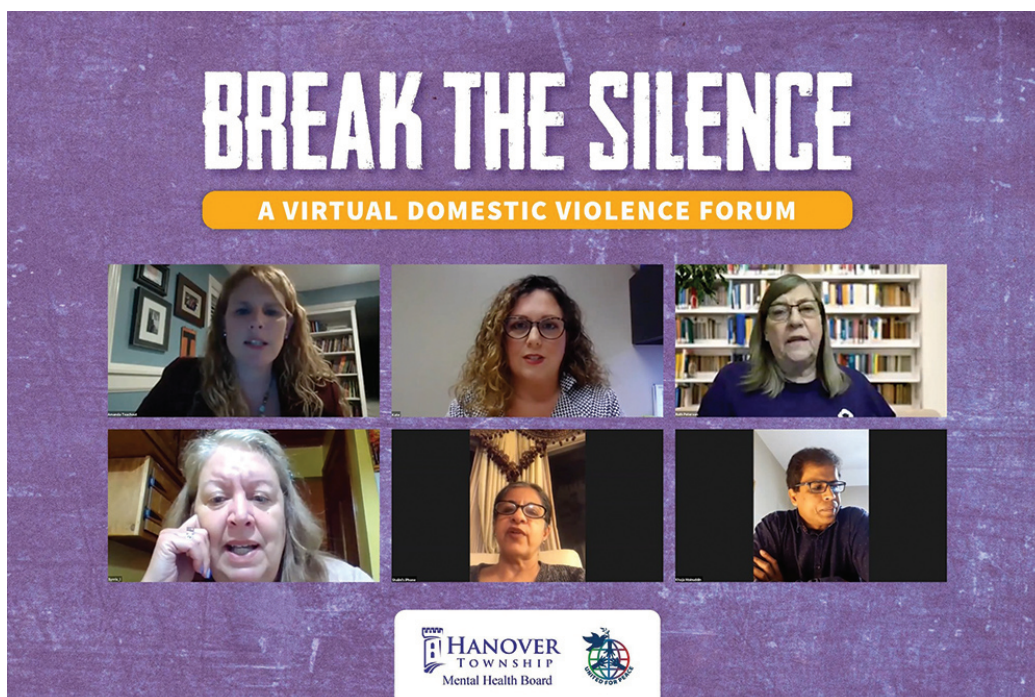
To ensure that services in the area of mental health, including developmental disabilities, addictions and substance abuse are available to all residents of Hanover Township. The volunteer board continues to advocate for increasing the availability and quality of mental health services through the development of a comprehensive and coordinated system of effective and efficient program delivery.

FY21 has been a year unlike any other for the Mental Health Board. Mental health, substance abuse problems and developmental disability never shut down, and neither did the Mental Health Board. The Board continued to meet, albeit virtually throughout the year and continued to support local agencies.

Early in the pandemic, the Mental Health Board recognized that many social service agencies that serve Hanover Township residents would be experiencing unique challenges. The Board decided to advance some of the funds that were already promised to the agencies so they could have some much needed cash flow to support their needs. Despite the raging pandemic, the agencies that the Mental Health Board supports did not shut down. They adjusted their services to keep clients and residents of Hanover Township safe, while still providing services. In fact, the total number of Hanover Township residents who received services funded by the Mental Health Board is remarkably close to the previous year.

The Mental Health Board became a resource and when possible, the Mental Health Board shared extra cleaning and disinfectant with some agencies, personal protective equipment for the staff of some residential agencies, and provided mid-year funding to assist several agencies with the transition to tele-health. These are costs that many nonprofits did not anticipate. The Mental Health Board also arranged grocery deliveries for several months to a Community Integrated Living Arrangement home in the Township. This home serves eight men with developmental disabilities who were forced to quarantine due to the pandemic.

Although the pandemic seemed to dominate the year, the Mental Health Board also accomplished some things that were not related. During the year, the Board began to sponsor training for some funded agencies and the community. The first training to take place was a forum on Domestic Violence. The Mental Health Board partnered with United For Peace, Children's Advocacy Center of North and Northwest Cook County, the Gretchen Vapner Community Crisis Center, and the Elgin Police Department, to provide a public forum on how to assist victims of domestic violence. The event was held virtually and well attended. The second training was for some of our agencies that work with children who are victims of domestic or sexual abuse. The Mental Health Board is looking forward to opportunities to improve services by continuing to provide training.



Throughout the year, Township Mental Health Board strived to ensure that services in the area of mental health, including developmental disabilities, addictions, and substance abuse, are available to all resident of Hanover Township, and will continue to do so in 2022.

The Mental Health Board is responsible for managing the Hanover Township Community Resource Center located at 1535 Burgundy Parkway in Streamwood. The Resource Center serves as a satellite office to funded agencies that provide direct services to Township residents including counseling, treatment, group therapy, education and/or case management.

The Mental Health Board meets on the fourth Tuesday of the month at 6:00 p.m. in the Town Hall, unless otherwise noted; the Board does not meet in the months of June or July.



The Ecker Center recognized the Hanover Township Mental Health Board for it's quick, out of the box thinking during the height of the pandemic. Manager Amanda Teachout thanked the Center on behalf of the Board.

Hanover Township Mental Health Board

Kristen Cruthers, Chairperson

Kathy Biesiadecki, Vice Chairperson

Deb Sirchia, Secretary

Mary Jane Garvey

Matthew Steichmann

Faiza Rahim

Amanda Teachout, Manager

Trustee Khaja Moinuddin, Town Board Liaison



Hanover Township

Services, Events & Programs

Student Government Day
New Leaders in Education Reception
Youth Leadership Recognition
Low Income Home Energy Assistance Program
“Just for the Health of It!” Health & Wellness Expo
Open Gym Program
Prostate Cancer Clinics
Wellness Screenings
Brush Pick-up
Circuit Breaker Program
Homeowners’ Tax Seminars
Children’s Physical & Immunization Clinic
Aging Services Art Expo
Veterans Honor Roll Recognition and Dinners
CEDA Weatherization Program
ComEd Hardship Program
Podiatry Clinic
Access-To-Care
All-Kids Program
Election Polling Sites and Receiving Station
Summer Lunch and After School Snack Programs
Winter-wear and Holiday Toy Drives and Distribution
Adopt-a-Senior Program
Adopt-a-Family Program
Expanded Tutoring Services
Alternative to Suspension Program with U-46
Dial-a-Bus Transportation
IDNR Hunting & Fishing/Trapping License Sales
T.I.D.E. Transportation Program
PBIS Tier II Groups Programming
Heritage Marker Program
Legal Advice for Veterans
Supper Club 59

Substance Abuse Prevention Programming
Back to School Backpack Drive and Distribution
Spring Easter Drive and Distribution
Temporary Handicap Placards
Election and Voter Services
Food Pantry
Home Wellness Visits
Emergency “Embracelet” Program
Senior Will Program
U.S. Passport Application Services
Lending Closet
Income Tax Assistance
Heating/Cooling Location
Emergency Services Search & Rescue Assist
Emergency Scene Lighting & Traffic Control
Flood Water Removal
Severe Weather Monitoring
Emergency Preparedness Education
Mental Health Resources
“Sprint to Spring” 5K Run/Walk
Dental Access Network
Stars N’ Stripes Café
Notary Services
Senior Leisure & Skill Development Programming
Family Therapy
Gift Shop
Mobile Drivers’ Services
Home Delivered Meal Program
Job Fairs
Operation Snowball
High School Voter Services Outreach
Veterans Services
Annual Illinois Township Day in Cook County

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.





Where great service happens!

