



TEEN CENTER

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The Human Services Committee met on Thursday, June 23.

We began the meeting with an update from the IT department regarding the new software. The MaxGalaxy software went live on April 26, 2016 for the Niles Fitness Center, Senior Center and Teen Center. It has replaced our outdated software and brought us into full PCI compliance for credit card processing. MaxGalaxy is allowing us to process memberships, program registrations, email communications, digital signage, cash management and credit card processing. Our project team is working on the final punch list items that need to be addressed. The three centers are working together to implement the employee time clock feature. We will be rolling out the online portal and digital signage in the next month or two. The VON board will receive a formal presentation on the system once all of the features for MaxGalaxy are available.

From Niles Family Services, East Maine School District 63 has renewed the cost sharing contract for the School Based Social Worker. This item should be ready for the July Village Board meeting. They had 6 interns beginning in the fall. Family Services is increasing outreach to both the Niles Fire and Niles Police Departments by addressing work trauma and work/life balance. The department continues to reorganize to reflect changes in staffing.

The Senior Center was represented at both the Swing into Spring Senior Expo at Golf Mill and Senior Expo at the White Eagle. Both events drew new members to the center. Kelly Mickle and Brigitte Powidzki attended the Healthy Community Visioning – Senior Services Stakeholders meeting to discuss how the Village can better partner with Presence Resurrection Medical Center. Staff is in the process of forming an advisory committee for NISC (National Institute of Senior Centers) Accreditation. Staff is currently developing telephone reassurance and friendly visitor programs to respond to the needs of isolated seniors in Niles.

From the Family Fitness Center, the Sister Cities event was held on March 19. The IT department is working to develop custom reports for MaxGalaxy. Expenses were down in FY16 by \$143,000. Bike Niles Fest had over 300 people in attendance. The Fitness Center will be re-assessing all of their fees. A part-time membership sales advisor was hired in June.

From the Teen Center, the Lock-In Party was held on Saturday, June 11 and attended by 50 teens. The Policy and Procedure Manual was completed in May. It details the standard operating procedures for the Teen Center and is a guiding document for teens, parents and staff on expectations and policies. Teen Center attendance has slowed over recent months, likely due to the change in pricing structure, some communication problems with the new software package, and behavior issues and the resulting consequences have pushed some teens away from the program. Teen Center staff will be looking to regroup and reinvigorate the program in the fall.

We will be having a special meeting on August 4 to discuss the development of a “zero tolerance” policy for program participants for all of the Human Services Departments

Our next regular meeting will be on Thursday, Sept. 22 at 1:00 pm