

**VILLAGE OF DOWNERS GROVE
REPORT FOR THE VILLAGE COUNCIL MEETING
JANUARY 3, 2012 AGENDA**

SUBJECT:	TYPE:	SUBMITTED BY:
Human Service Commission Recommendation	Resolution Ordinance Motion ✓ Discussion Only	David Fieldman Village Manager

SYNOPSIS

Discussion is requested regarding the Village's role in the provision of social services.

STRATEGIC PLAN ALIGNMENT

The goals for 2011-2018 include *Exceptional Municipal Services*.

FISCAL IMPACT

The FY12 budget does not include funding for this item. Staff estimates that implementation and maintenance would add the equivalent workload of .20 full-time equivalent staff members.

RECOMMENDATION

Action at the discretion of the Village Council.

BACKGROUND

At the direction of the Village Council, the Human Service Commission considered the question of the role that the Village should play in the provision of social services. The Council requested that the Human Service Commission consider if the Village could leverage the name and resources of the Village, and the volunteers from the community, to act as a clearinghouse for information and/or funds to fill voids left by the current economic conditions.

The Commission considered the topic at their December 2010, January and March, 2011 meetings. The Commission reviewed past and current practices by the Village and social service organizations within Downers Grove and heard from speakers from community organizations and foundations. Minutes from each of the meetings are attached. The Commission recommended that the Village:

- create and maintain an interactive and searchable webpage that can direct residents to available social services
- create awareness of existing social services through various marketing and communication venues

The new webpage would include a listing of between 15 and 20 service categories from as many as 50 service providers. The webpage would include a description of the service categories, links to the participating service provider websites and a search function that would allow users to identify organizations that provide the services they are seeking. The webpage would be regularly updated to ensure accurate information is available to users. Staff would gather the initial webpage information by surveying and meeting with providers to determine the most accurate categorization of services.

The Village uses six methods of communicating with the community: the website, E-News, Twitter, Channel 6, the water bill and the Village newsletter, Hometown Times. Using these methods, Village staff would direct the community to the new web service and provide on-going promotion of the webpage.

After the Village initially discontinued its Counseling and Social Services program, staff regularly received calls from residents seeking assistance. The inquiries have decreased to one to two calls per week, most of which can be redirected to Downers Grove Township which administers the Salvation Army assistance previously managed by the Village. Staff anticipates that the promotion of the service would lead to an increase in both workload to maintain the information on the website and an increase in the number of callers seeking assistance. Staff's preliminary estimate of the workload is equivalent to .20 FTE, which is an opportunity cost that would reduce available resources for other services.

ATTACHMENTS

Human Service Commission Staff Reports

Human Service Commission Minutes

VILLAGE OF DOWNERS GROVE – HUMAN SERVICE COMMISSION
VILLAGE HALL COMMITTEE ROOM
801 BURLINGTON AVENUE

April 6, 2011
6:30 P.M.

AGENDA

1. Call to Order
2. Review of March Minutes
3. Discussion of social service question
4. Discussion of TCD3 primary recommendation
5. Public comment
6. Adjourn

THIS TENTATIVE REGULAR AGENDA MAY BE SUBJECT TO CHANGE

VILLAGE OF DOWNERS GROVE
REPORT FOR THE HUMAN SERVICES COMMISSION
APRIL 6, 2011
6:30 P.M., VILLAGE HALL COMMITTEE ROOM

SUBJECT:	SUBMITTED BY:
Follow-Up Report for the Human Services Commission	David Fieldman Village Manager

SYNOPSIS

At their March 2, 2011 meeting the Human Services Commission made a preliminary recommendation that the Village should:

- create and maintain an interactive and searchable webpage that can direct residents to available social services
- create awareness of existing social services through various marketing and communication venues

This report looks at what Village resources would be required to provide the services described above and how the allocation of these resources would affect the provision of services currently provided by the Village.

BACKGROUND

At the October 5, 2010 and November 9, 2010 Village Council meetings, the Council discussed the potential role of the Village in the provision of social services. The Council requested that the Human Services Commission consider if the Village could leverage the name and resources of the Village, and the volunteers from the community, to act as a clearinghouse for information and/or funds to fill voids left by the current economic conditions.

In consideration of this issue, the Human Services Commission considered the following questions:

1. How have the current economic conditions affected the provision of social services in Downers Grove?
2. What role, if any, could the Village play in providing information and creating awareness about existing resources for social services?
3. What role, if any, could the Village play in facilitating and coordinating the provision of social services by existing private not-for-profit entities, faith based organizations and governmental agencies?
4. What role, if any, could the Village play in assisting not-for-profit entities, faith based organizations and governmental agencies in applying for grants for the provision of social services?
5. What role, if any, could the Village play in collection and redistribution of donated funds and in-kind services for the provision of social services?

Commission Recommendation

After considering the topic at the December, January and March commission meetings, members of the Human Services Commission reached consensus on the following preliminary recommendation at the March 2, 2011 meeting.

1. The Village should create and maintain an interactive and searchable webpage that can direct residents to available social services.
2. The Village should create awareness of existing social services through various marketing and communication venues.

Services to be Provided

Below are descriptions of the services that would be provided.

1. **Interactive and Searchable Webpage**

Staff envisions the new webpage would include a listing of between 15 and 20 service categories from as many as 50 service providers. The webpage would include a description of the service categories, links to the participating service provider websites and a search function that would allow users to identify organizations that provide the services they are seeking. The webpage would be regularly updated to ensure accurate information is available to users. Staff would gather the initial webpage information by surveying and meeting with providers to determine the most accurate categorization of services.

2. **Communication and Promotion**

The Village uses six methods of communicating with the community: the website, E-News, Twitter, Channel 6, the water bill and the Village newsletter, Hometown Times. Using these methods, Village staff would direct the community to the new web service and provide on-going promotion of the webpage.

Estimated Village Resources.

Creation and Operation of the Webpage

Staff estimates that it would take approximately 90 hours of staff time to create the webpage. Key tasks in creating the webpage are described below.

Identify Potential Service Providers – Staff would work to identify governmental agencies, not-for-profit organizations and faith-based institutions that may be provide social services that could be included in the program.

Meet with Service Providers to Discuss their Services and Create the Service Categories – Once the service providers are identified, staff would schedule a meeting or series of meetings with them to gain an understanding of the services they provide. Staff and the participating service providers would work cooperatively to determine and define the service categories that would appear on the webpage.

Draft the Material and Create the Search Function for the Webpage – After the participating service providers have been identified and the list of searchable service categories have been determined, staff would create the text, graphics and search function for the webpage.

Draft and Approve a Policy that Governs Participation in the Program – Like many other Village programs, for effective and consistent implementation of this program, staff would draft and the Village Council would have to review and approve a policy that governs the program. The policy would include guidelines for participation in the program.

Staff estimates that it would take approximately 330 hours of staff time per year to maintain the webpage and to respond to customer calls with questions about the services and service providers and approximately 25 hours of staff time for an initial training effort. Key tasks are described below

Meet with Service Providers to Discuss Program Performance - Once the webpage is up and running, staff would meet with the participating service providers on a quarterly basis to discuss program performance. Adjustments to the program would be made based on the results of these meetings.

Report Program Performance – Village staff monitors and reports on the performance on many Village services. Staff would monitor and report on the performance of this program.

Update Service Provider Information and Maintaining the Webpage – Staff expects that information about the participating service providers and the services they provide would have to be updated on a regular basis.

Respond to Customer Phone Calls and E-mails about the Program – Village staff regularly receives many phone calls and e-mail inquiries from residents and other customers about information and services that are included on the Village website. Once the program is operational, staff expects to receive phone calls and inquiries about the social services webpage. Staff anticipates that the phone callers will be seeking detailed information about the participating service providers and the services that are available. In addition, many callers may be seeking to discuss the circumstances that are prompting them to seek social services. Based on the number of calls received by the Counseling and Social Services Department when the Village provided social service referrals, staff estimates that there may be 1,000 calls for service annually.

To respond to these calls in a manner consistent with the Village’s customer service approach, staff should be trained on how to handle these types of situations. Therefore, prior to publishing the webpage, approximately five staff members that will be answering phone calls should receive proper training. Staff estimates that training will require a one time use of about 25 hours of staff time in addition to the 330 hours of staff time to operate the program.

Village Communication and Promotion

Staff currently prepares information for all six major forms of Village communication and promotion. Once the social services webpage becomes operational, staff would draft information about this service to be placed in all the communication forums. No additional staff time allocation would be required.

Total Estimated Village Resources

Staff estimates that a total of 115 hours of staff time would be required to create the program (90 hours for the creation of the webpage and 25 hours to train staff) and a total of 400 hours of staff time per year would be required to continue to operate the program. This workload translates to a .20 full-time equivalent (FTE) staff position. To accommodate this work, the Village would have to reduce the time spent on the provision of other services or increase staffing by approximately .20 FTE.



DEPARTMENT OF COMMUNITY DEVELOPMENT MEMO

To: Human Service Commission
From: Stan Popovich, AICP, Village Planner
Subject: TCD III Discussion topics
Date: April 6, 2011

In August 2010, the Human Service Commission was charged with examining the principal recommendation from the Total Community Development 3 (TCD 3): *the development of a better model for communication, cooperation and coordination*. At that time, staff presented the three following questions to the HSC with regard to the primary recommendation:

1. Does the Village need to improve its communication model?
 - a. What improvements are desired?
 - b. How are these improvements implemented?
2. How do residents wish to communicate with the Village and other governmental entities?
 - a. Do residents wish to communicate with the Village and other governmental entities?
3. Is a neighborhood organization model necessary or feasible?
 - a. If so, what is the set-up of the model?
 - b. What are the geographic boundaries of the model?
 - c. What other models are available for review?

During the HSC's discussion regarding the primary recommendation, the Commission should keep in mind the three primary questions.

VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION MEETING

April 6, 2011, 6:30 P.M.

Chairman Jacaway called the April 6, 2011 meeting of the Human Service Commission to order at 6:35 p.m. and asked for a roll call:

PRESENT: Chairman Jacaway, Ms. Carroll, Mr. Carter, Ms. Crowe, Mr. Meaney and Mr. Melton

ABSENT: Mr. Grammich and Mr. Rogers

STAFF

PRESENT: David Fieldman, Village Manager, Allison Alonzo, Management Analyst and Stan Popovich, Village Planner

VISITORS: Lucy Lloyd, Trib Local; Greg Hose, 445 Austin

March 2, 2011 MEETING MINUTES – Mr. Meaney recommended a clarification on page 6 to of the March minutes. The commission members agreed with the changes. **MS. CARROLL MADE A MOTION TO APPROVE THE MINUTES WITH MR. MEANEY’S REVISIONS, SECONDED BY MR. MEANEY. MOTION CARRIED BY VOTE OF 5-0-1 WITH MR. CARTER ABSTAINING.**

Chairman Jacaway asked Mr. Fieldman for an overview on the social service question staff report. Mr. Fieldman noted the two preliminary recommendations of the HSC were to create an interactive and searchable website and then market that website. Staff completed an analysis of the preliminary recommendation. With regard to the website creation, staff found there would be maybe 15-20 service categories with approximately 50 service providers. The webpage would be arranged for direct customer interaction.

Staff also found there would be an element of training needed for direct customer interaction. Staff believes if the Village creates, maintains and effectively markets the website, the Village will receive calls and inquiries about the website and social services. This belief is based on the fact that in December 2009, when the Village was transitioning out of social services, staff still received calls with a minimum amount of information on the Village’s website. These calls can be challenging and current staff is not trained with regard to social service interactions. Staff believes the annual hours needed for the social service program is between 300 and 400 hours.

The creation of awareness can be accomplished through the Village’s current communication methods including the website, e-news, twitter, DGTv, hometown times and the water bill. Staff is already in the business of getting news and information out, so the social service awareness would not be an additional staff cost but an opportunity cost. The social service awareness

message would take the place of a different message. Overall, this would result in a 0.20 full-time equivalent staff position to provide this service at this level.

Per a question, Mr. Fieldman noted it is about 90 hours of start-up time for the website. If the database was in a pdf form the start-up costs would be significantly less, but the on-going maintenance and update costs would be the same. Mr. Fieldman noted staff would be open to the HSC and volunteers assisting staff in the data gathering. Chairman Jacaway felt it could be a cost-savings if the HSC or volunteers assisted with the upkeep of the database.

Mr. Carter asked about staff capacity. Mr. Fieldman noted the Village is always trying to be more efficient. He noted in the short term the Village is operating at capacity but over time there might be efficiencies. Mr. Fieldman noted the 0.2 fte is difficult to find an exact match for a quarter time staff position. He noted staff would need to find a way to be more efficient to provide this service. Staff would probably not recommend adding a part-time position at this time.

Mr. Meaney noted that based on previous discussions he felt the primary users would be experienced service providers looking for more information. He did not envision this number of calls being made to the Village. Mr. Fieldman noted the number of calls was a staff estimate and they are really in uncharted waters. He noted the number of calls are based on historical data when the social services department was functioning and when the Village was transitioning out of those services. He noted the volume could vary. Mr. Fieldman noted anytime the Village posts something, staff will get calls, regardless of the topic. The majority of the fte estimate is based on answering phone calls.

Mr. Melton thought it would be important to make the website as user friendly as possible to assist in keeping the number of calls down.

Mr. Fieldman noted staff was confident in the start-up hour estimate because staff has a webmaster to create webpages. The on-going maintenance has more variables. Mr. Fieldman believes once the webpage is actively marketed, that is when the inquiries would begin.

Mr. Meaney wondered if you're a needy person, who would think to go to a website for this type of information when you could go in person to a church or other organization to ask for assistance. Per a question, Mr. Popovich noted staff receives on average between two to five calls a week, depending on the week. Staff does not track these calls or keep track of who is calling, whether they are asking for themselves or someone else.

Mr. Meaney feels that if the primary users are experienced social service providers, not many calls would be made to the Village. Mr. Fieldman stated it is the call from the individual needing assistance or a friend or family member that would generate the majority of the calls.

Mr. Fieldman noted that if this was the recommendation that came out from the HSC and approved by Council, staff would start by training staff and keeping the same staff levels. The program would run for a specific amount of time and staff would report back what the real experience is and if that would change or modify the staffing plan.

Chairman Jacaway thinks the recommendation answers the questions posed to the HSC by the Council. Is it the end all solution? Chairman Jacaway thinks it is in the right direction and that the solution should be open for fine tuning and adjustments. Mr. Meaney offered his support for the proposal.

Mr. Fieldman noted a report to Council would include discussions on the variability and level of call answering, how staff would approach the staffing issues, and with a try it and see approach with a report after the program has run for a specific amount of time.

Mr. Carter feels it is a safe small step for the Village to take.

WITH RESPECT TO THE SOCIAL SERVICE QUESTION, MR. MEANEY MADE A MOTION TO FORWARD TO THE VILLAGE COUNCIL THE RECOMMENDATION AS DRAFTED IN THE REPORT TO THE HUMAN SERVICE COMMISSION DATED APRIL 6, 2011 WITH THE ADDITIONAL COMMENTARY FROM TONIGHTS MEETING.

MR. CARTER SECONDED THE MOTION. ROLL CALL:

AYE: MR. MEANEY, MR. CARTER, MS. CARROLL, MS. CROWE, MR. MELTON, CHAIRMAN JACAWAY

NAY: NONE

MOTION CARRIED: VOTE 6-0

Mr. Fieldman noted the recommendation would be presented to the new Council after they are seated on May 3. Staff would keep the HSC informed about the hearing date.

Mr. Popovich noted the Chamber of Commerce handout was based on Chairman Jacaway's request for additional information about the Chamber's program. Mr. Carter noted he respected the Chamber's program and they are a great resource.

Chairman Jacaway opened up the discussion on the primary recommendation of TCD3. He reviewed staff's memo and believes that this is very similar to the other idea in terms of communication. He is not sensing a lot of support for the neighborhood organization model from neighbors and other residents. He believes there is not a need for it. He believes people are happy with the Village communication model as it is. He does not hear complaints about specific issues that people are having with Village responsiveness. If people become involved it is usually when a project directly impacts them. He can see ways the Village can communicate better but he does not see how a neighborhood organization model could help.

Mr. Meaney noted an organization would not be a political organization but based on a common geography. He recalled that the group considered neighborhood overlay districts / virtual neighborhoods for common interest groups, such as condominium owners. Referencing a memo from Mr. Dabareiner, Mr. Meaney noted the Village has many existing non-geographic based

groups. He noted if there is nothing precluding non-geographic groups, there is nothing prohibiting neighborhood groups from forming. A Village recommendation would be an encouragement for these groups to form. Mr. Meaney is in favor of the neighborhood organization model and a resolution should not restrict the formation of common interest groups or limit the right of assembly.

Mr. Popovich noted the Village would never prohibit a right of assembly or any resident from speaking individually or as a group of neighbors. Mr. Meaney would not want an individual to come before the Council and be rejected because they were not part of a neighborhood organization. Chairman Jacaway relayed his experience with regard to brick street issues in his neighborhood. He felt the mayor and council were all very accommodating. Mr. Popovich provided an example of how a neighborhood organization might function in terms of notifying the area about a proposed development.

Per a question, Mr. Popovich noted the Community Wide Notification System (CWNS) can be used to notify residents of issues. He noted it can be block specific, such as a recent hostage situation, or it can go out to the whole community, such as the recent blizzard. Ms. Carroll noted that system could be used to notify residents without incurring additional costs. She noted the Village has many available communication models that they can use.

Mr. Carter asked if there have been specific incidents where people felt they were not getting information from the Village. Mr. Popovich noted he was not aware of any issues. Mr. Carter felt they really have not defined a problem that needs to be addressed. He does not think the Village should be in the business of creating neighborhood organizations. It should be up to the resident if they want to communicate with the Village.

Chairman Jacaway noted the website invites residents to interact with the Village. Mr. Popovich noted staff can select the areas that would be contacted by the CWNS. The message can be tailored and directed to specific streets, blocks or neighborhoods. Twitter is used in a similar way to notify residents of events or issues. Mr. Carter related how he recently had received a CWNS notification. Mr. Carter noted the important issue is that staff knows it is important that they communicate with the Village.

Mr. Meaney related about the two sides of the issue. The one side is how the Village communicates to the citizens while other side, which is talked about in the TCD 3 document, talks about creating formal channels for residents to talk to the Village. Mr. Meaney read small excerpts from the TCD 3 report and noted the result desired from the TCD 3 report is more focused and responsive efforts on the part of elected officials. He believes the intent of the report is to encourage the formation of these groups so that they can speak with the Village in an organized manner.

Mr. Meaney supports the idea of formal opportunity for people to communicate with the Village. He noted the energy for these groups include non-geographic entities. Chairman Jacaway noted the focus should be on geographic based organizations.

Mr. Carter noted the residents of Downers Grove come together over specific issues or needs and did not believe a formal neighborhood group model would be very efficient or effective to set up when the neighborhoods are self-sufficient and could set them up if they need to.

Ms. Carroll was concerned about the implementation on the Village end and possibly having a staff person coordinate and be a liaison for the groups. She noted there is nothing to preclude a group of people from getting together and speaking to the Village as a group. Chairman Jacaway noted he had been to numerous Village Commissions and Councils to speak about issues and always felt listened to. He likes the concept but how to organize it and get buy-in is the deal breaker for him.

Mr. Meaney noted the concept is a noble one and noted many communities around the country have similar systems. He noted it seemed to be working in some places but did not know once you get into the details on how it would work. A discussion ensued about how to maintain the organizations over time.

Chairman Jacaway noted in terms of communication, maybe there are tweaks to the system to make it better. He related how the Village communicated construction updates along Prairie Avenue. Chairman Jacaway noted the website has lists of current projects on it, but could there be a way to offer more information

Mr. Carter recommended the HSC forward a recommendation that would state, the HSC recommends staff continue to identify and implement best practices in developing and maintaining two-way communications between government officials, municipal staff and citizens. He believes that is a simple and to the point recommendation.

Mr. Meaney would want to see something that emphasizes more citizen to government communication, such as formally encouraging neighborhood groups and developing improved channels of communication from citizens to governmental entities. Mr. Carter noted staff is doing a good job communicating and that recommendation would be to keep doing what you are doing, identify best practices and implement those. He likes encouraging citizens to be proactive. Mr. Carter thinks staff is already communicating effectively.

Mr. Meaney related how an existing group formed and evolved and now meets on a regular basis with the Village to discuss environmental issues. He noted the staff takes their opinions and ideas seriously. He noted this could be a model for future groups. Mr. Carter noted the recommendation could be the HSC recommends staff continue to identify and implementing best practices in developing, maintaining and encouraging two-way communications between government officials, municipal staff and citizens.

Chairman Jacaway noted the commission needed to look at the original questions posed. The Commission believed the existing communication models do not need to be improved, but just continuous quality improvement, such as recent improvements to the website. With regard to the second question, the Commission found it difficult to answer. Some Commission members noted their neighbors were fine with the current communication practices.

Mr. Meaney noted the discussion has really focused on question one, but felt the second question is the key issue. He wondered how the Village can help citizens have a voice? Ms. Carroll noted that may be assuming that residents do not have a voice. Have residents or groups gone to the Village to ask for assistance?

Per a question, Mr. Popovich noted the Village may not have a database of all the groups or homeowner associations in the Village. It goes back to the neighborhood organization model where the Village would collect that information. As a resident, Ms. Carroll would rather have the Village communicate directly with her rather than through an intermediary.

Mr. Meaney noted the progress made in the social service question when the Commission heard from specific groups. He wondered if it would be beneficial to speak with the other towns and cities that have used the neighborhood organization model. Mr. Popovich noted whom he had spoken to regarding their neighborhood organizations. Mr. Popovich noted the cities that use it have been doing it for many years and that there are departments and staffs dedicated to the neighborhood organizations. He noted the models were not only about specific development or construction projects but also about community building. Mr. Popovich noted turnover, maintenance and leadership development are keys in sustaining the organizations.

Mr. Carter feels the Commission had yet to identify a problem that would be necessary to consider the next step. He wondered where the issue is where someone has had trouble communicating with the Village. He did not feel it is the Village's role to create a model for neighborhood organizations.

Chairman Jacaway noted the Commission felt a neighborhood model is not necessary or feasible. Mr. Meaney preferred the Commission continue to explore the neighborhood organization model. Mr. Carter did not believe there is a problem, therefore it is difficult to determine how a neighborhood organization would solve the problem. Mr. Meaney wondered if there is an opportunity the Village would be missing. Mr. Carter believes staff is meeting the need and there is not a weakness that would require a solution.

Chairman Jacaway noted groups could form now without a formal organizational model, similar to the brick street example. He does not sense that the Village is unresponsive to groups of any size. He believes if it is not broke do not fix it. The majority of the Commission were reluctant to request additional information about neighborhood organizations.

Mr. Melton did not believe there is a large issue with the questions posed to the Commission. Ms. Crowe noted previous TCD efforts found significant needs that needed to be addressed. She noted there are 34 recommendations that came out of TCD 3. She is not sure how many people wanted a better form of communication. It is difficult to gauge since it is not a concrete recommendation such as a hospital or sidewalks. Ms. Crowe thinks it is okay to let Council know they think the Village is doing a good job and that residents have ways to communicate to the Village and their government.

Ms. Carroll noted the Commission has discussed the topic and that no one she has spoken to feels there is a void. She believes it would be appropriate to respond back to Council that the

concept is not necessary or feasible at this time. She noted if the Village would need to hire a position for this concept it may not be feasible.

Mr. Meaney noted great organizations always look for ways to excel beyond where they are and he thinks great communities should as well.

A discussion ensued regarding the next steps and recommendations. Mr. Popovich noted staff would prepare a report for the Commission to review next month, similar to the social service report that was completed tonight.

Mr. Carter wondered if the Commission could vote on the TCD3 recommendation tonight since the Commission seems to have come to a consensus. Mr. Popovich noted it would be beneficial to prepare a report so that the report could answer the questions before the Commission and lay out the rationale behind the recommendation. A report would give the Commission an opportunity to review the materials and ensure it adequately portrays the message that the Commission came to a consensus about.

Ms. Crowe discussed the Woodridge Wellness Council and how non-profits come together to share ideas. Chairman Jacaway noted if a representative of the Wellness Council wanted to come before the Commission, she is welcome to come in and talk about their program. Chairman Jacaway related his recent experience at the Walk-In-Ministry of Hope.

Chairman Jacaway opened the meeting to public comment. There being none, public comment was closed.

MS. CARROLL MOVED TO ADJOURN THE MEETING. MR. CARTER SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY BY VOICE VOTE.

THE MEETING WAS ADJOURNED AT 8:30 P.M.

/s/ Stan Popovich
Stan Popovich
(As transcribed by MP-3 audio)

VILLAGE OF DOWNERS GROVE – HUMAN SERVICE COMMISSION
VILLAGE HALL COMMITTEE ROOM
801 BURLINGTON AVENUE

February 2, 2011
6:30 P.M.

AGENDA

1. Call to Order
2. Review of January Minutes
3. Discussion of social service question
4. Discussion of TCD3 primary recommendation
5. Public comment
6. Adjourn

THIS TENTATIVE REGULAR AGENDA MAY BE SUBJECT TO CHANGE

Senior Resource Guide

**Prepared by
Village of Downers Grove**

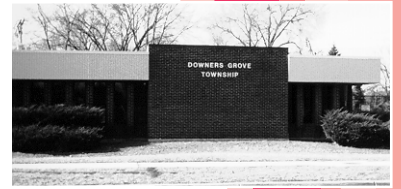
2010



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Every effort has been made to make this publication correct and factual. However, the Village of Downers Grove hereby disclaims any liability for alleged damages suffered by any person, firm, or corporation on account of or growing out of the use of this publication or resulting from any errors herein or omissions herefrom.



Downers Grove Township
4340 Prince Street
Downers Grove, IL 60515
630/968-6408



Downers Grove Park District
Lincoln Center
935 Maple Avenue
Downers Grove, IL 60515
630/963-1314



Village of Downers Grove
801 Burlington Avenue
Downers Grove, IL 60515
630/434-5500

STAY INFORMED

PRINT MEDIA

Village Corner is the official news and information column published by the Village of Downers Grove. The Village Corner appears in the *Downers Grove Reporter* on Wednesdays.

The *Hometown Times* is the Village's resident newsletter and is periodically delivered to homes by mail.

DGTV

Watch Council workshops, meetings, and a variety of television programs online or on your local, public access cable channel (Channel 6 for Comcast subscribers and Channel 99 for AT&T subscribers).

COMMUNITY NOTIFICATION SYSTEM REGISTRATION

The Village of Downers Grove has implemented a community-wide notification system. The Connect-CTY service allows the Village to record and send personalized voice messages across the community in just minutes, through a single phone call. **Publicly available primary residential and business phones in Downers Grove have automatically been included in the system.**

Residents and businesses are encouraged to visit the village website, www.downers.us, to register additional devices (up to three phone numbers and two e-mail addresses) by which to be contacted.

If you do not have Internet access you may correct/add information by calling the Community Response Center at 630-434-CALL (2255).

VILLAGE WEBSITE

Visit the Village of Downers Grove at their website, **www.downers.us**. Here you will find links to a wide variety of information.

E-Newsletter

The Village of Downers Grove offers a free, voluntary e-mail service to anyone interested in learning more about city services, activities and events. You may choose to unsubscribe at any time using a link within the e-mails.

NOTE: Your email address and name will be used only for record keeping and will be kept confidential. When you unsubscribe from the mailing list, your email address and name will be permanently removed.

Follow the Village on Twitter!

The Village of Downers Grove is now using Twitter. Twitter is a free social networking and micro-blogging service that enables its users to send and read each others' updates, known as tweets. Users can send and receive tweets via the Twitter website, Short Message Service (SMS) or external applications. The service is free over the Internet, but using SMS may incur phone service provider fees. Registered users can receive news and information about the Village.

Visit the Village of Downers Grove Twitter page to get started. If you're already a Twitter user, login and click the "follow" button. If you're new to Twitter, create an account to begin receiving our "tweets."

RSS

RSS is a format for delivering regularly changing web content. It allows you to easily stay informed by retrieving the latest content from the sites you are interested in. You save time by not needing to visit each site individually. Available RSS Feeds from the Village website: Top Stories http://www.downers.us/page/rss_top_items

DGTV

Watch DGTV online. Council podcasts are also available.

Township of Downers Grove 1-630-968-6408
Division of Human Services

Information and referral, transportation, housing,
financial assistance, home health care.

DuPage County 1-630-682-7000
Department of Human Services or 1-800-942-9412

For Senior Services - 60+

DuPage Senior Citizens Council
1-630-620-0804

Referral service for seniors. Addresses all aspects of senior needs.
Publishes annual membership resource guide and directory.

Social Security Office/Medicare 1-800-772-1213
Woodridge Location 1-630-852-2831

www.ssa.gov

Medicare 1-800-633-4227

Police/Fire/Ambulance—Emergency 9-1-1

Downers Grove
Police Department (Non-emergency) 1-630-434-5600

Village of Downers Grove
Community Response Center 1-630-434-2255

Problems or concerns related to Village services.

Village of Downers Grove TDD
(Telecommunications Device for the Deaf) 1-630-434-5511

Special phone service for people who have special speech and/or hearing needs.

“800” NUMBERS

Illinois Department on Aging

1-800-252-8966

In-home, community based services and programs, elder abuse services.

Illinois Department of Human Services

1-800-843-6154

Medical assistance programs, food stamps, child care for low income families, programs for individuals with developmental disabilities, reporting fraud, mental health, etc. www.dhs.state.il.us/

Illinois Housing Development Authority

1-800-942-8439

Low-income housing resource. First time home buyers.

National Institute on Aging/Alzheimer's Disease Education and Referral Center

1-800-438-4380

8:30 a.m. - 5:30 p.m. EST/Voicemail, www.alzheimers.org
Free publications

ADULT DAY CARE

Structure and supervision in a day care setting. Provides day care for the elderly and includes social contact opportunities, stimulation and personal care during the day. Services include meals, exercise, arts and craft sessions, reality reminders, games, singing and discussion groups.

Community Adult Day Care

1- 630-968-1060

Gloria Dei Lutheran Church
4501 Main Street • Downers Grove, IL
Monday - Friday, 7:30 a.m.- 5:45 p.m.
www.CommunityAdultDayCare.com

ESSE Adult Day Services

1-630-60-3773

515 S. Wheaton Avenue • Wheaton, IL 60187
41 N. Park Blvd. • Glen Ellyn, IL 60137

ADVOCACY GROUPS

Older Women's League (OWL)

**1-630-668-5287
or 1-800-825-3695**

Statistical studies, education and advocacy for midlife and older women.

Contact: Ruth Riha. www.owl-national.org

A.A.R.P.

1-866-295-7276

Call to find out information on local chapter.

www.AARP.org

DuPage Senior Citizens Council

1-630-620-0804

Hinsdale Community House

1-630-323-7500

EDUCATION

League of Women Voters

1-630-858-5725

DuPage County Chapter

College of DuPage

1-630-942-2700

Glen Ellyn, IL

Older Adult Institute

Some classes for seniors are offered at the Downers Grove Park District Senior Center, Lincoln Center, 935 Maple Avenue, Downers Grove, Illinois.

Elderhostel

Short term reasonable academic travel for people 60 years and over. U.S., Canada, and International current catalogs are available for reference at the Downers Grove Public Library.

For more information write or call:

Elderhostel

**1-617-426-7788
or Toll Free - 1-877-426-8056**

11 Avenue De LaFayette • Boston, Mass. 02111

www.Elderhostel.org

EMPLOYMENT OPPORTUNITIES

- Illinois Employment & Training Center for DuPage County** 1-630-495-4345
www.IDES.State.il.us
- Village of Downers Grove** 1-630-434-5500
Home Chore Program
- Illinois Department of Employment Security** 1-630-963-8820
4340 Prince Street • Downers Grove, IL
Job Service. Hours are from 1-4:30 p.m. Wednesday.
- Downers Grove Park District Senior Center** 1-630-963-1314
Lincoln Center • 935 Maple • Downers Grove, IL
Bulletin board posting of job opportunities.
www.dgparks.org

VOLUNTEER OPPORTUNITIES

- Giving DuPage**
www.givingdupage.org
Giving DuPage connects donors and volunteers with opportunities to get involved in local community services. Their website features an interactive volunteer match with volunteer and donation opportunities at a variety of DuPage County non-profit organizations. Discover an opportunity just right for you!
- District 58 OAK Program** 1-630-719-5805
www.dg58.org/community_relations/pdf/oak_program.pdf
Connects Older Adults with Kids through volunteer opportunities at local schools.
- Downers Grove Park District Senior Center** 1-630-963-1314
Lincoln Center • 935 Maple • Downers Grove, IL
- DuPage County Human Services** 1-630-682-7000
Volunteer Center of DuPage/Senior Services
- Good Samaritan Hospital** 1-630-275-1181
Contact: Sharon Boziak (Volunteer Services)
- Hinsdale Community House** 1-630-323-7500
Volunteer contact: Marcy McGonagle
Sr. Contact: Kate Vogts

VOLUNTEER OPPORTUNITIES

continued

**Village of Downers Grove
Neighborhood Resource Center**

1-630-964-2357

RSVP—Retired & Senior Volunteer Program
2121 S. Goebbert Rd., • Volunteer Center of DuPage
Arlington Heights, IL 60005
55 and older

1-847-228-1006

SEASPAR

1- 630-960-7600

FINANCIAL ASSISTANCE

Metropolitan Family Service DuPage
Financial literacy

1-630-784-4800

Circuit Breaker and Pharmaceutical Assistance Program

The Circuit Breaker provides tax relief in the form of a property tax/rent relief grant and an additional tax relief grant. To be eligible for the program, you must be 65 or older, have an annual household income under \$14,000; and live in an Illinois residence or nursing home that is subject to the property tax. Qualification also includes a 50% discount on license plate fees. (See Illinois License Plate on page 25). Senior citizens can have forms mailed to them by calling the Downers Grove Township office at 1-630-968-6408.

Any questions should be directed to:

Illinois Department of Revenue
Circuit Breaker Section
101 W. Jefferson • Springfield, IL 62794

1-217-782-3336
or **1-800-624-2459**

Illinois Department of Revenue (W. Chicago)
245 W. Roosevelt Rd. Bldg #4 • West Chicago, IL 60185

1- 630-293-8300

FINANCIAL ASSISTANCE

continued

Emergency Financial Assistance

Downers Grove Township 1-630-968-6408

Salvation Army funds available for emergency rental, food, and utilities assistance.

FISH 1-630-964-7776

Emergency financial assistance, food pantry, clothing, transportation.

LOVE Christian Clearing House 1-630-512-8665

Emergency financial assistance.

St. Vincent DePaul

St. Joseph

1-630-964-0216

St. Mary

1-630-969-1063

Walk-in Ministry

1-630-322-9803

Home Improvement Exemption

1-630-968-2100

*Township of Downers Grove Assessor's Office
4340 Prince • Downers Grove 60515*

Homestead Exemption

1-630-968-2100

*Township of Downers Grove Assessor's Office
4340 Prince • Downers Grove 60515*

This senior citizen exemption is administered by the DuPage County Supervisor of Assessments. It is an annual savings on property tax bills, regardless of income or the original amount of real estate taxes. The exemption, which is \$2000, is applied to the equalized value of your home. You may apply for the exemption during the year of your 65th birthday. Proof of age and a recorded deed or title insurance are required.

Savings could range between \$118-\$125 per year.

Income Tax Preparation

1-630-963-1314

*Downers Grove Park District Senior Center
Lincoln Center • 935 Maple • Downers Grove, IL
Appointments available every Tuesday and Thursday
between 9 a.m. and 1 p.m., from February 4 - April 15.*

FINANCIAL ASSISTANCE

continued

Low Income Home

Energy Assistance Program (LIHEAP)

1- 630-968-0451

*Township of Downers Grove
4340 Prince • Downers Grove 60515*

This program assists eligible low income households pay for utilities.

LIHEAP will provide a one-time benefit to eligible households to be used for utility bills.

Available in winter months only.

Public Aid/Medicaid

1-630-530-1120

Food stamps. There are low income qualifications.

Real Estate Tax Deferral

1-630-682-7005

*DuPage County Treasurer's Office
421 N. County Farm Road • Wheaton, IL 60187*

Qualified seniors 65 years or older, who have an annual household income of \$50,000 or less may defer all or part of their real estate taxes on their personal residence. The loan has a 6% yearly interest rate which is to be repaid at closing when the property is sold or after the taxpayer's death. The title must be in the senior's name (This is for senior or senior/spouse only.) Applications must be made every year between January 1 and March 1.

Reverse Mortgages

1-800-252-8966

Illinois Department on Aging
Offers information on reverse mortgages.

A reverse mortgage, also known as a home equity conversion mortgage, is designed to enable persons age 62 or older to receive income for the equity in their home while they continue to occupy their home, remain responsible for taxes, repairs and maintenance, and retain title to the property. The money can be used for other purposes such as medical expenses or personal care. It is an agreement between you and a lender, in which the lender pays you money based on the equity of your home and your age. The loan is repaid, with interest, when you sell or vacate the house. To qualify you must be the owner of, and reside in, a single family home with a moderate or no mortgage.

Tax Freeze Program for Property Tax

1-630-682-7026

DuPage County Supervisor of Assessments
Household income limit of \$50,000 and over 65.
Must have lived in home two consecutive Januaries to qualify.

Veteran's Benefits

1-800-827-1000

Water Bills (Prepayment)

1-630-434-5510

Village of Downers Grove Water Billing Department
Prepayment of water bills to avoid late charges. Used primarily when resident is out of the area for an extended period of time.

FOOD and NUTRITION

Food Stamps 1-630-530-1120
General Public Aid Questions 1-800-843-6154

Public Aid/Medicaid/Food Stamp/Cash Assistance
146 W. Roosevelt Road • Villa Park
There are low income qualifications.

Food Pantries

FISH 1-630-964-7776

4340 Prince • Downers Grove
Monday and Friday, 9-11:15 a.m.

St. Joseph Church 1-630-964-0216

Thursday, 9:30 a.m. to 11:30 a.m.
Downers Grove Residents Only

St. Mary of Gostyn 1-630-969-1063

Wednesday, 9:30 a.m. to 11:30 a.m.
(need proof of Downers Grove residency)

Grocery Resource for Low Income Seniors 1-630-221-8340

Humanitarian Service Project of DuPage.
Referrals are only received through other agencies

DuPage County Department of Human Services 1-630-682-7000

Home delivered meals.

Nutrition Sites

Meals provided to seniors daily. Cost based on ability to pay.

DuPage Senior Citizens Council 1-630-620-0804

1919 S. Highland Ave. • Building A, Suite 210
Lombard, IL 60148

Home delivered meals, onsite dining options, home maintenance, and volunteer opportunities. **For information and registration: 1-630-407-6500**

Immanuel Residence 1-630-852-1311

1122 Gilbert Ave. • Downers Grove, IL
Affordable housing, subsidized rent (HUD)
Lunch program for residents only

Community Adult Day Care 1-630-968-1060

4501 Main St. • Downers Grove, IL
Hot meals for clients.

Peace Memorial Manor 1-630-960-5770

3737 Highland Ave. • Downers Grove, IL

Dental

Low cost referral and treatment.

DuPage County Health Department • Wheaton

1-630-682-7400

Urgent care clinic. Income qualifications apply.
Ask for dental department. Bilingual.
www.dupagehealth.org

DuPage Community Clinic

Medical Services

1-630-690-7450

Dental Services

1-630-682-0639

www.dupagecommunityclinic.org

File of Life

“File of Life” is offered through the offices of Downers Grove Township at **1-630-968-6408** or the Senior Advocate Office of Good Samaritan Hospital at **1-630-275-5800**. The cost to participants is \$1.00 and this fee is solely used to defray the cost of materials. Participants receive a magnetic pouch that they attach to their refrigerator door. Forms are supplied for the pouch listing all pertinent medical data, DNR orders if applicable, etc. Cards, which may be carried in purses and wallets, are also included.

Healthcare

DuPage County Health Department

Wheaton

1-630-682-7400

Westmont

1-630-969-7030

Crisis Line

1-630-627-1700

Urgent care clinic. Income qualifications apply.
Ask for dental department. Bilingual.
www.dupagehealth.org

DuPage Community Clinic

1-630-690-7450

Low cost referral and treatment. Available to residents of DuPage County that do not have medical insurance, Medicare, or Medicaid
Must pre-register with Access DuPage 510-8720.

Hearing

Chicago Hearing Society

1-773-248-9121

Spanish speaking also

1-773-248-9174 (TDD)

2001 N. Clybourn Ave, 2nd Floor • Chicago, IL 60614

DuPage Easter Seal Center

1-630-620-4433

No age requirement

1-630-620-4436 (TDD)

830 S. Addison • Villa Park, IL 60181

HEALTH

continued

Hospice

Support and relief for terminally ill and their families.

Hospice Hotline

Find a provider by county

1-800-658-8898

NHPCO.org

Advocate Hospice

1-630-963-6800

St. Thomas Hospice • Hinsdale, IL

8230 S. Madison • Burr Ridge, IL

1-630-856-6990

CNS Home Health & Hospice of DuPage, Inc.

Carol Stream, IL

1-630-690-9000

Harbor Light Hospice

Glen Ellyn, IL

1-800-419-0542

Hospitals

Good Samaritan Hospital

1-630-275-5900

Hinsdale Hospital

1-630-856-9000

Edwards Hospital

1-630-355-0450

Medical Equipment

Fairview Village

Various medical equipment at reduced prices.

1-630-769-5015

Advocate Home Health Services

1-800-564-2025

Nursing Homes

DuPage County Dept. of Senior Services

Call to request a list of nursing homes in DuPage County.

1-630-682-7000

State of Illinois

Department of Public Health

Division of Longterm Care

Call to obtain any history of violations at specific nursing homes.

1-217-782-4977

Optical/Vision

Seniors Eye Care Program

Medical eye care referrals for qualified caller at no cost.

1-800-222-3937

Illinois Dept. on Aging

1-800-252-8966

**Illinois Department of Rehabilitative Services
Bureau of Blind**

1-630-495-0500

Michael Sommesi

Home teaching for seniors whose vision has been impaired.

Pharmaceuticals

Write for a free booklet on availability of free medications.

PHRMA

1100 15th Street N.W.

Washington, D.C. 20005

Well Being Guardian Program

1-630-682-7256

DuPage County Sheriff's Office makes calls to shut-ins to verify well-being. Call Sheriff's Office for application.

HOME REPAIR

DuPage Senior Citizens Council

1-630-620-0804

2200 S. Main Street #308 • Lombard, IL 60148-5366

Home Maintenance Program

1-630-620-0804

This program, available to all DuPage residents 60 years and over, regardless of income, assists in finding quality home repair at a reasonable cost. DuPage Senior Citizens Council will screen any referrals given to seniors.

Home Chore Program

1-630-434-5500

Village of Downers Grove

Program which matches employers and employees for chores around the home. This is a referral service only.

HOUSING

Retirement Homes And Communities

The best way to find the right retirement community for you is by shopping around and comparing. A complete listing of retirement housing options in and around DuPage County can be obtained by calling the DuPage County Division of Human Services, Office of Housing Resources or Senior Citizen Services, at **1-630-682-7000**. (TDD phone for the hearing impaired: **1-630-682-6926**).

Subsidized

DuPage County Housing Authority

1-630-690-3555

128 S. County Farm Rd. • Wheaton, IL 60187

Section 8 Housing Assistance Program provides housing assistance to families and elderly. Eligible families or individuals who meet low-income guidelines pay no more than 30% of their monthly income toward their housing costs. Only a limited number of Section 8 certificates are available, and there is a 3-5 year waiting list. The following is a list of subsidized housing within Downers Grove only:

Oak Tree Towers

1-630-964-6600

1120 Warren Ave. • Downers Grove, IL 60515

Peace Memorial Manor

1-630-960-5770

3737 Highland Ave. • Downers Grove, IL 60515

Immanuel Residences

1-630-852-1311

1122 Gilbert • Downers Grove, IL 60515

Rental/Owner

Rental/Owner housing within Downers Grove only.

Saratoga Grove Retirement Centers

1-630-971-1995

3460 Saratoga Ave. • Downers Grove, IL 60515

Retirement Villages

Fairview Village

1-630-769-6100

200 Village Dr. • Downers Grove, IL 60516

Carmelite Carefree Village

1-630-960-4060

8419 Bailey Road • Darien, IL 60561

Shared Housing

Senior Home Sharing - Park Place

1-630-407-0440 ext. 251

315 W. St. Charles Rd. • Lombard, IL 60148-2286

www.seniorhomesharing.org

The six residences in DuPage County (including Park Place in Downers Grove) provide a safe, secure home choice for those seniors who, although still able-bodied, prefer not to live alone or be burdened by home maintenance, cleaning and cooking chores. Senior home sharing provides family-type living in a spacious, comfortable home with residents who are capable of self-care. Cost varies according to room size and location. The fee includes shelter, food, maintenance, utilities and staff. Park Place, the Downers Grove residence, is located near McCollum Park. It is a two story home that accommodates six residents.

Shared Housing Program

1-630-682-7000

Division of Human Services, DuPage County

421 N. County Farm Road • Wheaton, IL 60187

A service linking senior citizens who are seeking affordable housing in DuPage County with other senior citizens residing in homes or apartments who wish to share their homes. A staff member is available to provide assistance. Ask for shared housing.

Specialized Housing Options and/or Referrals

DuPage County Division of Human Services

1-630-682-7000

421 N. County Farm Rd. • Wheaton, IL 60187

or 1-800-942-9412

Housing Outreach Program. Provides information about affordable housing in DuPage County. 8:00 a.m. - 4:30 p.m.

Hope Fair Housing Center

1-630-690-6500

2100 Manchester, Building B, Suite 1070

Wheaton, IL 60187

Spanish speaking also

Housing agency dedicated to greater housing opportunities for lower income and minority people. Provides rental location assistance to DuPage County residents.

List of senior citizen housing will be mailed upon request. No charge for services.

They also help with discrimination issues (race, gender, age, disabilities). They will refer you to an agency that can help. Not necessary to be low income to receive help with discrimination issues.

HOUSING

continued

Life Service Network of Illinois

1-630-325-6170

Illinois Retirement Housing Association (Affiliate)

911 N. Elm, Suite 228 • Hinsdale, IL 60521

Association of over 290 not-for-profit, long-term care facilities and retirement communities committed to quality. Provides consumer directory and various programs and services.

Illinois Independent Living Center

1-630-357-0077

1141 Iroquois Ave. • Naperville, IL 60563

Provides housing and/or referrals to disabled persons and their families.

Temporary Housing

Central Intake: 1-630-833-7882

Fax: 1-630-516-9005

Knuepfer Guest House

1-630-653-2397

375 S. West Avenue • Elmhurst, IL 60126

Provides up to 30 days of housing (maximum of six people at any one time) for DuPage seniors 60 years or older. Charges based on a sliding scale. Seniors capable of self-care may utilize the residence for respite care, crisis situations or as a temporary residence. Sponsored by Metropolitan Family Service DuPage (1-630-682-1802).

INSURANCE and MEDICARE

Social Security/Medicare 1-630-852-2831
7440 Providence • Woodridge, IL 60517

**Directory of Participating Doctors
Who Accept Medicare Assignment** 1-800-642-6930

Medicare Complaints 1-800-447-8477
Customer Service

**Senior Health Insurance Program (SHIP)
General Information** 1-800-548-9034

**Information: Medicare, Medicaid
Supplemental & Long-Term Care Insurance** 1-630-963-1314
*Downers Grove Park District Senior Center
Lincoln Center • 935 Maple • Downers Grove, IL
Call for an appointment. Monday - Friday
9:00 a.m. - 1:00 p.m.*

**Supplemental Coverage for Medicare
Recipients Not Eligible for Medigap** 1-800-367-6410
Illinois Comprehensive Health Insurance Plan (CHIP)

Illinois Department of Insurance 1-217-782-4515
320 W. Washington St. or 1-800-548-9034
Springfield, IL 62767

HealthMax, Inc. 1-630-910-6964
8014 Winter Circle • Downers Grove, IL 60516

We utilize our knowledge of public and private insurance and the healthcare system to help you get the most from your health plan. We advocate on your behalf with insurers and providers to resolve problems with benefits interpretation and coverage, benefits denials, claims payments and bills, and provider access.

LEGAL ASSISTANCE

**American Bar Association,
Commission on Legal Problems of the Elderly** 1-202-662-8690
740 15th Street N.W. • Washington D.C. 20005
www.abanet.org/aging/

DuPage Bar Legal Aid Service 1-630-653-6212
126 S. County Farm Rd. • Wheaton 60187

DuPage County Bar Association 1-630-653-9109
Lawyer Referral Service • \$35 for the first 1/2 hour consultation.

**Illinois Attorney General
Consumer Protection and Fraud Division** 1-312-814-3580
100 W. Randolph • Chicago, IL 60601

**Illinois Attorney General
Senior Citizen Division** 1-800-243-5377
100 W. Randolph, 11th Floor • Chicago 60601 1-312-814-3374 (TDD)

Metropolitan Family Service DuPage 1-630-784-4800
Credit counseling and legal options for seniors.

Prairie State Legal Services 1-630-690-2130
350 S. Schmale Rd., Suite 150 • Carol Stream, IL 60188
Free legal services in areas of housing, medical benefits, nursing home
impoverishment and public benefits.

Funeral Planning Contact local funeral homes

Wills

**DuPage County Human Services
Senior Citizens Services** 1-630-682-7000
Living Wills or 1-800-942-9412

A living will is an advance directive indicating person's desired
procedures to treat medical conditions.

**DuPage County Human Services
Senior Citizens Services** 1-630-682-7000
Durable Power of Attorney for Health Care or 1-800-942-9412

Durable power of attorney is a legal document identifying the
person you select to make health care decisions when you cannot.

LIBRARY and MEDIA

Downers Grove Library

1050 Curtiss St. D.G., IL 60515

1-630-960-1200

VINTAGE TIMES - Cable TV Program, Channel 6

The Vintage Times is produced by the Township of Downers Grove in cooperation with the Village of Downers Grove. Programs will be shown on Channel 6 in Downers Grove during the entire month, on Mondays and Fridays at 10:30 a.m. The following month the program is shown on Comcast Channel 19 on Thursdays at 6:00 p.m. Videotaped copies are available for loan at public libraries in Westmont and Downers Grove, the Indian Prairie Library, and at the Township office. For additional information please contact Hanna Benioff at the Township of Downers Grove, Division of Human Services at **1-630-719-6682**.

Golden Grapevine Newsletter

Downers Grove Park District offers this free newsletter to Downers Grove residents listing many monthly activities and items of interest. Call the Downers Grove Park District at **1-630-963-1300** to be included in their mailing list.

RECREATION

Downers Grove Park District 1-630-963-1300
Senior Center 1-630-963-1314

Senior activities held Monday through Friday from
9 a.m. to 1 p.m.

Swimming Pools 1-630-963-1300

Passes are obtained from the Downers Grove Park District.

Pools are located at:

Downers Grove North High School

Downers Grove South High School

For public swim schedules call:

1-630-963-0575

Lisle Park District 1-630-964-3410

Westmont Park District 1-630-963-5252

Westmont Community Center Seniors 1-630-963-5150

Woodridge Community Center 1-630-964-2100

York Township Senior Center 1-630-620-2423

Indian Boundary YMCA 1-630-968-8400

711 59th Street • Downers Grove, IL

SEASPAR 1-630-960-7600

Stroke Club, and other recreational programs for senior citizens with
disabilities, including sports, special events, crafts, cooking, etc.

Wellness Center 1-630-275-2700

3551 Highland Avenue • Downers Grove, IL 60515

For additional senior recreational programs, contact local churches.

RESPITE CARE

Short-term resources for time-off for family caregivers.

Knuepfer Guest House 1-630-653-2397
Elmhurst, IL

Saratoga Grove Retirement Community 1-630-971-1995
3460 Saratoga Avenue • Downers Grove
Respite care is provided in one of four, fully-furnished designated respite care apartments. Seniors who are independent or needing some assistance may rent them for two days to two weeks with no obligation. Rental fees depend upon level of care required ranging from \$110 to \$150 per day.

Skilled Healthcare Facilities

Check with local nursing facilities.

Nursing Home Hotline 1-800-252-4343
Takes complaints regarding care of residents in nursing homes, hospitals, ambulatory treatment centers, mental health centers, home health agencies, ambulances, and dialysis centers.

DuPage County Senior Services 1-630-682-7000
or 1-800-942-9412

Adult Day Care
Community Adult Day Care 1- 630-968-1060
4501 Main Street • Downers Grove

Home Support Services

In-home service providers

DuPage County Senior Services 1-630-682-7000
(Income eligibility.)

C.N.S. Home Health and Hospice 1-630-665-7000
690 E. North Ave, Ste 100 • Carol Stream, IL 60188

C.N.S. Client Resource Center 1-630-665-7006

Metropolitan Family Services 1-630-784-4875
In Home Senior Respite Program.
Provides 3 hours per week respite. No cost.

Relia Care, Ltd -
Health Care at Home 1-630-960-5100

Downers Grove Township 1-630-968-0451
Call to obtain a list of other agencies.

SAFETY and HOME SECURITY

Carrier Alert Program

This program is partnership with the U.S. Postal Service and the Downers Grove Police Department for seniors and the homebound. Should the mail accumulate or some other sign of distress come to the attention of letter carriers, the Post Office can inform family contacts and/or the Police Department for a wellness check. Persons interested may register at the Downers Grove Police Department during normal business hours.

Cell Phone for Seniors

1-630-434-5600

The Downers Grove Police Department offers free cell phones for seniors. The phones are programmed to make direct calls to 911 for emergency assistance. Since the phones can only make 911 calls, they do not require any phone company contracts or payment plans. Please call the Downers Grove Police Department at 1-630-434-5600 Monday through Friday during the hours of 8:00 am to 5:00 pm. Community Response Center (CRC) uses a database that allows the Village to document non-emergency concerns and complaints received from residents and track the follow-up and actions associated with them. Residents may call the CRC at 1-630-434-CALL (2255) during regular business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. to log their concerns. Calls received after 5:00 p.m. will be directed to voicemail and will be returned on the next business day.

Elder Service Officers

1-630-434-5600

The Police Department's Elder Service Officer Unit (E.S.O.) provides specialized service and response to senior citizens in our community. E.S.O. personnel conduct the Senior Police Academy and the Senior Breakfast Club, present personal safety programs and work with elderly victims of crime.

File of Life

1-630-434-5606

This program is offered to protect senior citizens or others with special medical problems. The File of Life packet, which can be picked up at the Police Department during regular business hours, consists of a magnetic pouch that is affixed to the refrigerator in a residence. The pouch contains important information such as emergency contacts, medications, a log of medical problems and conditions, and other information for the resident that could be accessed by emergency personnel in the event of a medical crisis. All Downers Grove Firefighters and Paramedics are trained to look for the File of Life pouches on refrigerators when responding to medical emergencies. Interested persons should contact the Downers Grove Crime Prevention Unit at 1-630-434-5606.

The Guardian Program

1-630-682-7256

The Guardian Program offers daily reassurance calls for Seniors and the homebound. A computer generated phone call is made to the senior's home; if they're not able to return the call to signal that they're OK, then a person from their contact list or a D.G. Police Officer is dispatched to their home to check on their wellbeing. To register for the program, call the DuPage County Sheriff's Department at 1-630-682-7256.

SAFETY and HOME SECURITY

continued

Humanitarian Service Project of DuPage

1-630-221-8340

(Low income)

Groceries and special friend. Visitation and phone contact.

*DuPage County provides referral to this program.

Home Security Inspection

1-630-434-5600

Downers Grove Police Department

Available to Downers Grove residents only.

Home Fire Safety Survey

1-630-434-5983

Downers Grove Fire Department

Available to Downers Grove residents only. Inspection of the home for fire hazards and advice on ways to avoid home fires.

Scams, Cons, and Frauds

1-630-434-5606

This program educates the public on the various types of scams, cons and frauds that citizens, especially senior citizens, fall prey to. The program discusses home repair fraud, telephone solicitation, bank fraud and many other types of scams.

This program is ideal for senior groups to assist them in being street smart and refusing to be victimized by con artists. Call the Downers Grove Police Dept., Crime Prevention Unit at 1-630-434-5606.

Vacation Watch Program

1-630-434-5600

The Downers Grove Police Department offers a service in which residents can complete a vacation watch form and drop it off at the Police Department.

Non-sworn personnel will conduct a security check of your home while you are away on vacation to insure all doors and windows are secure. Homes will be checked as time permits and up to four weeks at a time. Call the Downers Grove Police Department at 1-630-434-5600.

SOCIAL SERVICES and COUNSELING

Township of Downers Grove
Information and referral.

1-630-964-6408

**DuPage County Mental
Health Department
Crisis Unit**

**(Central Intake) 1-630-682-7400
(24 hour line) 1-630-627-1700**

Counseling, referrals and emergency help for emotional crisis.

Metropolitan Family Service DuPage

Wheaton

1-630-784-4800

Counseling, psychiatric assessment, medication management,
care giver counseling.

Hinsdale Community House

1-630-323-7500

Counseling, senior programs.

Wellness House

1-630-323-5150

Hinsdale, IL

An educational and emotional support program for patients and
families dealing with a cancer experience.

Care Givers Support & Education

1-800-323-8622

Good Samaritan Hospital

Senior Advocate Membership Program, monthly seminar breakfast,
senior newsletters

TRANSPORTATION

Dial-A-Ride

Township of Downers Grove

1-630-968-6408

Curb service transportation service in the township for those age 65 and older, or disabled. Monday through Friday, 7:30 a.m. to 5 p.m. Advance reservation required - Fare \$3.00

Township of Lisle

1-630-968-2087

Similar service as above. Call for reservations. Need to be registered and a resident of Lisle Township.

55 ALIVE

1-630-963-1314

*Downers Grove Park District Senior Center
Lincoln Center • 935 Maple • Downers Grove, IL*

Defensive driving instruction - \$10 fee. Possible reduction in insurance premium.
Sponsored by AARP

Handicap Parking

1-630-434-5504

Village of Downers Grove Cashier

Downers Grove residents may obtain temporary, three-month handicap parking cards through the Village at a cost of \$2.00 or free through the Secretary of State office. A certification form must be filled out by a physician. The form is available at the Village Hall, 801 Burlington Avenue, Downers Grove. For more information on handicap parking cards or plates through the Secretary of State's office call **1-630-369-9010**, Tuesday through Saturday.

PACE and Rail Information

1-630-836-7000

PACE, Dial-A-Ride and Special Services

1-630-836-7000

Reduced Illinois License Plate Fee

1-800-624-2459

Reduced fee. Eligibility from circuit breaker criteria.
(See Circuit Breaker on page 5).
DO NOT leave message for circuit breaker.

RTA Services

Seniors Ride Free

1-630-968-6408

Seniors age 65 or older can register for free public transit rides through the Regional Transportation Authority from 9 a.m. to 1 p.m. Monday through Friday at the Downers Grove Active Adult Center at the Lincoln Center, 935 Maple Ave., Phone **1-630-963-1314**. Seniors may also register at the D.G. Township office at 4340 Prince St., Phone **1-630-968-6408**. **SPECIAL NOTE** - CTA, Metra and Pace riders: If you already have a senior reduced fare card, you are already registered. Additional information and application forms can be found at www.illinois.gov/transit.

TRANSPORTATION

continued

Taxi Coupons

1-630-434-5500

Village of Downers Grove

Downers Grove residents only who are 65 years or over, or handicapped may receive substantial reductions in the cost of taxi fares through this village subsidy program. Eligible residents may purchase up to six taxi coupon sheets per month. Each sheet costs \$5 and has \$10 worth of taxi coupons.

AM Regional Taxi

1-630-971-8888

American Taxi

1-630-920-9480

Alliance Taxi

1-630-968-1323

Area Taxi

1-630-515-0448

303 Taxi LLC

1-630-588-0303

Transportation Requiring Special Qualifications

American Cancer Society

1-630-469-3011

For cancer patients only, requires one week notice.

FISH

1-630-964-7776

Primarily available for emergency needs. Requires 24 to 48 hours advance notice.

PACE - Handicapped Service

1-630-836-7000

Para-Transit for Very Low Income

1-630-682-7000
or **1-800-942-9412**

Secretary of State

1-800-252-2904

Call for a guide to senior programs and services.

VILLAGE OF DOWNERS GROVE – HUMAN SERVICE COMMISSION
VILLAGE HALL COMMITTEE ROOM
801 BURLINGTON AVENUE

March 2, 2011
6:30 P.M.

AGENDA

1. Call to Order
2. Review of January Minutes
3. Discussion of social service question
4. Discussion of TCD3 primary recommendation
5. Public comment
6. Adjourn

THIS TENTATIVE REGULAR AGENDA MAY BE SUBJECT TO CHANGE

VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION MEETING

March 2, 2011, 6:30 P.M.

Chairman Jacaway called the March 2, 2011 meeting of the Human Service Commission to order at 6:30 p.m. and asked for a roll call:

PRESENT: Chairman Jacaway, Ms. Carroll, Ms. Crowe, Mr. Grammich, Mr. Meaney, Mr. Melton and Mr. Rogers

ABSENT: Mr. Carter

STAFF

PRESENT: Stan Popovich, Village Planner

VISITORS: Jon Hoekema, Horizon Community Church, 2129 63rd Street; Lucy Lloyd, Downers Grove Chronicle; Marge Earl, 4720 Florence Avenue; Janell Robinson and Adrienne Colvert, Walk In Ministry of Hope, 1047 Curtiss Street.

JANUARY 3, 2011 MEETING MINUTES –MS. CARROLL MADE A MOTION TO APPROVE THE MINUTES, AS PREPARED, SECONDED BY MS. CROWE. MOTION CARRIED BY VOTE OF 7-0.

Chairman Jacaway asked Mr. Popovich for an update. Mr. Popovich noted staff included the Senior Resource Guide in the Commissioners packet. He noted in the past weeks staff has tracked the number of calls that come into Village Hall and on average there have been two to three calls a week. The range of topics include Salvation Army questions, taxi subsidies, train money questions and senior citizen tax preparation questions. Mr. Popovich noted that Village phone staff has information regarding other social service providers that they can provide to the callers and can look up information on the internet if necessary.

Mr. Popovich noted he spoke with Esther Hicks at United Way of DuPage/West Cook who submitted a revised memo clarifying some information and the number of individuals served from her original memo to Mr. Meaney. Mr. Popovich stated Mr. Fieldman was in Springfield and would be unable to attend tonight's meeting.

Chairman Jacaway asked if there are any organizations in the audience who might like to speak to the Commission. Ms. Janell Robinson, Executive Director of Walk In Ministry of Hope (WIMOH), noted her organization is ten years old and provides emergency and immediate services through three services, an immediate assistance program (e.g. food and gas vouchers), a special assistance program (e.g. prescription assistance, dental care, eye glasses), and an enrollment and referral program for approximately 120 other agencies.

Ms. Robinson noted WIMOH started based on community and church leaders who saw people going from place to place and the organizations were not able to track those individuals needs. WIMOH has been around for two recessions and they have seen all different types of individuals, some are the most vulnerable and others are those who never thought they would need assistance. She believes 80% of their clients have between \$0 - \$1,000 of monthly income. Client problems can be caused by long-term issues while other are situational issues.

Ms. Adrienne Colvert provided an overview of the organization. WIMOH's current budget is \$180,000. In 2010, they completed 4,100 client visits, represented by approximately 2,000 clients who come and go. About 25% of their clients are from Downers Grove and approximately 25% of the overall clients are registered PADS clients. Every time a client comes in, they must prove their residence in Darien, Downers Grove, Lisle, Westmont, Willowbrook or Woodridge or have a current PADS card.

Clients can receive up to \$25 each visit in food or gas vouchers and PACE or Metra vouchers. They can receive this \$25 every 30 days and can receive up to \$75 per client year. WIMOH can help their clients in other areas, but are limited on the cash assistance. WIMOH has a very detailed database that provides a history of the individual clients. Special assistance is available up to a lifetime limit of \$250. Special assistance is for prescription assistance, employment related needs, and co-pays. Ms. Colvert noted in 2010, they gave out \$43,000 in food vouchers, \$40,000 in gas vouchers, \$11,000 in medical/dental and employment assistance, and \$12,000 in PACE and Metra vouchers.

Ms. Robinson said they are one of the only places where clients can come in and meet face to face with people. They are a primarily volunteer organization made up of 60 volunteers and two paid part-time staff. They are in the tradition of a grass-roots, small, non-profit volunteer based social service organization. She referenced a University of Chicago study that noted these types of safety nets are important to a community.

Ms. Robinson noted their hours of operation and that they are available on Monday evenings for those clients who access the PADS site at First Congregational Church. She noted they are usually very busy during their office hours. Per a question, Ms. Robinson noted they receive approximately 25% of their funding from churches, 25% from grants, 25% from individual donations and 18% from their fundraiser. They receive no governmental funding.

Ms. Robinson noted they work with DuPage County social services. They network through other non-profits and working groups to understand what other groups do. She noted there is a need to have a centralized location where organizations or people in need can find information about non-profit service providers. Chairman Jacaway noted it is important not to duplicate services.

Ms. Colvert noted WIMOH partners with other non-profit groups in their network. She noted WIMOH can direct people to other service providers for assistance that WIMOH doesn't provide, such as car repairs. Ms. Robinson noted another need is helping clients navigate the system when they are in crisis.

Jon Hoekema, Horizon Community Church, noted his social service working group is looking at similar topics. There are a number of extensive websites that have this information, Positive Parenting DuPage and DuPage Community Resource Information System (DuPage CRIS). However, these websites can be cumbersome for the information they have. The need is for comprehensive, quick and easy information in Downers Grove for clients, churches, and non-profits.

Per a question, Mr. Hoekema noted some of the websites are not very user friendly. He noted an example of needing to find car repair assistance and not being able to locate it quickly. Ms. Robinson noted the CRIS site is very comprehensive but it can be overwhelming for their clients.

Mr. Meaney noted the HSC has discussed in some degree about a continuum of care, attempting to create an intake system and a coordinated effort amongst the provider groups. There may be a way of helping the clients through the process and service groups. Ms. Robinson noted WIMOH provides some similar services as Naperville Cares. She noted there are other non-profits in the Village non-profit network that help with some items WIMOH does not and that WIMOH partners with them in various capacities. The informal network of non-profit social service providers is based on relationships between the organizations. There is not one overarching umbrella organization that keeps track of what the social service providers are doing.

Based on a question, Ms. Colvert noted their longest term clients are white male, PADS clients that can't get Medicaid or subsidized housing. She noted if you are female and have a child you're automatically going to receive food stamps, Section 8 housing and financial assistance. She noted their population is 40% white, 40% African-American and 20% other with an equal male and female split. She would guess the average age is about 50 based on the number of elderly people asking for assistance.

It is difficult because there is no set population that WIMOH serves. Depending on the community trends, the focus of WIMOH changes. Currently, it is service industry personnel trying to deal with increased fuel prices.

Mr. Meaney compared the social services being provided to a hospital check-in process with a central organizing component that triggers all the different specialties. He noted the potential need for a coordinated intake effort to assist people through the process. Ms. Colvert noted this would be similar to a case worker, which they don't have. There are too many people needing assistance to provide a case worker to everyone. Ms. Robinson noted Mr. Meaney's discussion is a little more extensive than what WIMOH is able to do but there may be a need for something like that.

Per a question, Mr. Hoekema noted the need is there to have someone walk a client through a two-year process and help them through the problems. A case worker to sit down with the client and help them while they are in crisis mode would be very beneficial. Ms. Robinson noted Bridge Communities in Glen Ellyn has a family program that works with families and children and provides a holistic approach to assist the family with education, health and employment issues. It is a very intensive program, time wise and monetarily. Ms. Robinson noted the two-year program is for people that are stuck in a cycle. WIMOH asks how can they break the cycle?

Ms. Colvert noted even coordination of services would be helpful. For a \$600 car repair, someone to coordinate assistance from multiple groups would be beneficial.

With regard to Village involvement, Ms. Colvert noted grant money could be provided to non-profits that are earmarked only for Downers Grove residents. Mr. Hoekema thought a coordination role might be a better framework. The non-profits use their own databases to access services or use websites they are familiar with. Ms. Robinson noted in the past they worked with the Village on some referrals. Ms. Colvert noted the referral list needs to be continually updated so the service providers and information is up to date.

Per a question, Ms. Colvert felt a Village advocate for Downers Grove residents would be beneficial. A coordinating point person would be beneficial to non-profits to coordinate services for various clients.

Chairman Jacaway noted WIMOH is doing a fantastic job and it takes a very unselfish, giving person to do this type of work. Ms. Robinson noted she is impressed with the level of interest and care of the residents of Downers Grove. She noted a good number of Downers Grove churches and residents volunteer or contribute to WIMOH. She invited the Commission members to visit.

Mr. Rogers asked what value the Village could add to the number of great organizations that are out there already. Ms. Carroll felt the non-profits would not want anyone coming in asking them to do something that would take away their time to serve their clients.

Ms. Crowe felt the WIMOH is such a well-oiled machine that they know what is going on and where to send people if they cannot provide it. She spoke with Mr. Hoekema's working group about the benefits of a user-friendly website and all agreed that could be very beneficial. She felt the Village is called to be creative because the ability to provide funding is not there. She believes it is best to make a recommendation on the website and ask for more time to explore this issue further.

Chairman Jacaway was leaning towards a user-friendly website to assist in coordinating social services. Would there be a way to have volunteers, such as senior citizens, who would call the agencies to ensure the information is up to date. Volunteers could save a lot of time in getting this information. This would allow the Commission to forward a recommendation to the Council while still looking at bigger picture items.

Mr. Grammich wondered what they are expecting to put in the directory that is not in other directories. What lessons could they learn from other directories? Since January, Mr. Grammich spoke to two individuals who work in social services and they felt the Village could help in being a conduit of information. They also suggested publicity from the Village, in terms of both fundraising events and the services they provide. He agreed the website is a good start.

Mr. Popovich noted the senior resource guide is on-line but was unsure if there are other social service links on the Village website. The resource guide is a pdf on-line and is not really

interactive. Ms. Carroll noted we would have a skeleton start on a database based on the senior resource guide. Mr. Rogers wondered why the guide is just a senior resource guide because many of these services are just not for seniors. Mr. Rogers noted the Village could maybe spotlight a group on the website or on an e-newsletter. Maybe this would help someone who needs help but did not realize there are organizations out there that could help. Mr. Grammich noted the guide could also help people decide which organization to support based on their service in Downers Grove. Mr. Rogers noted the Community Grants Commission is suspended but that could be helpful in the future, if the grants commission is re-activated.

Mr. Meaney noted in his own conversation with Ms. Robinson that she was appreciative of any publicizing of WIMOH by the Village that could increase awareness in the community. He felt bringing these groups to the forefront through e-news or other media would be beneficial. Mr. Meaney also spoke to other groups and broached the idea of a central coordinating mechanism to collect funds and then distribute those funds to the groups. He felt a strong push back on that idea and some groups noted that they have their own funding sources. He believes the social service providers do not want another organization between them and their donors.

Chairman Jacaway summarized the groups' consensus about not adding another layer of bureaucracy. Mr. Meaney felt creating a mechanism that could help the social service providers and individuals would be beneficial. It is a small step that is cost friendly and could be done now. Chairman Jacaway thought maybe down the road they could discuss the caseworker concept or something more elaborate, but that is a monetary cost. Maybe the caseworker idea could be volunteer based.

Chairman Jacaway noted the Village could publicize these groups via the water bill, similar to what the Village does for the fireworks. The Village could use the water bill to publicize a new website about the service providers, ask for support of the providers, or provide volunteer opportunities. It is a low cost option to advertise.

Ms. Crowe concurred with the water bill idea. She felt the water bills could be used to highlight a service provider, selected via a lottery. She felt the water bill could be used to ask for monetary donations for the service provider, similar to the way the Village solicits support for fireworks. She felt Meals on Wheels could garner a lot of donations.

Mr. Popovich noted the water bills are sent out every other month, alternating monthly between the north and south sides of the Village. Mr. Popovich noted the Village does send out other information via the water bills, so he was unsure of how often a service provider could be highlighted. Mr. Popovich noted he could obtain additional information about water billing and the inserts if the Commission desired.

Mr. Meaney thought the Commission should be careful about the Meals on Wheels discussion. There are many service providers or charities providing services to the residents of Downers Grove. He would be hesitant to include solicitations for any group in the water bills. He likes the idea of advertising the groups.

Chairman Jacaway noted it could be an incremental step in at first providing advertising for the groups and then maybe look at asking for donations. Mr. Meaney's concern was in treading lightly on requesting donations because all of the service providers have their own sources of funds. If the Village were to choose to solicit for a group, it would go back to initial Council discussions on the difficulty of choosing one over another.

Mr. Grammich thought the lottery may not be the perfect mechanism but might be acceptable. He noted the Village should ask the organizations if they would want that type of support. He went back to Mr. Bedalov's discussion where he has to differentiate to donors that the education foundation is not the school district.

Ms. Carroll noted the Village would have responsibilities to collect and then distribute donations. It might create additional Village staff time.

Mr. Melton concurred with the thoughts on the water bill and database ideas.

Ms. Crowe felt the service providers would be grateful for any and all donations the Village would receive via the water bill. Ms. Crowe felt this could be done in a non-controversial way. Chairman Jacaway noted the degree to how the provider is highlighted could include a pledge form or it could simply be a brief description about the provider and their contact information.

Ms. Carroll noted if the Village collected donations it would not be a tax deduction but a donation directly to a non-profit organization would be a tax deduction. She noted May is older American's month, so in May the insert could highlight all the services that are provided to seniors in the Village. Mr. Grammich wanted to keep the insert as simple as possible.

Chairman Jacaway noted a water bill would assist the groups in getting their name out to residents who might not know about them. Mr. Meaney noted the discussion is addressing the initial question before them. He noted the mailers could assist in creating a sense of community and caring.

Chairman Jacaway asked Mr. Popovich to look into the internet resources the Village currently has, how much space is available, how difficult it would be, and the cost into creating a user-friendly active link website of service providers. He encouraged the Commission members to look at other websites as well. The website should include a list of providers, contact information, a brief description of their services, eligibility requirements, and volunteer opportunities. The website should be searchable and not just a pdf list.

Chairman Jacaway also noted the concept of refreshing the database is also important. How would that be accomplished to keep the list up to date? Could volunteers, such as senior citizen groups, do this or would Village staff do this. Mr. Popovich noted he would check to see how the existing Senior Resource Guide is updated. Is there a cost attached to keeping this updated?

Chairman Jacaway also asked staff to look into water bill mailings and how that has been done in the past. Would there be a cost associated with extra mailings.

Ms. Crowe noted she attended a Downers Grove – Woodridge Community working group that provides a forum for not-for-profit service providers to share concerns and ideas. Ms. Crowe noted Laura Crawford, the Chamber of Commerce President, is also putting together a group of non-profits, but she was not sure what the intentions of that group would be. She thought Ms. Crawford was working on something similar to the HSC.

Chairman Jacaway suggested the TCD III discussion be moved to the next meeting. The Commission concurred.

Mr. Popovich noted some recent community discussions about homelessness and a 2008 HSC report regarding homelessness. At last night's Council meeting, the Council asked staff to provide a copy of the report to the new HSC members. Staff does not know if this will or will not become a topic for the HSC. Mr. Popovich provided a copy of the report to all Commission members.

Chairman Jacaway opened the meeting to public comment.

Ms. Marge Earl, 4720 Florence Avenue, mentioned that putting a donation request in the water bill could get tricky for the Village in terms of handling the money, separating it into a different fund and distributing it to the charity. It could become a complex issue and increase the cost to the Village.

There being no further comments, public comment was closed.

Mr. Popovich noted the next Commission meeting is the first Wednesday in April, which is April 6.

Per a question, Mr. Jacaway noted the commission should really think about TCD III and about where the HSC should go with it. They have a lot of information and they probably have enough to decide where they should go with it. Mr. Popovich noted the primary TCD III question was about the Village's communication models and if there is a need to improve the communication model. Mr. Meaney noted it is important to think about how residents and neighborhood groups wish to communicate with the Village, via a two-way model. Chairman Jacaway noted if the Commissioners think the model needs to be improved, the Commissioners should provide details on how it could be improved.

MR. GRAMMICH MOVED TO ADJOURN THE MEETING. MR. MEANEY SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY BY VOICE VOTE.

THE MEETING WAS ADJOURNED AT 8:23 P.M.

/s/ Stan Popovich
Stan Popovich
(As transcribed by MP-3 audio)

VILLAGE OF DOWNERS GROVE – HUMAN SERVICE COMMISSION
VILLAGE HALL COMMITTEE ROOM
801 BURLINGTON AVENUE

**January 5, 2011
6:30 P.M.**

AGENDA

1. Call to Order
2. Review of December Minutes
3. Presentations and discussions with representatives from D58 Education Foundation, D99 Education Foundation, Grove Foundation and Naperville Cares
4. Discussion with regard to questions presented at the December meeting
5. Public comment
6. Adjourn

THIS TENTATIVE REGULAR AGENDA MAY BE SUBJECT TO CHANGE



DEPARTMENT OF COMMUNITY DEVELOPMENT MEMO

To: Human Service Commission
From: Stan Popovich, Planner
Subject: TCD3 discussion update
Date: January 5, 2011

Since the December meeting of the HSC, staff has undertaken some additional research with regard to the development of a better model for communication, cooperation and coordination. Staff has been trying to find alternatives to the neighborhood organization model. Staff has explored the community involvement mechanisms in the following communities:

Bowling Green, Kentucky
Decatur, Georgia
Great Falls, Montana
Missoula, Montana
Raleigh, North Carolina

Our examination of these five communities found that four of the communities use some form of the neighborhood organization model. Decatur's model for communication is an open city hall website which allows residents the opportunity to comment on various city topics.

Staff has also confirmed with Mr. Kozlowski that the existing Village Community-Wide Notification Systems will be in place throughout 2011. The contract for the current service is up for renewal in February 2012.

VILLAGE OF DOWNERS GROVE
REPORT FOR THE HUMAN SERVICES COMMISSION
JANUARY 5, 2011
6:30 P.M., VILLAGE HALL COMMITTEE ROOM

SUBJECT:	SUBMITTED BY:
Potential Role of the Village of Downers Grove in the Provision of Social Services	David Fieldman Village Manager

SYNOPSIS

The Human Services Commission asked staff to provide further information as a result of the discussion at the December 1, 2010 commission meeting.

STRATEGIC PLAN ALIGNMENT

The Five Year Plan and Goals for 2010 – 2014 identified *Exceptional Municipal Organization*.

BACKGROUND

At the October 5, 2010 and November 9, 2010 Village Council meetings, the Council discussed the potential role of the Village in the provision of social services. The Council requested that the Human Services Commission consider if the Village could leverage the name and resources of the Village, and the volunteers from the community, to act as a clearinghouse for information and/or funds to fill voids left by the current economic conditions.

At the December 1, 2010 Human Services Commission meeting, staff facilitated a discussion surrounding five key questions generated by the Council referral. The Commission asked staff to provide answers to questions generated by the discussion. The questions are the following:

1. Which services were affected by recent Village budget decisions? Which of these affected services have been “picked up” by other funding sources or service providers?
2. Which services have been affected by other governments’ budget decisions?
3. What is the impact of the Village’s decision to not providing funding to the DuPage Senior Citizens Council? Provide detailed information on specific service levels.
4. What are the eligibility requirements for the Meals on Wheels and taxi subsidy programs?
5. What were the financial and intangible impacts on the not for profit sector of the suspension of Heritage Festival?
6. How many calls for social services does the Village receive?
7. Do any municipalities use a 311 phone system to refer residents to social service providers?
8. Provide additional information about the structure, function and funding sources of the District 58 and District 99 Education Foundations and the Grove Foundation.
9. Provide additional information about the Naperville Cares organization.
10. How do the Police and Fire Departments respond to calls involving social service needs?

Answers

1. Which services were affected by recent Village budget decisions? Which of these affected services have been “picked up” by other funding sources or service providers?

The following table and descriptions explain which services were affected the Village’s budget decisions and whether those services have been absorbed by other providers.

Previous Village Administered Social Services	New Service Provider
Heritage Fest sponsored by the Village Counseling & Social Services Department	Rotary Grove Fest
Counseling Services	Associates in Family Care
Salvation Army Funding Administration	Downers Grove Township Administration
Community Grants Commission	No other provider
DuPage County Senior Citizen Council Funding for Meals on Wheels	DCSCC's cash reserves and other funding sources
Village Taxi Subsidy Program FY09 and earlier - Village offered 70% subsidy and allowed up to 100 coupons/month. A \$1 coupon cost the participant \$0.30.	Village Taxi Subsidy Program FY10 and beyond - Village offers 50% coupon and a maximum purchase of 60 coupons/month. A \$1 coupon costs the participant \$0.50.

Heritage Fest

More information on the impacts of cancelling Heritage Festival is provided in Question #5 below.

Counseling and Social Services Department

Associates in Family Care (AFC) is a private counseling service that operates in the space formerly occupied by the Village's Counseling and Social Services Department. As part of the lease agreement with the Village, AFC provides counseling at a discounted rate. The attached memo to the Village Council dated 9/17/10 provides information on usage rates at AFC.

Salvation Army Funding Administration

Staff contacted Gary Ostrowski from Downers Grove Township to determine which types of general social services the township provides. The township coordinates the Salvation Army assistance program and also operates a general assistance program that provides \$250 per month for a single person who may be in need of temporary financial assistance due to a pending social security disability claim or due to expiration of unemployment benefits. The program does not provide help for families with children, as those cases must be referred to the Department of Children and Family Services. The Salvation Army program provides emergency help for Downers Grove residents only. The program provides financial assistance, such as Jewel gift cards, utility bill assistance or rent assistance, in small amounts, with a maximum of \$100. Individuals may receive assistance only once every 18 months.

Community Grants Commission

This program was suspended by the Village for 2010 and 2011. No other organization has provided similar funding.

Meals on Wheels

More information on Meals on Wheels is provided in the answer to Question #3 below.

Taxi Subsidy

In a memo to the Village Council dated 9/17/10, staff reported usage rates for the Taxi Subsidy program compared to usage rates prior the subsidy reduction in 2009. The report is included as an attachment.

2. Which services have been affected by other governments' budget decisions?

Staff contacted Candace King, the Executive Director of the DuPage Federation on Human Services Reform, and the organization's Planning Program Director, Phil Smith, to discuss the impact of other governments' budget decisions on human services in DuPage County. Ms. King indicated that human services organizations have seen cuts in funding from the State of Illinois since 2006. She also estimated that the human services sector has 60 percent of the capacity that it had 10 years ago, due to a decrease in the absolute dollars allocated for human services coupled with population growth. She stated that the most pressing problem is in the mental health system as DuPage County residents who are on Medicaid or children on the State's All Kids program are not eligible for mental health services through their health insurance. While the DuPage County health system does provide mental health services, its capacity is limited to the most severe cases. More information on the amount of funding available for human services was provided to the Human Services Commission in the DuPage Federation on Human Services Reform Community Needs Assessment, which was included in the commission's December 1, 2010 meeting materials.

3. What is the impact of the Village's decision to not providing funding to the DCSCC? Provide detailed information on specific service levels.

The Village requested information from the DuPage Senior Citizens Council in September regarding the impacts of the Village's decision not to provide funding for Meals on Wheels. The information is provided as an attachment. Note that the DCSCC indicated in the attached letter that they prioritize some senior citizens for services.

4. What are the eligibility requirements for the Meals on Wheels and taxi subsidy programs?

The Village-funded Taxi Coupon program is open to residents aged 65 and older and residents with disabilities who have a valid RTA Card. This subsidy is provided using Village funds. The Meals on Wheels program is open to any person aged 60 or over.

5. What were the financial and intangible impacts on the not for profit sector of the suspension of Heritage Festival?

In the absence of Heritage Festival, not-for-profit organizations lost the ability to leverage public resources to raise funds for private uses. The Village has data on the financial impact to organizations that were formal partners with the Village, such as those organizations that performed a specific service in return for a share of the revenues and those organizations that received a flat payment for services provided. The Village does not have data on the financial impact to not-for-profit organizations that participated via the Community Information Booth or that operated single booths. The intangible impact to not-for-profit organizations was losing the audience of approximately 78,000 attendees, of which 30,000 were from outside Downers Grove. The Village does not have attendance data for Rotary Grove Fest.

The Village's formal partnerships consisted of either a partnership to receive a share of revenues or a flat donation in exchange for a service.

Examples are:

The Downers Grove Rotary Club managed Beer Garden operations and received 40% of the revenue. With their 40% they were responsible for paying for the beer, cups, and signage within the beer garden. In 2009, their net revenues were \$18,325.

In 2009, the Downers Grove Heritage Preservation Foundation received 40% of the gate entrance to the Friday night special concert in the beer garden. The DGHP supplied volunteers to operate the gate entrance and operated the hospitality section for sponsors. Their proceeds were \$9,630.

The J Kyle Braid Leadership Group assisted with parking vehicles in the parking deck and received 40% of the parking gate collected at the parking garage during the event weekend. The group's share of the proceeds was \$5,394.

Other organizations received a set donation for their participation in working the event.

These included:

- Downers Grove South Band Boosters who monitored the vendors all weekend with periodic checks (\$1,000)
- Downers Grove North High Football which operated ice sales (\$850)
- Downers Grove Westmont Newcomers Club who operated ticket sales on Thursday evening and Sunday morning (\$650)

Not-for-profits that operated single booths at Heritage Fest were not charged a fee for booth space. Not-for-profit organizations that were part of the Community Information Booth were charged \$50 for one day and \$70 for all three days. Staff also asked representatives of groups who participated in Heritage Fest either operating their own booths or providing other services to discuss the impact of the cancellation of Heritage Fest. According to Chairman Jacaway, the church youth group earned approximately \$200 by selling bottled water at Heritage Fest. A separate resident who is involved with the First United Methodist Church said that the church youth group made between \$3,000 and \$4,000 by charging for parking and selling refreshments.

6. How many calls for social services does the Village receive?

Village staff tracked the number of residents helped through the Village's Counseling and Social Services Department from 2007 to 2009. The information is provided as an attachment. The Village continues to provide the Senior Resource Guide by request at Village Hall. The guide was most recently updated at the beginning of 2010 to reflect the changes to Village services for the Fiscal Year 2010 budget.

The Village occasionally receives calls from residents and other seeking help or referrals to social service agencies. During the week that staff tracked call volume, the Village received two calls requesting assistance. Village staff provides available information and provides the caller with information on the most appropriate agency for their request.

7. Do any municipalities use a 311 phone system to refer residents to social service providers?

Staff researched 311 systems and it appears that 311 systems are primarily intended to provide easy access to services that the municipality provides, rather than access to referrals to social service providers. 311 systems are primarily used to provide general information on municipal services, enter public works service requests or take non-emergency police and fire department calls.

8. Provide additional information about the structure, function and funding sources of the District 58 and District 99 Education Foundations and the Grove Foundation.

This information is provided as an attachment to this report. Representatives from these organizations have been invited to speak at the January 5, 2011 Human Services Commission meeting.

9. Provide additional information about the Naperville Cares organization.

This information is provided as an attachment to this report. The executive director of Naperville Cares has been invited to speak at the January 5, 2011 Human Services Commission meeting.

10. How do the Police and Fire Departments respond to calls involving social service needs?

The Downers Grove Police and Fire Departments act in a similar way to other Village Departments by acting as an information source for residents. Employees have a list of the various social service agencies located within the County and may make referrals depending on the circumstance.

ATTACHMENTS

Memo to Village Council regarding Associates in Family Care

Memo to Village Council regarding Tax Subsidy Program

DuPage Senior Citizens Council Overview

Letter from DuPage Senior Citizens Council to Deputy Manager Mike Baker

Historic Records from the Counseling and Social Services Department

District 58 Education Foundation information

District 99 Education Foundation information

Grove Foundation brochure

Naperville Cares information

Memorandum

To: Honorable Mayor & Council
 From: David Fieldman, Village Manager
 Re: Counseling Services
 Date: September 17, 2010

As part of the FY10 budget and in response to the severe economic challenges confronting the Village, the Village ceased offering counseling services. The last counseling session was held in late December 2009. The elimination of this service reduced annual Village expenses by \$158,000. In February 2010, the Village entered into a lease with Associates in Family Care (AFC) for the use of the former Counseling & Social Services building located at 842 Curtiss Street. Pursuant to the lease AFC provides counseling services at below market rates and pays the Village \$150 per month in rent. This memorandum summarizes the services provided by AFC and compares them to the services provided by the Village in 2009.

Associates in Family Care occupied the building beginning in mid-February of 2010 and saw their first client on February 17, 2010. Through August 20, 2010, AFC has provided 168 hours of counseling services at rates ranging from less than \$60 per hour to \$80 per hour. AFC serves an average of 10 clients per week. Forty-three percent (43%) of the clients pay \$60 an hour or less.

A review of Village records from January 1 to September 30, 2009 indicates that the Village provided 686 hours of counseling services at rates ranging from less than \$60 per hour to over \$70 per hour. The Village served an average of 18 clients per week. Seventy-six percent (76%) paid \$60 an hour or less.

The table below summarizes the services provided by AFC in 2010 and the services provided by the Village in 2009.

	AFC	Village of Downers Grove
Dates of Service	2/17/10 to 8/20/10	1/1/09 to 9/30/09*
Hours of Service Provided	168	686
Service Hours Per Week	6.2	17.6
Clients Per Week	10	18
Cost Per Hour	\$60 to \$80	<\$60 to >\$70
Net (Cost)/Revenue to the Village	\$1,050	(\$118,500)

*NOTE: The Village provided service through December, 2009. Usage of counseling services decreased during the period of October 1 to December 31, 2009. For purposes of this comparison, data from the period of January 1 to September 30, 2009 was used.

Memorandum

To: Mayor & Council
 From: David Fieldman, Village Manager
 Re: Taxi Cab Coupon Program
 Date: September 17, 2010

In conjunction with the approval of the FY10 municipal budget, the Village Council made changes to the taxi subsidy program. Effective January 1, 2010, the subsidy level was reduced from 70% to 50% and the maximum number of coupons to be purchased in one month was reduced from 100 to 60. These changes are expected to reduce the Village's net cost of the program by \$50,000 in 2010.

The FY10 budget includes \$60,000 in revenues from the sale of coupons and \$150,000 in expenses from the redemption of the coupons for a net cost of \$90,000. To date, the revenues and expenses are tracking near the budgeted amounts. The net cost of the program through July 31, 2010 was \$53,592, slighted above the budgeted amount of \$52,500. This compares to a net cost of \$71,859 for the same period in 2009, for a decrease of \$18,827.

As noted in the attached table, the number of coupons sold through July 31, 2010 (70,624) is very near the budgeted number of 70,000. The revenue of \$35,312 is slightly greater than the budgeted amount of \$35,000. The number of redeemed coupons and expenses are also tracking just above the budget. Through July 31, 2010, 88,904 coupons were redeemed at a cost to the Village of one dollar per coupon compared to the budget of 87,500 coupons.

Taxi Cab Coupon Program Report, January - July, 2010												
	2010 Actuals				2010 Budget				2009 Actuals			
	Coupons Purchased	Revenue	Coupons Redeemed	Net Cost	Coupons Purchased	Revenue	Coupons Redeemed	Net Cost	Coupons Purchased	Revenue	Coupons Redeemed	Net Cost
January	7,960	\$ 3,980	\$ 14,332	\$(10,352)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	17,933	\$ 5,380	\$ 16,023	\$(10,643)
February	9,480	\$ 4,740	\$ 9,191	\$(4,451)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	17,953	\$ 5,386	\$ 15,440	\$(10,054)
March	9,640	\$ 4,820	\$ 17,836	\$(13,016)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	17,123	\$ 5,137	\$ 15,289	\$(10,152)
April	14,730	\$ 7,365	\$ 11,782	\$(4,417)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	21,367	\$ 6,410	\$ 16,184	\$(9,774)
May	8,018	\$ 4,009	\$ 9,275	\$(5,266)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	15,590	\$ 4,677	\$ 15,256	\$(10,579)
June	9,460	\$ 4,730	\$ 16,253	\$(11,523)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	17,467	\$ 5,240	\$ 15,260	\$(10,020)
July	11,336	\$ 5,668	\$ 10,235	\$(4,567)	10,000	\$ 5,000	\$ 12,500	\$(7,500)	17,257	\$ 5,177	\$ 15,814	\$(10,637)
Total	70,624	\$35,312	\$88,904	\$(53,592)	70,000	\$35,000	\$87,500	\$(52,500)	124,690	\$37,407	\$109,266	\$(71,859)



DUPAGE SENIOR CITIZENS COUNCIL

Attachment for Question 3

www.dupagesenioreouncil.org

Providing Meals and More...

1919 S. Highland Avenue, Building A, Suite 210
Lombard, IL 60148-6162
Office (630) 620-0804 Fax (630) 620-1158

August 30, 2010

Mr. Michael Baker
Assistant Village Manager
Village of Downers Grove
801 Burlington Avenue
Downers Grove, IL 60515



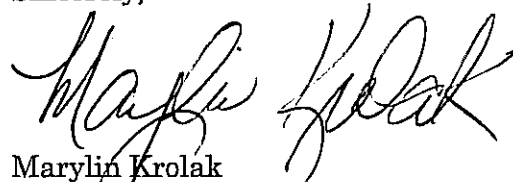
Dear Mr. Baker:

This letter and proposal is to ask for support and funding of the services that are provided to the elderly and homebound persons in the Village of Downers Grove by the DuPage Senior Citizens Council (DSCC). We are hopeful that you will reinstate your long history of support and underwrite some portion of the unfunded expense of serving the senior residents in your community.

Should you need any additional information, please contact me at (630) 620-0804. These are difficult and challenging times and we hope to regain the support of the Village of Downers Grove as we provide services to our most vulnerable residents.

We look forward to your response.

Sincerely,



Marilyn Krolak
Executive Director

cc: File

DuPage Senior Citizens Council

Proposal for Senior Nutrition and Home Maintenance Programs To Village of Downers Grove

Overview

Many older people need assistance in order to maintain their health and independence. This is particularly true for those seniors who are frail, have limited income, or whose families live elsewhere. Like most communities in DuPage County, Downers Grove has a growing senior population and a significant percentage of senior homeownership. Most of these residents desire to remain living independently in their homes.

Downers Grove has much to gain from the wisdom and experiences of older adults who increase the diversity and link the generations of your community. DSCC Senior Nutrition and Home Maintenance programs conform to the character of Downers Grove as a destination community where families establish roots for generations to follow.

History of DSCC

DSCC represents the foundation for service networks envisioned by the landmark 1965 Older Americans Act (OAA). This Congressional Act remains the nation's major vehicle for promoting the delivery of a minimal amount of social services to the aging population and authorizes the distribution of federal grants to areas across the United States.

Established in 1975, DSCC is a 501(c) (3) not-for-profit, community-based, volunteer-driven agency and since its founding it has been at the foundation of DuPage County's senior service network established by the OAA.

Since 1983, DSCC has operated a Senior Nutrition Program and is privileged to be the OAA/Title III C grantee for *Meals on Wheels* for all of DuPage County, for which we receive a limited amount of Federal and State funding based upon a demographic formula.

DSCC continues to go above and beyond the basic requirements of the OAA/Title III C grant by providing hot meals and daily delivery for seniors in our service area. Recognizing additional needs within the senior community, DSCC developed a Home Maintenance Program in 1990 and an added value "Well Being Check and Emergency Follow-Up Program" for our homebound seniors in 2004.

DSCC is also a member of the Meal on Wheels Association of America, assuring "best practices" with our service delivery model.

Program Descriptions

Senior Nutrition

Approximately 800 meals are packed and delivered each weekday to frail and homebound seniors in DuPage County by staff and volunteers who have been trained in food safety. In addition, more than 300 meals each day are served at community dining sites within the county. DSCC operates one such site in Downers Grove. All meals are balanced, nutritious, and meet special dietary needs required, such as low sodium, vegetarian, or diabetic requirements. Each meal is equivalent to 1/3 of the Reference Dietary Intake for adults 60 or over.

Well-Being Checks

Through this added-value program, trained staff, volunteers and route drivers conduct a daily Well-Being Check and alert our staff to any observed changes in a senior's health. An Emergency Follow-Up Procedure is in place for any senior who does not respond to the delivery or service person and was expected to be at home. We collaborate with every municipality and township in DuPage County to account for every "missing" senior by the end of each business day. The Daily Well-Being Check is a unique part of DSCC's Added Value services that other OAA/Title IIIIC Nutrition Providers do not offer. Well-Being Checks that accompany every meal delivery and home maintenance visit have been credited with saving the lives of a number of seniors. By their daily presence in the community, DSCC staff and volunteers provide extended "eyes and ears" to police and response units, becoming an adjunct asset to these units.

Home Maintenance

This program, available to DuPage County senior residents provides low-cost minor home repairs, free Contractor Referral, and a seasonal yard clean up called Chore Days. This program helps seniors maintain the safety of their homes and also the value. Repairs commonly needed are often too small for most contractors, but the work is necessary to ensure the senior can maintain a decent, safe, and sanitary living environment. Repair work is done by DSCC staff, and all of the service technicians in this program are pre-screened, qualified, and supervised. Chore Days is a popular activity for seniors and volunteers alike. Hundreds of seniors receive assistance from groups of volunteers of all ages who help with various outside chores such as raking leaves, gardening, trimming shrubs, and other yard tasks.

Funding Request

Our request is made in order to help bridge the gap between the cost to provide our services to the residents of Downers Grove and the anticipated revenue from confirmed funding sources and senior contributions.

Senior Nutrition Program:

In the Senior Nutrition Program, it will cost \$8.00 to prepare and deliver each meal to a needy senior. DSCC can count on Federal and state grants to cover half of that cost. DSCC must raise the additional dollars through underwriters such as you.

This year, approximately 18,600 meals will have been provided to more than 200 unduplicated seniors in Downers Grove and we anticipate a similar number in the coming year. The average donation directly, or on behalf of those Downers Grove

seniors served, is typically \$1.78 per meal. Thus the cost gap to serve your senior residents is anticipated to be \$41,292 during the coming year.

Summary

18,600 meals X \$8.00 =	\$148,800
Confirmed other funding (Federal/State Grants)	(\$74,400)
Anticipated Senior Donations (\$1.43 per meal)	(\$33,108)
Downers Grove Nutrition Cost Gap*	\$41,292

* Based on data from DSCC Fiscal Year 2010

Home Maintenance Program:

The cost of the Home Maintenance Program is anticipated to be \$125 per hour to provide Home Maintenance service to senior homeowners. Funds from other sources project to \$20 per hour. We receive approximately \$40 per hour for our services directly from, or on behalf of, the senior homeowners. The total from these funding sources (\$60 per hour) leaves a cost-gap of \$65 per hour. DSCC anticipates providing approximately 50 Home Maintenance services (average 2 hours) this coming year. The cost gap for the Home Maintenance Program for Downers Grove seniors is anticipated to be \$6,500 for the upcoming fiscal year.

Summary

100 service hours X \$125 =	\$12,500
Confirmed other funding=	(\$4,000)
Anticipated Senior Donations=	<u>(\$2,000)</u>
Downers Grove Cost Gap	\$6,500

The total cost gap in Downers Grove is **\$47,792**.

The DuPage Senior Citizens Council and the Village of Downers Grove share a long history of working together and common dedication to ensuring senior citizens a safe and supportive community. Please be aware that we cannot continue to provide our daily services to seniors without your financial commitment at some level. If you cannot underwrite the total cost gap, we ask that you support Downers Grove seniors at the highest level possible within your budget so that we can continue to best serve the elderly population of Downers Grove.

Thank you!



DUPAGE SENIOR CITIZENS COUNCIL

www.dupageseniorcouncil.org

Providing Meals and More...

1919 S. Highland Avenue, Building A, Suite 210
Lombard, IL 60148-6162
Office (630) 620-0804 Fax (630) 620-1158



September 22, 2010



Mr. Michael Baker
Assistant Village Manager
Village of Downers Grove
801 Burlington Avenue
Downers Grove, IL 60515

Dear Mr. Baker:

Enclosed are the fact sheet and comparison chart you requested, per our previous conversation. This information should provide you and the Village of Downers Grove Trustees an understanding of the budgetary "timing differences" that dictate our proposals to you, specifically for the DuPage Senior Citizens Council's (DSCC) Senior Nutrition Program services, as well as a comparative view of the support provided to DSCC from other DuPage County municipalities.

Should you need any additional information, please contact me at (630) 620-0804. These are difficult and challenging times and we hope the Village of Downers Grove will support the programs DSCC implements in to assure the daily needs of your community's elderly are served during the year ahead.

We look forward to your response.

Sincerely,

Marilyn Krolak
Executive Director

cc: File

**The DSCC Senior Nutrition Program
in Downers Grove During 2010**

In order to understand the effects of Downers Grove's denial of funding for the DuPage Senior Citizens Council (DSCC) in 2010, it is necessary to realize our fiscal year timeline. FY2010 for DSCC began on October 1, 2009 and will end on September 30, 2010. Our service plan, in accordance with our budget projection, had to be prepared prior to the start of our fiscal year.

In view of our long history of partnership with the Village, we believed there would be some measure of support from the Village of Downers Grove and allocated resources accordingly. By the time we knew for sure that Downers Grove would not fund our program for the Village's Fiscal Year of 2010, it was too late to make any service delivery adjustments to the DSCC service plan. Because of the commitment from our Board of Directors to our mission, the Village's lack of a contribution to the 2010 cost gap in Downers Grove was funded by our unrestricted reserve funds.

Nevertheless, service reductions were inevitable:

- A reduction in the number of meals to seniors occurred throughout DuPage County during FY2010. A cap on the number of seniors served county-wide was enacted, reducing that number from 1,100 to 826. This cap eliminated some lower-priority seniors, as determined by the DuPage County, Community Services. However, DSCC maintained daily delivery of meals and the added-value of DSCC's Well-Being Checks was retained.
- The actual number of meals served from FY2009 to FY2010 was reduced by 42% in the village of Downers Grove. The number of seniors served in the Village from FY2009 to FY2010 remained about the same.
- As stated throughout our campaign to acquire funding for FY2010 from the Village of Downers Grove, the real value of the home delivered meal program is that we supply an extended Well-Being Check for frail, homebound seniors no matter how many meals we serve per day.
- DSCC has already submitted a service plan for FY2011 daily meal delivery in our service area that includes daily delivery of a hot meal with the understanding that we will revise that service plan if there is insufficient funding. In view of the State of Illinois Budget problems, and the 50% reduction in State funding for FY2011, it is important that our DuPage communities contribute to the cost gap of programs for seniors to continue services as they have.

DuPage Senior Citizens Council

Municipality Donation History

	YE 2006	YE 2007	YE 2008	YE 2009	Projected YE 2010
Addison	16,912	17,852	21,000	7,000	10,900
Aurora	-	-	-	-	-
Bartlett	2,665	1,816	3,610	7,275	11,029
Bensenville	17,714	15,000	13,000	10,000	-
Bloomingtondale	9,251	8,794	10,000	12,000	12,000
Burr Ridge	1,600	2,245	2,320	2,320	2,320
Carol Stream	8,408	8,410	8,410	8,410	8,410
Darien	14,240	12,665	18,810	24,534	28,445
Downers Grove	38,799	38,795	39,674	39,674	-
Elmhurst	30,000	31,100	32,000	32,000	32,000
Glendale Heights	-	13,500	14,538	14,538	15,000
Glen Ellyn	-	5,000	5,000	-	500
Hanover Park	-	-	-	-	2,000
Hinsdale	-	6,659	-	-	-
Itasca	388	578	-	-	-
Lisle	9,569	6,002	6,002	-	6,000
Lombard	10,000	22,500	30,000	30,000	30,000
Naperville SSF	6,335	10,680	10,000	-	15,000
Naperville CDBG	3,408	-	-	-	-
Oakbrook Terrace	-	4,018	2,500	5,000	2,500
Villa Park	8,000	8,000	8,000	8,000	8,000
Warrenville	5,108	4,473	6,700	8,400	13,305
Wayne	372	787	-	-	-
West Chicago	9,500	10,000	10,000	10,000	10,000
Westmont	14,269	16,296	27,650	17,000	24,000
Wheaton	-	18,500	20,000	25,000	25,000
Willowbrook	-	875	875	875	1,500
Winfield	-	1,500	-	-	2,000
Wood Dale	3,500	-	4,000	5,000	-
Total	210,038	266,045	294,089	267,026	259,909

DuPage Senior Citizens Council

Allocated Program Highlights

(Projected) Fiscal Year 10/01/09 - 9/30/10

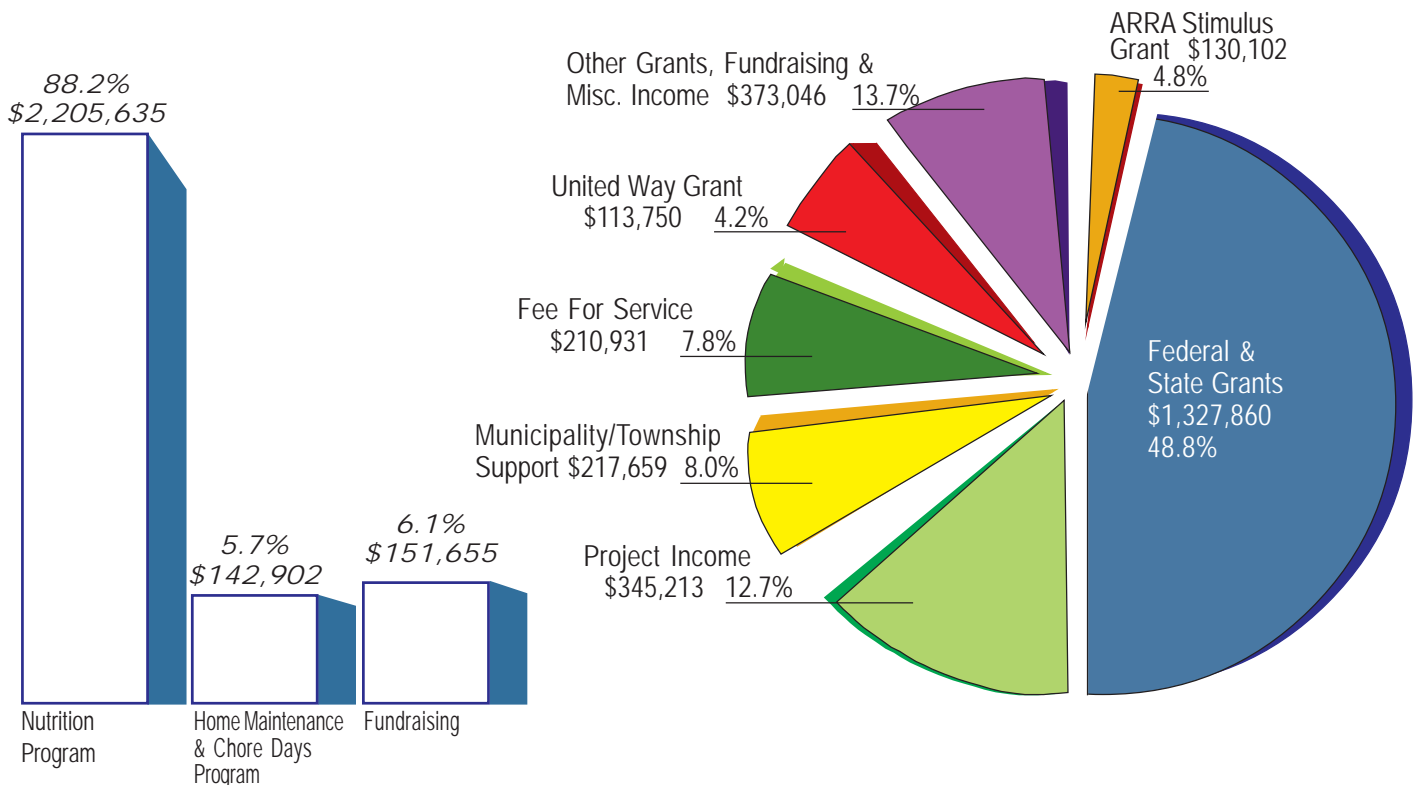
It costs over \$2.5 million annually to operate the programs and services of DuPage Senior Citizens Council (DSCC). During FY 2010 DSCC was again able to maintain funding levels from its traditional federal, state, and local sources. DSCC also cultivated additional revenue sources. As a result of the stable funding levels and the generous contributions of our donors and volunteers DSCC was able to serve all seniors.

In the current economic climate maintaining a balanced budget is an ongoing challenge. DSCC's revenue sources fluctuate from year to year. Increases in the cost of living affect seniors on a limited income, who then may not be able to contribute as much toward the services we provide. Additionally, there are increased demands for our services as the senior population continues to grow. Advocacy to increase funding levels, including private donations and additional grants, and continued efforts to ensure efficient operations are key strategies to maintain a healthy financial future.

DuPage Senior Citizens Council is a 501(c)(3) charitable organization.

Projected Expenditures:
Total Expenditures \$2,500,192

Projected Revenues:
Total Income \$2,718,561

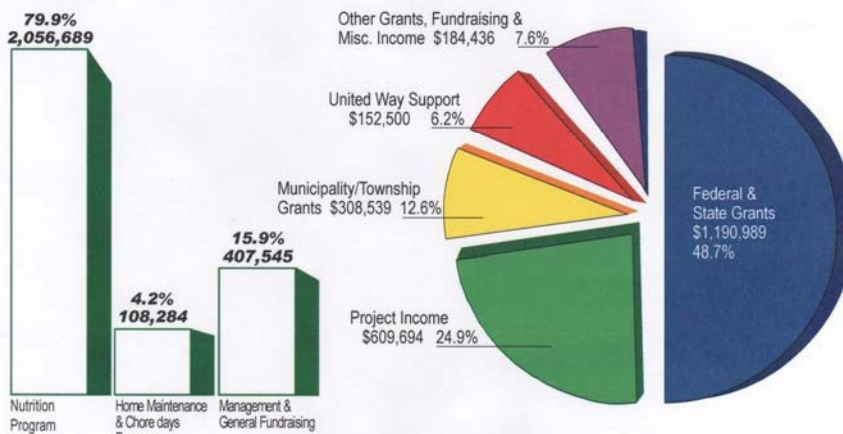


DuPage Senior Citizens Council

FINANCIAL HIGHLIGHTS

It costs over 2.6 million annually to operate the programs and services of the DuPage Senior Citizens Council (DSCC). During FY 2008, DSCC was again able to maintain funding levels from its traditional federal, state, and local sources. DSCC also cultivated additional revenue sources. As a result of the stable funding levels and the generous contributions of our donors and volunteers, DSCC was able to serve all seniors.

In the current economic climate, maintaining a balanced budget is an ongoing challenge. DSCC's revenue sources fluctuate from year to year. Increases in the cost of living affect seniors on a limited income, who then may not be able to contribute as much toward the services we provide. Additionally, there are increased demands for our services as the senior population continues to grow. Advocacy to increase funding levels, including private donations and additional grants, and continued efforts to ensure efficient operations are key strategies to maintain a healthy financial future.



DuPage Senior Citizens Council is a 501(c)3 charitable organization. For a copy of the complete audit and footnotes prepared by Sikich, LLP, please contact the Executive Director of DuPage Senior Citizens Council.

February, 2009 (Post-Audit)

2008 CORPORATE AND FOUNDATION SUPPORTERS

DSCC gratefully acknowledges the following foundations, corporations and organizations that support our programs. We are able to continue to offer our valuable services to seniors throughout DuPage County because of the generous support of these donors.

AARP Elmhurst Chapter 1007
 Association of Senior Service Providers
 Avrum Katz Foundation
 B Tech Innovations, Inc.
 Belmont Village
 Blistex, Inc.
 The Buona Companies
 Complete Building Maintenance
 Crop Walk-Church World Services, Inc.
 Devonshire of Lisle
 DuPage Community Foundation
 Elmhurst Evening Woman's Club
 George Eisenberg Foundation for Charities
 GKN Foundation

Glen Ellyn Rotary
 J.C. Restorations
 Kraft Employee Fund
 Lombard Junior Woman's Club
 McMaster Carr
 Naperville Kiwanis
 Paperwork Done
 PDQ Business Services, Inc.
 R/C Concrete Concepts, Inc.
 S. W. Anderson
 St. Elizabeth Seton Parish
 St. Isaac Jogues Church
 Southwest Suburban Chicago AOHN
 Topfer Family Foundation

4



The DuPage Senior Citizens Council SCC is funded in part through a grant from the Northeastern Illinois Agency of Aging under Title IIC of the Older Americans Act, as administered through the U.S. Administration of Aging.

Historic Records of the Counseling and Social Services Department

2009

	January	February	March	April	May	June	July	August	September	October	November	December	Year - End Totals
Intakes	11	18	10	20	14	4	11	11	11	10	1		121
Cases	54	77	85	100	100	69	66	61	79	76	62		829
Community Assistance Cases	5	5	3	5	3	2	2	11	2	1	1		40
Salvation Army Assistance													
Requests	28	31	34	31	34	34	38	53	40	42	22		387
Requests Provided with Funding	5	7	5	7	4	1	6	7	3	8	4		57
Neighbor Dispute Involvement	0	0	0	0	0	0	0	0	1	0	0		1
Information / Referrals	123	132	92	85	98	76	93	102	83	78	59		1,021

2008

	January	February	March	April	May	June	July	August	September	October	November	December	Year - End Totals
Intakes	17	18	21	19	12	12	8	3	14	17	6	7	154
Cases	102	92	104	103	115	86	86	61	65	86	74	60	1,034
Community Assistance Cases	2	10	4	6	2	3	3	2	3	2	5	3	45
Salvation Army Assistance													
Requests	31	23	24	40	36	29	42	33	50	34	31	24	397
Requests Provided with Funding	2	2	3	7	7	5	0	5	7	10	6	5	59
Neighbor Dispute Involvement	0	0	0	0	1	0	0	0	0	0	0	0	1
Information / Referrals	132	92	95	103	84	142	96	80	125	128	106	85	1,268

2007

	January	February	March	April	May	June	July	August	September	October	November	December	Year - End Totals
Intakes	9	8	13	13	28	16	11	14	6	8	13	8	147
Cases	87	69	76	98	129	110	92	98	113	105	95	65	1,137
Community Assistance Cases	0	1	0	4	3	2	2	4	6	10	5	12	49
Salvation Army Assistance													
Requests	0	0	0	0	0	0	0	50	33	55	49	33	220
Requests Provided with Funding	3	0	4	3	4	8	4	0	3	7	10	7	53
Neighbor Dispute Involvement	0	0	0	0	0	0	3	2	0	0	1	0	6
Information / Referrals	0	5	0	0	0	0	0	85	72	81	107	57	407

Glossary

Cases - number of sessions for the month. This number does not represent the number of participants (i.e. families are counted as one case).

Community Assistance Cases - number of counseling services that involve mental health or social services interventions. Often brought to the attention of the former Counseling and Social Services Department by residents, social service organizations, churches and the Police, Fire and Community Development Departments

Intakes - completed intakes for counseling services. This number does not represent how many participants are involved in counseling (i.e. a family is counted as one completed intake).

Salvation Army Assistance - assistance provided through requests for Salvation Army funding. The Village was only able to provide funding to a certain number of requests every month. The former Counseling and Social Services Department staff coordinated with other charitable organizations and federal and state programs for additional funding for requesters and directed them to other non-financial related services.

District 58 Education Foundation

<http://www.dg58ef.com/index.html>

The Education Foundation of Downers Grove District 58, Inc. is an independent, 501 (c)(3) non-profit Corporation, established in 2002 to obtain and distribute financial and other resources for the enhancement of education programs at the 13 schools of Downers Grove Grade School District 58. The Foundation was organized exclusively for educational purposes to provide supplemental funds for educational programs for the School District. Specifically, the Education Foundation of Downers Grove District 58 seeks and distributes funds to support programs and initiatives to further enhance learning for public school students in the Downers Grove community.

It is the mission of the Foundation to enrich education for District 58 children by providing additional resources, outside the scope of the regular district budget. Understanding that lack of funds, state and local, limits excellence, the foundation seeks donors from alumni, private citizens, corporate citizens and from other foundations. The plan to fulfill this mission includes the direct support of our goals to enhance academic and skill development, to encourage education innovation and creativity and to encourage school/community partnerships.

In order to assure continued educational opportunities for our children and a reputation for educational excellence in our community, the Foundation seeks to establish a permanent endowment. Programs are funded from donations and endowment earnings.



Year Plan
2008-2013

adopted 1-10-08



Education
Foundation
of Downers Grove
District 58

www.58foundation.org



Dear Foundation Supporter,

Education is very dear to me and having three children in District 58, I am delighted to serve as president of the Education Foundation of Downers Grove District 58. Serving with me are 20 other dedicated and committed individuals in the community who work tirelessly to plan educational programs that are in alignment with District 58's Strategic Plan.

Planning is important to the success of any organization, and the Foundation Board has drafted and adopted a Five-Year Plan to share its commitment and vision to financially support education in Downers Grove Grade School District 58. The Foundation is an important business in our community, and we sincerely believe we have outlined a plan that will help us achieve our goals.

Information included in this plan clearly depicts the need for the Foundation and the need for funds for various educational initiatives that will impact our youth and our future. Education requires the support and involvement of everyone in the community, and we are counting on your support. Please help us help them, and help yourself by knowing you made a difference in the lives of our children.

Kindest regards,

Greg Bedalov

*Greg Bedalov, President
Board of Directors*



Dear Friend of Education,

I wish to congratulate the leadership of the Education Foundation of Downers Grove District 58 for their exceptional dedication to the students of District 58 since 2002 and especially for their boldness in setting forth this aggressive plan for growth. The range and effectiveness of the grant and recognition programs supported by the Education Foundation make it a tremendous asset for the betterment of the District.

No one is more aware than the Board of Education of the frustration caused by attempting to allocate scarce financial resources among too many top priorities. It is painful to watch the creativity of our professional educators stymied for lack of funding for new initiatives and there never seems to be enough resources to adequately recognize the outstanding performance of staff and students.

It is for these and many other reasons that the Education Foundation is such a critical component of the total education process. Through competitive teacher grants, scholarships, an orientation program for new middle school students and student and staff recognition programs, the Education Foundation truly improves our community by making it not just a better place to go to school but also to live and work.

Thank you for your interest in District 58 and please be generous in your support of the Education Foundation of Downers Grove 58.

Sincerely,

Joseph A. Leo

*Joseph A. Leo, President
District 58 Board of Education*



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Education Foundation of Downers Grove District 58

Introduction

This plan has been developed to state the mission, goals, background information, and the benefits of funding of the Education Foundation of Downers Grove District 58. Included in the plan is a description of the programs, endowment goals and planned funding levels of the Foundation for 2008-2013. It is a planning document that will be reviewed annually.

Our Vision

To be a premier foundation recognized for enriching education for District 58 children

Our Mission

To provide additional resources to enrich District 58 educational opportunities

Our Goals

The Foundation plans to achieve its mission by directing support toward the following goals:

- ◆ To enhance academic and skill development
- ◆ To encourage educational innovation and creativity
- ◆ To encourage school/community partnerships
- ◆ To ensure future foundation success

The financial goal of the Foundation is to build a \$1,000,000 endowment by the year 2013.

Foundation Focus

The Education Foundation of Downers Grove District 58 is committed to funding educational projects and initiatives that would not otherwise be funded by the District due to limited financial resources. Funds will focus on the following:

- ◆ Technology Innovation
- ◆ Staff Development
- ◆ Curriculum Enrichment
- ◆ “Kids First” Before and After School Programs for Low Socioeconomic Status Students



Background Information

OPPORTUNITY AND NEED FOR THE FOUNDATION

The Education Foundation of Downers Grove District 58, Inc., an independent, 501 (c)(3) non-profit public corporation was established in 2002 to obtain and distribute financial and other resources for the enhancement of education programs at the 13 schools of Downers Grove Grade School District 58. The Foundation received its status as a public charity on October 10, 2007

Since 1902 Downers Grove Grade School District 58 has committed itself to providing the best public education possible to its students. The boundaries of District 58 have grown to include 11 elementary and two middle schools that serve almost 5,000 students in preschool through eighth-grade from Downers Grove, Darien, Oak Brook, Westmont and Woodridge.

While the district has increased in size, so has the desire to provide those children with a safe, nurturing environment in which to learn. This desire for excellence has led to District 58 making its strong education-based preschool program available to all three and four-year olds in the District on a tuition basis. In addition, the creation of community programs such as the Special Education Resource Fair, Legislative Breakfast, and business partnership program, plus increased opportunities to volunteer in the District and interact with the Board of Education, have allowed those outside the schools to strengthen their relationship with the District.

State funding for public education has changed significantly and has left school districts with limited funds to meet the increasing demands of educating students. During the 2007-08 school year, the State provided approximately 9 percent of the cost of funding public schools with approximately 3 percent coming from Federal sources.

DEVELOPING THE FOUNDATION'S FOCUS

During the fact-finding phase of the Five-Year Plan's development in 2007, meetings were held with the District Superintendent and administrative and instructional personnel from the schools of District 58. The four specific areas of focus, detailed below, were developed as a result of a clear consensus during these meetings.

TECHNOLOGY INNOVATION

In today's "Digital Age," students must be technologically literate to live, learn and work successfully. Daily life is filled with technology such as cell phones, vehicle navigation systems, electronic calendars, and digital cameras and the rate of technological innovation increases constantly. Our schools must produce students knowledgeable in the use of current technology, adaptive to new innovations and prepared to create the innovations of the future.

To cross this "digital divide" that students need to learn the applications necessary to communicate, create, organize and process information. Technology is taught kindergarten through eighth-grade, and it is integrated into all subject areas to enable students to organize information in a way that best meets their learning needs. The research is clear that in a world where video games, instant messaging and the Internet are the norm, students need a variety of media resources to remain interested and motivated to learn. We recognize that we cannot prepare the innovation leaders of the future in an environment that does not provide the innovations of today.

STAFF DEVELOPMENT

A school district is totally dependent upon the quality of its teachers and support staff to achieve its mission. With over 85% of a district's budget devoted to staff salaries and benefits, it is hard to imagine too many resources being directed at maximizing this investment.

The Foundation works with District 58 to accomplish this goal in two specific ways:

1. Recognition and Orientation: The Foundation annually conducts the Distinguished Service Award program where employees can be nominated by their peers for special recognition. All nominees are honored and one top candidate is chosen each year. The Foundation also conducts an annual New Employees Luncheon as a part of District orientation which includes presentations by various community organizations.
2. Staff Development: The Foundation conducts a Staff Development Grant program annually which awards competitive grants that provide funds for staff development opportunities that complement the district mission, strategic plan, and/or school improvement plan.

CURRICULUM ENRICHMENT

To help make appropriate tools available to the District's instructional staff and to foster and recognize innovation, the Curriculum Innovation Grant Program was developed by the Foundation. The goal of the Curriculum Innovation Grant is to provide funds for the development of innovative instructional opportunities that complement the district mission, district strategic plan, and/or school improvement plan, and are aligned with district curriculum goals. Curriculum innovations may include, but are not limited to, materials, equipment, and (non-district 58) personnel, to further promote instruction in pre-k-8.

KIDS FIRST

A "Latchkey Child" is defined as one left unsupervised for a period of time between the end of the school day and when a parent or guardian gets home to care for them. According to Wikipedia, this phenomenon was identified as early as 1944 when with one parent in the Armed Forces and one parent working, children first experienced this phenomenon on a widespread basis.

Over 60 years later, with economic challenges and increased standards of living driving the trend to dual-earner households, the problem of unsupervised children, as well as those disadvantaged in other ways by their socioeconomic status, remains. During the 2009 grant cycle, the Foundation will provide grant-based assistance the educators of District 58 to develop and implement solutions to these challenges.

RATIONALE FOR FOUNDATION FUNDING

Demands on the budget do not allow for additional funds for program enrichment and special initiatives. The Education Foundation of Downers Grove District 58 works to provide the resources students need now and in the future. Additionally, the Foundation offers the opportunity to:

- ◆ Attract funds from donors who will only donate to a 501(c)(3) organization;
- ◆ Raise financial support to supplement, not supplant, existing school revenues;
- ◆ Staff may use the Foundation as a vehicle to apply for grants that can only be given to a 501(c)(3) organization.
- ◆ Expand community and financial support of education in Downers Grove Grade School District 58;
- ◆ Create a perpetual source of funds for education.

The community believes there is a strong correlation between the quality of life in Downers Grove Grade School District 58 and the quality of its education system. This philosophy is important to the youth of the District and equally important to economic growth.

FOUNDATION ACCOMPLISHMENTS - FIRST SIX YEARS

The Foundation

- ♦ Awarded \$219,564 in the following areas:
 - ♦ \$128,136 in Classroom Grants
 - ♦ \$26,500 in Scholarships
 - ♦ \$38,000 in Reaching New Heights Gifts
 - ♦ \$4,353 in Distinguished Service Awards
 - ♦ \$22,575 in other grants and support.
- ♦ Honored 290 eighth-grade students for being good role models.
- ♦ Honored 50 District 58 employees for their distinguished service to the district.



POPULATION SERVED

Located 22 miles west of Chicago, Downers Grove Grade School District rests within the suburban community of Downers Grove.

Over the past century, District 58 has grown to include 11 kindergarten through sixth-grade elementary schools, and two seventh- and eighth-grade middle schools that serve almost 5,000 students from Downers Grove and portions of Darien, Oak Brook, Westmont and Woodridge.

The District strives to provide the best education possible for each of these children. This desire for excellence has led to the creation of community programs such as the Special Services Parent Group, Legislative Breakfast, business partnership program, and Older Adults and Kids (OAK) volunteer program, allowing those in the community to strengthen their relationship with the District.

District 58's dedicated staff believes each student is capable of learning, and should be educated and challenged at his or her ability level. Within the school community, a standard of conduct, commitment and accomplishment is expected. In return, the District works to provide a safe, friendly, nurturing environment in which students can learn, grow and change.

The “kids first” educational philosophy that served as the cornerstone of District 58 has remained intact throughout the District's history; insuring that the needs of students remain the District's top priority. District 58 prides itself on providing exceptional educational opportunities in an inclusive environment, while celebrating diversity and cultivating values and character through standards of conduct and commitment.

The ethnicity of the area is approximately 83.4% White, 5.4% Hispanic, 4.9% Asian/Pacific Islander, 3.9% Black, 2.2% Multi racial/Ethnic and 0.1% Native American. Approximately 0.5% is economically disadvantaged. District 58 serves approximately 5,000 students.

STUDENT ACCOMPLISHMENTS:

- ♦ Over half of District 58 students are ranked in the top 25% of students nationwide.
- ♦ District 58 students exceed state averages on standardized tests with approximately 91 % of students meeting or exceeding state standards on the Illinois Standards Achievement Test.
- ♦ District 58 students competing in the Destination Imagination program have earned state titles.
- ♦ District 58 students have received regional, state and national honors as part of the PTA Reflections contest.
- ♦ District 58 students are invited annually to demonstrate their technology projects to state legislators.
- ♦ Music students in District 58 are asked to perform annually at the State Capitol building.

STAFF ACCOMPLISHMENTS:

- ♦ Members of the teaching staff, as well as individuals in the technology, communications and finance departments, have all been recognized in their areas of expertise.
- ♦ The Superintendent received the statewide Distinguished Service Award of Excellence honor from the Illinois Chapter of the National School Public Relations Association.
- ♦ A District 58 employee is annually identified as the “Teacher of the Year” by the Downers Grove Junior Women's Club.
- ♦ District 58 employees annually present at regional, state and national conferences.

DISTRICT/SCHOOL ACHIEVEMENTS:

- ♦ The District schools reached their annual yearly progress goals as stated by No Child Left Behind Legislation.
- ♦ District 58 schools earned the distinction of being named 2005 Academic Excellence Schools on the Illinois Honor Roll.
- ♦ Program enhancements have been added to the curriculum to help students reach their educational goals.
- ♦ The District has developed a preschool program that serves tuition-based students as well as at-risk and special needs children.
- ♦ The District has initiated a Reading Success program for early reading intervention.
- ♦ 73% of respondents to a community survey gave District 58 an A or B grade as a District.



Governance and Organization of Foundation

The Education Foundation of Downers Grade District 58, a 501 (c)(3) non-profit corporation, was organized under the laws of the State of Illinois and the guidelines of the Internal Revenue Service. The Board of Directors consists of twenty-one (21) voting members. Voting members include a cross section of the community. Two permanent seats are held by the superintendent and School Board President or their designees. In addition to the bylaws, the Foundation operates with policies and procedures. Activities of the Foundation are conducted through the following offices:

President
Vice President
Secretary
Treasurer

Specific committees that have been established to accomplish the mission of the Foundation and the functions are as follows:

- ♦ **ADMINISTRATION.** The committee develops policies and procedures, goals, and banking strategies to ensure the perpetuity of the Foundation's assets. It also monitors all expenditures and investments, establishes and maintains an effective accounting and reporting system to ensure continuation of tax exempt status.
 - ♦ **Executive Board.** The Executive Board meets quarterly to review the finances and operations of the Foundation.
 - ♦ **Financial Review.** The Executive Board of the Foundation meets twice a year to review the foundation's financial status. The committee is responsible for determining the amount available to fund grants, recommending any financial adjustments and setting the Foundation's annual budget. The treasurer of the Foundation Board leads the committee and all recommendations by the committee are made final through a majority vote of the Foundation Board.
 - ♦ **Legal Counsel.** The Executive Board of the Foundation meets when necessary to review the bylaws and policies of the Foundation and, if necessary, recommend amendments to the full Foundation Board for adoption. The attorney of the Foundation Board leads the committee.
- ♦ **PROGRAMS.** This committee develops, solicits and accepts proposals for projects/programs that will augment and enrich education. It is also the committee's purpose to validate the need indicated in the submitted proposals/applications, determine the dollars needed, prioritize the needs, and recommend action to the Board of Directors. The committee works in close cooperation with school district personnel to plan appropriate programs.
 - ♦ Distinguished Service Award
 - ♦ Grants
 - ♦ Reaching New Heights Gift
 - ♦ Scholarship
 - ♦ Select 58
 - ♦ Sneak Preview
 - ♦ Welcome Luncheon

- ♦ **DEVELOPMENT.** The committee develops plans for requesting donations to support the Foundation's investment plans, endowment, and current programs in accordance with the long-term and short-term goals established by the Board of Directors.
 - ♦ Cash for Kids
 - ♦ Corporate Fundraising
 - ♦ Fall Fundraiser
 - ♦ Registration Donations
 - ♦ Spring Fundraiser
 - ♦ Grants & Endowments
 - ♦ Individual Donations

- ♦ **DONOR/COMMUNITY RELATIONS.** In order to maintain a relationship with the supporters of the Education Foundation, this committee works to develop all manner of communication vehicles, including but not limited to publications, news coverage, and web presence. This committee strives to keep past donors informed of Education Foundation events and activities, to recognize contributors, and to keep the goals of the Foundation in the community's awareness. These directors are responsible for the development of an annual foundation newsletter, Founding Donor relations, and programs to reach out to other community organizations. This committee also works with the Program subcommittees to publicize the recipients of awards and grants.

- ♦ **INVESTMENT.** The committee has the responsibility of investing the money of the Foundation in a fiscally prudent manner and in compliance with the Foundation's Investment Policy to ensure the perpetuity of the Foundation.

- ♦ **NOMINATING COMMITTEE.** At the Foundation's annual meeting, the president appoints at least three directors to serve on the Nominating Committee. These directors are responsible for recommending individuals to fill vacancies on the Foundation Board. The Nominating Committee interviews potential candidates and makes a recommendation to the full Board of Directors 30 days prior to the June Board meeting. The committee is also responsible for recommending a slate of officers to the full Foundation Board 30 days prior to the July annual meeting.





Benefits of Foundation Funding

The students and community are the beneficiaries of the funds used for the identified funding priorities. Specifically, benefits include the following:

- ♦ Educational preparation will result in creating better citizens and community environment,
- ♦ Staff members will be educated in best practices.
- ♦ Students are better prepared for a global society.
- ♦ Staff will be attracted and retained.
- ♦ Resources and efficiency will be maximized.
- ♦ Students will be more motivated within the classroom



Funding Level

The estimated funding level for educational projects and initiatives for 2008-13 is \$490,500. An explanation of expenditures is illustrated on page 15 of this plan.



Annual Campaign/Fundraising

Funds are raised through the following activities:

DONATIONS

- ♦ Business/Community Partnerships The Corporate Fundraising Committee is in charge of the solicitation of grants and donations for the Foundation from various corporations and businesses. The committee meets to identify potential donors, develop strategies and incentives to attract corporate donations, secure funding and recognize the contributors.
- ♦ Fall Fundraiser (Kelly Miller Circus) The Fall Fundraising Committee meets primarily during the summer months to organize a fall fundraising event for the Foundation. Committee members are responsible for overseeing the entire event including the planning, promotion, ticket sales, execution and management of volunteers.
- ♦ Spring Fundraiser (Laughter for Learning) The Spring Fundraising Committee meets monthly starting in November and concluding the beginning of March to organize and execute a successful fundraising event. The responsibilities of the committee include creating, planning, implementing, promoting/marketing, ticket sales and distribution, coordinating with sponsors, as well as assigning and monitoring volunteer activities.

- ◆ Employee Payroll Deduction Program (Cash for Kids) Cash for Kids allows employees of District 58 to make contributions to the Foundation by deducting the donation amount from their paychecks. The committee is responsible for updating the participation enrollment sheet, distributing the information to all district employees, promoting participation in the program to district staff, and for recognizing contributors.
- ◆ Parent Registration Donations The Registration Donation initiative seeks to secure donations from District 58 parents at the time they register their child or children for school.
- ◆ Grants/Endowments Grants and larger gifts to endowment are sought from appropriate foundations and individuals.
- ◆ Individual Donations An annual campaign seeks to renew and upgrade previous donors and develop new annual donors from event participants and others.

A comprehensive marketing program continually shares information about the Education Foundation of Downers Grove District 58, the funding priorities, and how to financially support it. The Annual Fundraising Campaign enlists the community's support in "Reaching New Heights."



Programs

The identified funding priorities are in alignment with the District's Strategic Plan, and were developed with input from District administration and building principals. Listed below are the Foundation programs that have been planned to meet the identified funding priorities of the District.

CURRENT PROGRAMS

Year Implemented

- | | |
|-------------|--|
| 2002 | Reaching New Heights Gift. The Reaching New Heights Gift is a financial donation of \$500 given annually to District 58 schools and may be used in any way deemed appropriate by the principal. Principals are required to submit a written description explaining how the funds were used. A list of all 13 descriptions is submitted to a local distribution newspaper for publication. |
| 2003 | Scholarships. The Scholarship Committee meets to select the recipients of the Foundation's Linda and Dr. Dale Martin Helping Hand Memorial Scholarship. Two leadership scholarships, a maximum of \$1,000 each, are awarded annually to selected seventh-grade students who desire to further develop their proven leadership skills through a summer leadership program. The committee is responsible for publicizing the scholarship and distributing and reviewing applications. A subcommittee interviews finalists and makes a final recommendation to the Foundation Board. |
| 2003 | Select 58. Select 58 is a program designed to recognize 58 eighth-grade students who have shown themselves to be good citizens and positive role models. Students are selected from both Herrick and O'Neill Middle schools, 29 from each. Students |

complete applications in which they describe their co-curricular and service involvement in their schools and in the community. The Select 58 Committee reviews the applications and selects the 58 students to be recognized. The selected students and their parents are invited to a recognition dinner, organized by the Select 58 Committee, in the spring.

- 2003 Distinguished Service Award.** The Distinguished Service Award recognizes an employee in District 58 who has provided distinguished service and exemplifies excellence in their job.
- 2006 Sneak Preview.** In order to orient incoming seventh-grade students to the middle school environment, the Foundation sponsors the annual Sneak Preview program at both District 58 middle schools. The Foundation's sponsorship allows all incoming middle school students the opportunity to participate in the three-day program, as well as providing transportation to and from the program.
- 2007 Welcome Luncheon.** The Foundation hosts a Welcome Luncheon for all new full-time employees entering District 58.
- 2008 Technology Innovation Grants.** (Up to \$15,000/District; up to \$10,000/School; up to \$10,000/School Teams; and up to \$5,000/Individual Teacher.) This program provides funds for initiatives in technology to complement any area of instruction identified in the District's Strategic Plan. Examples of funding include:
- ◆ Everyday Math for Everyone at Any Time
 - ◆ Using the Learning A-Z Suite of on line learning resources to support student achievement
- 2008 Staff Development Grants.** (Up to \$10,000/District; up to \$5,000/School; up to \$5,000/School Teams; and up to \$2,500/Individual Teacher) These grants provide funds for staff development opportunities to further enhance instruction. Examples of funding may include the following:
- ◆ Seminars/Workshops within the teacher's specific subject area.
 - ◆ Educational experts in the area of reading, science, math, etc.
 - ◆ Conferences, in-service training, on-site training and online training
- 2008 Curriculum Enrichment Grants.** (Up to \$12,000/District; up to \$6,000/School; up to \$6,000/School Teams; and up to \$3,000/Individual Teacher) These grants provide funds for instructional initiatives and activities that complement and align with the District's Strategic Plan and funding priorities. Examples of funding may include the following:
- ◆ The “Read Naturally” program
 - ◆ Maps: How we can define our world without them.

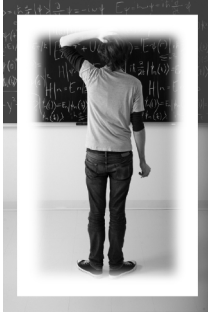
FUTURE PROGRAMS

- 2009 Kids First Program Grant.** These grants will focus on programs and initiatives for students who are at risk of not being successful due to academic, emotional, economic or social reasons.



Planned Funding Levels (Fiscal Year)

Programs	2008-09	2009-10	2010-11	2011-12	2012-13	TOTAL
Reaching New Heights Gifts	6,500	6,500	6,500	6,500	6,500	32,500
Technology Innovation Grants	15,000	20,000	25,000	30,000	38,000	128,000
Staff Development Grants	10,000	12,500	15,000	20,000	25,000	82,500
Curriculum Innovation Grants	12,500	15,000	20,000	25,000	27,500	100,000
Kids First Grants		10,000	15,000	20,000	20,000	65,000
Distinguished Service Award	2,500	2,500	2,500	2,500	2,500	12,500
Select 58	500	500	500	500	500	2,500
Scholarships	7,000	4,500	2,000	2,000	2,000	17,500
Sneak Preview for Middle Schools	10,000	10,000	10,000	10,000	10,000	50,000
<i>Subtotal</i>	<i>64,000</i>	<i>81,500</i>	<i>96,500</i>	<i>116,500</i>	<i>132,000</i>	<i>490,500</i>
Endowment	125,000	325,000	325,000	325,000	325,000	1,425,000
Administrative costs	5,200	6,200	6,200	6,200	6,200	30,000
Rental and Expenses	10,000	10,000	10,000	10,000	10,000	50,000
Staff	70,000	70,000	72,800	75,712	78,740	367,252
<i>Subtotal</i>	<i>210,200</i>	<i>411,200</i>	<i>414,000</i>	<i>416,912</i>	<i>419,940</i>	<i>1,872,252</i>
TOTAL	274,200	492,700	510,500	533,412	551,940	2,362,752



Projected Funds Needed for Planned Funding Levels

Year	2008-09	2009-10	2010-11	2011-12	2012-13
Planned Funding Levels Total	274,200	492,700	510,500	533,412	551,940
Less Revenue from Investments/Grants:					
Interest Income/Unrestricted	6,250	17,500	20,750	30,000	41,250
Restricted Endowment Income	0	5,000	18,000	25,000	30,000
Restricted Fund Grant	0	0	10,000	25,000	25,000
ANTICIPATED REVENUE TOTAL	6,250	22,500	48,750	80,000	96,250
FUNDS NEEDED	267,950	470,200	461,750	453,412	455,690
+ Foundation's Share of Matching Grants	0	0	0	0	0
TOTAL FUNDS NEEDED	267,950	470,200	461,750	453,412	455,690



2008-2013 Goals

ADMINISTRATION

- ♦ Operate with comprehensive policies and procedures
- ♦ Function with sound business practices

PROGRAMS

- ♦ Align programs with district priorities.
- ♦ Maintain and improved Foundation programs.

DEVELOPMENT

- ♦ Create and implement a development plan to reach corporations and all populations to meet proposed funding levels.
- ♦ Utilize grant writing programs to acquire funds.
- ♦ Achieve proposed endowment goal.

DONOR/COMMUNITY RELATIONS

- ♦ Affect communications with all populations.
- ♦ Utilize website in marketing the Foundation.

INVESTMENT

- ♦ Maintain sound investment practices.
- ♦ Diversify investment portfolio according to the Investment Policy.



Five-Year Financial Goals

- ♦ Achieve the following levels of endowment funds by June 30 of each fiscal year through the year 2013:

2008-09	125,000
2009-10	450,000
2010-11	775,000
2011-12	1,100,000
2012-13	1,425,000

- ♦ Implement activities to raise funds in the following amounts for non-endowed program support:

2008-09	64,000
2009-10	81,500
2010-11	96,500
2011-12	116,500
2012-13	132,000

- ♦ Funds required for operation and administration of the Foundation are as follows:

2008-09	85,200
2009-10	86,200
2010-11	89,000
2011-12	91,912
2012-13	94,940



Financial Administration Guidelines

- ♦ Goal: Provide a perpetual source of funds to support the Foundation's goals and programs.

PROPOSED ACTION STEPS

1. The Education Foundation of Downers Grove District 58 Board of Directors has the sole discretion of determining the use of earnings of the General Endowment Fund.
2. New donor directed named endowments may be funded over a five-year period, from the date of the initial gift, in order to reach a minimum of \$25,000 of endowed funds. Endowments will be awarded solely from the earnings of the restricted endowment.
3. At the discretion of the Foundation Board, a portion of all unrestricted funds will be placed in the General Endowment Fund at the end of each fiscal year.
4. Of the endowment income, a minimum of 60 percent will be spent for funding programs, up to 15 percent will be assessed for administration of the endowment, and a minimum of 25 percent will be returned to the principle of the endowment in order for it to continue to grow.
5. Earnings of all restricted endowments, as well as earnings of all endowments not fully funded, will be applied in accordance with the donor's directions.
6. The endowment principal will never be spent.





District Facts & Enrollment

ACCREDITATION

Downers Grove Grade School District 58 is fully recognized by DuPage County and the Illinois State Board of Education for the 2007-08 school year pursuant to the standards for public schools.

BOUNDARIES

District 58 is a preschool through middle school district serving Downers Grove and portions of Darien, Oak Brook, Westmont and Woodridge.

The geographical area extends roughly from Butterfield Road on the north to 75th Street on the south, and from Walnut Avenue on the west to Williams Street on the east.

District 58 includes 11 elementary schools and two middle schools.

District 58 families also are served by the Grove Children's Preschool, an extensive special education program and a gifted child program.

All District 58 students feed into Community High School District 99.

ENROLLMENT BY SCHOOL FOR 2007-08

- ◆ Belle Aire - 253
- ◆ El Sierra - 310
- ◆ Fairmount - 312
- ◆ Henry Puffer - 344
- ◆ Highland - 242
- ◆ Hillcrest - 421
- ◆ Indian Trail - 399
- ◆ Kingsley - 416
- ◆ Lester - 498
- ◆ Pierce Downer - 350
- ◆ Whittier - 290
- ◆ Herrick - 592
- ◆ O'Neill - 558

TOTAL: 4,985

- ◆ Third grade-20.3
- ◆ Fourth grade-21.2
- ◆ Fifth grade-21.6
- ◆ Sixth grade-21.8
- ◆ Seventh grade-22.1
- ◆ Eighth grade-18.1

OVERALL AVERAGE: 20.9 (21) students

STAFF INFORMATION

- ◆ Total number of district employees: 665
- ◆ Total number of certified staff: 349
- ◆ Total number of administrators: 25
- ◆ Total number of support staff: 291
- ◆ Teachers' average number of years of teaching experience: 15
- ◆ Teachers' average number of years with the district: 12
- ◆ Percentage of teachers with bachelor's degrees: 32 percent
- ◆ Percentage of teachers with master's degrees and above: 68 percent
- ◆ Average teacher salary: \$66,425*

ENROLLMENT, FIVE-YEAR HISTORY

- ◆ 2003-04: 4,754
- ◆ 2004-05: 5,088
- ◆ 2005-06: 4,981
- ◆ 2006-07: 4,964
- ◆ 2007-08: 4,985

NOTE: This data is based on student enrollment on the sixth day of each school year.

AVERAGE CLASS SIZE

- ◆ Kindergarten-20
- ◆ First grade-21.2
- ◆ Second grade-21.6

***STATE TESTING RESULTS**

Overall number meeting or exceeding state standards

- 2005-06: 90.4 percent
- 2006-07: 90.5 percent



District Financial Information

***REVENUE BY SOURCE 2005-06**

- ◆ Local property taxes--\$40,049,843 (78.3 percent)
- ◆ Other local funding--\$3,628,749 (7.1 percent)
- ◆ General state aid--\$2,901,887 (5.7 percent)
- ◆ Other state funding--\$3,002,365 (5.9 percent)
- ◆ Federal funding - \$1,567,194 (3.1 percent)

TOTAL: \$51,150,038

***EXPENDITURE BY FUND 2005-06**

- ◆ Education--\$41,266,885 (81.2 percent)
- ◆ Operations and maintenance--\$4,893,495 (9.6 percent)
- ◆ Transportation--\$2,062,008 (4.1 percent)
- ◆ Bond and interest--\$1,212,825 (2.4 percent)
- ◆ Municipal retirement/Social Security--\$1,328,186 (2.6 percent)
- ◆ Fire prevention and safety--\$38,435 (0.1 percent)

TOTAL: \$50,801,834

***OTHER FINANCIAL INFORMATION**

- ◆ 2004 equalized assessed valuation per pupil: \$479,823
- ◆ 2004 total school tax rate per \$100: 1.77
- ◆ 2005-06 instructional expenditure per pupil: \$5,832
- ◆ 2005-06 operating expenditure per pupil: \$10,218

***ACCORDING TO DISTRICT 58'S 2007 ILLINOIS SCHOOL REPORT CARD**



2008 Downers Grove Grade School District 58 Board of Education

Downers Grove Grade School District 58 is governed by a seven-member Board of Education who are elected at large to serve four-year, overlapping terms of office. The purpose of the board is to set and monitor the school district budget, review and amend district policies and hire the district superintendent.

Joseph Leo, President
Marshall Schmitt, Vice President
Thomas Cunningham
Elizabeth Davis
Claire Jaros
Scott O'Connell
Mary Ellen Young



2008 Education Foundation of Downers Grove District 58 Board of Directors

The Board of Directors represents a cross section of the education stake holders in our community. Each officer of the board has distinguished him/herself as a leader in the District 58 community and has demonstrated a commitment to the continued pursuit of excellence on behalf of our schools and students. Their vision and leadership guides this foundation.

Greg Bedalov	<i>President</i>
Tana Williams	<i>Vice President</i>
Paul Lueken	<i>Treasurer</i>
Robin Faetz	<i>Secretary</i>
Robert Aument	<i>Member</i>
Mike Busse	<i>Member</i>
Laura Crawford	<i>Member</i>
Deborah Drews	<i>Member</i>
Todd Gallentine	<i>Member</i>
Fred Haber	<i>Member</i>
Marc Hausmann	<i>President Emeritus</i>
Deb Kimminau	<i>Member</i>
Brian Krajewski	<i>Member</i>
Laura Neiberg	<i>Member</i>
Tom Rizzi	<i>Member</i>
Jay Stocki	<i>Member</i>
Barb Wysocki	<i>Member</i>
Elizabeth Davis	<i>School Board Member/Ex-Officio</i>
Mark Manzi	<i>Principal/Ex-Officio</i>
Paul Zaander	<i>Superintendent of Schools/Ex-Officio</i>
Diane Peterson	<i>DSA Recipient/Ex-Officio</i>



Frequently Asked Questions

Why was the Education Foundation of Downers Grove District 58 created?

The Foundation was created to support excellence in education by providing supplemental funds for enrichment purposes in designated program areas not otherwise funded by Downers Grove Grade School District 58. Funding does not replace or alter use of funds from traditional tax-based sources.

What is the purpose of the Education Foundation?

The primary purpose of the Education Foundation is to solicit, manage and distribute supplemental funds for enrichment purposes and to create a perpetual source of funds for educational programs and projects that are not within the budgetary guidelines of District 58 and/or for which tax dollars cannot be expended. The programs funded emphasize the Foundation's mission to enhance the learning environment for District 58 students.

How is the Foundation funded?

Programs and activities of the Foundation are funded by donations and income earned on investment capital. In-kind and monetary gifts are accepted from individuals, corporations and other foundations.

When are funds allocated?

Some programs are funded annually, while other programs are funded semi-annually or throughout the year, as determined by the Board of Directors.

Is the Foundation a function of Downers Grove Grade School District 58?

The Education Foundation is an independent, non-profit corporation governed by its own board of directors, comprised of a cross section of the community, who has a vision for excellence to support the students and staff of District 58. The District 58 superintendent and a member of the District 58 Board of Education serve as ex officio directors.

Who makes the decision on how funds are allocated?

Members of the Board of Directors of the Education Foundation of Downers Grove District 58 determine how funds will be allocated and awarded. Community volunteers are involved as committee members to make recommendations to the Directors in some program areas.

How can a donation/endowment be made to the Foundation?

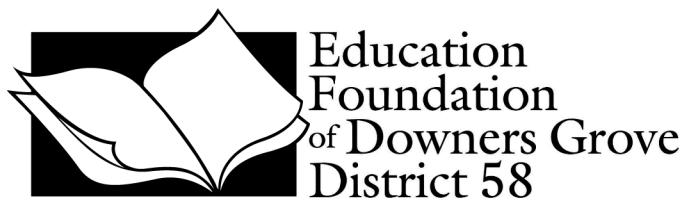
Donations can be made directly to the Foundation or through a number of donor programs including District 58 payroll deductions, school registration donations, an endowment, or by supporting the Foundation's social fundraising events.

How can I learn more about the Education Foundation?

For further information on the Education Foundation, visit the Foundation website at www.58foundation.org. The Foundation can also be contacted by calling (630) 854-8837 or by sending a letter to the Foundation at P.O. Box 662, Downers Grove, IL 60515.



Contact Information



Education Foundation of Downers Grove District 58
2001 Butterfield Rd., Suite 105
Downers Grove, IL 60515
630.854.8837
630.968.8368 Fax
Executive Director: Mark Frankart
mfrankart@dg58ef.com
www.58foundation.org
FEIN: 30-0101074

District 99 Education Foundation

<http://www.99plus.org>

The District 99 Foundation is all about enhancing excellence in education for the benefit and enrichment of students. The District 99 Foundation recognizes that the quality of an educational system and the vitality of the communities it serves are intertwined. In hopes of strengthening this relationship, the Foundation, through the use of private resources, commits its support to programs and projects which supplement the educational opportunities available to our students.

The Foundation, a nonprofit tax-exempt organization, operates independently from the school district for the sole benefit of its students. Foundation Board Members are corporate, community leaders, parents and alumni, who donate their time and talents in order to promote the mission of the Foundation.

Through your support the District 99 Foundation is a vehicle of empowerment for our students, our teachers, our schools, and our community. Your contribution could make a world of difference... so that we might make a difference in ours.

The Foundation focuses its support in the following areas:

- *Developing enrichment programs to address the needs of the students, the school district and the communities it serves*
- *Promoting community awareness of educational challenges and solutions*
- *Supporting the professional growth of our teachers*
- *Fostering the development of alumni relations*
- *Supplying capital for creative ideas and programs*

The Grove Foundation

<http://www.thegrovethefoundation.org/Welcome.html>

The Grove Foundation Mission Statement

The Grove Foundation exists to enrich the lives of community members by identifying, supporting and promoting recreational, educational and community experiences through innovative and collaborative efforts.

What is the Grove Foundation -

A not-for-profit organization registered with the State of Illinois, The Grove Foundation has been supporting the Downers Grove community since 1991 in the following ways:

- Providing financial support for educational, recreational and social programs in the Downers Grove community.
- Developing and implementing its' own programs.
- Supporting grass roots programs with financial grants to assist in their operations.
- Developing and conducting fundraisers to support local community programs through financial grants.
- A not-for-profit organization that is structured to accept land donations by private citizens or businesses for tax benefits. The donated land would be given back to suitable organizations in Downers Grove such as the Park District, School District or Village.

What has the Grove Foundation accomplished?

- Provided funds for outdoor environmental programs in cooperation with the Park District for all 5th grade students in Downers Grove public schools and participating private schools.
- Developed and implement a program to give recognition to selected 5th grade students with the "Helping Children Grow" award.
- Contributed money for a special Camp Edwards Scholarship fund for families in School District 58 needing financial assistance to send their child to this camp.
- Provided money for the SEASPAR Wall of Fame acknowledging Special Olympic Athletes.
- Donated funds for the SEASPAR Friday Night Social Dances.
- Sponsored "Senior Volunteer of the Year" with the Downers Grove Park District.
- Sponsored the Senior Volunteer luncheon at the Downers Grove Park District.
- Supported the "Fit Kids" after-school program at Indian Trail School by donating funds to purchase fitness equipment for the program.
- Donated funds to Helping Girls Navigate Adolescence for the annual "Chick Chat" program as well as monies to provide program materials.
- Provided funds to Downers Grove Youth Baseball to purchase new backstops.
- Provided money to help bring the traveling Vietnam War Memorial to Downers Grove.
- Provided scholarships for needy families to participate in Downers Grove Park District recreation programs.
- Donated funds to the Village for the German Sister City Exchange Program.
- Supported the District 58 Little Sprouts program for first grade students.
- Sponsored authors for the Downers Grove Public Library author lecture program.
- Raised over \$150,000 to benefit programs that serve Downers Grove residents.

Mission Statement

The Grove Foundation is a not-for-profit organization that supports programs promoting recreational, educational, and community experiences.

Want to donate?

**Want to get involved?
Contact us here.**

P.O. Box 1072
Downers Grove, IL 60515
www.thegrovefoundation.org

The Grove Foundation is a 501(c)(3) Illinois not-for-profit corporation; Contributions are tax deductible.



P.O. Box 1072 • Downers Grove, Illinois • 60515
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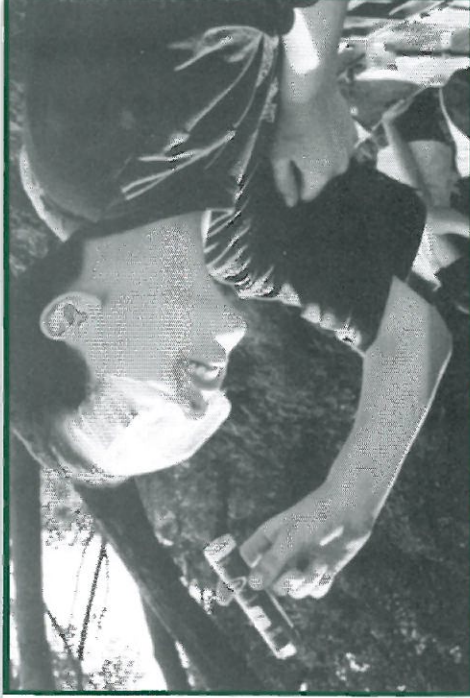
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- o Raised over \$150,000 to benefit programs that serve Downers Grove residents.

What are The Grove Foundation's Plans?

- o To continue to support programs already in place.
- o To develop programs to satisfy the needs of the residents.

How will the funds be raised?

The Grove Foundation raises funds to support its many programs by hosting a variety of community fundraisers.



ALL CONTRIBUTIONS ARE TAX DEDUCTIBLE

Downers Grove, IL 60515

P.O. Box 1072

Mail to: The Grove Foundation

Please make checks payable to: The Grove Foundation



Name _____

Address _____

City _____ State _____ Zip _____

Phone (_____) _____

Company Name _____

E-mail Address _____

Naperville Cares

<http://www.napervillecares.org/>

The story of Naperville CARES begins in 1998. Two years after Congress passed the Welfare Reform Act, community and church leaders of Naperville wanted to determine its effect on local residents. A community survey was commissioned and the results showed that there were many groups, both private and public, doing good work in the community but there was little coordination or cooperation between these groups. Naperville CARES incorporated in 1999 to provide resources to people within the Naperville community who need assistance to avoid homelessness and attain self-sufficiency. When resources from other agencies and organizations are not immediately available, CARES provides emergency financial assistance for rent, security deposits, utilities, child care and other essential needs. We also have a Car Program that takes donated cars and tries to make the necessary repairs to make the cars roadworthy in order to be given to residents who need transportation.

Naperville is generally considered a very affluent community; however, approximately 5,200 families in Naperville live at or below the federal poverty guidelines. One unexpected bill or medical expense can put these families at risk of losing their home. The current state of the economy with its high unemployment figures has only added to the number of families dealing with a financial crisis.

During FY10 CARES distributed \$175,000 in emergency financial assistance. Through our strong networking relationships we were able to provide an additional \$154,000 in assistance from area agencies and congregations. This emergency assistance provided 662 services for 604 households containing 1,784 Naperville residents, of which 47% were children. We repaired 31 cars which were donated to members of the community who needed transportation.

Mission –

Our mission is to provide resources to people within the Naperville community who need assistance to avoid homelessness and to attain self-sufficiency.

VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION MEETING

January 5, 2011, 6:30 P.M.

Chairman Jacaway called the January 5, 2011 meeting of the Human Service Commission to order at 6:35 p.m. and asked for a roll call:

PRESENT: Chairman Jacaway, Ms. Carroll, Mr. Carter, Ms. Crowe, Mr. Grammich, and Mr. Meaney

ABSENT: Mr. Melton and Mr. Rogers

STAFF

PRESENT: David Fieldman, Village Manager; Allison Alonzo, Village Management Analyst; Stan Popovich, Village Planner

VISITORS: Nick Vogel, Downers Grove Reporter, Jon Hoekema, Horizon Community Church, 2129 63rd Street; Lucy Lloyd, Downers Grove Chronicle; Greg Bedalov, District 58 Education Foundation; Lois Kopis, Grove Foundation; Cahty Morava, SEASPAR; Pat Nugent, Metropolitan Family Services; Kathy Blair, Giving DuPage; Janet Derrick, Naperville Cares; Charlie Stroub, Grove Foundation; Jim Russ, Grove Foundation; Megan Schroeder, 6036 Ridge Court; Marge Earl, 4720 Florence Avenue; Brian Slodysko, Trib Local; Elaine Johnson, Downers Grove Patch; Ken Rathje, District 99 Education Foundation

DECEMBER 1, 2010 MEETING MINUTES – Mr. Meaney recommended two changes to the November minutes. The commission members agreed with the changes. **MS. CARROLL MADE A MOTION TO APPROVE THE MINUTES WITH MR. MEANEY’S REVISIONS, SECONDED BY MR. CARTER. MOTION CARRIED BY VOTE OF 6-0.**

Chairman Jacaway asked for an update regarding the neighborhood organization discussion. Mr. Popovich noted in February both the TCD3 recommendation and the social service discussion will be on the agenda. He noted staff researched five additional communities and found four of the five use a neighborhood organization. The fifth community uses an open city hall format on their website for comments. Mr. Meaney noted the website opportunity is intriguing.

Mr. Greg Bedalov, District 58 Education Foundation, noted the 501c(3) not-for-profit foundation is nine years old. Their focus is on curriculum enrichment, staff development and technology. The foundation used to focus on a socio-economic challenged students through a Dr. Dale Martin helping hands grant that was funded by Dr. Martin. Dr. Martin’s departure left the socio-economic focus without funding.

The foundation holds two main fundraisers, a circus in the fall and an entertainment for education program in the spring. They also raise money internally through teachers and

incoming and existing parent voluntary contributions. The foundation works with the business community as well for an endowment program. However, private donations have stalled due to economic conditions. In their best years, they raised approximately \$100,000. In a typical year, they can raise \$20,000 to \$50,000. The foundation gives all the money they raise back to the schools and have increased the amount they give back to the schools.

Programs include Select 58 (civic involvement award for 58 eighth graders), a middle school sneak preview program for incoming seventh graders, a distinguished service award that recognizes a teaching and non-teaching professional, an annual \$500 mini-grant to each school, and an annual \$35,000 blind grant application process.

He noted within the last two years, the internal fundraising program, Kash for Kids, doubled to approximately \$4,500. A couple of years ago, the foundation hired a full-time paid executive director, but they no longer employ the staff member so it is a fully volunteer organization.

Per a question, Mr. Bedalov noted a grants committee reviews all the applications and forwards a recommendation to the full board of directors who approves or denies. The grant applications are reviewed based on a grading sheet. The schools present a report to the foundation with regard to how the \$500 mini-grant was used. All programs are well received.

The 18-member board includes three ex-officio members and meets monthly. Mr. Bedalov noted the grants committee reviews all the grant requests regardless of the grant request. The grant committee is made up of about six members including Mr. Paul Zaander, an ex-officio, who is the internal check to make sure the grants do not create additional school district requirements.

Mr. Charlie Stroub of the Grove Foundation noted the foundation has been in place for 17 years in support of the Park District. They have raised and dispersed approximately \$150,000 for recreational programs. They have been assisted Lyman Woods, Little Sprouts, SEASPAR, Downers Grove Youth Baseball, Helping Girls Navigate Adolescence, Senior Luncheons, Senior Volunteers and Helping Children Grow. The board consists of 12 people and the board meets and discuss the funding requests.

The Grove Foundation holds two fundraisers, a golf outing and a passport for fine dining associated with five downtown restaurants. He noted they are primarily based in Downers Grove, but SEASPAR stretches over the Village's boundaries. Their social programs are primarily the senior luncheon and senior volunteer program. The foundation does not have a desire to expand their social programs. The foundation likes to be flexible and responsive to the needs that arise. Mr. Stroub noted programs in the past started via acquaintances of board members. Typically there are no competing programs for the same funding. The board votes on all funding requests.

Mr. Stroub noted the foundation is all volunteer based with no staff and does not receive funding from the Park District. Per a question, he noted the foundation fundraising has been down about 10-15%. He noted the same people typically donate on an annual basis. He noted with the current economy it is difficult. Mr. Bedalov interjected and noted giving is extremely difficult. Major corporations have set up their own foundations, which make it difficult. Mr. Bedalov

believes fundraising is down about 50%. Mr. Stroub and Mr. Bedalov noted gifts or in-kind services are being donated instead of money.

Mr. Meaney noted social service providers raise their own funds, but if the village would propose to raise funds, it could disrupt an equilibrium that currently exists.

Ms. Janet Derrick, Executive Director of Naperville CARES, noted her organization formed after the Welfare Reform Act of 1996 when Naperville residents wondered if there were people in Naperville struggling with their basic needs. It was driven by congregations who did a nine month survey of the community. They surveyed churches and service agencies to see what was provided in the community and what the need in the community is. The study found there were many organizations doing good in the community but there was no real coordination of the services. At the start, 80% of the CARES funding was from churches and their staff included a case manager under the auspice of Catholic Charities. They also started a car donation program.

The group has evolved over the years. The first fundraiser they held raised \$13,000 and last years raised \$110,000. Most of the volunteers are dedicated and have been with them since the beginning. They are still mostly a volunteer organization with 18 board members. Ms. Derrick and a part time office manager are the only staff members.

Naperville CARES' mission is to not duplicate services and maximize the funding that is available. They do detailed assessments of applicants and get to the root causes of the problems. They have a response network that shares information about individuals requesting service. The foundation uses public sources of assistance first through available programs before going to individual churches for assistance. They have strong relationships with Nicor and the City of Naperville to assist with utilities.

Naperville CARES has a budget of about \$200,000 and has diversified their funding sources. Congregations now contribute about 21% of the funding. The City of Naperville has three grants that the foundation taps into and they look for other sources of funding as well. Ms. Derrick provided a graph of how they distribute their funds. The group does not have case managers; they utilize the City of Naperville's social workers or the county's.

Clients come to the foundation in various ways. On-going assistance typically will be managed by the foundation not by individual congregations. She noted there is a limit for some county or township services. Communication is important so services are not duplicated and they can find the underlying cause of the situation. Last year, Naperville CARES assisted over 800 families with \$175,000 in assistance, coordinated another \$154,000 in assistance and gave away 31 cars.

Naperville CARES works very closely with St. Vincent DePaul throughout Naperville. She noted a home visit is sometimes the best way to assess a situation.

Ms. Derrick noted the foundation receives Community Development Block Grant, social services grant and social and cultural grant funding from the City of Naperville. They received approximately \$85,000 from these three grant programs. While the funding has stayed about the same, the source of the funds has fluctuated. Ms. Derrick noted their overall funding has stayed

about the same or increased as many congregations have increased their donations to provide assistance for basic needs.

She noted there are completely independent from the City of Naperville, although they do work with the city's utility departments and social workers. She noted they have two fundraisers, one in the spring and one in the fall that accounts for approximately 34% of their revenues.

Per a question, Ms. Derrick noted it is important to not duplicate services. Make sure a survey is done to determine what service providers are already in the community and what services they provide. Who is doing what and bringing them to the table to get everyone on the same page is important.

Naperville CARES serves only Naperville residents or a member of a Naperville congregation.

Per a question, Ms. Derrick noted if a client comes in asking for assistance, they will coordinate with the county or township if they can qualify for those services. She noted the continuum of care includes many elements to assist people out of poverty. They will work with the client to connect them to whatever is out there that they can access.

Ms. Derrick noted the original study was a citizen study and that the study has not been updated because the organization sees the need everyday. The original study was a valuable tool to document the need and to obtain community buy-in. Some volunteers have social work backgrounds but the volunteer's backgrounds are diverse. Increases in funding have all gone to programs instead of bringing back a case manager.

Chairman Jacaway invited other non-profits in the audience to share their experience. Mr. Jon Hoekema, Pastor of Horizon Community Church at Meadowbrook Shopping Center, spoke about a group of non-profits who recently got together to talk about these issues and came to the meeting tonight. He noted many organizations are providing assistance, but they may not be partnering and connecting with each other. His group is looking at what they can do and how they can come together to address what is being missed. He noted items the group felt were not being addressed include pre-school for poverty level families, transportation, literacy, case management, pediatric mental illness issues, substance abuse in teens and young adults, and housing. The group he represents started in November 2010 and has not yet thought about funding.

Mr. Meaney noted the list is similar to the DuPage County Community Needs Assessment table of contents and represents a continuum of care concept. The question is who is providing the services and where are the gaps. Mr. Hoekema noted his groups goal is to not duplicate what is already out there. He noted his support of this group and offered his assistance.

Ms. Kathy Blair with Giving DuPage noted the groups on Mr. Hoekema's handout are primarily volunteer based. She noted fundraising is difficult but people are willing to donate for the basic needs. A lot of the programs on Mr. Hoekema's list could be provided by volunteers.

Mr. Ken Rathje, with the District 99 Education Foundation, noted the foundation was formed in 1994 and at the time there were shortfalls in the district being able to fill certain needs, such as computers. The foundation at that time funded technology and the arts. Annually, the foundation provides between eight and ten \$1,500 grants to teachers. Smart boards are the newest technology items, so they have provided some \$5,000 grants for those items.

Mr. Rathje noted their fundraising has been very grassroots such as cookbooks and raffles. Large grants early led to investments but that has been harder recently. The foundation is very low-risk with regard to their fundraising efforts. They have worked with some grant writers to learn about funding sources, but found that institutions that provide grants what to be the deciding body in how the grants are used and that was not the direction the foundation wished to go.

The foundation is looking at new ways in how to serve the high school districts. He noted the school district is not supportive of the Foundation soliciting funds that would require the district to make additional investments to maintain a new program or opportunity. The foundation has done a lot of small fundraising events and donation solicitation from the alumni.

The foundation helps teachers with technology, special needs groups, and at-risk groups. Mr. Rathje noted the foundation has spread out a little bit from the arts and technology.

Per a question, they are separate from the school district and have a separate mission statement. Mr. Rathje noted the board is currently 12 voting members, but the optimum number is 15. The grants committee is four people who recommend the grants to the full board who vote on the grant applications. The superintendant provides input into the grant requests but is not a voting member.

Chairman Jacaway thanked all those that gave a presentation.

Chairman Jacaway asked the commission if any member had questions of Mr. Fieldman with regard to the staff's memo. Mr. Fieldman confirmed Associates in Family Care has continued to provide counseling services to Village residents. In a sense, these services have been privatized. Service hours have been reduced due to some clients finding other providers during the switch to Associates in Family Care. Mr. Meaney noted the City of Chicago has privatized tax return assistance and asked if there are other opportunities for privatization. Mr. Fieldman noted the staff innovation team continually looks for low-cost ways to provide Village services.

Mr. Popovich reviewed the number of social service inquiries that staff has historically received and the number of calls that were received during a week in December. The numbers are down because the Village has been out of the social services business for about a year now and people are aware of this. The Village does not have a good mechanism to track calls now because the social services department has been eliminated.

Ms. Carroll noted Meals on Wheels has specific and strict federally mandated eligibility requirements that are not listed in the staff memo. Chairman Jacaway noted the taxi subsidy program still exists but has been scaled back.

Per a question, Mr. Fieldman stated he has briefed the Council on the Commission's proceedings and provided the December audio file to the Council. The Council direction is really for staff to assist the Commission in whatever direction the Commission wants to go. The Commission has heard about various models and received answers to some questions. Staff's role is to help the Commission in whatever direction they choose to go.

Chairman Jacaway asked where the Commissioners stand at this time. Mr. Carter noted there was a lot of information presented and wished to talk about this next month. Ms. Carroll noted she was still processing the information from the guest speakers. She cannot imagine that there are not groups in Downers Grove meeting to talk about gaps in services and the needs. Those groups need to be connected and there should be someone getting those groups together. She asked if there was a needs assessment done specifically for Downers Grove.

Chairman Jacaway noted there is a feeling that the group should digest this information and come back to talk about where to go next.

Mr. Meaney found the discussion was very helpful and useful. The next step may be to hear from service providers in the Village. To see what they do and if there are any gaps. If they identify gaps, maybe that gives the commission some idea on what they should examine and explore further. He thought a hands-off approach from the Village might be best.

Mr. Grammich echoed the previous statements, although he isn't sure the Village needs another 501c(3). He thinks individual donors are willing to support basic needs. The first thing would be to approach existing groups to see what they do, the need that exists and if there is a gap. Is there a coordinating role the Village could play? He is concerned about the struggle for fundraising and how a Village backed effort could cause some distress.

Mr. Meaney felt it was important to identify the gaps first and then think about the structural ways those gaps could be addressed. Chairman Jacaway noted a homework assignment would be to see what type of structure comes to mind to discuss the topics tonight.

Ms. Crowe noted donations for basic needs are being made. It leads her to think there may be room for a service similar to Naperville CARES. Mr. Grammich noted the importance to not duplicate services and provide coordination. Ms. Crowe noted the interaction with churches that Naperville CARES still maintains and the very active churches in Downers Grove and the opportunity for partnerships. Mr. Meaney thought it would be important to hear from the local groups.

A discussion ensued about why some of the existing groups are not expanding their social service roles, which may be related to the fact the groups are primarily volunteers. It was noted coordination could not coordinate something that is not already being done, but can coordinate what is already being provided. A good coordination effort could include helping a church member get to a doctor's appointment by making the church member aware of the Village's taxi subsidy program.

Chairman Jacaway noted a homework assignment to talk about commissioner ideas/scenarios on how something could work. He would like to hear everyone's ideas and still do fact finding, but to move forward, the commission should talk about ideas. It was discussed how members could call local service providers or speak with their church leaders about the services they provide to the community. Mr. Fieldman stated the Commission members can speak to these groups to get some anecdotal evidence. If the Commission wants more structured or comprehensive information, there are surveys staff could undertake to provide additional information.

Mr. Fieldman noted staff is not as aware of local service providers as the commission. There may be dozens of service providers, so additional discussion on who to invite would be needed. Mr. Carter asked if that was beyond the scope since the last meeting was about thinking small and identify one issue the Commission could address. It was discussed that the Commission could invite the local groups and then narrow the focus.

Mr. Popovich noted the next agenda would include both the TCD3 discussion and the social service discussion. Keeping in mind the TCD3 recommendation, Chairman Jacaway asked the commission members to be ready to discuss the TCD3 recommendation to see where everyone stands on that issue. Per a question, Mr. Fieldman noted there are no particular time frames with regard to the TCD3 recommendation and the social service questions.

Per a question, Mr. Bedalov noted a fundraising challenge is creating a clearly defined sense of separation from the unit of government the foundation is associated. As an example, the District 58 Education Foundation explains how they are not the school district. They do not have meetings on District 58 properties; they want complete separation from the district. He also explained issues with the Blodgett House. Mr. Bedalov noted the Village could help by providing good press, such as asking Council members to mention events or working with the Village's Communication Director to get the foundation's name out in printed material. When the education foundation awards grants, they present the award at a school board meeting to get some publicity.

A discussion ensued whether a coordination model is feasible. Maybe a status report to the Council is appropriate. Mr. Meaney felt any group should be hands-off and should focus on a coordinating role.

Chairman Jacaway opened the meeting up to Public Comment.

Ms. Marge Earl, 4720 Florence Avenue, noted duplication of services does not just mean in fundraising effort. It is about not having the same person get services from all the groups in town. Maybe there is a central coordination point where service providers can see where this person has received assistance. Maybe it is a bigger issue that needs to be addressed.

Ms. Megan Schroeder, 6036 Ridge Court, noted the least the Village could do is to have a website listing of all these groups. It is important to let everyone know what these groups do and maybe focus on Meals on Wheels. She noted on the information about Meals on Wheels it would be good to have the number of residents being served for each city that funds the program. Maybe direct people where they can make donations to these groups.

Mr. Carter wants to take action and still think in terms of a foundation. He discusses Meals on Wheels because it is something the group can grab onto and help. Then it could grow into something like a Naperville CARES, a foundation separate from the Village to address these issues. He does not want to get into the coordinating business, as it is difficult to define what coordination means.

Mr. Meaney discussed the number of communities that support Meals on Wheels. He wondered as to why some communities have increased their funding. Mr. Fieldman noted staff did not compile the information.

There being no further comment, Chairman Jacaway closed public comment.

Mr. Popovich noted the next Commission meeting is the first Wednesday in February, which is February 2.

It was discussed as to whether this committee would move past the Meals on Wheels discussion. It is concrete and is something that the Commission could have success with but it is important to see what else is out there. Could Meals on Wheels be the first step to something bigger?

Chairman Jacaway noted the next meeting would include discussions about the TCD3 recommendation and social services in the Village.

MR. MEANEY MOVED TO ADJOURN THE MEETING. MR. CARTER SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY BY VOICE VOTE.

THE MEETING WAS ADJOURNED AT 8:50 P.M.

/s/ Stan Popovich
Stan Popovich
(As transcribed by MP-3 audio)

VILLAGE OF DOWNERS GROVE – HUMAN SERVICE COMMISSION
VILLAGE HALL COMMITTEE ROOM
801 BURLINGTON AVENUE

December 1, 2010
6:30 P.M.

AGENDA

1. Call to Order
2. Review of November Minutes
3. Discussion of Village role in social services
4. Public comment
5. Adjourn

THIS TENTATIVE REGULAR AGENDA MAY BE SUBJECT TO CHANGE

VILLAGE OF DOWNERS GROVE
REPORT FOR THE HUMAN SERVICES COMMISSION
DECEMBER 1, 2010
6:30 P.M., VILLAGE HALL COMMITTEE ROOM

SUBJECT:	SUBMITTED BY:
Potential Role of the Village in the Provision of Social Services	David Fieldman Village Manager

SYNOPSIS

The Village Council requested that the Human Services Commission discuss the role of the Village in the provision of social services.

STRATEGIC PLAN ALIGNMENT

The Five Year Plan and Goals for 2008 – 2013 identified *Exceptional Municipal Organization*.

BACKGROUND

At the October 5, 2010 and November 9, 2010 Village Council meetings, the Council discussed the potential role of the Village in the provision of social services. The Council requested that the Human Services Commission consider if the Village could leverage the name and resources of the Village, and the volunteers from the community, to act as a clearinghouse for information and/or funds to fill voids left by the current economic conditions.

Key Questions

In consideration of this issue, the Human Services Commission should consider the following key questions.

1. How have the current economic conditions affected the provision of social services in Downers Grove?
2. What role, if any, could the Village play in providing information and creating awareness about existing resources for social services?
3. What role, if any, could the Village play in facilitating and coordinating the provision of social services by existing private not-for-profit entities, faith based organizations and governmental agencies?
4. What role, if any, could the Village play in assisting not-for-profit entities, faith based organizations and governmental agencies in applying for grants for the provision of social services?
5. What role, if any, could the Village play in collection and redistribution of donated funds and in-kind services for the provision of social services?

Current Economic Conditions and the Provision of Social Services

The DuPage Federation on Human Services Reform recently published a Community Needs Assessment that identified trends that stress the social services network within DuPage County. The report identified the following trends:

- The rising numbers of low-income persons;
- The aging of the population;
- The growing ethnic and cultural diversity;
- The changing economy; and
- Governmental budget and other funding challenges.

The report states that the level of affluence in DuPage County means that those who are in need of social services are less likely to receive it than if they were living in locations with traditionally higher need. The report identified strategies for addressing the trends, one which is particularly pertinent to this discussion: “Find new resources and new methods of addressing health and human services needs”. The full report is attached to this report for reference. Also included with this report is a 2010 survey of approximately 7,000 non-profit organizations by Guidestar, an organization that reviews and analyzes charities, regarding the effect of the economy on non-profit organizations. The survey found that 40% of the non-profit organizations surveyed experienced a decrease in contributions and 63% experienced an increase in demand for service.

Village of Downers Grove Role

Historically, the Village has been involved in a number of ways in the provision of social services and support of not-for-profit organizations that provide services to the community. The Village’s participation in this capacity has generally included the following areas, which are described in greater detail below the numbered list:

1. Provided social services directly using Village funds
2. Provided direct funding to a not-for-profit for the provision of a specific service
3. Subsidized the provision of services
4. Acted as a clearinghouse for information concerning social services that are provided by other entities
5. Partnered with not for profit groups to allow them to raise funds
6. Redistributed Village funds to qualifying not for profit groups through a competitive grant program
7. Accepted private donations to be used for the provision of Village services

1. Direct Provision of Social Services

The Village provides some social services directly using Village funds. The Village operates the Prentiss Creek Resource center which provides information, needs assessments, and networking referrals through Community Oriented Policing. The neighborhood resource center also provides programming that includes after school tutoring, English-as-a-Second-Language classes, computer classes, and other health, safety and recreational opportunities that are otherwise often unavailable to the residents of Prentiss Creek. The Resource Coordinator works with Prentiss Creek Management, residents, and the Downers Grove Police Department to reduce incidents of crime and improve the overall quality of life for the community. The resource center is supported by Village funds and an annual Community Development Block Grant.

In 2009, the Village eliminated its Counseling and Social Services Department, which had previously provided direct services to residents and non residents, as well as referrals to external agencies. Services provided by the Village included counseling services, a youth smoking cessation program, neighbor conflict resolution services and the administration of the Home Chore program. In addition, the Village acted as a conduit for the distribution of Salvation Army funds and referred people to other services provided by other governments, not-for-profit entities and faith-based organizations. These services were provided using Village funds.

2. Direct Funding for a Specific Service

From 1999 to 2009, the Village provided an annual grant to the DuPage County Senior Citizen Council (DCSCC). The DCSCC used the Village funds to operate the Meals on Wheels program delivering meals to qualifying senior citizens.

3. Subsidy for a Specific Service

The Village currently operates a taxi subsidy program to assist eligible participants with their transportation needs. The Village provides a 50% subsidy to offset the cost of taxi services. The Taxi Coupon program is open to residents age 65 and residents with disabilities who have a valid RTA Card. This subsidy is provided using Village funds.

4. Information Source

The Village currently provides information for residents and non-residents about existing providers. The Village provides information about counseling services that are available at the DuPage County Mental Health Department, Metropolitan Family Services (Wheaton/Woodridge), Community House (Hinsdale), Catholic Charities (Lombard), Naperville Community Outreach (Naperville), DuPage Community Clinic (Wheaton) and Associates in Family Care (Downers Grove).

The Village also provides information about other social service providers such as the Salvation Army, DuPage County Community Resource Information System, Giving DuPage, the People's Resource Center, Catholic Charities and the Home Chore Program. Information about these social service providers is available on the Village website. In addition, Village staff provides this information to residents and non-residents who call or walk in with questions about social services.

5. Partnerships with Not-For-Profits

In 2010 the Village partnered with the Conservation Foundation to sell rain barrels to residents at a below market price. The Village provided labor from staff members and organized the volunteer efforts of community residents.

Historically, at Heritage Festival, the Village allowed partnering not-for-profit agencies to leverage Village resources to generate funds. For example, not-for-profit organizations that chose to operate single booths at the festival were given free booth space and organizations that elected to use space at the Community Information Booth were charged a small fee. The Village also partnered with several organizations to provide services at the event in return for a portion of the proceeds. For example, the Downers Grove Rotary Club operated the beer tent and received 40% of beer tent proceeds, Blodgett House on the Move received revenues in exchange for coordinating Thursday and Friday night concerts and the J. Kyle Braid Leadership organization assisted in managing the parking deck in exchange for 40% of the parking fees.

6. Redistribution of Village Funds

As funding permits, the Village operates a community grants program for not-for-profit organizations to promote and conduct cultural, artistic and other community-oriented events that contribute to the quality of life for Village residents. Under this program, a portion of the funds collected from the Village's hotel tax are distributed on a discretionary basis to selected not-for-profit organizations. The program, which was last funded in Fiscal Year 2009, received funding at a rate of 8% of the previous year's hotel tax revenues or \$48,000, whichever was greater. The program is administered by the Community Grants Commission, whose members reviewed applications, interviewed applicants and made a recommendation for Council approval.

7. Use of Donated Funds and Services

The Village currently accepts donated funds and in-kind services for the provision of certain Village services. The Village actively solicits for donations to assist in funding the Independence Day fireworks display. In 2010, the Village received approximately \$9,500 in donations, which are solicited directly through the water bill and through letters to business from the Mayor. The Village also solicits in-kind donations of volunteer time and food for events such as the annual Recycling Extravaganza. The Village

also occasionally receives unsolicited monetary donations, either for specific purchases or for general use. Recent examples include funding to buy oxygen masks for pet rescues at fires and patient stabilization equipment for the Fire Department. The use of donated funds is governed by the Village Council Policy regarding the Downers Grove Civic Improvement Fund (attached).

Existing Models for the Facilitating Funding and Awareness of Social Services

Staff researched examples of models used to facilitate funding to social service groups. Staff identified four categories: foundations, service groups, faith-based organizations and community-based organizations.

Foundations

Foundations are tax-exempt, not-for-profit organizations that operate independently for the benefit of a specific group by soliciting private funds for specific uses. Examples are the District 58 Foundation and District 99 Foundation, which solicit private funding and spend money for the benefit of the District 58 and 99 students. Another Downers Grove example is the Grove Foundation, which funds recreational opportunities.

Service Groups

Service groups, such as the Kiwanis Club and the Rotary Club, have members who work specifically to raise money to redistribute to local social service agencies. Unlike foundations, these groups may not target one specific group, but rather direct funds to a variety of charities. They raise funds through membership fees and public fundraising events.

Faith-Based Organizations

Churches and other places of worship collect funding from their membership for redirection to organizations that the group supports. One example is Catholic Charities.

Community-Based Organizations

Community-based organizations, such as the United Way, are tax-exempt, not-for-profit organizations that support community wide social services. Organizations like Naperville Cares provide both referrals to social service agencies and direct emergency financial relief such as rent and utility assistance.

ATTACHMENTS

DuPage Federation on Human Services Reform County Needs Assessment

Village Council Policy Regarding the Civic Improvement Fund

2010 Guide Star Survey: "The Effect of the Economy on the Nonprofit Sector"

DuPage County

Community Needs Assessment

Sponsored by the DuPage Funders' Collaboration with specific contributions from the United Way of DuPage/West Cook, the Community Memorial Foundation, DuPage County, the Illinois Children's Healthcare Foundation, and the DuPage Community Foundation

A publication of the

DuPage Federation on Human Services Reform

November 19, 2010

How to Contact Us

We encourage your comments on this Community Needs Assessment.
Comments should be directed to:

Phil Smith
Program Director, Human Services Planning
DuPage Federation on Human Services Reform

146 West Roosevelt Road
Villa Park, IL 60181
psmith@dupagefederation.org

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Introduction - Goals and Approach

The mission of the DuPage Funders' Collaboration is to enhance community health and human services through research, planning, evaluation, and leadership.

About the DuPage Funders' Collaboration

The DuPage Funders' Collaboration (which is the organizational leadership behind the development of this Community Needs Assessment) was established in 2007 following the release of a publication by the Chicago Community Trust and United Way of Metropolitan Chicago, entitled A Report on the Chicago Region's Health and Human Services Sector. This report highlighted the changes in the region (including DuPage) and challenges being faced by the health and human services sector today. Demographic shifts are rapidly occurring, private and public funding streams remain flat or are declining, and board and staff leadership for non-profits is limited. Recognizing these challenges as opportunities to achieve greater impact, a local group of private and public funders convened the DuPage Funders' Collaboration to examine ways to promote efficiency in the sector through improved cross-system planning, evaluation of strategic and programmatic impacts, enhanced knowledge sharing and dissemination, and an informed resource allocation process.

The goals of the Collaboration are:

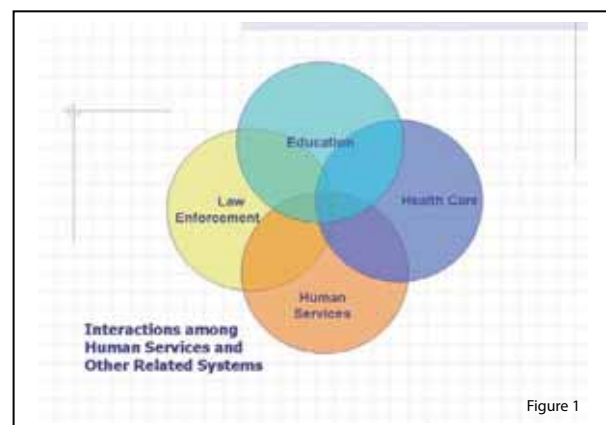
1. To improve the availability of timely and accurate research, data, and other information for health and human services planning, fund distribution, and policy development;
2. To gain acceptance as a trusted, objective, and inclusive collaboration that provides information, public policy analysis, research, and evaluation that is useful for advocacy positioning, community cooperation, and resource mobilization; and
3. To improve the efficiency of the health and human services sector in DuPage County through collaborative planning and technical assistance and training on nonprofit management.

The role played by the Collaboration in achieving these goals includes the activities of: (a) conducting research; (b) identifying needs; (c) informing the community about conditions, existing resources, gaps in services, best practices, and opportunities; (d) advocating for effective decision-making; and (e) developing pilot demonstration projects.

Target Population and the Health and Human Services Sector

Target Population This Community Assessment examines needs in the general population, but it has a targeted focus on "special" populations and minority populations. Special populations include individuals with disabilities, economically disadvantaged people, or people who for some reason such as advanced age require extraordinary support to carry out the activities of daily living. Such activities might include going to (and being successful in) school, working, keeping house, living in retirement, etc. This document also examines the needs of minority populations because (as will become clear throughout this Assessment) there are disparities in outcomes relating to certain health, education, and economic factors. Therefore, strategies need to address these disparities.

The Health and Human Services Sector The Health and Human Services sector is made up of a large group of independently managed providers of services and funders of services, and, on any given issue, the set of organizations that are addressing the issue will change and be somewhat fluid. In spite of this seemingly fragmented structure, it is useful to think of it as a system. The figure above illustrates the intersection of four community systems (health-care and human services being two) that provide services to the people of the DuPage area. Although there are other factors outside of these four systems that affect our target population (e.g., the economy, the transportation system, the housing market, etc.), we focus on these four because



of their service orientation. As figure 1 demonstrates, there is a good deal of overlap of the four systems. So, this

Needs Assessment includes issues and indicators in all four of these community systems.

Goals of the Needs Assessment

The four primary goals of this Needs Assessment were established by the Funders' Collaboration and are as follows.

1. To develop and maintain a common source of consistent and easily accessible data on health and human services needs and the resources that are addressing these needs.
2. To develop and maintain a description of the gaps and underfunded parts of the health and human services system.
3. To develop and maintain a presentation package of this information so that it can be easily understood by decision makers and the public.
4. To develop a common set of messages (used by funders as well as provider agencies) about the critical health and human service needs in the DuPage area.

The Approach Used in Developing the Needs Assessment

To address all four of the goals above required an approach that emphasized the following.

1. Limit the number of indicators: We decided to minimize the amount of data presented in order to make the issues easier to understand. Presenting too many indicators can make it more difficult for the reader to grasp the essential trends and the points being made. Also, one of our objectives is to stimulate community conversation and action to address the issues raised, and it is likely that more in-depth information will be obtained during that process.

2. Organize the document as small studies of issues: The format of this Community Assessment is to group a few indicators around an issue so that this grouping, along with the brief presentation of strategies and resources, becomes a small study of the issue. Organizationally, the Community Assessment is made up of five "chapters" as described below.

- Jobs, Income, and Financial Stability – examining the issues of poverty, self-sufficiency, employment, educational attainment, stability of people with disabilities, housing, and teen and single parenting.
- Health and Wellness – examining the issues of ill-

nesses and causes of death, infant mortality, access to health care, nutrition and obesity, mental illness, and substance abuse.

- Child Development, Youth, and Education – examining the issues of graduation and dropout rates, head start enrollment, student performance, preparing for work, and at-risk youth.
- Safety and Security – examining the issues of homelessness, hunger and food security, child safety, and domestic violence.
- Social and Cultural Wellbeing – examining the issue of residential integration.

Again, during the process of community conversation and action, it is likely that additional or more refined information will be developed. Therefore, we conclude the document with information on how to contact us to comment on this Assessment.

3. Use available data: All of the data displayed in this Community Assessment are taken from existing and available data sources. This allows for updating on a regular basis. We provide source information for all of the data so that more specialized readers can dig deeper into the information, check our facts, or provide alternative interpretations of the data.

4. Present information briefly and graphically: There is significant emphasis on presenting data in chart form, and the narrative discussion is relatively brief. The use of charts helps the reader visualize the trends and relationships in the data that form the major points being made.

5. Include observations: This Community Assessment is more than just a presentation of data. The observations in the document summarize the major points raised by the data with the idea that these points become focal points for community action. In most cases, these observations are not unique to DuPage County, and other documents are cited that come to similar conclusions. Still, community conversations on issues might follow alternative (or additional) logical paths than the ones presented in this document as actions to address these trends are developed.

6. Continually update and refine: This Community Needs Assessment is meant to undergo constant updating and refinement. Although the presentation of these issues is brief, it is important to remember that the issues they describe are complex, and we hope that this Assessment will generate significant community discussion and action on the issues presented. The data included in this document will be updated as new information becomes available, and the presentation of information will be refined in response to comments from the community. Therefore, we encour-

age reader comments and suggestions, which should be sent to psmith@dupagefederation.org.

Background – External Demographic and Economic Trends

There are five basic external demographic and economic trends that have a profound impact on the health and human services system in the DuPage area. These are:

- The rising numbers of low-income persons;
- The aging of the population;
- The growing ethnic and cultural diversity;
- The changing economy; and
- Governmental budget and other funding challenges.

All of these are background trends that affect the health and human services system, and they need to be presented briefly before assessing the system itself. The first four of these trends are considered to be external to the system because we can do little to change these trends. Although advocacy can have some modest effect on government budgets, these budgets are also considered to be external, and private funding is affected by the negative economic trends. In any event, the health and human services system must develop capacities and strategies to cope with all five trends.

Trend 1: Rising Numbers of Low-Income Persons

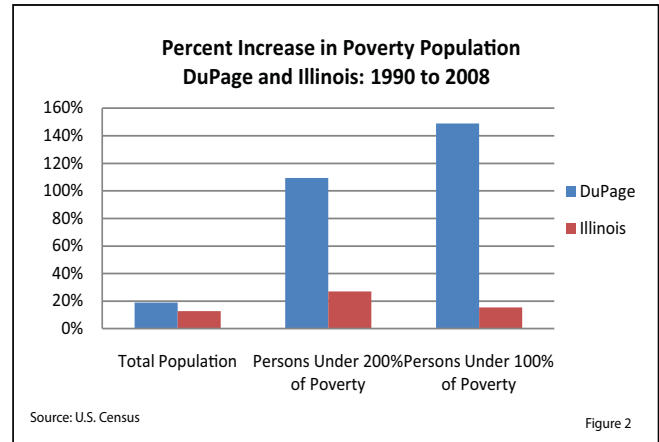
Rapid increases in persons at or near poverty are straining the health and human services system.

Figure 2 shows the increase in the numbers of persons below poverty (less than 100% of poverty level) and near poverty or what we often refer to as the working poor (less than 200% of poverty level). Although the total population of DuPage has seen only modest growth since 1990 compared to past decades (about 19%), the number of persons in poverty has grown by 149%, and the number of working poor persons has grown by 109%.

Why this Rapid Growth Trend is Important

- The capacity of the health and human services sector is struggling to keep up with increasing demands. Health and human service providers in DuPage have traditionally dealt with lower levels of poverty. Parts of this Community Assessment show that, in some cases, persons in need in DuPage will have a more difficult time finding services than in places where needs are perceived to be higher (for example, see “Stability for People with Disabilities” and “Head Start Enrollment”). Our service “infrastructure” needs to catch up. However, the challenges of limited funding due to governmental budget challenges

(see Trend Five below), and the slow economy will make this a difficult task.

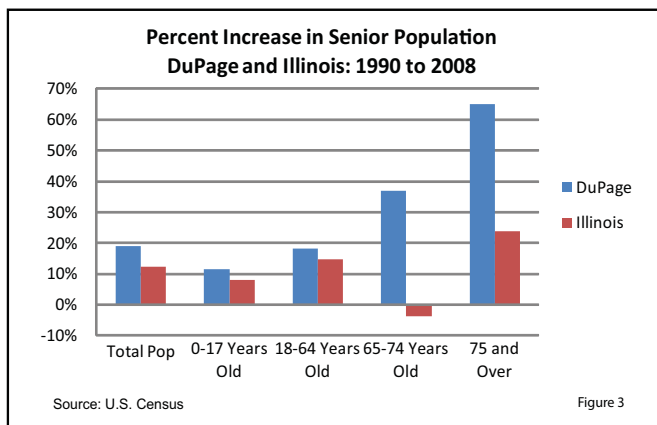


- Policy makers and the public often view DuPage as wealthy, so the needs in DuPage are often given lower priority. In reality, only 13 of the other 101 counties in Illinois have a total population that exceeds our population under 200% of poverty, and only one county (Cook) has a population under 200% of poverty that exceeds that of DuPage.

Trend Two: Aging of the Population

Senior population growth here is even outpacing the high growth rate in the State and the Nation, and this trend will require new resources to meet the needs of this population.

Advances in medical technology are increasing life spans, and the baby boom generation is reaching senior citizen status. These factors are resulting in expanding senior populations everywhere. Two other factors have intensified this trend in the DuPage area. One is the in-migration of families in past decades, and these wage-earners are now retiring and staying here. The second is the addition of aging parents who are coming to DuPage along with their foreign-born children as part of the general changing ethnic demographics of DuPage (see Trend Three below). Figure 3 shows the trend in population growth by age from 1990 to 2008 and demonstrates the more intense growth occurring in DuPage. This rapid growth trend in the senior population is expected to continue at least until 2030.



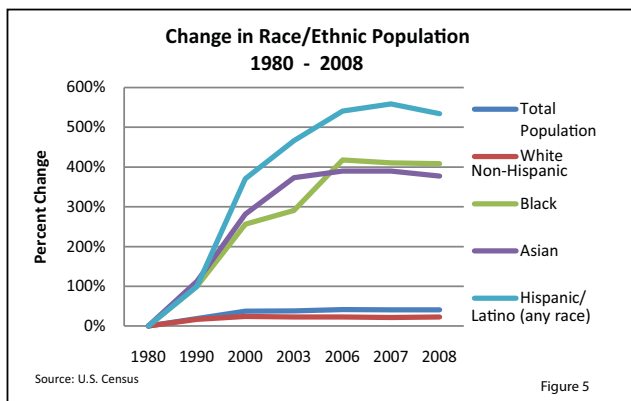
Trend Three: Growing Ethnic and Cultural Diversity

Immigration accounted for all of the population growth in DuPage since 2000. A continued strong economy depends on these “new neighbors,” and cultural competency is required to meet their needs.

Even before 2000, immigrant and minority populations accounted for a large portion of DuPage’s growth, but it is essentially all of it after 2000. This trend is consistent with other suburban areas in major metropolitan regions, and it seems to correlate with the growth in jobs (i.e., the economic opportunities) in these areas. Figure 5 demonstrates this trend in DuPage, and note the leveling off or even declining rate of increase after 2007 at the same time as the economy was slowing down. While the economy might be slowing the trend, the trend toward diversity will continue.

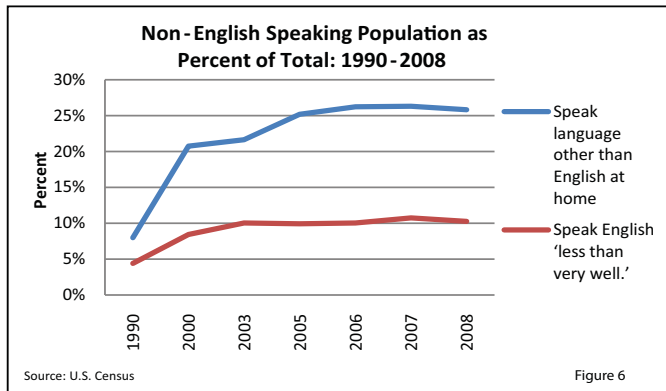
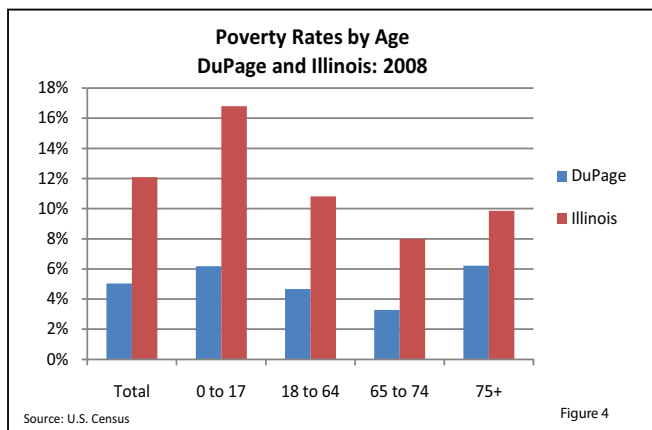
Why the Trend in Older Population Growth is Important

- Meeting health needs of an older population will put extra demands on our healthcare system. Over 80% of Americans 65 and over are living with at least one chronic condition, and the cost of care to persons in this age group is three to five times than for those under 65.
- Extra economic supports are required for this older population. Although poverty rates for the 65 to 74 age group are low, the age group with the highest poverty rate in DuPage is the 75 and over age group (see figure 4). Note that the DuPage poverty rate in the 75+ age group is closer to that of Illinois than for any other age group. Meeting housing, medical care, and basic needs all becomes more difficult as our population ages.

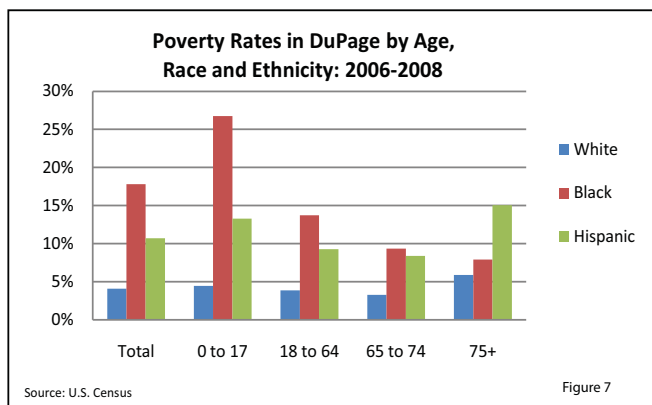


Why This Growing Diversity is Important

- Language and other training will help these new residents fully contribute to the local economy and achieve self sufficiency. Figure 6 shows that over 10% of our population does not speak English well.



- Organizations serving our population need to be culturally competent. About 20% of our population is foreign born. All organizations, and particularly those serving vulnerable populations, need to build cultural competencies in order to be fully successful.
- Ethnic and racial minorities are more likely to be poor. Figure 7 shows that, in all age ranges, the percent of per-



sons Black and Hispanic persons below poverty exceeds that of Whites. Although data show that many immigrants are well educated (actually, a slightly higher percentage of foreign born have graduate degrees), the remainder are less well educated than the native born population.

Trend Four: The Changing Economy

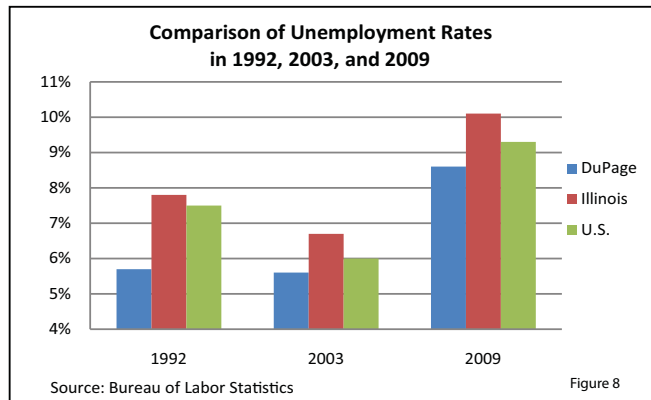
The economy of DuPage has been transforming, from 1980

The economy of DuPage continues to be stronger than the state and nation, but it has now reached the status of "mature," where it is important to emphasize sustainability and preparing our changing workforce for the next generation of jobs.

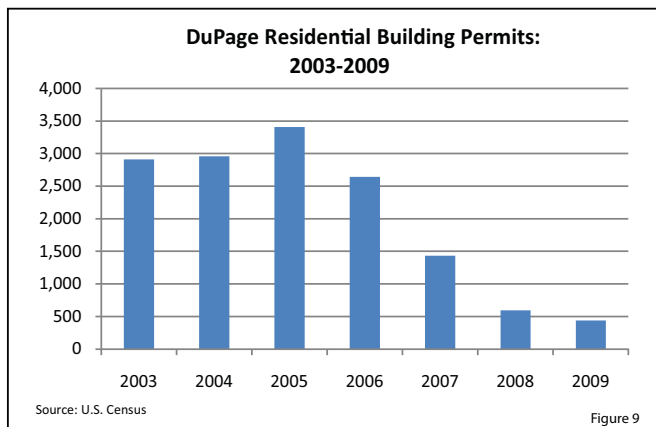
to the present, from a typically suburban community into an established economy that is tied to the regional and global economy. Its rapid growth from the mid-twentieth century into the 1990s assured a strong employment market and continued expansion of services to its population and businesses even when the surrounding economy was struggling.

However, as the rapid growth in DuPage was slowing down, the trends in the DuPage economy moved closer to those in the larger economy of which it is a part. The unemployment information in figure 8 demonstrates this closing gap in the last three economic downturns. While our unemployment was only half of the rate of the state and the region in the economic downturn of the early 1990s, this

gap was smaller in the early 2000s. DuPage fared better than the state in 2009 (8.6% unemployment rate compared to the State's 10.8% rate), but the rate was much closer to the national figure.



The housing market is another example of how the economy in DuPage is impacted by the downturn in overall market to a greater degree than in past years. Figure 9 shows that the number of residential building permits in 2009 was only 13% of its recent high in 2005 (data from Choose DuPage 4th Quarter Economic Indicators report and U.S. Census). Also, as of late March 2010, there were 3,860 homes in pre-foreclosure in DuPage and there were 2,362 bank-owned properties.



Still, with all of the negative news in the economy over the last two years, DuPage remains in a better economic position than most other areas. The unemployment rate did not go as high, housing values did not lose as much, and our retail sector was a bit stronger than most other areas. A February 20, 2010 article in the Business Ledger (by Roger Hopkins, Executive Director of Choose DuPage) states that the number of small businesses is up in DuPage, and education employment (mostly private sector) is increasing. The healthcare field is also growing. The article also notes that some sectors, particularly the social services sector

that is being affected by the State’s budget crisis, are lagging. However, manufacturing, logistics, and the construction industry are starting to pick up.

Why These Economic Trends are Important

- The key to success for our working age population is a good job with a good future. A good job takes care of most issues of meeting basic needs, housing affordability, health care, etc. A strong economy provides jobs to residents at all levels of the economic spectrum.
- More than ever, our workforce must be prepared to fill jobs that will compete in the global marketplace. The 2007 State of Working DuPage report emphasizes that, for DuPage to continue to compete in the global market, our economy needs to generate high value-added business. These businesses will create the career-ladder jobs for our work force, but these jobs will have higher requirements for employability. Our education and social services sectors need to make sure that our workforce (with its changing demographics) is prepared.

Trend 5: Governmental Budget and Other Funding Challenges

State funding is essential to the viability of the health and human services sector yet, despite the unprecedented growth in needs, State funding and other resources are decreasing in both actual and real terms.

The demographic and economic trends discussed above demonstrate why it is important to provide needed support to a vulnerable population. However, this support has been weakening. Figure 10 summarizes a 2009 analysis of State funding and key local funding to the health and human services sector. Besides showing the decline in overall funding, it also shows the importance of state-fund-

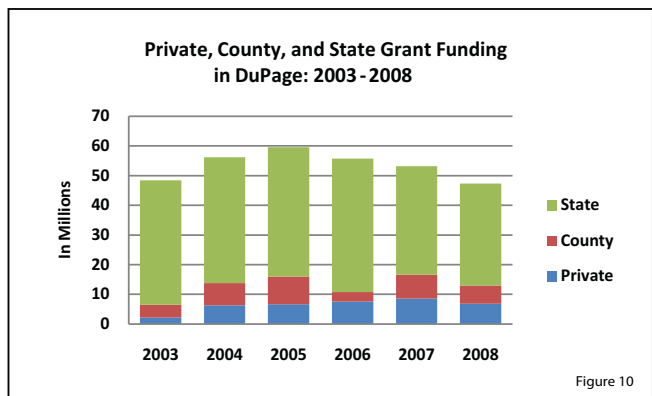


Figure 10

ed support of these services. Private and County funding has been providing some additional support, but economic factors are affecting those resources as well.

The Center for Tax and Budget Accountability (CTBA) released a report in February 2010 that analyzed Illinois human services budgeting from 2002 to 2010 (for aging, children and family services, and human services). This analysis compared actual appropriations for this period with what these appropriations should be just to keep up with inflation and with population growth (a conservative approach given the demographic trends discussed above that, in DuPage, are far outpacing general population growth). Figure 11 demonstrates the growing shortfall based on this analysis. By 2010, this shortfall is over \$687 million.

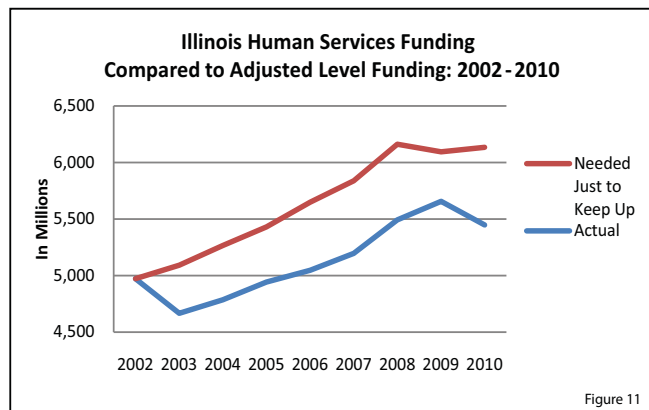


Figure 11

Another factor, not accounted for in figure 11, is the lag time between human services expenditures by the provider agencies and when the State actually pays the bill. In July 2010, the State budget director reported that vouchers submitted in January 2010 were in the process of being paid. These long lag times place an additional heavy financial burden on provider agencies. A recent statewide United Way survey of agencies found that, for those serving DuPage County, most (78%) were owed money by the State and that a substantial portion of this is over three months past due. Agencies reported having to reduce staff and borrow funds to assure that operating expenses are covered.

Regarding private giving, a December 2008 “Briefing on the Economy and Charitable Giving” by the Center for Philanthropy at Indiana University reported a 27% decline in their Philanthropic Giving Index (PGI), which gages fundraisers’ confidence in the current climate for fundraising. This is the worst-ever decline in the PGI since it began in 1998 and much larger than the previous largest decline of 9% in 2001. Nearly 94% of fundraisers reported that the economy has had a negative or very negative effect on fundraising. Still, many funders reported that they intended

to maintain their giving levels in 2008.

Discussion with local fundraisers and funders suggest that these national trends are much the same in DuPage. Fundraisers are finding it difficult to raise funds because of the economy, and funders are, for at least the current year, keeping giving levels at near pre-recession levels. However, maintaining this level of giving will be a challenge if the economy continues to lag.

Why the Governmental Budget and Other Funding Challenges are Important

- State funding makes up a large majority of all the funding going to human services in DuPage, and local and private funding cannot make up for significant State cuts.

It is obvious that the viability of the health and human services system is tied to the support that is provided by the State. Further, the State has historically been responsible for this support and should be held accountable for that support.

- The health and human services sector must demonstrate that adequate financial support from the State is fiscally responsible. It will be important to demonstrate that an investment in providing efficient and effective human services now will reduce government expenditures on more costly interventions later on. For example, mental illness and addictions interventions are known to reduce criminal behavior, and they are much less costly than the impacts of crime. Further, social service programs that improve self sufficiency have been shown to increase earning power and, consequently, the revenue (in the form of taxes) that these individuals provide to government.

- A substantial future challenge will be to find new resources to support the health and human services sector. The current climate suggests that the health and human services sector cannot expect significant increases in support from the State's budget in the near term. Also, many economists are predicting a slow recovery in the economy, which means that charitable giving could be sluggish for a while. Therefore, new resources should be cultivated. Although this issue is beyond the scope of this Assessment, a few options are listed below.

- **Local Options:** This could be in the form of increased local government support, based on the rationale that such support is an investment improving the income and self-sufficiency of the local population thereby improving the local economy and enhancing revenue. Support from local employers is another form of local support that could be based on the need to improve

the local work force and the local economic climate for business.

- **Entrepreneurial Options:** Some non-profits have been able to develop income streams from programs and investments that provide some support for the organization.
- **Efficiency Improvement Options:** Organizations providing health and human services are not only enhancing their own efficiency, but many are also recognizing the value of looking outside their organization for efficiencies that can be created by collaborations or even consolidation with other agencies.

All of the above (and more) should be considered as the health and human services sector explores new resources. Many non-profits are already developing new resources, and perhaps the information in this Community Assessment can be used to assist in these efforts.

Summary - Conclusions and Recommendations

Conclusions – The Major Trends

To summarize the findings in this Community Assessment, we have selected four major trends that form a general description of the health and human services challenges in DuPage County.

Trend One: Demographic changes (larger numbers of economically disadvantaged persons, increased racial and ethnic diversity, and more senior citizens) are occurring very rapidly in DuPage. There has been a major change in the demographic profile of DuPage County since 1990. Poverty numbers are up by 149%, and there are over 145,000 people living with incomes less than 200% of poverty. Racial and ethnic diversity has increased (Black population up 155%, Asian population up 125%, and Hispanic population up 217%). In fact, the increase in our immigrant and minority population has accounted for more than 100% of the county's growth since 1990. That means that these new residents are now major contributors to the economy of DuPage. The poor national economy appears to have slowed the rate of demographic change in DuPage (particularly related to international immigration), and it is uncertain if the pace of change will pick up again in better economic times. Regardless of future trends, the new residents are here, and they make up a large part of our population. The number of senior citizens in DuPage is also increasing rapidly, and that trend is discussed separately below.

• ***Where to search this document for information.***

Demographic changes are primarily discussed in the Introduction, Summary, and Background in the section on “External Demographic and Economic Trends.” However, the impacts of the changing demographics are discussed in most sections throughout the document.

• ***Why these trends are important.*** There are two overarching reasons why these changes are important. First, the health and human services sector (in general) has been unable to keep up with this change. Some parts of the sector are doing better than others, but all struggle with capacity, language, and cultural competency issues. Second, these new residents are now a substantial part of our population base, so their success is critical to DuPage County's long term economic future. It is important that all residents of DuPage have the opportunity to prosper. Therefore, our systems and institutions need to be skilled at working with individuals with a variety of backgrounds.

Trend Two: A growing segment of the DuPage population is not sharing in the general health and prosperity of the

county, and these disparities are often related to racial and ethnic factors. Even though averages show a relatively strong economy and a population that is well off, educated, and healthy, significant disparities affecting minority populations need to be addressed. This Community Assessment documents significant disparities in health (particularly mortality from leading causes of death and infant mortality), births to teens, single parents, educational attainment, poverty rates, performance in school and dropout rates, work readiness, and youth risk factors. Comparisons to other areas (i.e., benchmarking) show that similar disparities exist virtually everywhere, and the numbers in DuPage are sometimes a little better and sometimes worse.

• ***Where to search this document for information.***

Disparities are documented throughout this Community Assessment. However, the reader should particularly note: (a) in the Jobs, Income and Financial Stability chapter, the sections on “Poverty and Self Sufficiency” and “Educational Attainment;” (b) in the Health and Wellness chapter, the sections on “Impacts of Leading Causes of Death” and “Infant Mortality;” and (c) in the Child Development, Youth, and Education chapter, the sections on “Elementary School Student Performance,” “High School Student Performance,” “Preparing for Work (WorkKeys),” and “At Risk Youth.”

• ***Why these trends are important.*** Because of the large role that immigrants and minorities are playing in the growth of DuPage (see Trend One), it is important that these disparities be addressed. A community-wide effort, taking advantage of the assets that exist in DuPage, will be necessary to reduce these disparities.

Trend Three: The DuPage human service sector seems to be under-funded in many areas and, consequently, is lagging behind the more urban parts of the region in meeting critical needs. This Community Assessment presents evidence regarding lags in meeting three types of needs. We note that low income persons needing early childhood education (the Head Start program), substance abuse services, or developmental disability services are less likely to these receive services if they reside in DuPage than if they reside in traditionally high need areas like Chicago or Cook County. It is likely that there are lags for other types of services, but we have evidence for the shortfalls in these three areas. This situation is likely a result of the high growth in need in the suburbs. The resources and programs to address these needs were allocated a long time ago, before the growth of need in the suburbs. Now, budget constraints make it unlikely that any substantial reallocation of these resources will occur, which means that it will be difficult for

DuPage to catch up to demand.

• **Where to search this document for information.**

Information can be found in: (a) the Jobs, Income, and Financial Stability chapter in the section on “Stability for Persons with Disabilities;” (b) the Health and Wellness chapter in the section on “Substance Abuse;” and (c) the Child Development, Youth, and Education chapter in the section on “Head Start Enrollment.”

• **Why these trends are important.** Because the numbers of persons with needs for services for people with disabilities, substance abuse services, and early childhood education have been larger in the urban parts of the region than in the suburbs, it is easy to lose sight of the fact that the fastest growth is occurring in the suburbs. If DuPage and other suburban areas are ever to catch up to this growing demand, the State and other funders must, first, recognize this growth. Second, suburban areas will also need to develop new innovative models for service delivery and develop new resources where necessary.

Trend Four: The growth of the senior population in DuPage is already having impacts, but the most substantial impacts are still to come. The first wave of the baby boom generation has already reached senior citizen status. Projections to 2030 show that the rate of growth of the older population in DuPage will outpace even the high state and national growth rates. The initial impacts of this growth are softened somewhat in DuPage because younger seniors here (age 60 to 74) are better off financially than elsewhere, so their demands are lower. However, this Community Assessment indicates that older seniors (age 75 and older) are much more likely to be poor and have higher levels of need than their younger counterparts. Therefore, as the wave of the baby boom generation gets older, the demands on caregivers, the health system, and other services will grow correspondingly greater.

• **Where to search this document for information.**

Information can be found in: (a) the Introduction, Summary, and Background in the section on “External Demographic and Economic Trends;” (b) the Jobs, Income, and Financial Stability chapter in the section on “Stability for Persons with Disabilities” (specifically referring to difficulties in living alone); (c) the Health and Wellness chapter in the section on “Mental Illness;” and (d) the Safety and Security chapter in the section on “Domestic Violence” specifically referring to elder abuse).

• **Why these trends are important.** Meeting the needs of the senior population is a special part of the health and human services system. It will take time to build the

community-wide capacity to meet these growth challenges, so that means starting now and continuing to place a priority on these efforts for the next several years.

Recommendations – A Call to Action

The DuPage Funders’ Collaboration, through this Community Assessment, is emphasizing the goal of providing straight-forward information to the public and policy makers to raise awareness, not just of health and human services needs, but also the importance of addressing them. The Collaboration is also emphasizing the goal of working with health and human service providers, the community, and government to improve the efficiency and effectiveness of the system.

Based on these goals, and the findings of this Community Assessment, four specific strategies are proposed. These are all very general strategies, and each of them will require the development of specific strategic actions. In addition, all of these strategies will require the involvement and collaboration of a number of community partners to develop and implement these specific actions.

Strategy One: Inform the community and policy-makers about the Community Assessment’s key findings and recommended strategies. The goal of this set of strategies is to build a level of community understanding that can translate into community support for developing and implementing effective programs and strategies to address critical issues. In order for these programs and strategies to be successful, it is important to make progress toward: (a) raising awareness of, and an understanding of, the issues; (b) developing a community-wide understanding of why we should address the issues, thereby building support for taking action; and (c) creating confidence that we can improve outcomes because we have the needed assets (strong local institutions, collaborative experience in solving hard problems, etc.).

Strategy Two: Build a cross-sector organizational structure that emphasizes education from birth to career. In Trend Two above, we describe “disparities in health and prosperity” as one of the major themes of this Community Assessment. In the past, the DuPage community has (for example) come together, drawing on its assets and spirit of collaboration, to create Access DuPage and DuPage Health Coalition to take on the health issues of the underserved and to address health disparities. A successful community-wide collaborative effort to take on the issue of achieving educational goals for disadvantaged children and underachieving youth would, similarly, address prosperity disparities. Some groundwork has begun, so the emphasis would be on further organizing, refining, and building on

these efforts, focusing on three primary goals.

1. To enter kindergarten ready to learn: The first goal is for each child to enter kindergarten with the basic cognitive and social skills to be successful. These skills need to be developed in the critical years of early childhood.
2. To succeed in elementary school and be ready for high school: The second goal is to enter high school ready for the coursework that will build basic career skills. This means that each child must make adequate progress from kindergarten through eighth grade and maintain an attitude that values education.
3. To graduate high school ready for college or career: The third goal is for each young person to graduate high school ready for college or for other post-secondary education and training that will develop into a career. Successfully completing the rigorous coursework that focuses on readiness is a major part of this goal, but it also includes continuing to maintain an attitude that values education as necessary for career success. In addition, each graduate needs to have developed adequate “soft skills” to become a good employee (dependability, ability to work with others, etc.).

Reaching these three goals for disadvantaged children and underachieving youth will require cross-sector collaboration involving government, health care, child development, social services, education, and business professionals. On the positive side, all of these sectors are already interested in this issue. Momentum is building on these issues as evidenced by national policies in the Department of Education (including some possible resources), initiatives started at the DuPage Workforce Board and the Regional Office of Education, and the interest of many funding organizations (see the “Head Start Enrollment” and “Preparing for Work (WorkKeys)” sections of this Community Assessment for more about some of these efforts).

Strategy Three: Prepare for an older population. Steps should be taken to prepare for providing care to an older population that will be much larger in numbers, and lower in assets, than the current group of seniors (see Trend Four above). This process can start with an assessment of the current ability and capacity of the community to meet senior needs. The Illinois Association of Area Agencies on Aging has developed a self assessment tool that any local jurisdiction can use to complete such an assessment (“Maturing of Illinois: Getting Communities on Track for an Aging Population – Community Assessment Tool”). This tool can be used by local government to assess its senior friendliness in the areas of health and human services, land use,

housing, transportation, public safety, workforce/economic development, recreation, lifelong education, civic engagement, and emergency preparedness.

Strategy Four: Find new resources and new methods of addressing health and human services needs. Trend Three outlined above suggests that traditional funding resources will be limited. Therefore, innovation will be the key to success in finding new resources. Specific strategies might include: (a) finding new (non-traditional) partners to support the health and human services sector that could become organizational or collaborative partners, and/or they might become funding partners; (b) cultivating more local government support by demonstrating the public value of health and human services programs to the local community (in other words, offering a benefit to local government or taking some of the burden off of local government); and (c) enhancing grassroots efforts including expanded and more efficient use of volunteers for a wider variety of functions.

Jobs, Income, and Financial Stability

Poverty and Self Sufficiency

Unemployment Rates

Educational Attainment

Affordable Housing

Teen and Single Parents

Stability for People with Disabilities

Poverty and Self Sufficiency

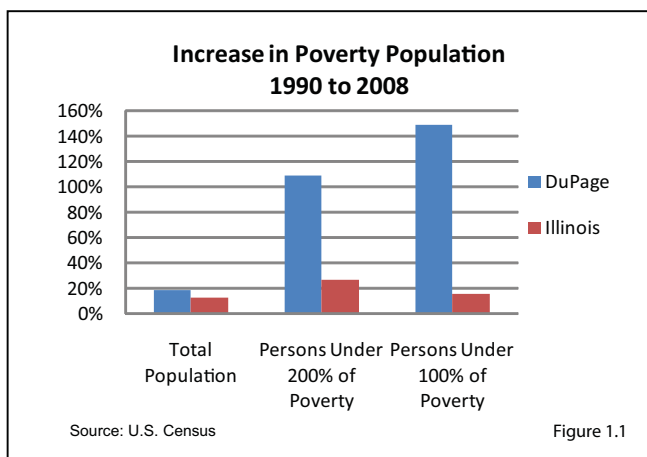
Poverty is growing in DuPage, and it is not evenly distributed. Women are affected more than men, racial and ethnic minorities are disproportionately impacted, and the growth in child poverty exceeds the growth rate in other age groups. But, an income above poverty is still far from achieving self-sufficiency, and measures of what it takes to be self-sufficient show DuPage as the most expensive part of the region to live in.

Why We Measure This

The number of persons living below the poverty line in DuPage is an indicator of the changing economic profile of the county. Persons below, or near, poverty require substantial supports to meet basic needs.

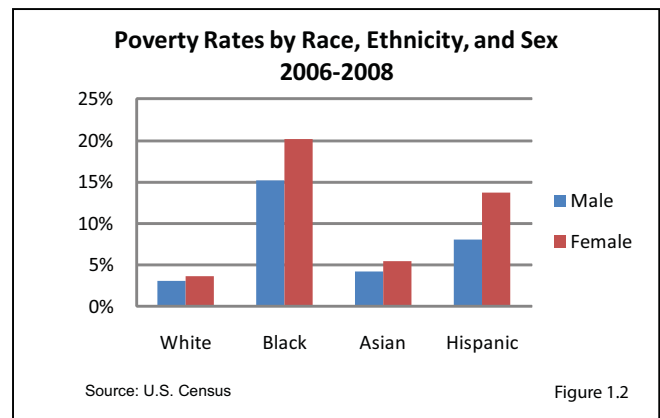
Observations

1. Figure 1.1 demonstrates the high rate of growth of the number of persons in DuPage living below the poverty level. This growth is much faster than the growth of our overall population. DuPage's population grew by 18.9% during this period, but the poverty population grew by 148.9%. In Illinois, the poverty population only increased by 15.5%, and all of this growth took place outside of Chicago. In fact,

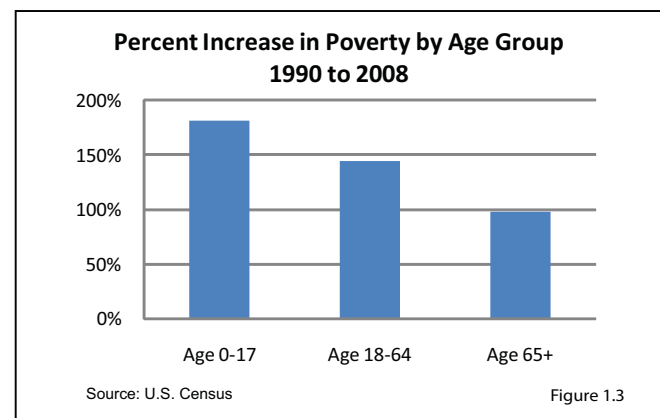


Chicago's poverty population actually decreased by 6.2% during this eighteen-year period. This type of economic shift of poverty toward the suburbs is consistent with trends in other metropolitan areas.

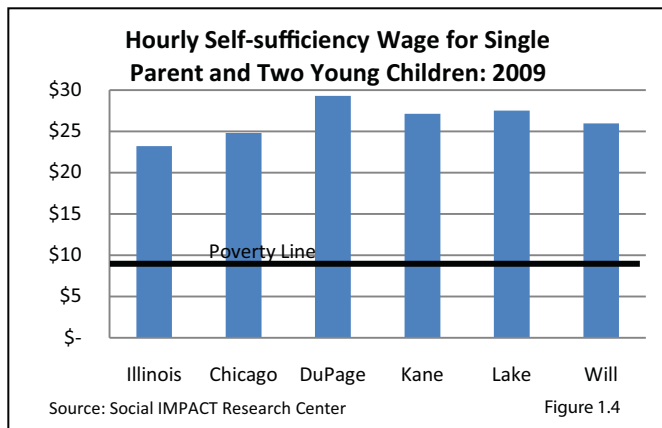
2. Poverty is not equally distributed in DuPage. Figure 1.2 demonstrates that females are more likely to be living in poverty than males, and this disparity is most pronounced with Hispanic females. The difference is also significant in African American females. These gender differences in poverty are compounded by the overall high poverty rates for African American and Hispanic residents.



3. The number of children in poverty is growing faster than the overall growth in poverty in DuPage. The number of children in poverty grew by 181.1% from 1990 to 2008, while the overall poverty growth was 148.9% (figure 1.3).



4. Another way to view income is in terms of what it takes to be self-sufficient, that is, to meet all basic needs without assistance. In DuPage, that figure is an hourly wage of \$29.31 as shown in the figure 1.4. Self-sufficiency accounts for housing costs, child care, transportation, medical costs, food, and so forth for in the area in which it is calculated. This chart also shows how far the poverty level is below the self-sufficiency level and how much more difficult it is to live at the poverty level in DuPage. For added perspective, the lowest self-sufficiency standard in Illinois is in Edgar County at \$12.78.



Challenges, Strategies, and Resources

Many observers predict that, when the 2009 Census poverty estimates are released in September 2010 (2009 estimates from the American Community Survey), we will see a sharp increase in the number of persons living below the poverty level in the United States. A Pew Charitable Trust article in July 2010, predicted an increase of 5.7 million persons to a total of 45 million persons below poverty. This is a percentage increase from 13.2% of the population to 15% in one year. Indicators in DuPage (such as requests for public assistance, food pantry usage, and demand surges at Access DuPage) suggest that this sharp increase is also occurring here.

There are two sets of strategies for addressing poverty and low incomes. The first set includes short time frame strategies that deal with the immediate impacts of poverty, and the second set includes long time frame strategies that focus on long-term solutions.

1. Short time frame strategies: The top priority for those living with inadequate income is to meet basic needs, and the most pressing needs include food, housing, childcare, health care, and other essentials. There are many organizations in DuPage that address immediate needs including: (a) nearly 70 food pantries supported by the Northern Illinois Food Bank; (b) the DuPage Homeless Continuum of Care that coordinates housing and services for the homeless; (c) several housing organizations working to provide affordable housing; (d) federal and state childcare subsidies and childcare resources coordinated by the YWCA; (e) the DuPage Health Coalition (including Access DuPage) that focuses on organizing public and private resources to provide health care; and (f) several other organizations providing basic needs, support, and case management services. All of these organizations are

financially struggling to keep up with the expanding demand. Details about these services can be obtained at www.dupagecris.org or by calling the DuPage County Information and Referral line at (630) 407-6500 or (800) 942-9412.

2. Long time frame strategies: Long-term solutions to poverty require many and varied approaches. For a particular individual or family, the strategy begins with the establishment of stability in the household by meeting basic needs of housing, food, basic health care, etc. (essentially, implementing the short time frame strategies described above). Certain individuals, like seniors and many people with disabilities, will not be entering the workforce or otherwise earning a sufficient income, and programs need to be available for their support. For others, barriers to self sufficiency that can be removed need to be removed. These barriers might include a disability that can be treated, other health or nutritional concerns, legal barriers, or technical issues like access to needed technology. Education, training, and employment make up a major part of the equation, and once an income is coming in, financial literacy and building of assets are critical to long-term success. A few examples of organizations that provide a range of services to promote long-term solutions include transitional housing organizations like Bridge Communities, Catholic Charities' Daybreak program, and programs of DuPage PADS; Outreach Community Ministries; Metropolitan Family Services of DuPage; and the Family Self Sufficiency program of the DuPage County Community Services Department.

The DuPage community contains the essential assets and programs to address conditions of poverty and inadequate income. However, there is a shortage of capacity to address growing needs and an expanding low-income population. Finding new resources is critical, but developing effective strategies will also require innovation and high levels of collaboration to make the most of the available resources.

Unemployment Rates

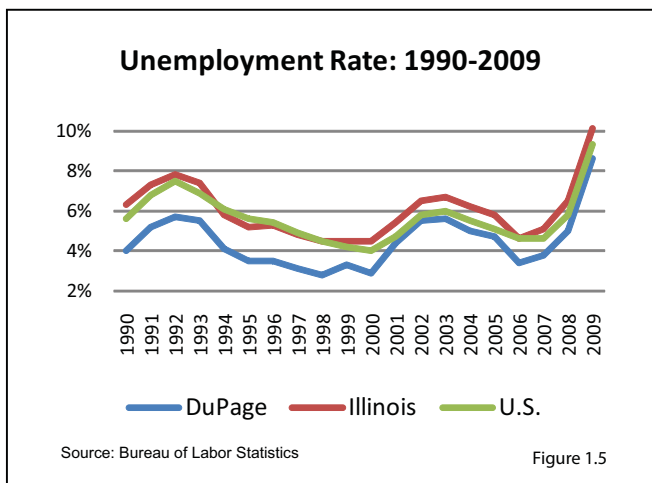
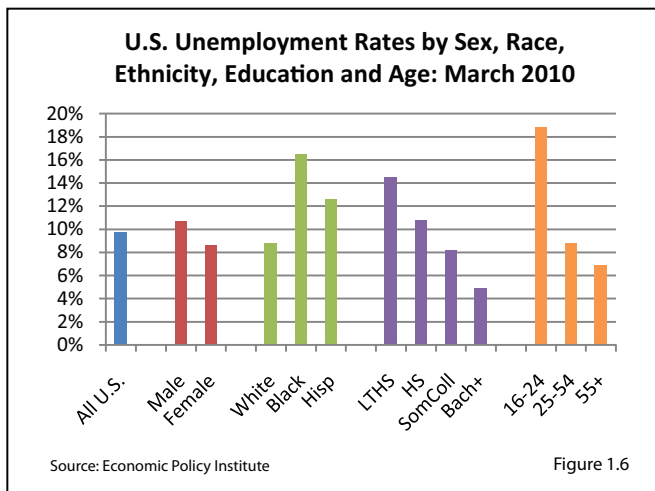
Unemployment rates are lower in DuPage than in Illinois and the nation, but unemployment is affecting DuPage more now than in economic downturns in the past. Further, unemployment is significantly higher for younger persons, minorities, and those with less education.

Why We Measure This

The unemployment rate indicates a level of vulnerability that can lead to financial instability and household stress.

Observations

1. DuPage unemployment rates are historically below those of the state and the nation, and that remains true today. However, the 2009 DuPage rate of 8.6% unemployment was much closer to the national figure of 9.3% than in 1992, when the DuPage rate was 5.7% and the national rate was 7.5%. This is an indicator DuPage’s job growth has slowed, and we are less insulated from national trends. (See figure 1.5)



Challenges, Strategies, and Resources

From the perspective of the human service system, the challenge (regardless of the condition of the larger economy) is to maintain maximum level of employment for vulnerable persons. The goal is to achieve self sufficiency, and, in DuPage a self-sufficiency wage for a family consisting of a single parent and two young children is \$29.31 per hour (see the “Poverty and Self Sufficiency” section of this document for more about living wage). Many jobs do not pay at this level. In fact, a recent analysis of IDES data shows that there are virtually no in-demand jobs in the Chicago metropolitan area that pay a self-sufficiency wage and require only short on-the-job training. This is not surprising, and it means that education and/or training is needed to secure a well-paying job. Two general approaches to improving the job prospects of low-income persons are summarized below.

2. Further, unemployment rates are not the same for all groups as shown by the national data in figure 1.6. Although DuPage data are not available in all categories, 2008 unemployment by race and ethnicity shows a similar disparity. Note that unemployment for younger persons is nearly twice the national figure. Persons with at least some college are less likely to be unemployed, and persons with less than a high school education are nearly 50% more likely to be unemployed.

1. Training and job seeker services: The most inclusive of such organizations in DuPage is the workNet DuPage Career Center. This organization is more than just a job seekers service. They provide training, and they work with businesses and employers to match prospective workers with the requirements of the workforce, including assistance in training for specific occupations. In other words, they help businesses strengthen their workforce while helping job seekers enhance skills and find a good fit in the job market. The services of workNet DuPage are available to any-

one and are not limited to low-income persons. More about workNet DuPage and their services can be found at www.worknetdupage.org.

2. Employment services as part of broader case management services: Many job seekers require more intensive services to improve their job prospects. Case management services that work with low-income persons on job issues often also need to address a variety of other concerns related to employment. These might include basic education (obtaining a GED or basic college level courses), enrolling other forms of specific training, addressing health or mental health issues, counseling on social or behavioral concerns, or arranging for child care issues. There are many organizations in DuPage that provide case management services that would include employment related services including Metropolitan Family Services of DuPage, Catholic Charities, Outreach Community Ministries, DuPage County Community Services, DuPage PADS, Bridge Communities, and others. Also, it should be noted that most of these organizations use workNet DuPage as part of the “team” that is working with the individual on many issues, including employment.

Educational Attainment

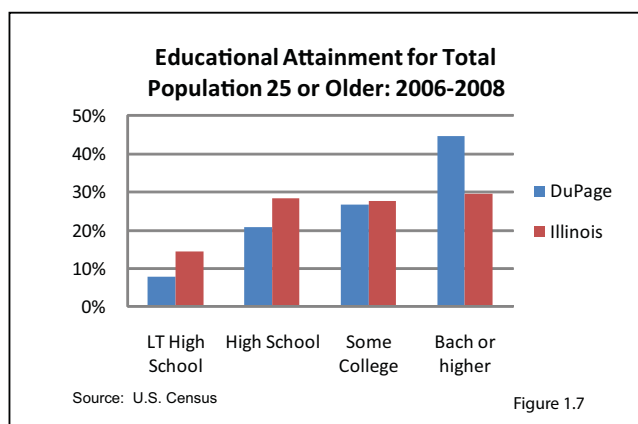
DuPage adults in general have achieved higher levels of education than adults in other parts of the state, and racial and ethnic minorities are more educated than their counterparts elsewhere. However, Hispanics, even in DuPage, lag substantially in educational achievement.

Why We Measure This

The educational attainment of the adult population is an indicator of the ability to find employment (see unemployment rates by educational level) and earn an adequate income.

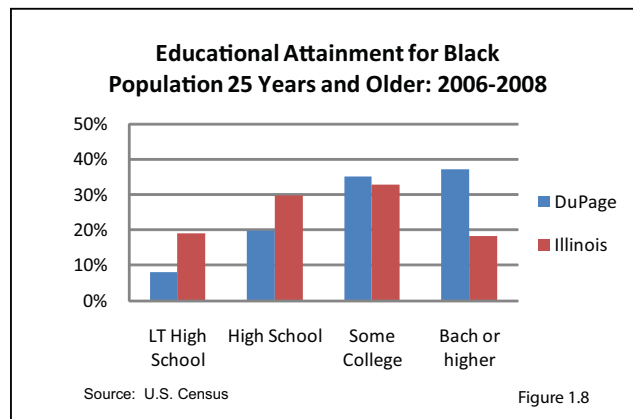
Observations

1. The DuPage adult population (25 years old and over) is significantly more educated than the Illinois population in general. Figure 1.7 shows that 44.6% of DuPage adults have a Bachelor's degree or higher, but only 29.5% of Illi-



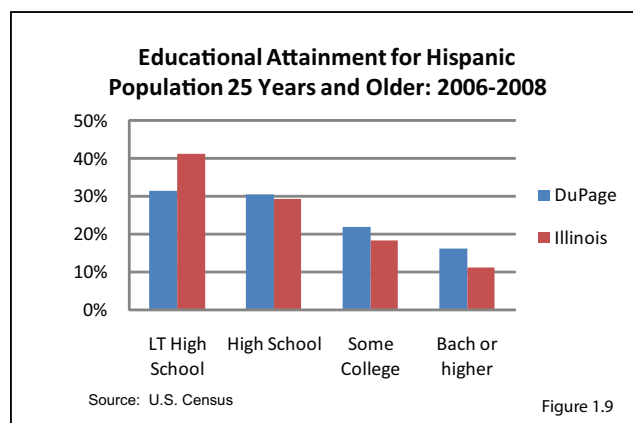
nois residents have achieved this level of education. Fewer of DuPage residents terminated their education before receiving a high school degree (7.9% compared to 14.4% statewide).

2. African American adults in DuPage are much more educated than for the rest of Illinois. In DuPage, 37.1% have a Bachelor's degree or higher, which is over twice the rate for Blacks in the rest of Illinois. In fact, the percent of Black adults in DuPage that continued their education beyond high school is very similar to Whites (72.2% and 73.8% respectively). The difference is that significantly fewer finished the Bachelor's degree. (See figure 1.8)



3. Figure 1.9 presents a different picture for Hispanic adults. Although DuPage Hispanics have attained somewhat higher levels of education, these adults are over six times more likely than Whites to not have a high school degree, and Whites are almost three times more likely to have a college degree.

Challenges, Strategies, and Resources



A 2010 Brookings Institute report ("The State of Metropolitan America," the Educational Attainment Chapter by Alan Berube, May 2010) states that the percent of the U.S. population over 18 with college degrees increased from 24% to 28% from 2000 to 2008. Likewise, in DuPage (with generally higher numbers with college educations) this percentage increased from 37.1% to 39.2%. However, this upward trend is slowing. In fact, the Brookings report noted that fewer young adults (age 25-34) than middle-aged adults (age 35-44) had college degrees in 2008 – a finding that is the reverse of the 2000 numbers. This trend was

also present in DuPage. However, there were significant increases in the percent of young adults that are enrolled in higher education from 2000 to 2008, suggesting that trends may again change direction. Additionally, the Brookings document reported that the kind of educational attainment disparities for racial and ethnic groups, as seen in the three DuPage-specific charts above, existed in all large metropolitan areas of the country although it is important to note that the Disparities in DuPage are a bit smaller than statewide. The Brookings report also noted that educational attainment in older suburbs of metropolitan areas tended to be higher than other parts of the region, which is also the case in DuPage. Therefore, the trends in educational attainment in DuPage appear to be consistent with national trends.

lege level work or for other post-secondary education or training that will lead to careers.

Educational attainment is clearly related to success and earnings potential throughout an individual's lifetime. Elsewhere in this Community Assessment we discuss strategies for success in school.

1. Early success in school: The first step in attaining an education is to be ready to learn when starting school. In the "Head Start Enrollment" section of this Community Assessment, we outline an initiative in West Chicago (Educare of Western DuPage), an initiative of the DuPage Community Foundation (part of their CommunityWorks initiative), and the work of Positive Parenting DuPage. All of these efforts are designed to promote general physical and mental health as well as the verbal and social skills that will prepare a child for school. And, it should be noted that these three organizations work collaboratively on these initiatives. Strategies presented by the United Way also emphasize readiness to learn in early childhood, and they further promote early school success and preparation for success in high school. They are outlined in the section on "Elementary School Student Performance (the ISATs)."

2. High school success and graduation: The next critical step in education is entering high school with the educational prerequisites to be successful. The section "High School Student Performance (the PSAEs)" describes the importance of this phase of education and the strategies promoted by the United Way for achieving success in the critical pre-high school years. In addition, the section on "Dropout and Graduation Rates" describes strategies for dropout prevention.

3. Post-secondary education: Educational attainment after high school is also important, and the section on "Preparing for Work (WorkKeys)" refers to the DuPage Workforce Board's "Pathways to the Workforce" report. This document recommends several strategies for improving the readiness of high school students for col-

Affordable Housing

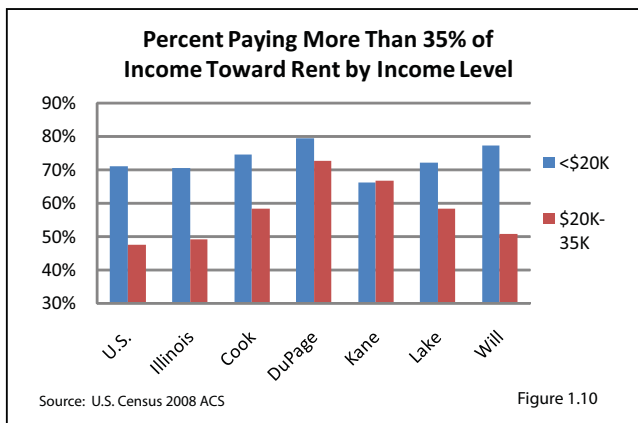
Finding and maintaining housing that is affordable is a struggle for many low-income households in DuPage, and the data suggest that it will be a growing concern due to the growth our lower-income population. Also, the mortgage crisis seems to disproportionately be affecting lower income and minority homeowners.

Why We Measure This

Living in housing that is affordable is a critical part of economic self sufficiency. We are particularly interested in the impacts on lower income households because, for these households, spending a high proportion of income on housing means having less available to spend on other critical needs.

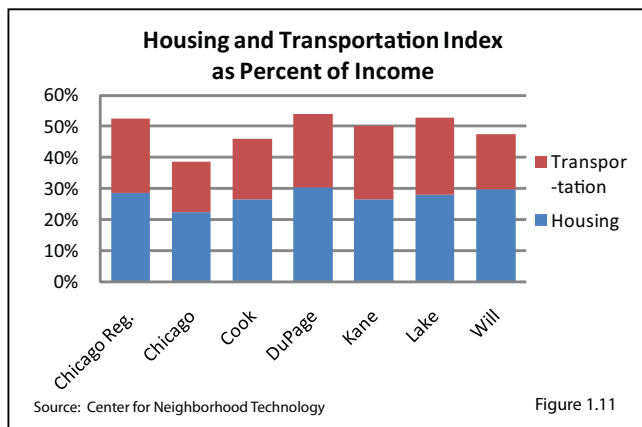
Observations

1. Figure 1.10 shows affordability trends for households at lower income ranges. According to HUD standards, households paying more than 30% of income on housing costs are considered cost burdened. The chart shows the percent of households paying over 35%. Note that house-

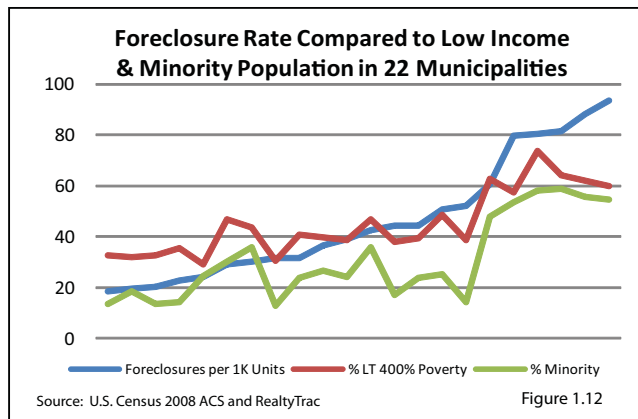


holds earning less than \$20,000 per year have a difficult time affording housing everywhere, and DuPage has only a slightly higher percent paying over 35%. However, the differences are more significant at a slightly higher level of income, suggesting that, in DuPage, this somewhat higher income is still not enough to find housing that is affordable.

2. Figure 1.11 includes transportation costs with housing costs in a combined index that is calculated by the Center for neighborhood Technology (see <http://htaindex.cnt.org/>). This index uses HUD's 30% of income standard for housing but uses a 45% threshold for combined housing and transportation costs to define cost burden. Although nine municipalities in DuPage have a housing-only index under 30%, only one has a combined index under 45%.



3. One of the most talked-about topics in housing today that of foreclosures. The DuPage foreclosure rate (at 36 per 1,000 owner units) is the lowest of the counties in the region. Cook is at 61 per 1,000, Kane is 67, Lake is 54, and Will is 51. However, foreclosures are not evenly distributed in DuPage. Figure 1.12 presents data on foreclosures by municipality. The foreclosure rates for 22 municipalities in DuPage are represented by the blue line in this chart, ranging from the lowest rate (19 foreclosures per 1,000 owner units) to the highest (93 foreclosures per 1,000 owner units). The other lines present information about the percent of lower income residents in these communities (less than 400% of poverty) and the percent of



minority population (non-White and/or Hispanic). For most of these municipalities, there appears to be no noticeable relationship between foreclosure rates and the percentages of lower-income and minority residents. However, it does appear that the municipalities with the highest foreclosure

rates are also those with the highest in percentages of lower-income and minority residents.

Challenges, Strategies, and Resources

Making affordable housing available to persons with lower incomes has long been a challenge in DuPage. The 2010-2014 DuPage County Consortium Consolidated Plan for Housing and Community Development (ConPlan) lists five barriers to affordable housing, which include: (a) market conditions (basic supply and demand factors pushing up the cost of housing); (b) local plans as well as zoning and subdivision ordinances (restricting available land and densities and adding costs for design, infrastructure, and amenities); (c) building codes (adding to the cost of construction); (d) fragmented local government structure (confusion and denial about who should be addressing the issue of affordable housing); and (e) community resistance to affordable housing (creating political difficulties for local leaders when affordable housing issues, or proposals, arise). The ConPlan is also the primary source of information about local strategies, resources, and agencies that are working to improve the availability of affordable housing. This document should be consulted for in-depth information. Below is a summary of short term strategies to address current needs and strategies to address long term institutional issues that affect housing costs.

1. Short term strategies – addressing current needs: Addressing current needs for affordable housing requires two types of short term strategies. First are those strategies that focus on meeting the needs of the individual households. Examples include: (a) rental assistance provided by the DuPage Housing Authority; (b) lower cost or subsidized rental housing such as that provided by the Community Housing Association of DuPage or by other private developers; and (c) homeowner assistance including programs of the DuPage Homeownership Center and DuPage Habitat for Humanity. A second type of short term strategy is increase the supply of affordable housing using financing that will bring down the cost. This financing could include: (a) Federal sources like HOME Investment Partnerships funding, Community Development Block Grants, or Low Income Housing Tax Credits; (b) State sources like the Low Income Housing Trust Fund or State Donation Tax Credits; (c) private resources like bank financing and the Federal Home Loan Bank; and (d) philanthropic sources such as donated time as well as materials to Habitat for Humanity.
2. Long term strategies – changing attitudes about residential development: Meeting needs for affordable

housing over the long run will also require approaches that address the cost impacts of local planning, zoning, and building codes and will reduce community resistance to affordable housing. A community-wide initiative to address these issues began in 2006, lead by the DuPage Homeownership Center. Known as the Affordable Housing Symposium, participation in this initiative includes leaders from government, business, and the housing development field. It takes a multi-faceted approach that seeks to change the perceptions of the public and elected officials regarding affordable housing; energize employers to get involved in affordable housing efforts; and engage government to create solutions to land use, zoning, building code, and land cost issues.

As the population of DuPage has become more economically diverse, there has been an increasing need for lower cost housing options. Many residents and businesses are seeing the availability of a wider range of housing options as necessary to the ongoing economic strength of the county because it provides options to a diverse labor pool. Additionally, the growing senior population in DuPage (now predominantly housed in single family homes) will be seeking other alternatives in the coming years.

Teen and Single Parents

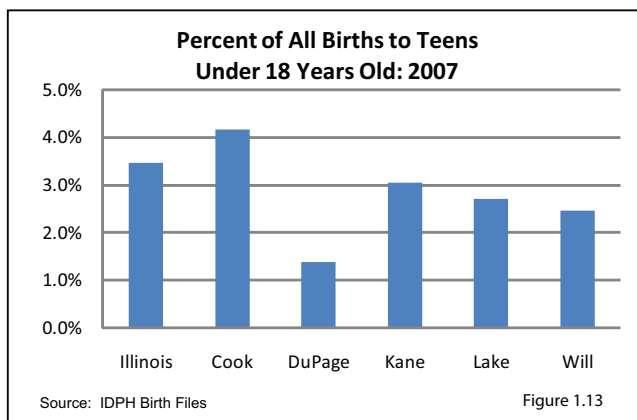
Teen birth rates are very low in DuPage when compared to the nation, the state, and surrounding counties. The rate of births to single mothers is also lower in DuPage, but certain groups (most notably, African Americans) have disproportionately high rates for single mothers, and this will affect current and future financial stability.

Why We Measure This

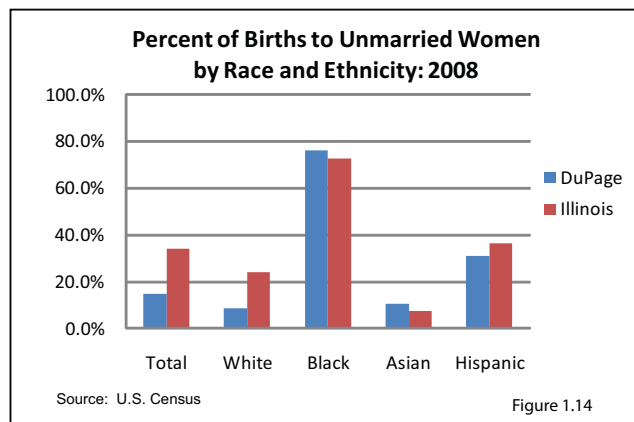
While infants born to teen parents (particularly under 15) are more likely to have health concerns, we are including these measures in the Financial Stability section because of the association of these factors with other financial stability factors like educational attainment and poverty (for mothers) and risk of child abuse, neglect, and educational problems for the children.

Observations

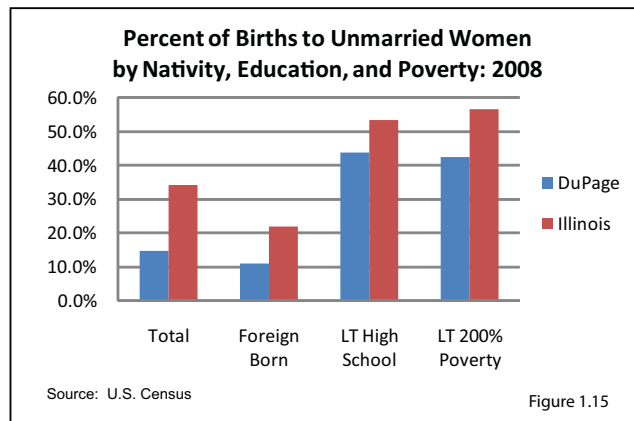
1. The teen birth rate in DuPage (at 1.4% of all births in the county) is substantially below the rate for all of Illinois and for surrounding counties. National rates are also very similar to the Illinois rate. The U.S. Census estimated that, in 2008, only 0.4% of females age 15 to 19 gave birth in the prior year. This rate for Illinois was 2.9%, and the national rate was 2.7%. (See figure 1.13)



2. The percent of births to unmarried women is also an indicator that is negatively associated with financial stability. Figure 1.14 shows that DuPage fares relatively well for most of its population. The percent of births to single Black women is striking, and the percent in DuPage for this group is actually higher than the state figure. The percent of births to single Hispanic women is also high but comparable to the state figure.



3. Figure 1.15 demonstrates the relationship between single parentage and other factors. The rate of not completing high school for single mothers is almost three times that of the general population in DuPage. Single mothers are also nearly three times more likely to be below 200% of poverty. Interestingly, single mothers are less likely than the general population to be foreign born.



Challenges, Strategies, and Resources

A 2004 study (Zill, N., & O'Donnell, K. (2004), Child Poverty Rates by Maternal Risk Factors: An Update. Unpublished manuscript, WESTAT, Rockville, MD) evaluates the impacts of the factors of: (a) a mother giving birth as a teen; (b) the parents being unmarried when the child is born; and (c) the mother not receiving a high school

diploma or GED. If one of these factors is present, there is a 27% likelihood that the child will grow up in poverty. If two of these factors are present, there is a 42% chance, and if all three are present, there is a 64% chance. But, if none are present, there is only a 7% chance of the child growing up in poverty. There are a number of impacts of teen and single parenting including higher incidences of premature births and low birth weights, higher likelihood of poverty and use of the welfare system, higher incidences of abuse and neglect, and a greater likelihood that the child will also parent a child in the teen years. Based on national figures, and even with the low teen birth rate in DuPage, the public costs associated with teen births in DuPage could be estimated at a minimum of \$5 million per year.

One agency in DuPage that began in 1985 to specifically address the issues surrounding teen pregnancy is Teen Parent Connection. A substantial part of their mission is to work with teen parents (female and male) to avoid the negative impacts often associated with teen parenting, but they also include a prevention emphasis as part of their mission. The services they offer fall into five categories, summarized below.

1. Healthy Families DuPage: Teen Parent Connection (TPC) offers intensive individualized home visit services for young parents for the purpose of getting the young family off to a healthy start. Issues addressed include stress management, child development, family health, and discipline. They also help young parents connect with other needed resources in the community.

2. Group services: In addition to the individualized services of Healthy Families, TPC conducts groups that include both established curricula as well as the opportunity to discuss the individualized needs of the group members on a variety of topics.

3. Doula: A doula is an experienced woman who provides emotional support, information and instruction, and physical comfort measures to the childbearing teen before, during, and after birth. This program is offered as a compliment to prenatal classes and other resources at TPC.

4. Prevention: The prevention component includes information for students, teachers, and parents that can be accessed through their website or by contacting them. Also, a variety of prevention programs are delivered to middle, junior high, and high school students in school and community settings.

5. Parents Pantry: This pantry provides needed supplies to teen parents.

For more information about Teen Parent Connection, visit www.teenparentconnection.org.

Stability for People with Disabilities

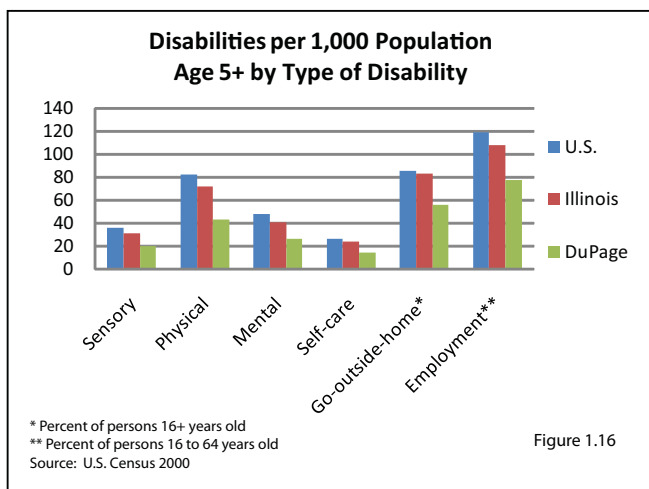
Incidences of disabilities in DuPage are lower than national and state figures but similar to other suburbs. People with disabilities in DuPage are more successful than elsewhere in gaining employment but still not as successful as those without disabilities. However, our oldest residents (75+) are just as likely to have a disability and have needs similar to anywhere else. Our population with developmental disabilities appears to be underserved by the State.

Why We Measure This

It is important that people with disabilities live as independent and productive lives as possible. It is good for individuals to know they are contributing to the community and the economy, and their contributions are good for the community.

Observations

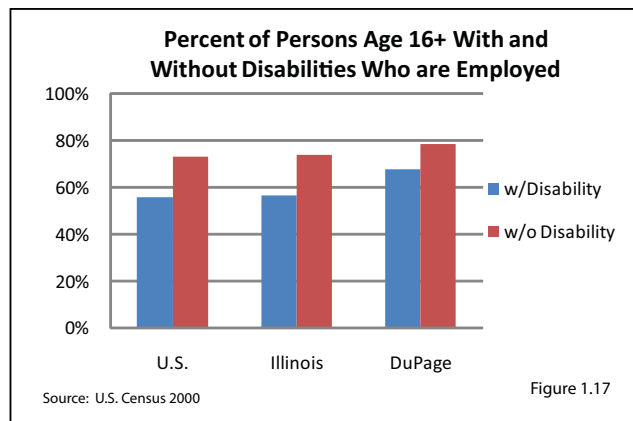
1. Figure 1.16 shows that the incidence rates of disabilities of all types are lower in DuPage when compared to national and state figures. The term “go-outside-the-home”



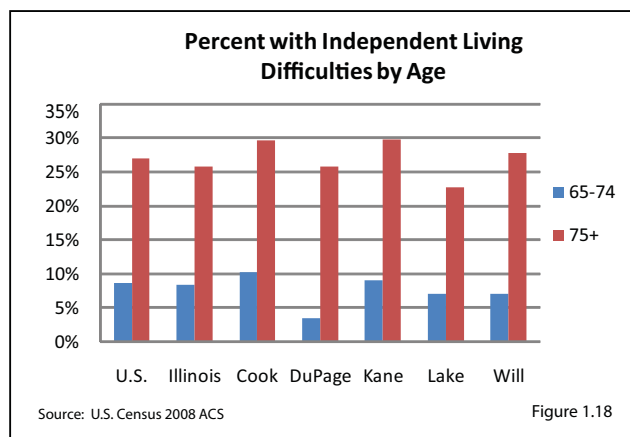
disability is any disability that makes it difficult to go outside the home to shop or go to the doctor’s office, and an “employment” disability makes it difficult to work at a job or business. It should be noted (although not shown in this chart) that other collar counties have disability rates similar to DuPage.

2. Nationally, persons with disabilities are 24% less likely to be employed than persons without disabilities, and that ratio also holds for the State of Illinois (as shown in the second chart). Also, in December 2009, the unemployment rate for people with disabilities (meaning unemployed and actively seeking work) was 13.8%, which was 45% higher than the 9.5% rate for people without disabilities. Although people with disabilities in DuPage are also less likely to be employed, figure 1.17 shows

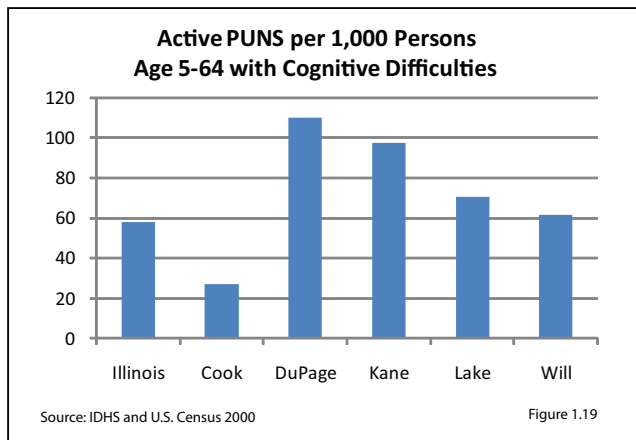
that the disparity is smaller in DuPage (14% difference compared to the 24% difference in the national and state figures).



3. The independence of the older population is presented in the third chart. Of note in this chart is that younger seniors in DuPage (age 65 to 74) appear to be more independent as a group than in other areas, which might be related to their relative affluence. However, older seniors (75 and over) seem to have the same levels of difficulty with independent living than anywhere else (figure 1.18).



4. Figure 1.19 displays information on the level of services available to people with developmental disabilities. PUNS stands for Priority for Urgency of Need for Services, and “Active PUNS” is a list of persons who are actively seeking services from the State of Illinois. It could be



considered as an indicator of unmet need (Although, for a variety of reasons, there are likely to be ten or more people who need services and not on this list for every one that is on the list.). The relatively high number of persons on this list, when compared to another indicator of the level of demand (persons with cognitive difficulties), suggests that DuPage is less well served by State resources than elsewhere in Illinois. This is of heightened concern when considering that a 2008 study by David Braddock and Richard Hemp determined that Illinois ranked well below national averages regarding its support for persons with developmental disabilities, and it is last of the 50 states in out-of-home placements in small residential settings (“Services and Funding for People with Developmental Disabilities in Illinois: A Multi-State Comparative Analysis,” David Braddock and Richard Hemp, June 4, 2008).

Challenges, Strategies, and Resources

The information above highlights three different populations of people with disabilities and the three major challenges they face.

1. Finding employment: People with disabilities are less likely to be employed than persons without disabilities and, when they are employed, they often earn lower wages. Two resources available to directly address these challenges are AbilityLinks and Parents Alliance Employment Project. AbilityLinks is a free nation-wide website (www.abilitylinks.org) for persons with disabilities and inclusive employers. This resource was created by the Marianjoy Rehabilitation Hospital in Wheaton, Illinois. This website facilitates connections between job seek-

ers with disabilities and employers who are looking for qualified applicants with disabilities. Parents Alliance Employment Project (PAEP) is one of the partners at the workNet DuPage Career Center. They provide individualized employment services for people with disabilities in the DuPage area, and their goal is to assist these individuals in finding community based employment. More information about their services can be obtained at www.parents-alliance.org. Another valuable national resource of information is the Job Accommodation Network (<http://askjan.org>). This organization provides information to employers and to job seekers and employees about accommodations for people with disabilities. This information includes the requirements of the Americans with Disabilities Act (ADA) as well as a considerable amount of advice on implementing specific accommodations.

2. Services for an aging population: The needs of seniors who have developed disabilities due to age are quite different than the working population. Data described above shows that, as seniors age, they are more likely to need supports. The Senior Services Division of the DuPage County Community Services Department (<http://www.co.dupage.il.us/seniorsvcs/>) is a central place to go for support services. Such services include: (a) assistance in making decisions about long term care; (b) the Community Care Program that offers affordable help with the activities of daily living that seniors can no longer manage on their own; (c) a Family Caregiver Resource Center that offers access to many supports for individuals (family members and others) who are caring for a senior; and (d) home delivered meal assistance. Information and Assistance available at the Senior Services Division offers access to these, and many other services.

3. Services for people with developmental disabilities: PACT, Inc. (<http://www.pactinc.net/>) particularly focuses on services to people with developmental disabilities and to the families of these individuals. PACT provides three types of services. First, their Life Management Services division assists families (as well the attorneys, trust officers, etc. of these families) in developing the structural assurances of long term care for a family member with developmental disabilities. Second, the Community Services program assists persons with disabilities and their families access services provided by the State. The PUNS data reported above, showing a shortage of these services in DuPage, is related to this activity of PACT. Third, the Child and Family Connections program works with families who have children under age three who have developmental delays or disabilities.

Health and Wellness

Impact of Leading Causes of Death

Infant Mortality

Access to Healthcare

Mental Illness

Substance Abuse

Nutrition and Obesity

Impact of Leading Causes of Death

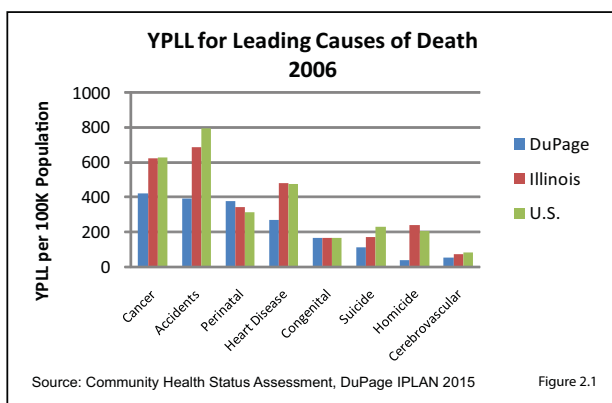
An analysis of deaths from leading causes suggests that the DuPage population, on average, is less susceptible to premature death from these leading causes, but there are disparities for racial and ethnic minorities; and, some of these disparities are greater in DuPage than for the rest of Illinois.

Why We Measure This

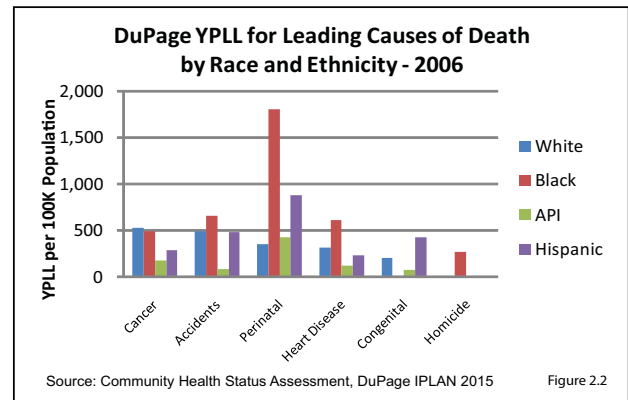
We evaluate the impact of leading causes of death with a measure called Years of Potential Life Lost (YPLL). This measure tells us about diseases or conditions in the community that are most likely to result in deaths at earlier ages. So, it is one measure of the relative health of the population relating to these diseases and conditions. The measure YPLL defines any death that occurs before age 65 as premature, and the number of years the death occurs before 65 is the YPLL figure for that particular death. For example, a death from heart disease at age 55 has a YPLL of ten. Total YPLL just adds up all of the individual YPLLs, and in the first two charts, total YPLL is provided per 100,000 persons.

Observations

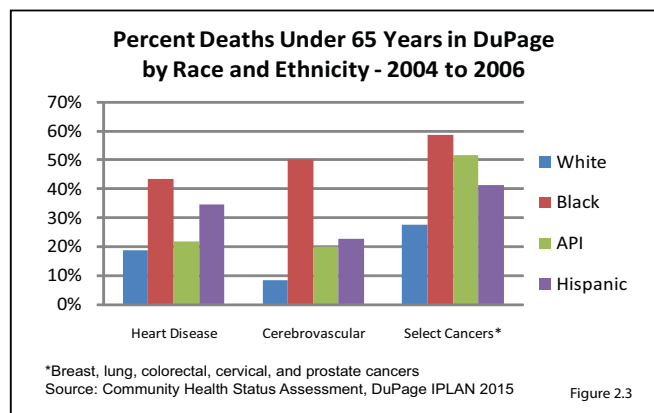
1. Figure 2.1 shows that, for most of the leading causes of death, DuPage fares better than the state and nation in terms of YPLL. The exceptions are perinatal conditions and congenital anomalies, both of which are related to infant mortality.



2. Figure 2.2 shows disparities in YPLL when considering race and ethnicity. The high figure for perinatal YPLL for African Americans is actually 133% higher than for all African Americans in Illinois. It's 68% higher for Asians (API), and 60% higher for Hispanics. Congenital anomalies for Hispanics in DuPage are also 63% higher than for the Illinois Hispanic population. Other disparities seen in this chart are important, but they are similar, or smaller, than statewide figures.



3. Figure 2.3 displays another way to look at disparities. However, it shows that, for persons with certain diseases or conditions, African Americans, Asians, and Hispanics are more likely to die before age 65.



Challenges, Strategies, and Resources

The leading causes of death are described above in terms of years of potential life lost. In other words, these incidents, conditions, and diseases are viewed for their potential to cut life short. Infant mortality, though relatively rare when compared to chronic diseases, has a severe impact on the amount of life that is lost. It is related to the perinatal and congenital conditions in the above charts, and we discuss infant mortality in a separate section of this Community Assessment.

The challenges associated with chronic disease in DuPage are much the same as in other parts of the country, and,

also like other parts of the country, there are disparities in the impacts of these leading causes based on race and ethnicity. The information below comes from the U.S. Department of Health and Human Services' Office of Minority Health and focuses on heart disease, stroke, and cancer.

1. African Americans: African Americans are 30% less likely to be diagnosed with heart disease than Whites, but are more likely to die from it (30% more likely in men). African Americans are 1.5 times more likely to have high blood pressure, and African American women are 1.7 times more likely to be obese. Adult Blacks are 70% more likely to have a stroke than Whites, and Black men are 60% more likely to die from a stroke. African American stroke survivors are more often disabled than their White counterparts. For cancer, Black men are 30% more likely than Whites to have new cases of prostate cancer and are twice as likely to be diagnosed with stomach cancer. Their 5-year survival rates are lower for lung and pancreatic cancer, and they are 2.4 times as likely to die from prostate cancer. Black women are 10% less likely to be diagnosed with breast cancer than Whites, but they are 34% more likely to die from it. Black women are twice as likely to be diagnosed with stomach cancer and are 2.4 times more likely to die.

2. Hispanics: In general, Hispanics are relatively less likely to suffer a stroke, have coronary heart disease, or to have cancer than the non-Hispanic White population. They have lower rates of hypertension and high cholesterol than non-Hispanic Whites. Mexican American women are 30% more likely to be obese, but are less likely to be smokers. Cancer rates are generally lower in Hispanics. Hispanic men have 16% less prostate cancer, and women have 33% less breast cancer. However, Hispanic men and women are twice as likely to develop, and die from, liver cancer. Hispanic women are 2.7 times as likely to have stomach cancer and twice as likely to have cervical cancer as non-Hispanic White women. They are also 50% more likely to die from cervical cancer.

Reducing the negative outcomes of chronic diseases depends on strategies that will promote a healthy lifestyle (to help prevent the disease) and will provide for regular medical care (to increase the likelihood of early detection and management of the disease). Promoting a healthy lifestyle is part of the discussion in other sections of this Community Assessment including "Nutrition and Obesity," "Substance Abuse," and "At Risk Youth." Providing regular medical care is the major focus of the section on "Access to Healthcare." Of special note is the emphasis on disease management services in the Community Health Plan of the

DuPage County Health Department's IPLAN 2015. This Plan notes that Access DuPage and the DuPage Community Clinics have begun disease management protocols and that these protocols should continue to be developed. The Community Health Plan establishes a target of increasing the number of Access DuPage patients who are receiving disease management services by 5% by the end of 2013.

Infant Mortality

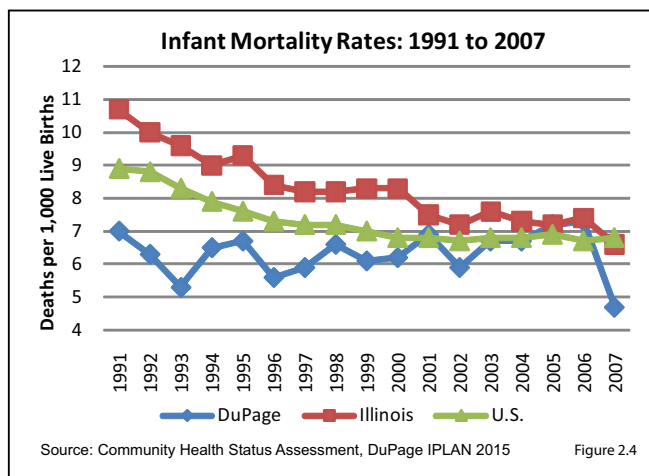
Infant mortality in DuPage is historically below that of the state and nation although statewide and national figures are catching up. Birth outcomes for the Black population in DuPage are of particular concern. Interestingly, Hispanics achieve relatively high birth outcomes with lower measured levels of prenatal care .

Why We Measure This

The infant mortality rate is an indicator of the levels of prenatal and perinatal care for mothers and children. It is also an indicator of the health system’s ability to respond to health problems in infants.

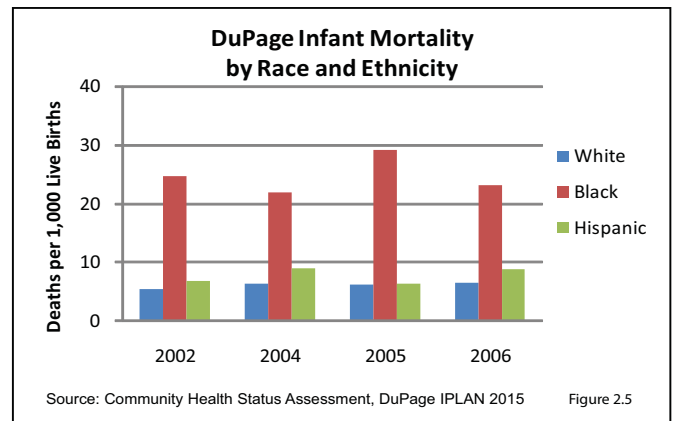
Observations

1. In our analysis of Years of Potential Life Lost (YPLL), we noted that two types of conditions (perinatal conditions and congenital anomalies) showed YPLL numbers in DuPage that were similar to state and national figures. These were exceptions to the general trend for other diseases and conditions where DuPage fared better. Figure 2.4 shows that the infant mortality rate in DuPage has remained at

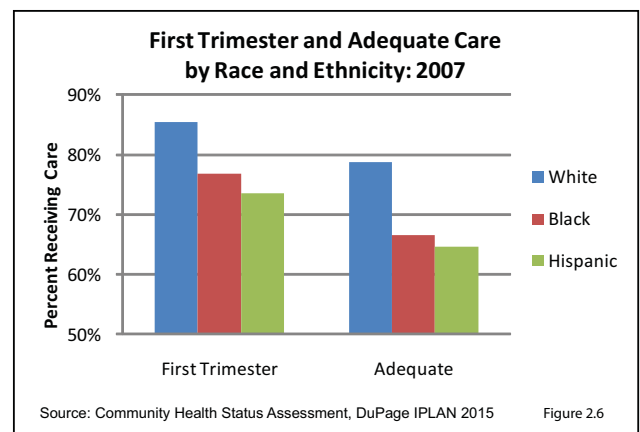


a relatively consistent level since 1991 and that state and national rates have improved. DuPage, at 4.7 infant deaths per 1,000 live births in 2007, is still higher than the Healthy People 2010 target of 4.5.

2. Figure 2.5 displays information about the differing infant mortality rates when considering race and ethnicity. While the rate for Hispanics remains similar to the rate for Whites, the rate for Black DuPage residents in 2006 was 3.5 times that of non-Hispanic Whites. Nationally in 2006, the infant mortality rate for Black births was 2.4 times that of non-Hispanic Whites.



3. Figure 2.6 presents what seems to be a counterintuitive picture. We usually think of receiving prenatal care is a significant determiner of infant health, which will reduce incidents of infant mortality. Figure 2.6 shows that both Black and Hispanic mothers receive lower levels of care than Whites as defined by receiving care in the first trimester of pregnancy and receiving adequate care (“adequate” being defined by the Kotelchuck Index of Prenatal Care Utilization, which measures both how early and how often care is



received). The counterintuitive fact in the third chart is that Hispanic mothers appear to receive lower levels of prenatal care than Black mothers, yet infant mortality among Hispanics is closer to that of Whites.

Challenges, Strategies, and Resources

Infant mortality is related to many environmental, social,

and behavioral risk factors including poverty, the age and education of the mother, incidence of risk behaviors (such as using tobacco, alcohol, and drugs during pregnancy), nutrition, and the level of prenatal care. Contributing outcomes (often brought about by these risk factors) include premature births, low birth weights, or other complications.

The Office of Minority Health in the U.S. Department of Health and Human Services maintains a considerable amount of information on disparities. Below is a brief summary of information about African Americans and Hispanics.

1. African American infant mortality: These national figures show that African Americans: (a) are nearly as likely as Whites to receive early prenatal care (although this disparity is somewhat larger in DuPage); (b) are 2.5 times more likely than Whites to receive prenatal care late (in the third trimester) or not at all; (c) are only 60% as likely to have smoked during pregnancy as White mothers; (d) are 3.9 times more likely to die in infancy due to low birth weight; (e) are 2.8 times more likely to die in infancy due to maternal complications; (f) are 1.9 times more likely to die from Sudden Infant Death Syndrome (SIDS); and (g) are 1.4 times more likely to die in infancy due to congenital malformations. Also, when the mothers are over 20 years old with over 13 years of education, the infant mortality rate for African Americans is still 2.8 times that of Whites of similar background.

2. Hispanic American infant mortality: In general, infant mortality rates for Hispanics are comparable to those of Whites. This seems consistent with the DuPage data. Some basic facts from the Office of Minority Health for Hispanics are: (a) infant mortality rates for Hispanics is lower than for Whites when the mothers are younger (under 25) but higher when the mothers are older (over 35); (b) SIDS rates for Hispanics are only about half those of Whites; (c) Hispanic infant mortality rates related to other issues (low birth weight, maternal complications, etc.) are similar to Whites; (d) smoking during pregnancy occurs on 20% as often in Hispanics as it does in Whites; (e) Hispanics are about as likely to receive early prenatal care as Whites; and (f) Hispanics are 2.2 times more likely than Whites to receive prenatal care late (in the third trimester) or not at all. For more educated Hispanic mothers (over 13 years of education), infant mortality is similar to Whites.

What we see from the above is that not all of the disparities in infant mortality can be explained by the measures we usually associate with infant mortality. However, experts do agree that the path to a healthy birth and first year of

life starts with a healthy mother and includes good nutrition, regular medical checkups, avoidance of substances that can harm the child, and knowledgeable parents. Three organizations that assist potentially at-risk parents on these issues are as follows.

1. DuPage County Health Department: The Community Health Services Division of the Health Department includes the Family Case Management (FCM) program and the Women, Infant, and Children (WIC) program. The FCM program is available to low-income families during pregnancy and up to one year after birth. Women are provided with information and guidance on topics that will help assure a healthy birth and the health of the mother and child before and after birth. Women are also connected to medical care and other services as needed during pregnancy and after birth. The WIC program is a supplemental nutrition program that is complimentary to FCM. WIC connects the mother and child with sources of nutritious food and provides information about nutrition and a healthy diet. Information on these resources can be found at <http://www.dupagehealth.org/women-children-health>.

2. Teen Parent Connection: The services of TPC are described in the section on “Teen and Single Parents.” They offer both individualized and group services to young mothers and fathers. In addition, TPC offers a Doula program where a trained and experienced woman provides emotional support, information and instruction, and physical comfort measures to the childbearing teen before, during, and after birth. More information is available at www.teenparentconnection.org.

3. Positive Parenting DuPage: PPD is a collaboration of many organizations in DuPage and generally focuses on the first years of life immediately after birth. They support all families by providing extensive information about child development during this critical period. PPD also operates a 24-hour hotline where parents can obtain information and get help to deal with specific stressful situations. Information about PPD is available at www.positiveparentingdupage.org.

Access to Healthcare

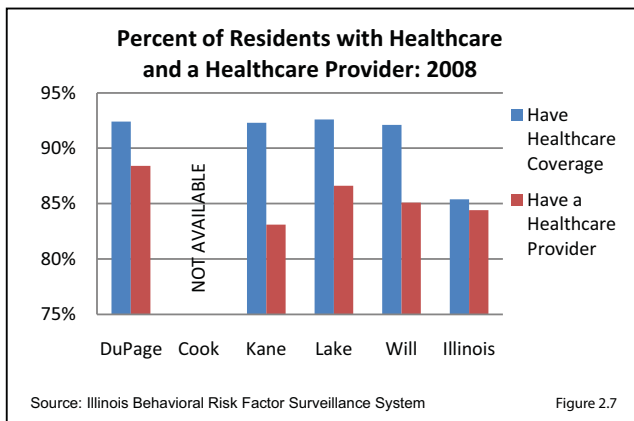
DuPage is doing better than most areas in terms of providing access to care for its general population and by creating a system to provide healthcare access to vulnerable populations. The newly passed federal healthcare reform will have a significant impact on this local system, so it is important for that system to make adjustments in the coming years.

Why We Measure This

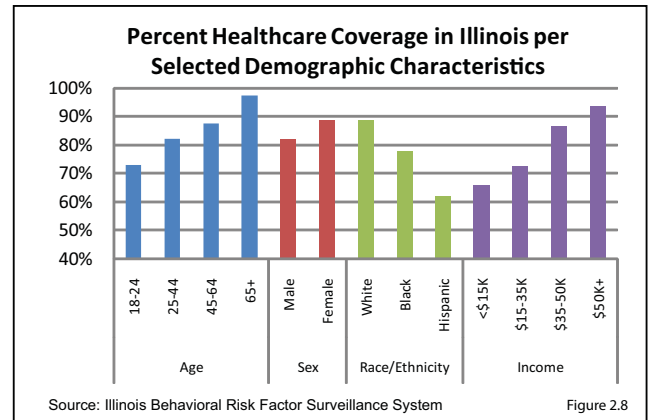
Access to regular healthcare is important to achieving positive health outcomes. Chronic diseases are managed better, and conditions and diseases are diagnosed and treated earlier. Local experience in DuPage also indicates that vulnerable patients with access to health care are less likely to use expensive hospital emergency services for their health care, thereby achieving an economic benefit to the community.

Observations

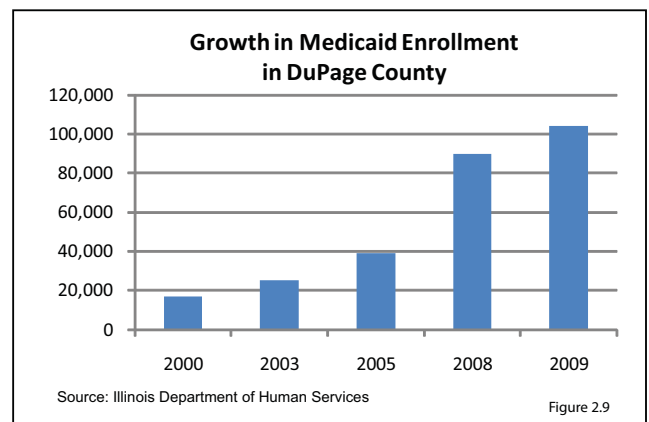
1. The Healthy People 2010 target for healthcare coverage is 100%. Figure 2.7 shows a coverage rate of 92.4% in DuPage County in 2008, which is very similar to other collar counties in northeastern Illinois and somewhat higher than the statewide rate. This chart also displays the percent of residents who have a regular healthcare provider. This is another indicator that regular healthcare is available.



2. Figure 2.8 demonstrates the differences in healthcare coverage when considering certain demographic characteristics (Note that the data used for this chart is for Illinois. DuPage-specific data are not available). As expected, younger persons and lower-income persons are less likely to have healthcare. The rate for males is lower than for females. Racial and ethnic minorities also are less often covered. In particular, the rate for Hispanic persons is only 61%.



3. Figure 2.9 shows the increases in Medicaid enrollment since 2000. This is over a six-fold increase during that time period, but changes in eligibility are part of the reason for this increase. Nonetheless, it is estimated that, in 2009, there were over 104,000 DuPage residents enrolled in the Medicaid program. It is also important to note that the federal healthcare legislation will be expanding coverage



further, so this number will be increasing.

Challenges, Strategies, and Resources

U.S. Census data released in July 2010 estimates that there are 42,926 persons in DuPage County who are uninsured and are under 200% of poverty. In addition, IDHS data show that in 2009 there were an 104,202 DuPage resi-

dents enrolled in Medicaid. About 11,000 of the uninsured are participating in the Access DuPage program that provides access to medical care for the uninsured, and providing “medical homes” for Medicaid patients is a challenge. In 2007, a “DuPage County Health Safety Net Plan: 2012” was completed by a collaboration of many organizations and community leaders to address these growing needs. More recently, the DuPage County Health Department DuPage is currently completing a “2015 Community Health Plan” for its IPLAN (Illinois Project for the Local Assessment of Needs) process. The Community Health Plan is based on the earlier Safety Net Plan as well as more recent community input, and it includes the following three primary goals for improving access to health care.

1. Build capacity and access to a medical home: By 2013, the goal is to increase Access DuPage capacity from 11,000 to nearly 17,000 and Medicaid capacity from 104,000 to 120,000. This would be accomplished by a variety of actions including: (a) opening an additional facility of the DuPage Community Clinic (a free, volunteer based, clinic); (b) opening additional Federally Qualified Health Care Centers; (c) expanding information about the provision of Medicaid services in DuPage and expanding capacity among private physicians to accept Medicaid; and (d) developing models to improve efficiency of the current system of providing care to the uninsured and to Medicaid patients. Additional capacity to provide specialty care would also be developed by: (a) adapting and implementing successful models used in other parts of the country; (b) exploring greater use of telemedicine; (c) increasing the numbers of available specialty providers, including mental health providers; (d) working with hospitals on a system that improves access to hospital services while assuring equity (i.e., sharing the burden) among the hospitals; and (e) continuing to grow capacity for oral health services.

2. Assure access to low-cost prescription medications: Access DuPage already fills nearly 86,000 prescriptions annually at a very reasonable price (\$416 per member, per year). The goal is to increase this number by 25% (to over 107,000 prescriptions) by 2014. The primary strategy is to establish a 340B Pharmacy in DuPage, which essentially is a bulk distribution pharmacy that can achieve lower costs through higher volume and efficient processing. This strategy would be in addition to the several successful strategies that Access DuPage is currently using.

3. Improve the health status of the uninsured: Two basic strategies would be used to achieve this goal. The first is to measure changes in patient health status

using a well-tested 12-question survey known as the SF-12 Health Survey. Access DuPage has been using this survey (asking patients to complete the survey each year) since its inception. The strategy is to continue use of this survey while expanding its use to new uninsured patients and possibly to Medicaid patients as well. The second basic strategy is to enhance the use of disease management services. Such services are particularly effective with chronic diseases like diabetes or heart disease. They have been shown to improve health, but they are also effective in managing costs. Of course, disease management services would be combined with monitoring of patient improvement over time.

It should be noted that significant changes in healthcare resources will result from the implementation of the Patient Protection and Affordable Care Act. The goals and strategies of the Health Department’s IPLAN are designed to work with the implementation of this Federal law, which will take place over the next several years. There is general acknowledgement that some of the specific impacts of healthcare reform are difficult to predict. So, it will be important to monitor these impacts and make adjustments where necessary.

Mental Illness

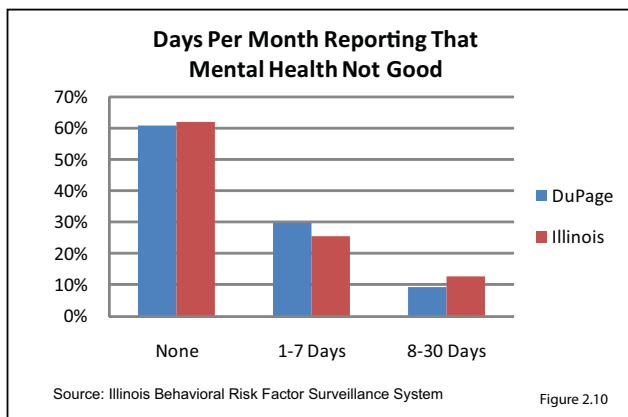
The data indicate that trends regarding the incidence of mental illness in DuPage are similar to the rest of the country. However, our growth in certain demographics (for example, aging and low-income populations) suggest the need for strategies that will meet the needs of these groups.

Why We Measure This

It is estimated that the cost of untreated mental illness to DuPage society in terms of reduced productivity, treatment for physical illnesses, social supports, and crime is in the range of \$1.0 billion per year. Therefore, despite the difficulty in measuring the mental health of the community, it is important to do so.

Observations

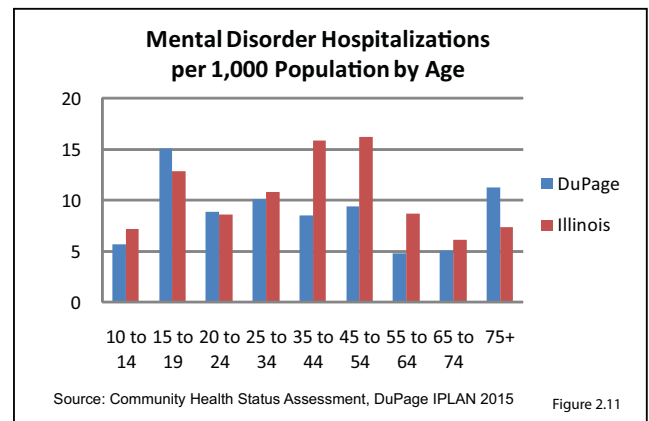
1. Data presented in figure 2.10 is from surveys statewide and in DuPage County where respondents were asked how many days in the last month they felt stress, depression or problems with their emotions. At the level shown in this chart, the results were similar in DuPage as for the entire state. When looking at results by age



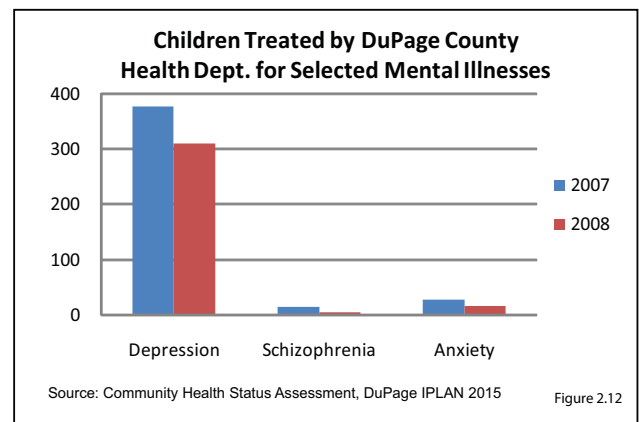
group, DuPage residents from 25 to 44 years old reported significantly more mental health concerns than statewide, and concerns were somewhat higher for the 45 to 64 age group. Other survey data suggest income, race, ethnicity, education, and other factors play a role in feelings of mental health, but they appear to be the same in DuPage as statewide.

2. Figure 2.11 takes a different view of mental health by reporting hospitalizations by age group. The most striking result shown in this chart is the markedly lower rate of hospitalizations in DuPage in the 35 to 64 age groups. This is particularly interesting in light of the higher reported mental health concerns in DuPage for this middle-aged group as mentioned above. Also, the rate of hospitalizations in the teen years (15 to 19) is somewhat higher in DuPage, and

the rate of hospitalizations in the oldest age group (75 and over) is substantially higher in DuPage.



3. Figure 2.12 provides some information specific to children in DuPage. The data presented is for DuPage residents under 18 years old. Of note is the relatively high incidence of depression compared to other mental illnesses.



Challenges, Strategies, and Resources

Mental illness is a treatable disease. According to the National Institute for Mental Health, success rates for treatment of schizophrenia, depression, and panic disorder range from 60% to 90%, which are success rates that exceed those of treatment for heart disease. Nonetheless, significant barriers to treatment exist because much of the population still attaches a stigma to these diseases and does not see them as brain disorders that can be treated.

The 2015 Community Health Plan of the DuPage County Health Department's 2015 IPLAN process identifies mental illness and substance abuse (as a combined issue) as one of its four priorities over the next five years. For the mental illness/substance abuse issue, the target population of the Health Department's Community Health Plan is DuPage County families with children 0 to 18 years old. Also, a 2005 report was developed by the DuPage Federation on Human Services reform entitled "Mental Illness and Substance Abuse in Children and Adults of DuPage County." A third recent document that addresses the mental health issue is the "DuPage County Health Safety Net Plan: 2012." All three of these documents provide additional information about mental illness and substance abuse in DuPage County.

A review of these three documents suggests two common themes, which are the first two discussed below. Based on information presented in this Assessment, we add a third general issue focusing on senior mental health needs.

1. The value of a community-wide response with emphasis on coordination and collaboration: All three documents note that there are components of the DuPage mental health delivery system that are strong and should be considered as assets to build upon. These include: (a) the Mental Health Division of the DuPage County Health Department that has developed a good system of addressing the needs of persons with the most severe mental illnesses; (b) high quality services of non-profit mental health providers; (c) an investment from County government beginning in 2006 that encouraged new initiatives and collaboration of non-profits addressing mental health needs; and (d) a generally good climate for collaboration that has developed out of the DuPage Health Coalition. However, the documents also note some deficiencies. One of these is that the overall system of identifying risks of potential mental illness in youth, and applying appropriate interventions, needs improving. Further, the delivery system for mental health services contains gaps, is somewhat fragmented, and is difficult for consumers to navigate. Therefore, each of these documents recommends, in one form or another, the development of a community-wide collaboration to work on these issues, and that this collaboration needs to include a wide range of community leaders.

2. A concern about resources: Some of the most significant assets described above, most notably the Health Department's mental health services and the services of local non-profits, have been built with the financial support of funding from the State of Illinois. The

impacts of the current recession and the State's budget deficit crisis have resulted in significant reductions in financial support for these services. Therefore, maintaining current services is a challenge, and developing new collaborative initiatives could be an additional challenge.

3. Mental health needs of a growing senior population: The issue of senior mental health needs is not specifically emphasized in any of the three documents listed above. However, this Assessment presents data suggesting that a collaborative effort on mental health should also include the needs of this rapidly expanding group. There should be particular emphasis on older seniors (age 75 and older). The data above (the second chart on hospitalizations) suggest increasing mental health concerns for this group, and other data in this Assessment have already highlighted the expected rapid growth in number of older seniors.

Substance Abuse

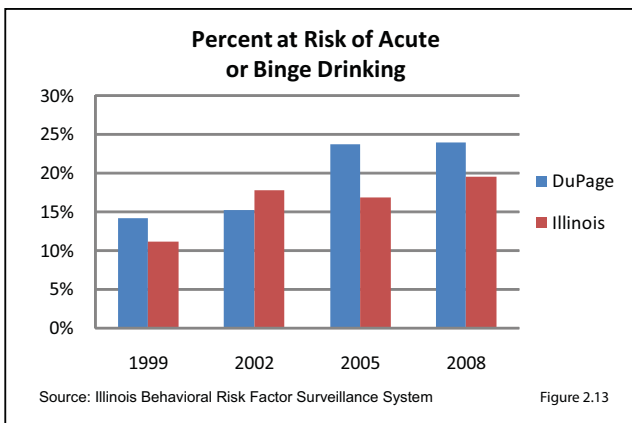
It appears that the incidence rate of substance abuse in DuPage is no lower than in other areas. In fact, the higher incomes in DuPage may actually be related to higher incidence rates. Because of the far-reaching impacts of this disorder, this could be an issue that deserves greater emphasis.

Why We Measure This

Substance abuse is a disorder that has far ranging impacts on the abuser as well as those around him/her. It will affect physical health, and it often co-occurs with mental illness. Social relationships with family and others are affected, it can reduce the ability to lead a productive life, and it is often associated with criminal behavior.

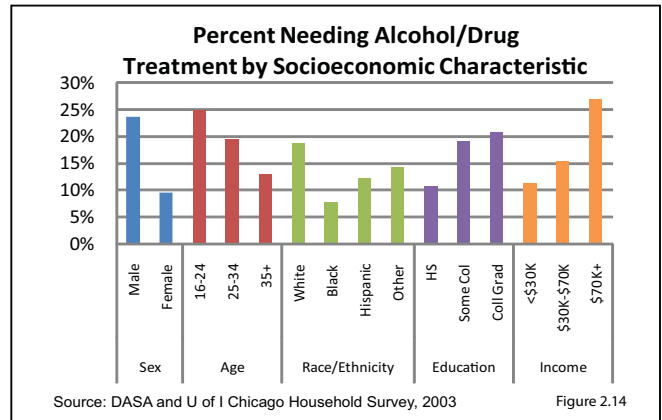
Observations

1. Direct measures of the incidence of substance abuse disorders in DuPage are not available, but national incidence rates would say that it exists for about 8% of the

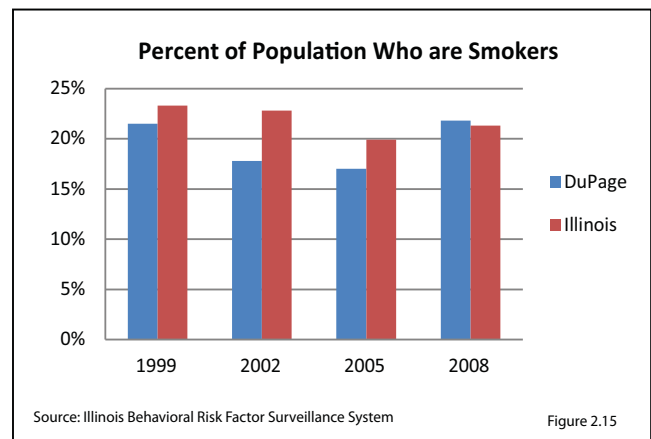


adult population. In DuPage, that is over 50,000 people. Information in the figure 2.13 comes from surveys done over the last ten years and suggests that problem drinking is as prevalent (perhaps more prevalent) in DuPage as it is elsewhere. This would indicate that DuPage residents are no less likely to suffer from substance abuse disorders than anywhere else.

2. Figure 2.14 shows an interesting finding from a 2003 household survey relating to substance abuse in Illinois. While this study concluded that substance abuse is related to other vulnerabilities (e.g., persons without health insurance, persons with mental illness, Domestic violence victims, chronic gamblers, etc.), it also found that Whites, and persons with higher education levels and incomes are significantly in need of treatment. These are characteristics of the DuPage population.



3. Figure 2.15 displays data about smoking. Again, the percent of DuPage adults who are smokers appears to be similar to the state rate.



Challenges, Strategies, and Resources

Drug or alcohol dependence is indicated when any three of the following six situations exist for the individual.

- A tolerance to the substance is developed, thereby requiring larger amounts to achieve the desired effect.
- Withdrawal symptoms occur when not using the substance.
- The drug or alcohol is consumed in larger amounts than intended or over a longer period than intended.
- There is a persistent desire to decrease or there is an

inability to decrease the amount of the drug or alcohol consumed.

- A great deal of time is spent attempting to acquire the drug or alcohol.
- Use continues even though reoccurring physical or psychological problems result from use of the drug or alcohol.

Substance abuse can exist separately or in combination with mental illness. When these conditions occur together, treatment is more complex, and best practices recommend that they be treated together.

A 2005 report was developed by the DuPage Federation on Human Services reform entitled "Mental Illness and Substance Abuse in Children and Adults of DuPage County." This document should be consulted for additional information including references to studies on the subject. The 2015 Community Health Plan of the DuPage County Health Department's 2015 IPLAN process identifies substance abuse (along with mental illness as a combined issue) as one of its four priorities over the next five years. For the mental illness/substance abuse issue, the target population of the Health Department's Community Health Plan is DuPage County families with children 0 to 18 years old.

The IPLAN Community Health Plan establishes the objective of reducing the percentage of 6th, 8th, 10th, and 12th grade DuPage County students who have used alcohol or marijuana in the past 30 days by 10% and to accomplish this objective by the end of 2015. To accomplish this objective, the Health Department will be employing two basic strategies, both of which require broad community involvement.

1. Delivery of prevention messaging: The content and delivery methods for this messaging have yet to be developed. However, the Health Department plans to seek broad participation in development and delivery, and they will use both traditional and non-traditional stakeholders to disseminate the messages. The messages will be age, sex, and culturally appropriate, and they will focus on the risks as well as methods to protect or intervene to reduce risks of both substance abuse and mental disorders. The messages will be based on the Substance Abuse and Mental Health Services Administration's (SAMHSA's) Strategic Prevention Network. The specific objective is to reach 50% of all residents (both adults and children) in households with children under 18 by the end of 2014. This is a total of over 213,000 residents.

2. Increase levels of communication and collaboration: Specifically, the Community Health Plan calls for

the development of a Mental Health/Substance Abuse Services collaborative. The objective is to create a collaboration of at least 50 community leaders that are geographically distributed throughout the county. This organization will create a long-term plan, begin implementation of the plan within the first year of operation, and develop methods to determine success and effectiveness of planned strategies.

In addition to the Health Department's community plan for addressing substance abuse as described above (which focuses on families with children), State-licensed providers of substance abuse services can be found at <http://www.dhs.state.il.us/oasa/>. Information is also available at www.dupagecris.org or by calling (630) 407-6500.

Nutrition and Obesity

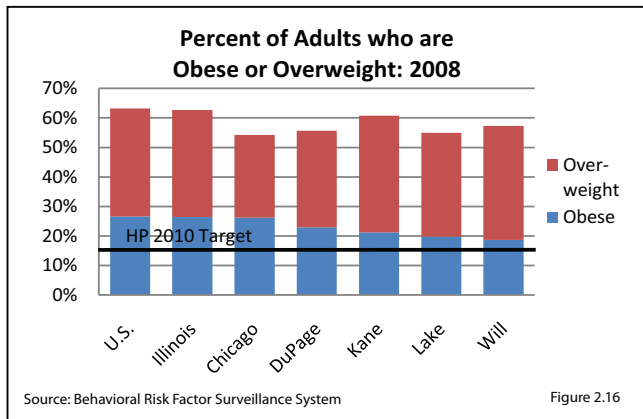
Obesity is a national health concern, and it appears that it is affecting the people of DuPage with nearly the same frequency as anywhere else. It is more prevalent in minority and low-income populations, which are the growing populations in DuPage. The Health Department has identified obesity as a priority and has launched initiatives to address the issue.

Why We Measure This

Obesity is a major underlying risk factor for a number of health concerns including hypertension, type 2 diabetes, coronary heart disease, stroke, and other conditions. It also has been identified by the U.S. Center for Disease Control as a national health concern and by the DuPage County Health Department as one of its top three health priorities in DuPage.

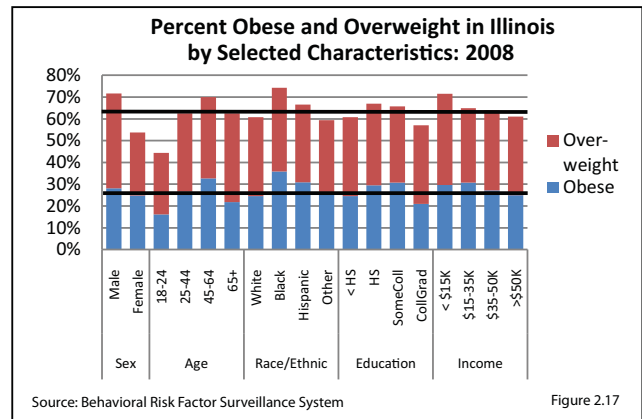
Observations

1. Figure 2.16 displays the percent of adults nationally, in Illinois, and locally who are considered overweight or obese. Definitions are based on Body Mass Index (BMI),

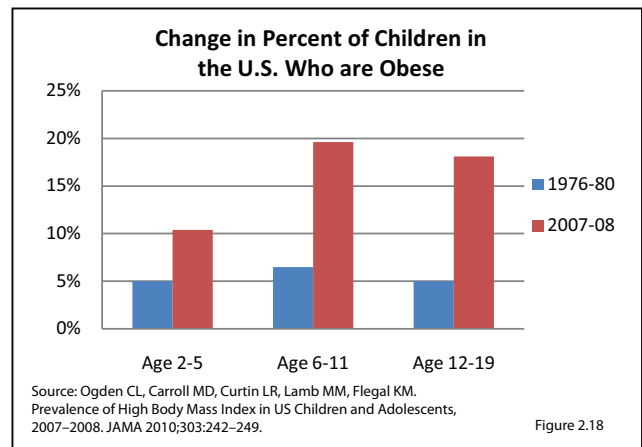


which is a ratio of height and weight. Obesity rates have been going up steadily, and since 1995, state and national rates have exceeded the Healthy People 2010 target of 15% (shown in this graph). Note that DuPage rates are only slightly lower than state and national figures and very similar to other local areas.

2. Figure 2.17 shows state-level data on overweight and obese adults and how these rates differ based on certain characteristics. Men are more likely to be overweight than women (a result that is consistent with DuPage data from the same source showing that men, as a group, get less exercise and eat fewer servings of fruits and vegetables than women). Because DuPage's minority and low income populations are growing, it is also important to note the higher rates of obesity in these groups.



3. Figure 2.18 looks at childhood obesity. Although the data are at the national level, local indications (discussed in the DuPage County health Department's Community Health Status Assessment for the 2015 IPLAN) suggest that this trend is also playing out in DuPage.



Challenges, Strategies, and Resources

The primary risk factors for overweight and obesity are well known to be physical inactivity and an unhealthy diet. The Health Department's Community Health Plan cites the three contributing factors to physical inactivity as: (a) sedentary life styles caused by decreases in physical education, fewer opportunities for physical activity at work, and low levels of knowledge about the importance of physical activity; (b) low levels of physically active recreational activity caused

by too much TV and computer time, parental modeling that is inactive, and a perceived lack of time for activity; and (c) limited active transport caused by our automobile dominated culture, poor walkability in our communities, and perceived safety concerns associated with walking, biking, etc. Unhealthy diets result from the contributing factors of: (a) limited access to healthy options affected by the cost of healthy options and the over-abundance of unhealthy options; (b) poor food literacy that is impacted by advertising, the low priority put on nutrition education, and limited nutritional information provided in restaurants; and (c) social norms and cultural values that might emphasize such behaviors as using infant formula rather than breast-feeding, positively valuing being overweight or obese, and generally learning unhealthy patterns from friends and family.

changes for implementation.

Overweight and obesity is a well-entrenched trend in DuPage County, and the trends in DuPage are similar to those throughout the country. Reversing the trend will be difficult, but a primary initiative in DuPage County that is addressing the issue is known as FORWARD (Fighting Obesity, Reaching a healthy Weight Among Residents of DuPage). This initiative began in 2008, and more information about it can be found at www.forwarddupage.org. The Health Department's Community Health Plan recommends a three-part strategy to achieve its objective, which is to "decrease the prevalence of overweight and obesity by 10% among DuPage County residents through policy, system, and environmental change."

1. Improved surveillance: Increasing the use of Body Mass Index (BMI) tools in the schools (including web-based BMI surveillance applications) will improve understanding of the prevalence of overweight and obesity in DuPage children. These tools will be also be expanded to include preschoolers, adults, and seniors.
2. Improved understanding of risk factors associated with the built environment: Use of the Community Healthy Living Index (CHLI) tool will develop an accurate picture of barriers to, and opportunities for, healthy living. FORWARD, in partnership with other organizations and leaders, will analyze the results and offer recommendations for strategic change. Also, a database of obesity prevention resources, interventions, policies, and tools will be developed and made widely available.
3. Identify, implement, and promote specific countywide changes: Although the specific changes are yet to be identified, three new centers of expertise will be developed including: (a) The Center for Community Nutrition; (b) The Center for Active Living; and (c) The Center for Innovative Strategies. These Centers, working together with community leaders, will identify the specific

Child Development, Youth, and Education

Graduation and Dropout Rates

Head Start Enrollment

Elementary School Student Performance

High School Student Performance

At Risk Youth

Preparing for Work (WorkKeys)

Graduation and Dropout Rates

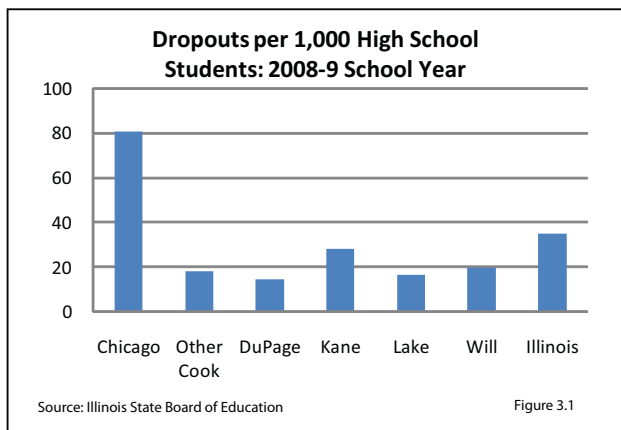
Graduation rates are high in DuPage, and dropout rates are low. However, like the rest of the region, African American and Hispanic/Latino youth drop out of school in high numbers. This suggests an opportunity for strategies that address this disparity.

Why We Measure This

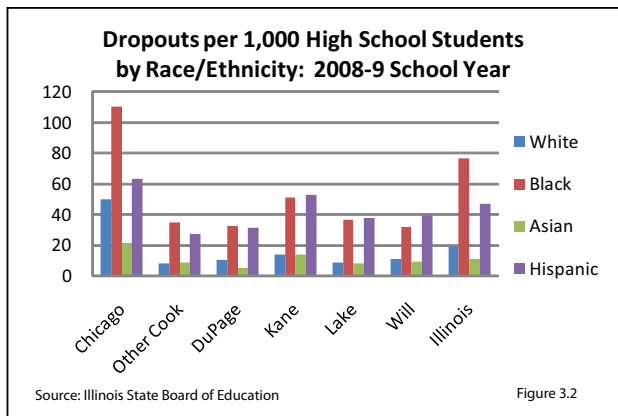
Education is critical to success and financial stability throughout a person’s lifetime. Lack of a high school education is a substantial disadvantage in the job market and to long term financial stability.

Observations

1. Figure 3.1 shows that the ratio of dropouts to total high school enrollment in DuPage is somewhat lower than for other collar counties, and it is less than half of the same ratio for the entire state. In general, students in DuPage are more likely to stay in school.

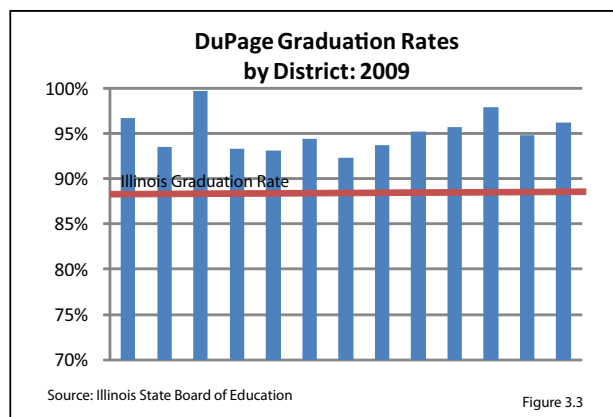


2. Figure 3.2 displays dropout information by race and ethnic groups. Like other parts of the Chicago region, DuPage schools struggle to keep minority students in school. In DuPage, Black or Hispanic students are about three



times more likely to drop out of school than White students. In Illinois this ration is almost four times for Black students.

3. Figure 3.3 shows graduation rates for districts in DuPage are all above the rate for Illinois. It should be noted that graduation rates will fluctuate from year to year because it requires comparing the number of graduates with the freshman class that started four years earlier while keeping track of all the in-migration and out-migration in that class during that four-year period.



Challenges, Strategies, and Resources

The challenge of reducing the number of dropouts is a difficult one. Dropping out of high school not only affects the students themselves, by reducing lifetime earning potential, but also reduces the productivity of the larger economy. So, it affects all of us. The reasons for dropping out can be many and varied, including: (a) falling behind and being overwhelmed; (b) being distracted by emotional or behavioral issues or by peer, neighborhood, or community pressures; (c) outside responsibilities including parenting or family obligations; or (d) not feeling the relevance of what is being taught in school. A local dropout prevention program described by the U.S. Department of Education has six primary components.

1. Data systems: Data systems should identify at-risk students as early as possible. Data that indicate that a student may be falling off track could include absences, grade retention, low achievement, and behavior problems. The earlier this identification takes place, the more effective the interventions will be.

2. Adult advocates: When at-risk students develop sustained relationships with trained adult advocates, they are more likely to overcome the obstacles that would lead to dropping out and, consequently, are less likely to drop out. It is important that both the adult and the student are committed to the relationship.

3. Academic supports: These academic supports would include extra study time, tutoring in specific subjects where the student is having difficulty, homework assistance, targeted interventions to address gaps in math or literacy, and help with test-taking and study skills. Programs can be targeted to the individual needs of the student.

4. Social/behavior programs: Learning skills to interact with other students, teachers, and others is often a necessary component of dropout prevention. Addressing social or behavioral problems will allow the student to be more engaged in school, improve communication skills, and reduce disruptive behavior.

5. Learning environment: Students need to feel a sense of belonging in the environment of the school. Creating such an environment often means creating a more personalized experience for the student. Approaches might include establishing small school environments within the school, special team teaching arrangements, extended school schedules, and extra-curricular activities.

6. Rigorous/relevant instruction: This instruction prepares the student for education or career beyond high school and demonstrates the relevance of high school to the student's future. Multiple pathways to graduation are needed, and students should graduate with the skills to succeed in college without remediation and/or succeed in the workplace.

These six components not only are valuable for reducing the number of dropouts, but they are also basic components of an academic system that will support all students. To prevent an at-risk student from dropping out usually requires deploying most, if not all, of these components in combination. It is also obvious that support of these components must come from the community as well as within the school system, and partnerships with community resources are necessary.

Head Start Enrollment

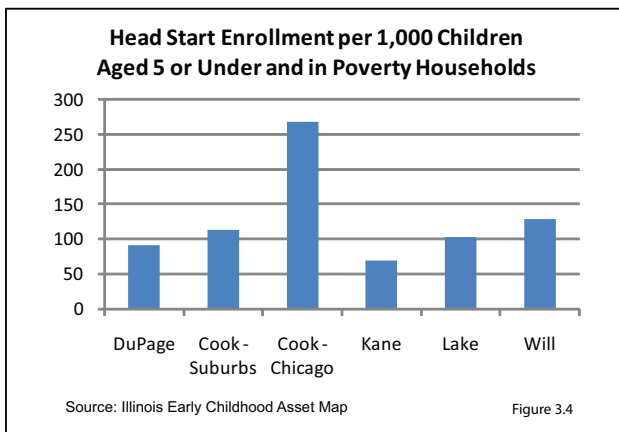
Head Start programs began in urban areas in an effort to avoid achievement gaps for disadvantaged children. However, the growth of low income and non-English speaking populations in the suburbs suggests the need to enhance pre-school programs in the suburbs.

Why We Measure This

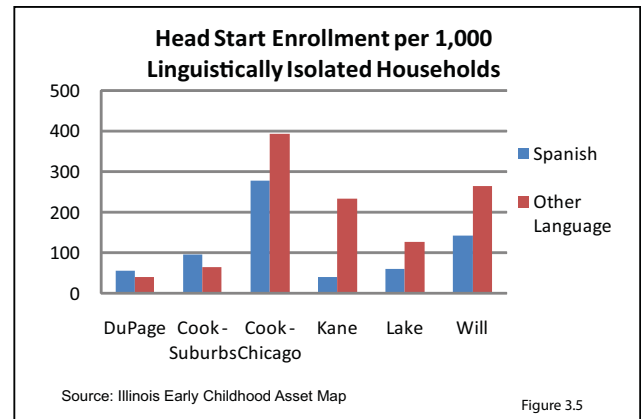
The Head Start program provides comprehensive child development services to economically disadvantaged children and their families with a special focus on getting pre-school children ready for kindergarten and first grade. We measure the availability of this resource as an indicator of the support that potentially at-risk children have in early childhood.

Observations

1. Figure 3.4 compares the size of the Head Start program (enrollment) in parts of the region to one measure of potentially at-risk children (below poverty and five years or younger in age). The chart clearly shows that the Head Start program is significantly larger in Chicago than in any other part of the region. Only Kane County has a comparatively smaller program than DuPage County when viewed in this way.



2. Figure 3.5 takes a different view when defining potentially at-risk children. In this chart, Head Start enrollments are compared to the number of linguistically isolated households. The results are somewhat the same as when we consider children in poverty, but the impact is actually more pronounced for DuPage. The “Other Language” isolation is high in DuPage, so the ratio of Head Start enrollments to linguistically isolated households is lower in DuPage than in any other part of the region. In other words the size of this program is very small compared to this indicator of potential need.



Challenges, Strategies, and Resources

Measuring Head Start is not the only way to evaluate early childhood development programs for at-risk youth. However, the data presented above suggests that there is a need to expand these programs in the suburban areas of the Chicago region. This is particularly important when considering the growing numbers of children below poverty and the growing numbers of ethnic minorities in DuPage and other suburban areas (i.e., the groups usually targeted by early childhood development programs). Because this target population is growing in the suburbs and is not growing (and even decreasing) in urban areas like Chicago, new Head Start resources should focus on suburban areas. Unfortunately, new Head Start resources are not available.

A local initiative in DuPage that is designed to fill this gap is Educare of West DuPage (see www.educareofwestdupage.com for more information). Their goal is to establish an Educare facility in partnership with West Chicago Elementary District 33 and other community organizations and philanthropists. It is part of a national Educare model affiliated with the Bounce Learning Network of the Buffett Early Childhood Fund. There are several Educare centers already operating in various parts of the country. The initiative in West Chicago is described as having four major components.

1. A place to provide a presence in the community: A site has been selected at the corner of Forest Avenue and Pearl Street in West Chicago. A significant part of the national model is to develop a state-of-the-art

facility that will be a warm inviting place, located near the target population, where local residents will feel welcome and valued.

2. A program to encourage learning: The programs are full-day and year-round, and they are based on the best research in early childhood development. They combine nurturing with learning for children from birth to five. Programs are designed so that each child will enter kindergarten with the necessary skills and behaviors to ensure success, and programs are not only provided to the children but also to parents so that they can give the necessary support for success.

3. A partnership between the public and private sectors: The partnership with the local school district and with other community organizations and philanthropists helps assure that this is a community-wide effort to improve the performance and success of children entering school.

4. A platform for community-wide change: The concept of Educare also emphasizes community impact including policy and systems improvement by acting as a catalyst or model to be replicated in other parts of the community. Therefore, one goal of Educare of West DuPage is that its impacts will go beyond the immediate participants in the West Chicago program.

In addition to the very specific Educare initiative, other organizations are emphasizing similar community-wide goals. The DuPage Community Foundation (DCF) has been emphasizing early childhood care and education as part of its CommunityWorks initiative, and, in fact, is one of the partners with Educare (www.dcfndn.org). DCF's emphasis is on creating affordable, quality, curriculum-based education programs for all children starting at birth and developing measurement tools to evaluate these programs. An additional value of their work is in developing the larger networks for community-wide change. DCF is also partnering with Positive Parenting DuPage (www.positiveparentingdupage.org) and YWCA Child Care Resource and Referral program.

Elementary School Student Performance

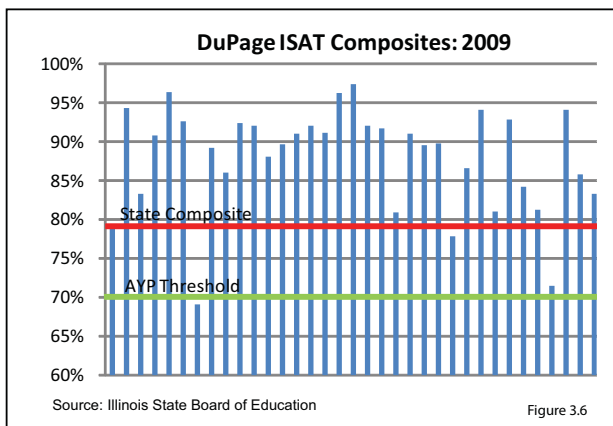
The students in DuPage elementary schools generally perform above the statewide average on the Illinois Standards Achievement Test (ISAT). However, the data suggest that low income and minority students do less well on these tests, and this disparity may need to be addressed.

Why We Measure This

The Illinois Standards Achievement Test (ISAT) covers reading and mathematics in grades 3 through 8, and it also measures science and writing at selected grade levels. The tests are used to measure school performance relating to statewide standards by measuring the performance of students in these schools. A student's performance can be a good indicator (but not the only one) of academic success in school and, by inference, in future life.

Observations

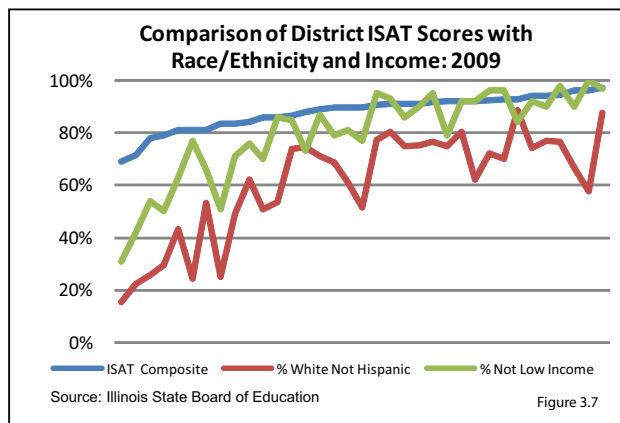
1. Figure 3.6 demonstrates that students in most school districts in DuPage score well above the State average. Only three of the 35 districts with elementary students had scores below the State average, and only one was below the Adequate Yearly Progress (AYP) threshold. However,



a total of 17 districts did not meet the full AYP standard, which requires meeting the threshold for all subgroups (race, ethnicity, disability, etc.), meeting attendance requirements, and achieving a minimum percentage of students tested. Five districts are on the Academic Early Warning Status (AEWS) list, meaning that they did not achieve adequate progress for two consecutive years.

2. Figure 3.7 compares ISAT composite scores in each district (points on the blue line) with information about each district's race/ethnicity mix (the red line showing the percent of White, not Hispanic students) and economic mix (the green line showing the percent of students who are not low income). This chart seems to indicate that districts

with fewer racial and ethnic minorities and with fewer low income students tend to do better on the ISATs. This correlation is obviously not a perfect one, but it appears strong enough to suggest the importance of strategies to address



these disparities.

Challenges, Strategies, and Resources

The report "Early Warning: Why Reading by the End of Third Grade Matters," a Kids Count special report of the Annie E. Casey Foundation (2010), states that reading proficiency by the end of third grade can be a make or break point in a child's education. Through third grade, we are learning to read, and after third grade we are reading to learn. Further, the report states that the costs to our society for each individual that does not complete high school is about \$260,000 in lost earnings, taxes, and productivity.

Many studies have shown that success in the early years of school begins with a healthy birth (not premature, a healthy birth weight, free of congenital health problems, and without prenatal exposure to toxic substances). A second factor includes the experiences of early childhood development (birth to 5) that should foster the language skills and the social and behavioral skills that will prepare the child for the school environment. A third factor is the child's environment in grades K-3. The instructional environment of the school itself needs to be high performing, but, in addition, the child must not be hampered by chronic absences, and should be relatively free of other stressors (hunger, housing insecurity, excessive mobility, etc.). Although DuPage schools are generally high performing schools, this is only

a part of the environment that determines a child's ability to read proficiently by the end of third grade.

Some of these other factors in early childhood development are discussed elsewhere in this Community Assessment in the section on "Head Start Enrollment," including Educare of West DuPage, CommunityWorks of the DuPage Community Foundation, and Positive Parenting DuPage. Below, we describe the United Way's approach to education.

United Way Worldwide is emphasizing the education system up to early adulthood including: (a) school readiness (pre-school); (b) reading proficiency by the end of third grade; (c) middle school transition (readiness for high school); (d) high school graduation; and (e) work or post-secondary school by 21. In the Chicago area, the United Way of Metropolitan Chicago (UWMC) is focusing the two of these critical periods with emphasis on: (a) ensuring that children enter school ready to learn and succeed; and (b) supporting youth to transition successfully into high school. The overall strategy is to build what UWMC refers to as "School Ready Communities." For early childhood development and education, these communities would emphasize the following.

1. Services: The goal is to increase participation in early childhood programs through strategies like increasing enrollment in high-quality preschool programs, outreach to families most at-risk through home visiting or other methods, or other locally developed strategies.

2. Families: The goal is to ensure parental involvement and support by such strategies as connecting parents and families with necessary economic opportunities and supports (to create and maintain family stability), programs that increase family reading, and other methods.

3. Communities: To achieve results, it is necessary that communities make long term public investments. Examples of specific strategies that would promote these investments would include: (a) increasing public education and awareness around early childhood education; (b) increasing standards, training, and support for professionals in the field of early childhood education; and (c) use of volunteers for reading or outreach programs.

4. Schools: The goal is to smooth the transitions from early childhood into the school environment. This may include transition plans from early childhood settings to kindergarten or strategies that ensure that gains in early childhood settings are sustained in kindergarten and the early grades.

UWMC's approach, which will be implemented locally by the United Way of DuPage/West Cook, begins by focusing its efforts and investments on a limited number of communities where there is a high level of need and where there is sufficient community commitment to assure success. The initial successful collaborations will become models for other implementation in other communities.

High School Student Performance

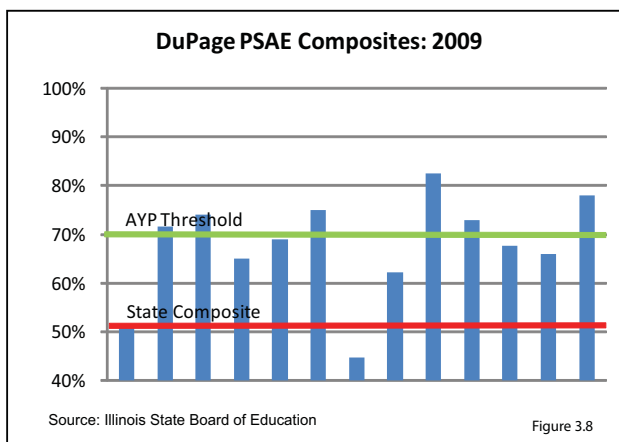
The students in DuPage high schools generally perform above the statewide average on the Prairie State Achievement Examination (PSAE). However, the data suggest that low income and minority students do less well on these tests, and this disparity may need to be addressed.

Why We Measure This

The Prairie State Achievement Examination (PSAE) measures performance of 11th grade students in reading, mathematics, writing, and science. The tests are based to a large degree on the ACTs, and they include the ACT WorkKeys assessments in Reading for Information and Applied Mathematics. Therefore, they are also testing workplace readiness. A student's performance can be an indicator of academic success in post-secondary schools and in the workplace.

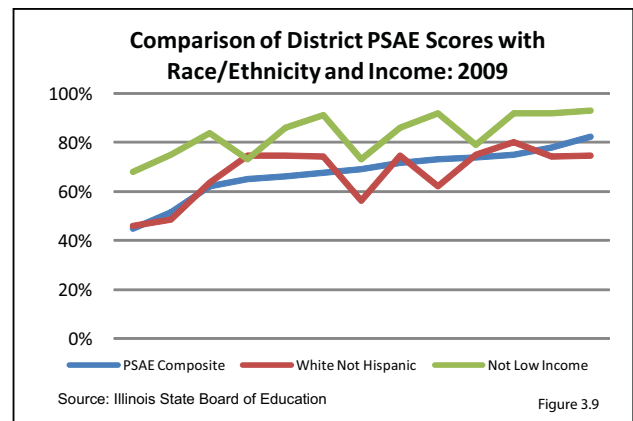
Observations

1. Figure 3.8 demonstrates that students in most school districts in DuPage score well above the State average. Only one of the 13 districts with high schools had a score that was below the State average, but seven were below the Adequate Yearly Progress (AYP) threshold. Eight districts did not meet the full AYP standard, which requires meeting the threshold for all subgroups (race, ethnicity, disability, etc.), meeting attendance requirements, and achieving a minimum percentage of students tested. One district is on the Academic Early Warning Status (AEWS) list, meaning that it did not achieve adequate progress for two



consecutive years. Six districts are on the Academic Warning Status (AWS) list, meaning that they did not achieve adequate progress for an additional two year (for a total of four years).

2. Figure 3.9 compares PSAE composite scores in each district (points on the blue line) with information about each district's race/ethnicity mix (the red line showing the percent of White, not Hispanic students) and economic mix (the green line showing the percent of students who are



not low income). This figure seems to indicate that districts with fewer racial and ethnic minorities and with fewer low income students tend to do better on the PSAEs. This correlation is obviously not a perfect one, but it appears strong enough to suggest the importance of strategies to address these disparities.

Challenges, Strategies, and Resources

High school student performance, particularly when considering achievement gaps based on race, ethnicity, and income, is related to other issues reviewed in this document. One of these is discussed in the section on "Dropout and Graduation Rates." The strategies that address dropout prevention include: (a) early identification of students that are struggling using effective data systems; (b) adult advocates to help overcome obstacles; (c) academic supports to address specific gaps; (d) programs to improve social and behavioral skills; (e) a learning environment where the student feels a sense of belonging and is engaged in the school; and (f) rigorous and relevant instruction in the high schools. The report, "Pathways to the Workforce in DuPage County," that is described in the "Preparing for Work (WorkKeys)" section of this Community Assessment also provides recommendations for high school strategies that will improve performance.

A local initiative that is just beginning in DuPage revolves around the United Way's focus on education. The United Way Worldwide is emphasizing the education system from birth to early adulthood including: (a) school readiness (pre-school); (b) reading proficiency by the end of third grade; (c) middle school transition (readiness for high school); (d) high school graduation; and (e) work or post-secondary school by 21. In the Chicago area, the United Way of Metropolitan Chicago (UWMC) is focusing the two of these critical periods with emphasis on: (a) ensuring that children enter school ready to learn and succeed; and (b) supporting youth to transition successfully into high school. The overall strategy is to build what UWMC refers to as "School Ready Communities." In order for youth to transition successfully to high school (and improve performance in high school), these School Ready Communities would emphasize the following.

1. **Services:** A primary goal is to design services in the community (such as after school enrichment activities; and health, education, and financial stability programs; ESL classes: etc.) that have proven links to improving student performance.
2. **Communities:** Community involvement could include private resources such as corporate engagement, or other forms of engagement, in community schools to increase mentoring, exposure, and experiential learning. The emphasis is on using private resources to leverage student performance.
3. **Families:** The goal is to increase expectations within the family for student success. Strategies might include involving families in developing enrichment and support programs or engaging families and communities with policy issues related to the child's education.
4. **Schools:** The goal is to use data to increase achievement. This would start by finding promising practices (best practices) that have demonstrated effectiveness and then measuring the effectiveness of these practices in the local environment.

UWMC's approach, which will be implemented locally by the United Way of DuPage/West Cook, begins by focusing its efforts and investments on a limited number of communities where there is a high level of need and where there is sufficient community commitment to assure success. The initial successful collaborations will become models for other implementation in other communities. More about the United Way's education mission can be found at <http://www.uw-mc.org/mission/education>.

At Risk Youth

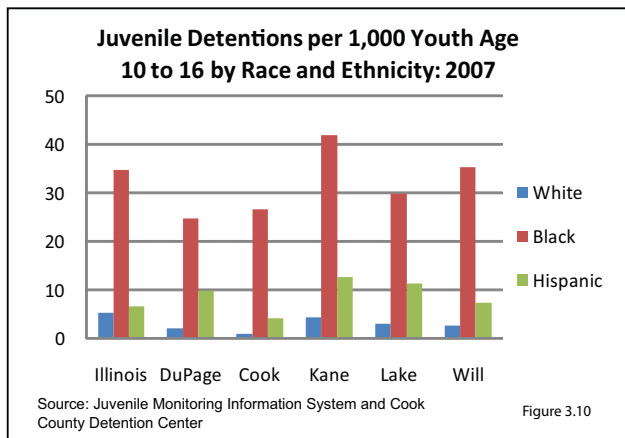
There are some signs that youth are at less risk in DuPage than elsewhere when considering criminal behavior, truancy, and substance abuse indicators. However, disparities when considering race and ethnicity seem no less prevalent in DuPage. This suggests the need for strategies that focus on minority youth.

Why We Measure This

We are measuring three aspects of risk in this section including juvenile detentions (early contact with the criminal justice system), truancy (an indicator of placing a low priority on education), and services to youth by the Division of Alcohol and Substance Abuse (an indicator of alcohol and substance abuse). All of these are behaviors that often lead to lifelong poverty and adjustment problems.

Observations

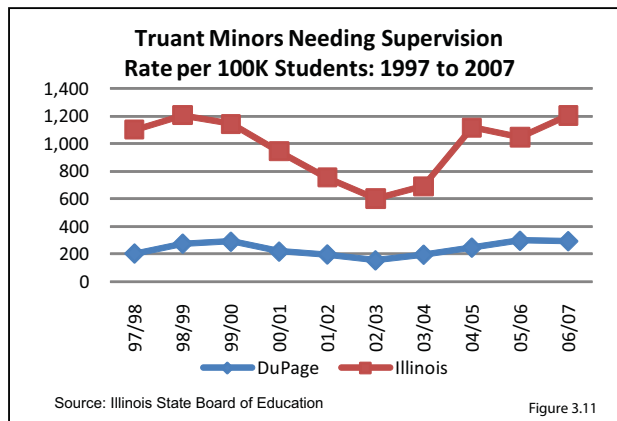
1. Juvenile detentions in Illinois and the regions are shown in the first chart. The most noticeable feature of this chart is that Black youth are many times more likely to be detained than White youth, and the rate of detentions of Hispanic youth also significantly exceeds that of Whites.



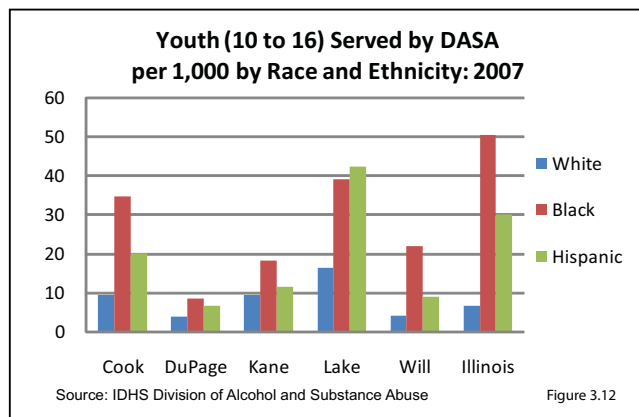
In Illinois, Black youth are over six times more likely to be detained than Whites, and Hispanic youth are 24% more likely to be detained. In DuPage, these ratios are over eleven times more likely for Black youth and over four times more likely for Hispanic youth. The chart shows that these ratios are similar or more striking in other counties (figure 3.10)

2. The rate of truancy in DuPage (shown in figure 3.11) is significantly lower than the statewide figure. This lower rate of truancy appears to be present in all high school districts in DuPage. The DuPage district with the highest rate is only 73% of the statewide figure, and the district with the lowest rate is only 5% of the statewide figure. Because

truancy is associated with poorer performance and risk of dropping out of school, it is important to keep these rates low.



3. Figure 3.12 presents data on youth that are served by DASA in Illinois and in the region. An important feature of this chart is the relative lack of consistency from county to



county in the rate to which services are provided. State-wide, Black youth are over seven times more likely to be receiving DASA services than Whites, and Hispanic youth are over four times more likely. There are disparities in DuPage but not to the same degree. Also, the total rate of service provision in DuPage is substantially lower than for other areas. Because the incidence of substance abuse in DuPage is similar to statewide figures, this suggests that services are less available in DuPage.

Challenges, Strategies, and Resources

The issue of disproportionate representation of minority youth in the juvenile justice system came to national attention in the late 1980s – known as Disproportionate Minority Contact (DMC). It is a concern that exists in most parts of the country, and addressing the issue is a requirement of states (based on legislation passed in 1992 and in 2002). The Office of Juvenile Justice and Delinquency Prevention (OJJDP) provides considerable guidance on addressing DMC. An on-line technical assistance manual is available at www.ncjrs.gov/html/ojjdp/dmc_ta_manual/index.html. This manual and other information on the OJJDP website should be consulted for detailed descriptions of potential strategies. As is the case with many other strategies outlined in this Community Assessment, the approaches focus on data collection and analysis, establishing collaborative local partnerships (and working with state coordinators as well), identifying best practices in prevention and intervention (and drawing on those that will work best locally), evaluating the effectiveness of selected strategies, and being linguistically and culturally competent in the delivery of programs.

Truancy can be an early indicator that a student is at risk for low academic achievement or for dropping out of school. The DuPage Regional Office of Education (ROE) maintains a Truancy Intervention Program that employs four full time outreach caseworkers. More about this program can be found at <http://www.dupage.k12.il.us/districts/services/Truancy.shtml>. The truancy outreach caseworkers provide: (a) consultation with school personnel, students, parents, and community groups; (b) case management to determine the reasons for absenteeism and to help with services to address the issues including alternative education programs; (c) programs to monitor and assess student attendance; (d) coordination with schools and community leaders; (e) presentations to a variety of community groups about truancy and what resources are available to address problems; and (f) maintenance of several publications on attendance and truancy issues.

In the section on Substance Abuse in this Community Assessment, we note that the IPLAN Community Health Plan has placed a priority on reducing substance abuse in households with children. Specifically, this Plan establishes the objective of reducing the percentage of 6th, 8th, 10th, and 12th grade DuPage County students who have used alcohol or marijuana in the past 30 days by 10% and to accomplish this objective by the end of 2015. To accomplish this objective, the Health Department will be using a two-part strategy that includes: (a) developing and deliver-

ing enhanced prevention messaging that will be based on the guidelines of the Substance Abuse and Mental Health Services Administration's (SAMHSA's) Strategic Prevention Network; and (b) creating a group of at least 50 community leaders that will be known as a Mental Health/Substance Abuse Services Collaborative that will collectively develop and implement strategies to reduce substance abuse in DuPage.

Preparing for Work (WorkKeys)

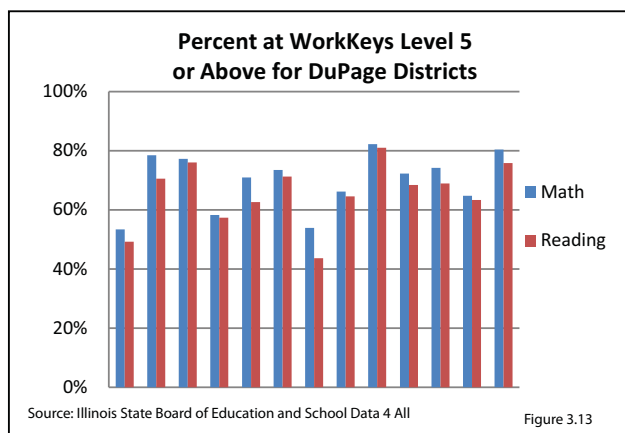
On average, DuPage high school students perform above state and national benchmarks on assessments of work skills, but a large percentage are not ready for college or for the workforce upon leaving high school. Additionally, minority and low-income students are disproportionately on a path to low-wage jobs.

Why We Measure This

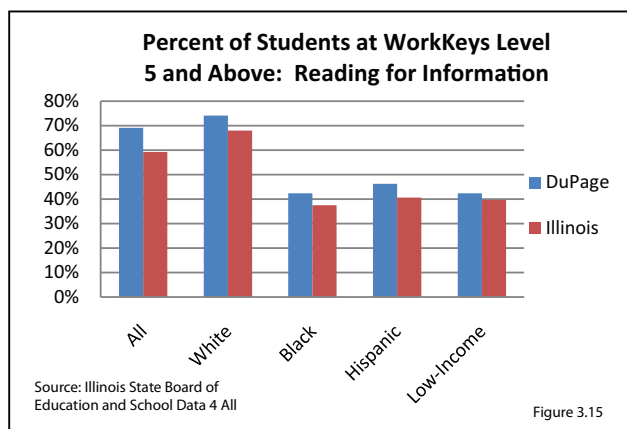
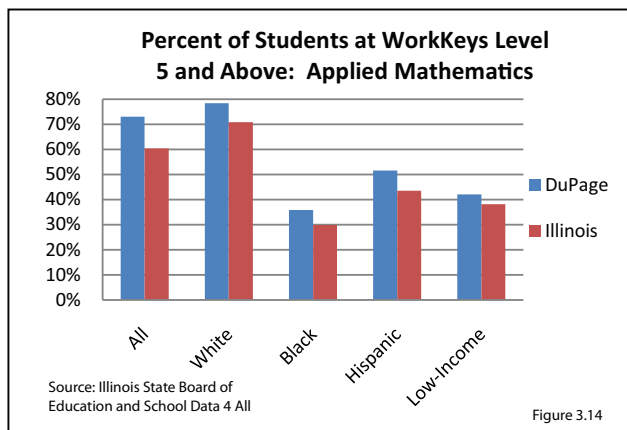
WorkKeys assessments measure 11th grade students' proficiency in Applied Mathematics and Reading for Information and are included in the Prairie State Achievement Examination (PSAE). These assessments are specifically targeted to these two types of skills that are essential in the workplace. Higher levels of proficiency predict greater success in finding and keeping a good job.

Observations

1. Figure 3.13 shows the percent of 11th-graders scoring at level 5 or higher on the math and reading WorkKeys assessments in each of the thirteen high school districts in



White students.



DuPage. The highest WorkKeys level is 7, and the lowest is “less than 3.” A Level 5 in each area indicates necessary skills required for 90% of the jobs in the WorkKeys database, and a 3 indicates skills that would be sufficient for only 35% of the jobs. The chart shows significant variance in the performance of students in the thirteen districts in DuPage. As a benchmark, the statewide figure for Level 5 and above in math is 60.4%, and for reading it is 59.3%. Comparable figures for DuPage schools are 73.0% and 69.2% respectively.

2. The lowest performing districts in the figure 3.13 are those with higher numbers of minority and low income students, and figures 3.14 and 3.15 demonstrate this disparity. Note that performance of minority and low income students on both the Applied Mathematics and the Reading for Information WorkKeys assessments is significantly below that of

Challenges, Strategies, and Resources

Although DuPage students perform above state benchmarks on WorkKeys assessments, the document “Pathways to the Workforce in DuPage County” (Jonathan Furr, Paula Kurlin, and Elliot Regenstein, prepared for the DuPage Workforce Board, 2008) reported that a large percentage of DuPage students are not achieving college, or work-ready, levels (report available at www.dupageworkforceboard.com). This report also states that there appear to be two pathways to the workforce in DuPage. One prepares the student for higher skilled (and higher paying) knowledge-based jobs and a second pathway prepares students for low wage jobs. Further, a disproportionate share of those on the path to low wage jobs are minority students. Improving educational outcomes and work readiness re-

quires two general approaches.

1. A focus on high schools: This approach is presented in the “Pathways” report and includes the four strategies of: (a) aligning high school standards and assessments with the knowledge and skills required for success after high school; (b) requiring all graduates to take rigorous courses that are aligned with college and career-ready standards and that prepare them for life after high school; (c) streamlining the assessment system so that the tests students take in high school also can serve as placement tests for college and for hiring in the workplace; and (d) holding high schools accountable for graduating students who are ready for college or careers and holding post-secondary institutions accountable for students’ success once enrolled.

2. A focus on early learning and pre-high school: High school programs can be too late for many disadvantaged youth. Many fall too far behind before entering high school or drop out of school (see the Indicator Set “Dropout and Graduation Rates” in this section). The United Way of Metropolitan Chicago promotes: (a) ensuring that children enter school ready to learn and succeed (including physical wellbeing and motor development, socio-emotional development, approach to learning, language and communication skills, and cognitive and imagination skills); and (b) supporting youth to transition successfully into high school (strong and positive relationships with parents and teachers that emphasize performance, good early grade performance and attendance, and being “on-track” in 9th grade and understanding the relevance of high school success for college and career).

Because learning is also affected by factors outside the classroom, it is important that the community also emphasizes the reduction of other barriers. These other barriers include: (a) poor health or inadequate nutrition that will have a negative effect on learning; (b) household instabilities such as unstable housing, domestic abuse and unrest, or substance abuse; (c) disabilities; and (d) family, neighborhood, peer, or cultural pressures that de-emphasize education or create substantial distractions to learning. Neutralizing these barriers requires a holistic approach that addresses many of the issues described elsewhere in this Community Assessment.

Safety and Security

Homelessness

Hunger and Food Security

Child Safety

Domestic Violence

Homelessness

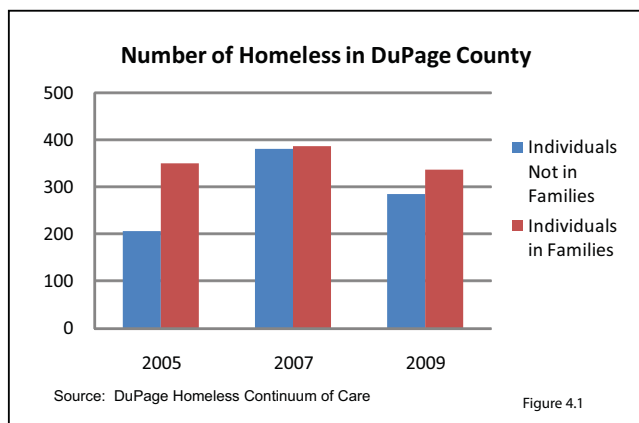
DuPage County has a relatively low number of homeless persons, but, as with all homelessness, it is devastating for those who are affected by it. The DuPage Homeless Continuum of Care is working to reduce homelessness by moving homeless individuals and families into stable housing.

Why We Measure This

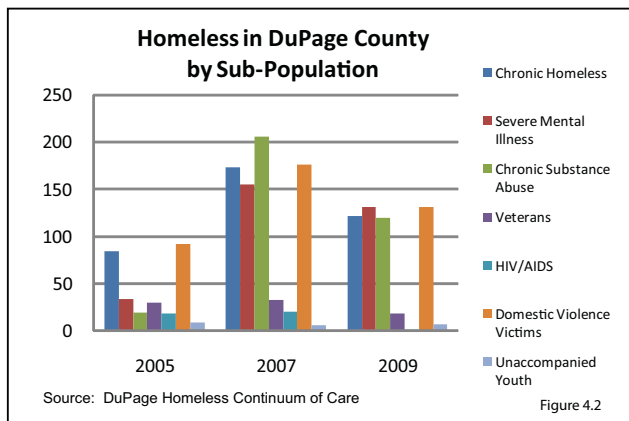
Having a place to live is an essential part of stability. This tabulation the level of homelessness in the community includes individuals and persons in families who are in shelters, transitional housing, or are on the street.

Observations

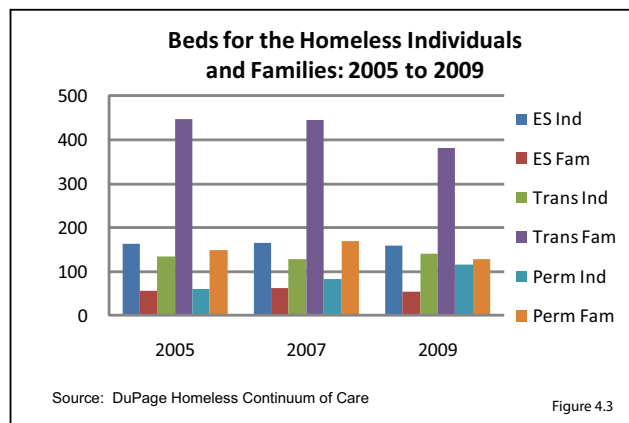
1. An important feature of the homeless population, which is made evident in figure 4.1, is that it fluctuates and it is hard to measure from year to year. There is no perfect way to count the homeless in a community. The data in the first chart comes from a “point in time” count done in January of each of the three years reported. The total count in 2005 was 557, in 2007 it was 766, and in 2009 it was 620.



2. Figure 4.2 provides data that describes the homeless by categorizing them into sub-populations. These sub-populations are not mutually exclusive. In fact, dual diagnoses like severe mental illness and substance abuse are common. Again, the chart shows the change in this mix of individuals over time. The homeless population in DuPage includes a significant component of chronic homeless persons, persons with mental illness and substance dependencies, and domestic violence victims. The veteran component is relatively smaller, but this is a group that could grow in the next few years.



homeless persons from 2005 to 2009 in six categories (emergency shelter for individuals and for families, transitional housing for individuals and for families, and permanent supportive housing for individuals and for families). The continuum has been emphasizing the development of permanent housing for homeless persons to create the stability that these individuals and families need in order to permanently address their homeless situation and to achieve the goal of eliminating homelessness. Therefore, the number of transitional housing beds is going down



while permanent housing is going up. Still, in 2009 the Continuum estimated a need for an additional 52 beds individual transitional housing, 138 beds of family transitional housing, 50 beds of individual permanent housing, and 57 beds of family permanent housing.

3. Figure 4.3 shows the change in beds available for

Challenges, Strategies, and Resources

The DuPage Homeless Continuum of Care is a collaboration of several non-profit groups and local government that is working to reduce homelessness in the county, and its mission is to develop and support effective strategies to end homelessness in DuPage County. However, ending homelessness is such a challenge because there are many reasons why individuals or families become homeless. Reasons may include the sudden loss of a job without a safety net, or long-term unemployment that has depleted what resources might have been available. A physical or mental illness, or substance abuse, could create instability and barriers to finding stability. Or, domestic violence could force the difficult decision to leave a dangerous home knowing that the alternative might be no home at all.

Despite these challenges, the DuPage Homeless Continuum of Care is organized to address all of these situations. Although a more complete description of this collaboration and its work can be found at the Continuum's website (www.dupagehomeless.org), the following is a brief outline of its five-part approach.

1. Homeless prevention: The most effective way to stop homelessness is to avoid it in the first place. Assisting persons at risk of homelessness in maintaining their housing is accomplished by providing emergency rental assistance and eviction prevention services (such as legal help).

2. Outreach and engagement: Outreach to chronically homeless persons (usually with a mental illness and/or substance abuse condition) requires fairly intensive outreach efforts in order to engage them enough to accept and use services over a long period. For an episodically homeless person or family, outreach might simply mean raising awareness of the services that are available. In either case, the objective is to shorten homelessness. Another type of outreach is community outreach, which seeks to build general awareness and support of efforts to end homelessness.

3. Housing: It is necessary to generate long-term housing solutions that increase the supply of affordable housing. Strategies include more immediate housing assistance (such as vouchers) as well as long range solutions like developing replicable models for increasing affordable housing supply. The Continuum has also emphasized the importance of assisting the homeless in navigating the system so that they can be re-housed in a timely way.

4. Employment and other income: A critical factor in finding and remaining in stable housing is to have an

income stream that can support it. Forms of income may include employment or child support, or it could mean better access to certain "mainstream benefits" like Social Security Income (or Social Security Disability Income), Temporary Assistance for Needy Families, Medicaid, Supplemental Nutrition Assistance Program (Food Stamps), and other programs.

5. Services: Providing and linking to case management, mental health, substance use, and health care services will also shorten homelessness and increase housing stability.

To successfully implement the five-part approach described above, the Continuum recommends a foundation of information and resources. This foundation includes: (a) data about needs and the system that can be used to guide decision making; (b) obtaining and cultivating the necessary funding from federal, state, and local government resources as well as private philanthropic resources; and (c) planning and advocacy that promote system-wide improvements that will prevent homelessness and shorten the length of time people spend homeless.

Hunger and Food Security

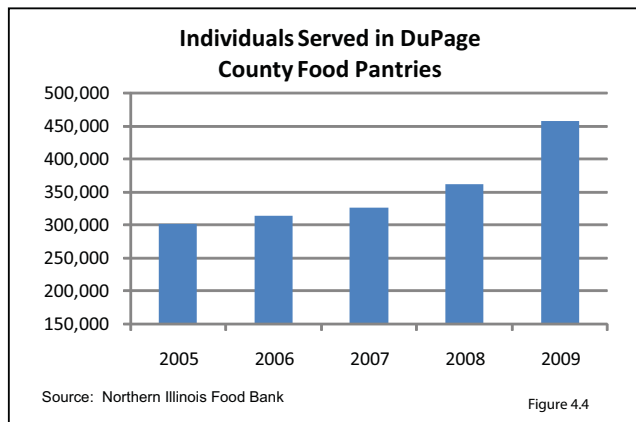
Upward trends in use of food pantries in the last few years clearly show the effects of the poor economy. It appears that unemployment and underemployment (key features of the recent recession) are expected to continue for some time even though parts of the economy may be recovering. Therefore, the high need for food supplements for vulnerable people will continue.

Why We Measure This

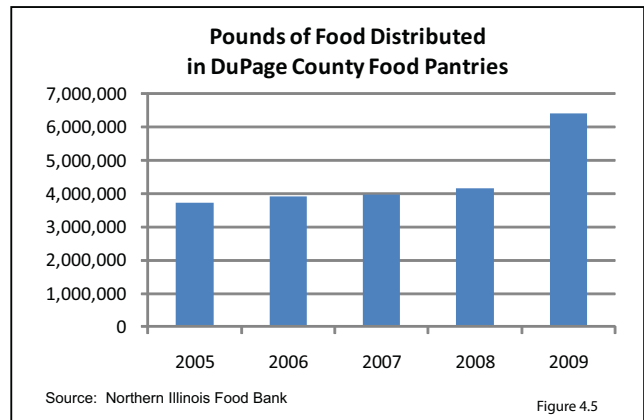
The availability of food for subsistence and nutrition is one of life's most basic needs. The measures we are using to evaluate the need in DuPage County are utilization of food pantries and use of the Supplemental Nutrition Assistance Program (SNAP), which had been known as the Food Stamp program.

Observations

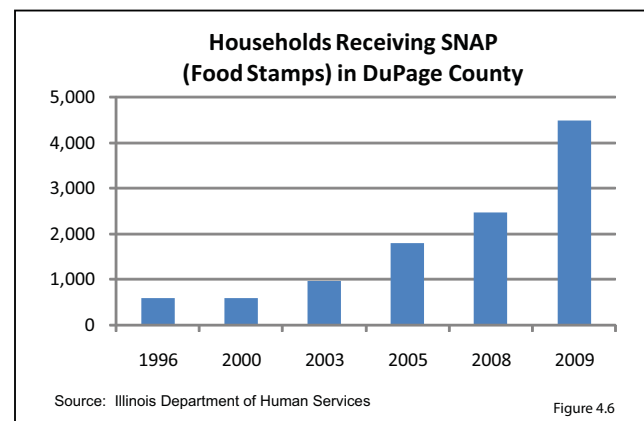
1. Figure 4.4 shows that utilization of food pantries in DuPage has been rising. In fact, the trend appears to move upward most rapidly when unemployment was also on its steepest rise. Between 2005 and 2009, the number of individuals using food pantries increased by 52%.



2. The amount of food distributed at the pantries increased by 72% during this same period (2005 to 2009) as shown in the second chart. This increase suggests that not only are more people using the pantries, but they are also using them for a larger portion of their available food. Figure 4.5 indicates that the largest increase occurred in 2009, which was the worst year of the recent recession in terms of the rise in unemployment.



3. Figure 4.6 provides information about use of the Food Stamp program and (more recently) the Supplemental Nutrition Assistance Program (SNAP). Even though the name has changed, the program has not, so it is a good indicator of the long-term upward trend. Food pantry clients are



encouraged to use SNAP if they are eligible, but a recent study of all pantries in the Northern Illinois Food Bank Network suggests that SNAP, by itself, is not enough to prevent reductions in food intake and disruptions in eating patterns (food insecurity).

Challenges, Strategies, and Resources

The data clearly show the relationship between the worsening economy and the need for supplemental programs

to address food insecurities. It is important to note that, although some indicators suggest that the economy could be considered in recovery, most economists still expect the unemployment rate to remain high for a number of years. Therefore, the most vulnerable will continue to have serious food insecurities, and the demand for these supplements will remain high.

The following summary information comes from a recent report for Hunger in America (James Malbi, Rhoda Cohen, Frank Potter, and Zhanyun Zhao, *Hunger in America 2010: Local Report Prepared for the Northern Illinois Food Bank*, Mathematica Policy Research, Inc., January 2010). It covers all of the Northern Illinois Food Bank (NIFB) area including approximately 420 NIFB member distributors (pantries, kitchens, and shelters) in 13 counties in northern Illinois (generally from Stephenson to Kankakee Counties but not including Cook). In DuPage, there are 47 NIFB members and a total estimated number of pantries of 60 to 65.

1. The people served: Nearly half (48%) of household members served are children under age 18, and 8% are age 5 or under. 43% of households have at least one employed adult, 66% have incomes below poverty, and 5% are homeless. 80% of the client households are food insecure, and 48% have very low food security. Food insecurity is defined by the USDA (and based on a short questionnaire) as having “limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways.” Very low food security means that households have had one or more members experience reductions in food intake or disruptions in eating patterns due to a lack of adequate resources for food. Three-fourths of clients (76%) report having to make a choice between buying food and paying for at least one other essential item including utilities, rent, medical care, basic transportation, and gas for the car; and, about half (49%) reported having to make choices involving at least three of these essential items. 37% reported that at least one household member is in poor health.

2. The local providers of food: 73% of pantries, 69% of kitchens, and 45% of shelters are operated by faith-based organizations. Most have seen increases in the number of clients served since 2006 (91% of pantries, 67% of kitchens, and 56% of shelters). Pantries, kitchens, and shelters get most of their food from food banks, but other sources include religious organizations, government, and direct purchases from wholesalers and retailers. Many also receive food from the Emergency Food Assistance Program. Volunteers are

very important to the operation of these local programs. 95% of pantries, 86% of kitchens, and 79% of shelters use volunteers. In fact, 70% of pantries and 49% of kitchens have no paid staff at all.

The Northern Illinois Food Bank is a major supplier of food and related commodities in our area and is essential to the network of local agencies that are addressing food insecurity. Also essential to this network are: (a) the many public and private sources of other donations of food and resources; (b) the volunteers, without whom most of the front-line agencies (pantries, etc.) could not function; and (c) the faith community, within which most of the provider agencies operate.

Child Safety

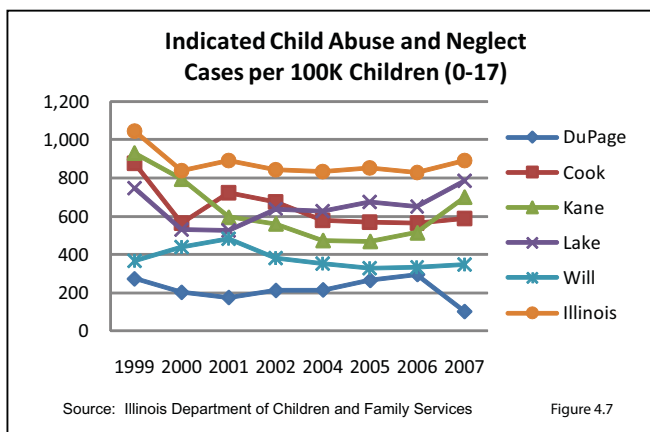
DuPage appears to be one of the safest counties in the state for children. Abuse, neglect, sexual abuse, and crimes against youth measures are all among the lowest in the state. However, any maltreatment of children is too much, and it has far-reaching impacts on the victims as well as the rest of society.

Why We Measure This

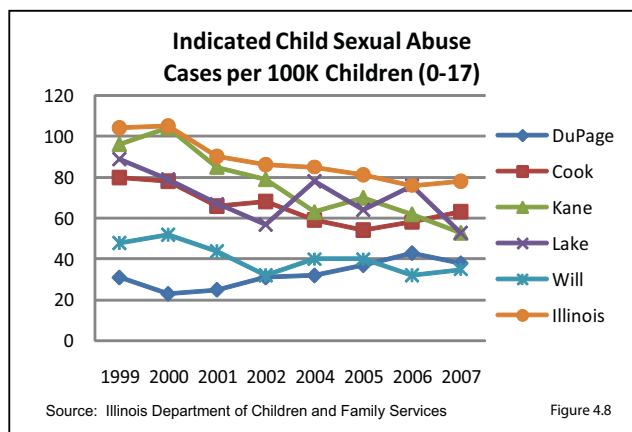
Maltreatment of children has a long lasting impact that will continue into adulthood and is often passed on to future generations. It affects child development, ability to learn, physical health, and socialization. A 2007 national study by Prevent Child Abuse America conservatively estimated the annual societal costs of child abuse and neglect associated with the victim only. This estimate was \$103.8 billion. However, the impacts are not just on the victims themselves, but also on families and society.

Observations

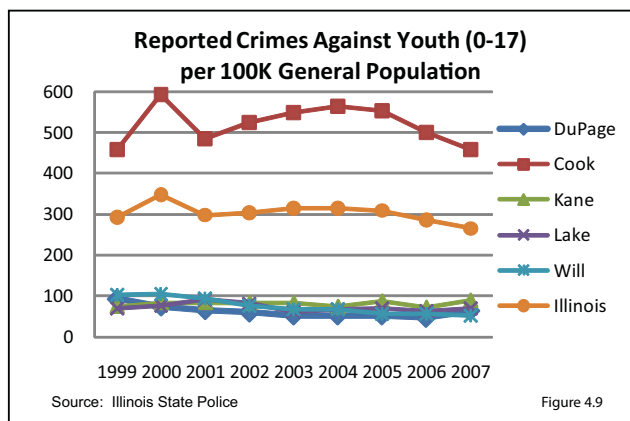
1. DuPage County's rate of child abuse and neglect is typically ranked the lowest in the state. Figure 4.7 shows "indicated" cases. This means that DCFS has determined that there is credible evidence that abuse or neglect has occurred. Although it is not shown on this chart, DuPage also has a low rate of 16.1 "reported" cases per 1,000 children ("reported" cases will always exceed the "indicated" figure), but this is higher than the national Healthy People 2010 target of 10.3.



2. Figure 4.8 provides data on child sexual abuse. Again, we are showing "indicated" cases rather than "reported." As with child abuse and neglect, DuPage also typically ranks among the lowest one or two counties in the state on this measure. The rate appears to be increasing slightly while the statewide rate is going down.



3. Figure 4.9 reports on a different type of child safety issue, and it presents a different picture. It should be noted that reporting of crimes against youth is not a requirement, so the data can be somewhat inconsistent. DuPage, along with other suburban counties, maintains a relatively low rate.



Challenges, Strategies, and Resources

The impacts of child abuse extend well into adulthood, affecting the individual for the full life span. These impacts are well documented, and are listed in national study by

Prevent Child Abuse America that is mentioned above (Ching Tung-Wang, Ph.D. and John Holton, Ph.D., "Total Estimated Costs of Child Abuse and Neglect in the United States," September 2007). These impacts include: (a) poor physical health; (b) poor emotional and mental health; (c) social difficulties; (d) cognitive dysfunction; (e) high-risk or unhealthy behaviors; and (f) behavioral problems. Costs are borne not only by the victims and their families but also by society. The cost estimate cited above (\$103.8 billion nationally – well over \$100,000 per documented case) includes the cost of direct services to respond to the immediate needs of child abuse victims, and it includes indirect costs of services to address long-term and/or secondary effects. The estimate is considered conservative because it does not include intervention or treatment services related to the abusers or other family members and it does not include costs associated with high-risk or unhealthy behaviors of abuse victims.

There are many causative factors that can be associated with child abuse, and the issues are complex. This means that a strategy to prevent child abuse must deal with this variety of causes. Prevent Child Abuse America recommends an eight-part approach to prevention that includes:

- Support programs for new parents – to prepare them for the job of parenting;
- Education for parents – to provide support, advice, and role models (and provided to all families regardless of the presence of risk factors);
- Early and regular child and family screening and treatment – to break the cycle of abused children often becoming abusive parents;
- Child care opportunities – not only for employed parents but also to provide at-risk parents with stress relief;
- Treatment programs for abused children – to minimize the long term effects of abuse;
- Life skills training for children and young adults – to prepare them for the parenting role and to help them protect themselves from abuse;
- Family support services (including 24-hour crisis hotlines and a variety of crisis services) – to help relieve situational stresses and minimize the negative effects of isolation; and
- Public information and education – to enhance the public awareness of the issues and the commitment to preventing child abuse.

Locally, a central focus of the DuPage community response to child abuse rests with Positive Parenting DuPage (PPD). In addition to providing some of the services in the list above, this organization is a collaboration whose members include agencies providing a full range of essential services. Specifically, the components of PPD's approach are

the following.

1. Communitywide public education campaign: This campaign not only includes general public education provided in libraries, schools, social services organizations, etc., but also includes specific education materials provided to all parents in hospital settings and to professionals that may be dealing with families needing parenting support. Topics covered include child development, health, post partum depression, and early literacy.
2. Information and referral system: This system provides 24-hour access to information for parents and professionals. It includes a screening process to identify risk and to match parents with the most appropriate services.
3. Community resource coordination: This includes a searchable community database of resources. Data also include analyses of gaps in existing services to provide focus for future development and training.
4. Birth to five collaborative infrastructure: This infrastructure fosters support, training, and communication in order to improve the functioning of the system and capacity building. This component also includes evaluation and quality assurance activities.

More information about Positive Parenting DuPage can be found on their website, which is at www.positiveparenting-dupage.org. This website not only provides information about PPD, but it includes the searchable database of resources and information that is described above.

Domestic Violence

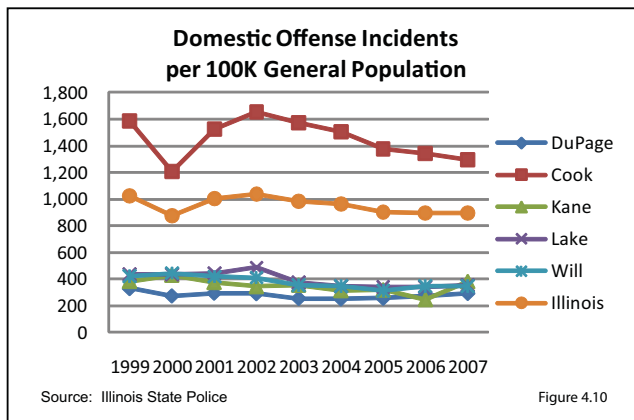
The incidence of reported domestic violence is lower in DuPage than in other parts of the state and the region, but like many areas, we struggle with the legal process of holding abusers accountable. The reporting of elder abuse is on the rise in DuPage and throughout the state, and, with the expanding senior population, this might be a continuing issue.

Why We Measure This

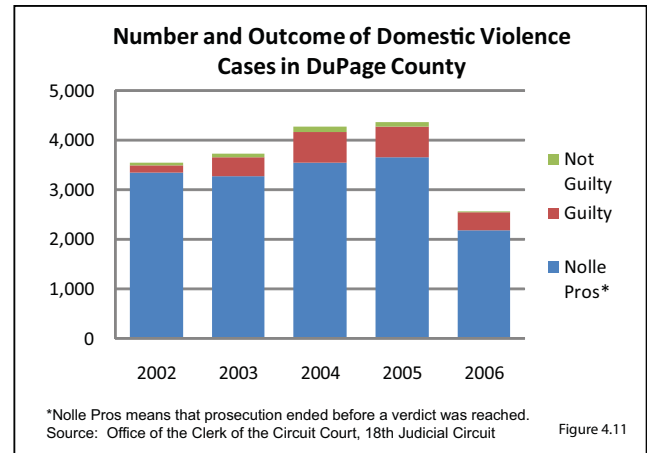
Domestic violence is a crime, but it is a special type of crime that has far reaching impacts on the victim. It can create a cycle of violence that affects the physical and mental health of the victim, it creates economic dependency, and it often continues to future generations. We not only measure the incidence of the crime itself, but we also measure society’s response to domestic violence in the community because it is this response that will make the environment safer for victims and potential victims.

Observations

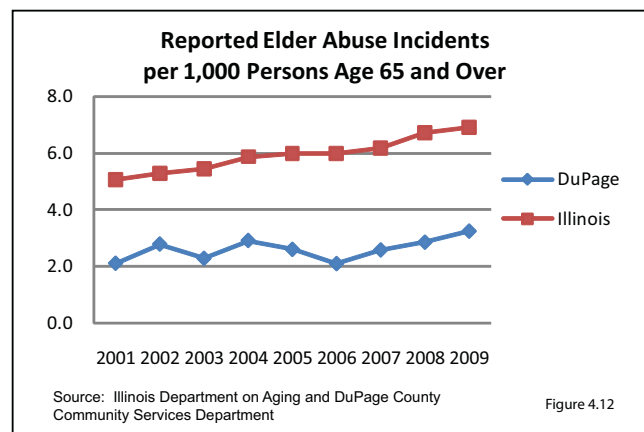
1. Figure 4.10 shows that the rate of reported domestic violence incidents (expressed as the number of incidents per 100,000 persons in the general population) is substantially lower than the state average. It is comparable, although slightly lower, than the rate for other collar counties.



2. Figure 4.11 was produced from data provided in the report, “Why Does She Stay: A Profile of Domestic Violence in DuPage County,” produced by the DuPage Federation on Human Services. The important point of this chart is the large proportion of cases that do not reach the stage of a verdict (about 85% of all the cases in the five years shown). There are a variety of reasons why most cases are not fully prosecuted, and these reasons are described in the Federation’s report.



3. Figure 4.12 reports on elder abuse. While the incidence of domestic violence in the first two charts fluctuates, the general trend does not show the steady increase that the elder abuse chart shows. Note that this trend is the



rate of elder abuse reports per 1,000 persons over 65, so it is not just a result of the increasing population. However, it may be affected by heightened awareness of the issue. The three most common types of elder abuse are financial exploitation, emotional abuse, and neglect.

Challenges, Strategies, and Resources

The issues surrounding domestic violence are often difficult to understand. For a more in-depth discussion of these issues and how they play out in DuPage, the reader is en-

couraged to review the document “Why Does She Stay? A Profile of Domestic Violence in DuPage County,” which was prepared in 2008 by the DuPage Federation on Human Services Reform (available on the Federation’s website at <http://www.dupagefederation.org/Publications/>).

1. The numbers: In 2006 (as reported in the 2008 Federation document), there were 6,845 reported incidences of domestic violence in DuPage, and 2,572 of these resulted in arrests. Of these arrests, 372 resulted in court convictions. There were 1,253 orders of protection issued by the courts out of the 1,428 requests. These orders of protection may, or may not, be related to an incident that resulted in an arrest. There were 6 domestic violence related homicides.

2. How the system deals with domestic violence: If an arrest is made, the outcome in court can be: (a) an acquittal or conviction by a judge or jury; (b) a guilty plea; or (c) several other types of outcomes that result in the charges being dropped. In fact, the charges are dropped in 85% of cases, usually because the survivor is unwilling to testify at trial and the remaining evidence is not considered sufficient to proceed. Perhaps the most difficult problem in addressing the accountability issue in domestic violence is to, first, determine the reasons why survivors feel better off by not testifying and, second, addressing those reasons so that survivors feel they can testify. Another way the system deals with domestic violence is the Order of Protection (OP). This legal document orders the abuser to stop the abusive behavior, and it can include other requirements like returning children or property, or paying child support. OPs are sometimes violated, and they need to part of a larger protection plan for the survivor. When OPs are violated, the Cindy Bishoff Act (enacted in January 2009) requires a risk assessment and monitoring the movements of the abuser using a GPS tracking system.

3. Agencies addressing domestic violence issues: Agencies working with the survivors of domestic violence in DuPage include Family Shelter Service (www.familyshelterservice.org) and the Hamdard Center (www.hamdardcenter.org). These agencies provide assistance in navigating the court system, shelter when necessary, a hotline for immediate advice, counseling services, and other supports to survivors to help them through a difficult situation and to help them make some difficult decisions. Coordination of the many parts of the system addressing domestic violence (law enforcement, the court system, prosecution, defense, victim advocates, etc.) is the responsibility of the Family Violence Coordinating Council (FVCC). The FVCC

was established by the 18th Judicial Circuit Court in DuPage as a forum to “improve the institutional, professional and community response to family violence including child abuse, domestic abuse, and elder abuse; engage in education and prevention; coordinate intervention and services for victims and perpetrators; and contribute to the improvement of the legal system and the administration of justice.” More information about the FVCC can be found at <http://www.co.dupage.il.us/fvcc/>.

4. Elder abuse: Investigation and interventions to stop elder abuse are undertaken by the Senior Services Division in the DuPage County Community Services Department (www.dupageco.org/seniorsvcs/). The emphasis of their work is to resolve the abusive situation. Interventions may include home health care, nutrition services, financial or legal assistance, adult day care, housing assistance, respite for the caregiver, counseling for the victim and/or abuser, emergency assistance, and when needed, guardianship proceeding and/or nursing facility placement.

Social and Cultural Wellbeing

Residential Integration

Residential Integration

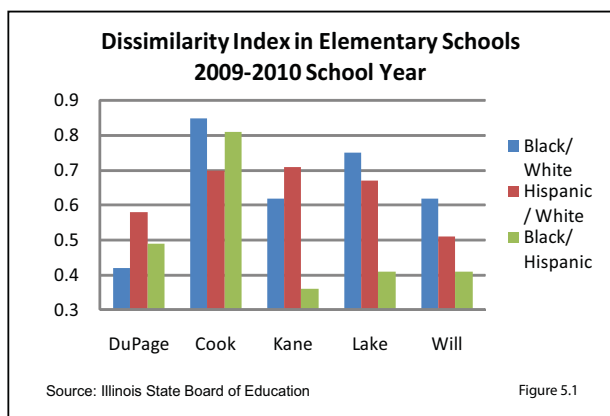
DuPage appears to have better integration of people from diverse backgrounds than is found in other parts of the Chicago region, and this offers opportunities for addressing disparities described in this Community Assessment. However, integration in DuPage is not ideal, and separation between groups is increasing, suggesting that attention should be given to this issue.

Why We Measure This

We use the “dissimilarity index” to measure integration. This index measures the degree to which people of different backgrounds (races, ethnicities, etc.) live in close proximity to one another. It is generally believed that more opportunities to interact provides for better relations between different groups. The index itself ranges from zero to one, where zero indicates full integration of the groups. An index of 0.5 means that 50% of residents would have to move to achieve full integration. We developed the measure based on elementary school enrollment because each school serves a defined, and relatively small, geographic area. To illustrate, there are 146 elementary schools in DuPage and 855 in Cook.

Observations

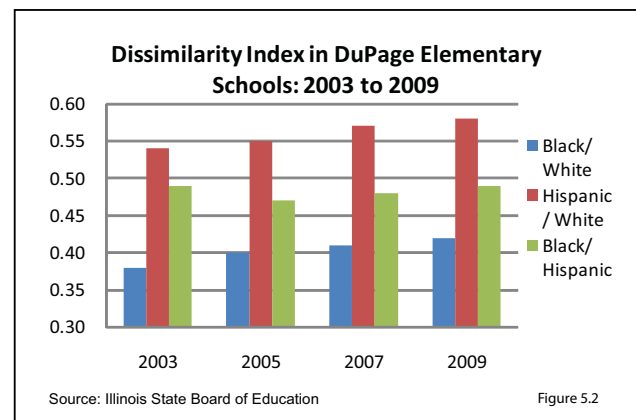
1. Figure 5.1 shows the indexes by county for three different race/ethnicity pairings. The indexes for DuPage are generally lower than for other counties in the region. However, an index approaching 0.6 for separation of Hispanic and White residents is still relatively high. The indexes for



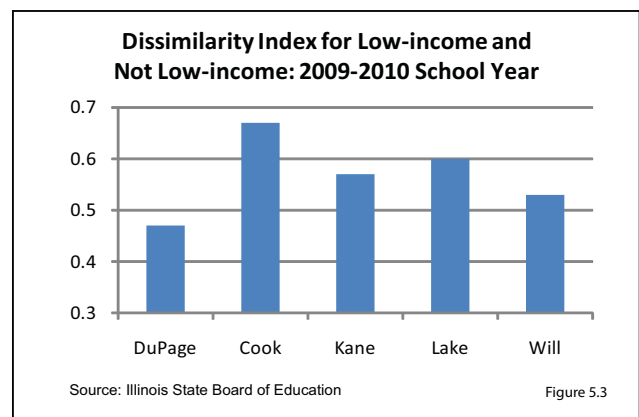
Cook County elementary schools are very high, with the Black/White index at 0.85. It is also notable that the Black/Hispanic index is high at 0.81.

2. Figure 5.2 indicates that the separation between race and ethnic groups in DuPage has been increasing slowly during the last decade. Other sections of this Community Assessment present data about the changing demographics of DuPage and the rapid increases in ethnic minorities.

This might be contributing to this trend.



3. Figure 5.3 examines economic integration. Records are kept regarding the percent of low-income students in each school (based on eligibility for free and reduced



lunch). The data suggest that DuPage also has better integration of people from different economic backgrounds than is found other parts of the region.

Challenges, Strategies, and Resources

The data displayed above suggests that DuPage has somewhat higher levels of racial and ethnic integration, as well as economic integration, in its elementary schools than other parts of the Chicago region. However, other parts of this Community Assessment describe the increasing racial and ethnic diversity in DuPage (see “External Demographic

and Economic Trends” in the Introduction), and the data above shows that the level of separation between racial and ethnic groups is also rising. Although there are no actions that will directly affect choice in where someone wishes to live, there are many actions that can help remove barriers to choice based on race and ethnicity.

In December 2009, the DuPage Community Development Commission (CDC) completed an “Analysis of Impediments to Fair Housing in the DuPage County Area.” This document is available on the CDC’s website at www.dupageco.org/cdc/. This analysis cites a number of possible impediments that are grouped into four categories.

1. Misunderstandings about the nature of fair housing problems: This section lists four needs to be addressed, which are: (a) the need to recognize that discrimination is a problem; (b) the need to enhance the knowledge of providers (apartment managers, realtors, lenders, insurance agents, etc.) about the law by providing training on specific situations; (c) the need to educate consumers so that they are more aware when they are being discriminated against; and (d) the need for local law enforcement of fair housing laws. All of these activities are being done to varying degrees in DuPage by professional associations and/or by the HOPE Fair Housing Center (www.hopefair.org).

2. Need for better information and communication on fair housing issues: Three types of information and communication issues are listed including: (a) confusion about the terms that are used (like “fair housing,” “affordable housing,” and “tenant/landlord disputes) and confusion about who should take responsibility for resolving these situations; (b) getting better information to decision makers so that they can make difficult decisions that may have fair housing implications; and (c) dealing with any potential conflicts between local code enforcement activities and fair housing enforcement. Many fair housing situations involve complicated issues that require solid information and high levels of communication to be successfully resolved.

3. High demand for housing and the high cost of housing: The cost of housing is not directly a fair housing issue, but the high correlation between lower incomes and racial and ethnic minorities (as outlined in other sections of this Community Assessment) means that higher priced housing will have a disproportionate impact on the housing choices of minority persons. Factors contributing to these costs are: (a) the historic high rate of growth in DuPage, which adds to demand; (b) the difficulties that first time and lower income home buyers have in dealing with the home buying market in

DuPage; (c) state and federal assistance programs that are not well tuned to the cost structure in the suburbs; and (d) housing costs that are added by local regulations, taxes, and fees.

4. Resistance to affordable housing: Three factors are cited as contributors to this resistance to affordable housing. They are: (a) general resistance to change whereby local residents are often resistant to any type of significant development (even if it is not affordable housing but usually heightened when it is); (b) a general preference for lower densities, which makes it more difficult to produce housing at affordable process; and (c) the fact that there are multiple units of local government, which confuses the issue of who is responsible for addressing affordable housing issues (The labor pool for jobs in one jurisdiction is usually supplied by housing located others, and the fiscal impacts in these jurisdictions are quite different.).

The discussion of “Affordable Housing” in the Jobs, Income, and Financial Stability section of this Community Assessment provides information on initiatives that are addressing some of the affordable housing issues described above.



Village of Downers Grove

Official Village Policy Approved by Village Council

Description:	Civic Improvement Fund		
Res. or Ord. #:	Res. 95-27	Effective Date:	6/12/95
Category:	Legislative and General Management		
	<input type="checkbox"/> New Council Policy		
	<input checked="" type="checkbox"/>	Amends Previous Policy Dated:	1/23/78
	Description of Previous Policy (if different from above): _____		

RESOLUTION NO. 95-27

A RESOLUTION AMENDING A VILLAGE COUNCIL POLICY REGARDING THE DOWNERS GROVE CIVIC IMPROVEMENT FUND

WHEREAS, on January 23, 1978, the Council of the Village of Downers Grove adopted Resolution 78-5 creating the Downers Grove Civic Improvement Fund for collection and segregation of funds donated to the Village for civic improvement projects; and

WHEREAS, the Council has determined that it is desirable to amend the Civic Improvement Fund.

NOW, THEREFORE, BE IT RESOLVED by the Council of the Village of Downers Grove that Resolution 78-5 is repealed and, in its place, the following is adopted:

1. The Village Manager is hereby directed to establish among the books and accounts of the Village a separate fund to be known as the Civic Improvement Fund (the "Fund").
2. The Fund shall serve as the depository for donations to the Village intended for civic improvement purposes, including, but not limited to, donations for equipment and other capital improvements.
3. The Village Manager may accept donations to be deposited in the Fund and the Village Treasurer shall manage the Fund. The Council will endeavor to appropriate and spend monies collected in the Fund for the uses or similar uses as requested by the donor. Nothing herein contained, or contained in the terms of any donation to the Fund, shall be deemed to impose any trust or fiduciary obligation upon the Council or official of the Village of Downers Grove.
4. The validity of any ordinance, resolution or action otherwise taken in accordance with applicable law shall not be invalidated, impaired or otherwise affected by non-compliance with procedures set forth herein.
5. All resolutions or parts of resolutions in conflict with this resolution are hereby repealed.

Betty M. Cheever, Mayor

Passed: June 12, 1995

Published: June 13, 1995

Attest: Barbara Waldner, Village Clerk

The Effect of the Economy On the Nonprofit Sector

A June 2010 Survey



GUIDESTAR®

Chuck McLean, Vice President of Research
Carol Brouwer, Research Assistant



GUIDESTAR®

A survey of public charity and private foundation employees was conducted online from June 14, 2010, until June 28, 2010. The purposes of the survey were to explore how charitable organizations fared during the first five months of 2010 and to try to gauge the effect of the downturn in the economy on the American nonprofit sector. There were 7,014 usable responses, 6,434 (92 percent) from public charities and 580 (8 percent) from private foundations.

It has been, and continues to be, a difficult financial environment for nonprofits. About 40 percent of respondents have seen further declines in contributions in the first five months of 2010 at the same time that a majority (63 percent) have seen an increase in demand for their services. Even organizations that have stopped the bleeding are concerned. “Having a measure of stability in 2010 is welcome, but we are comparing it to our organization’s worst [fundraising] performance in decades,” wrote Sherry Williams, president and CEO of the Ohio affiliate of the National Society to Prevent Blindness.

For the most part, the pain was pretty well spread among different types of organizations, although those involved in mental health and crisis intervention were more likely to report a decline in contributions (51 percent). Unfortunately, 78 percent of mental health organizations also reported an increase in demand for their services, well above average (with 42 percent reporting a “great” increase in demand). “The demand for mental health

services increased by 54 percent while the number of providers decreased,” said Doug Drake, executive director of Personal Counseling Services in Clarksville, Indiana. “The mental health insurance reimbursement disparities are huge and the working poor population is greatly increasing.”

A number of organizations that rely largely or in part on reimbursement for services from state and local governments were experiencing cash flow issues due to delays in payments, and were facing upcoming state budget cuts nervously. “Although we are stable at this time, we are concerned about the New Jersey state budget and how it will impact our agency in the coming year. We have already received notice that the money coming through our county will be cut by 20 percent,” said the executive director of a domestic abuse services organization.

One area that ran counter to the trend was food and nutrition organizations. Although most of them had also experienced an increase in demand, contributions were largely keeping up. Only 24 percent had experienced a decline, and 56 percent had experienced a modest or great increase. “We have done ok—we haven’t been able to give out as much food but we aren’t letting anyone go hungry,” said Debra Christian, executive director of the Auburn Food Bank in Washington State.

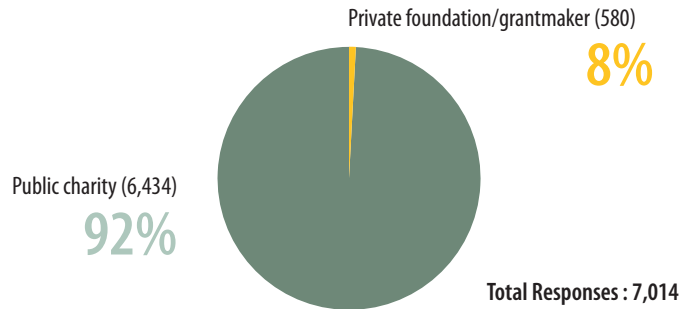
Complete results for the survey follow.

“ It has been, and continues to be, a difficult financial environment for nonprofits. ”

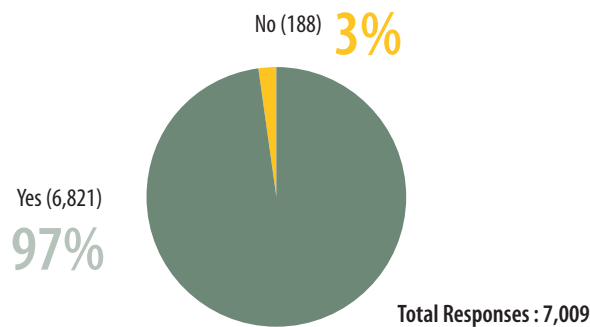
GuideStar June 2010 Economic Survey

Percentages are based on number of respondents to each question unless noted otherwise and do not total 100 percent in questions that allowed multiple answers.

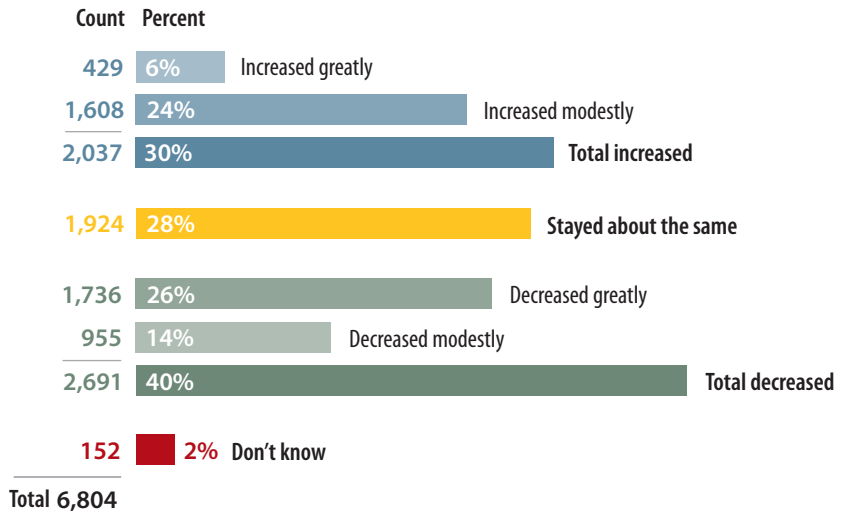
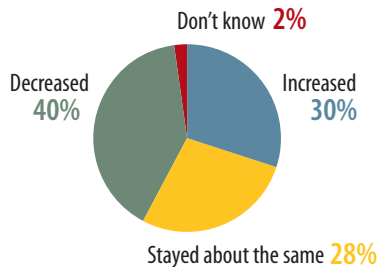
What type of nonprofit is your organization?



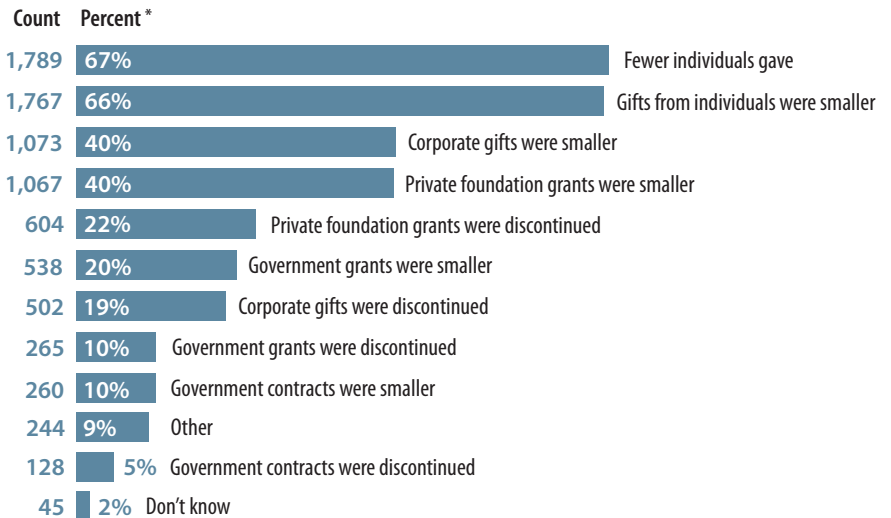
Does your organization accept contributions?



Did total contributions to your organization increase, decrease, or stay about the same between January 1, 2010, and May 31, 2010, compared to the same period a year earlier?



What factors caused total contributions to decrease?
(Multiple responses selected)

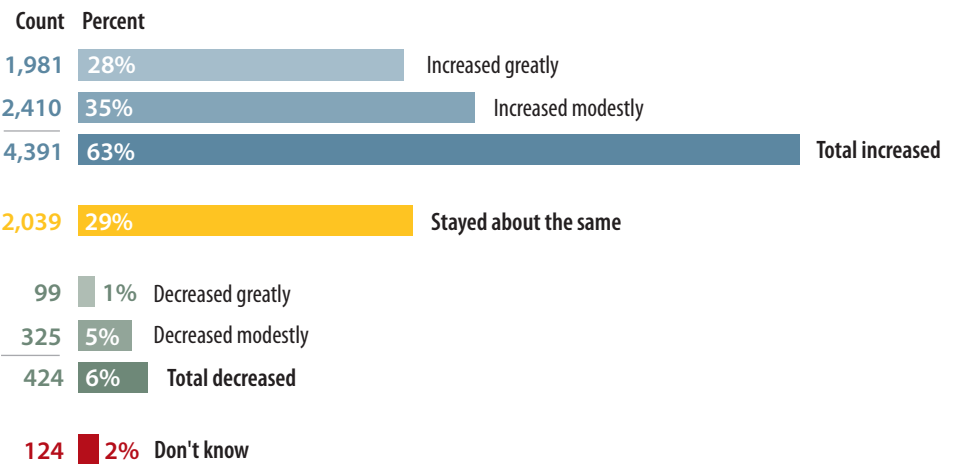


Total** 2,685

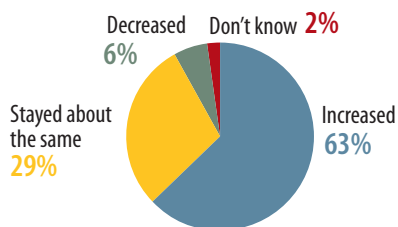
* Percentages are based on the total number of organizations that responded to the question.

** Total equals number of organizations that responded to question.

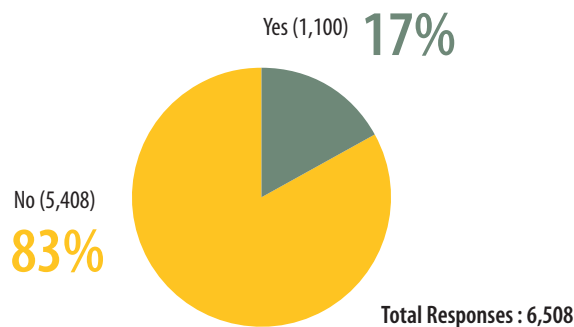
Did demand for your organization's services increase, decrease, or stay about the same between January 1, 2010, and May 31, 2010, compared to the same period a year earlier?



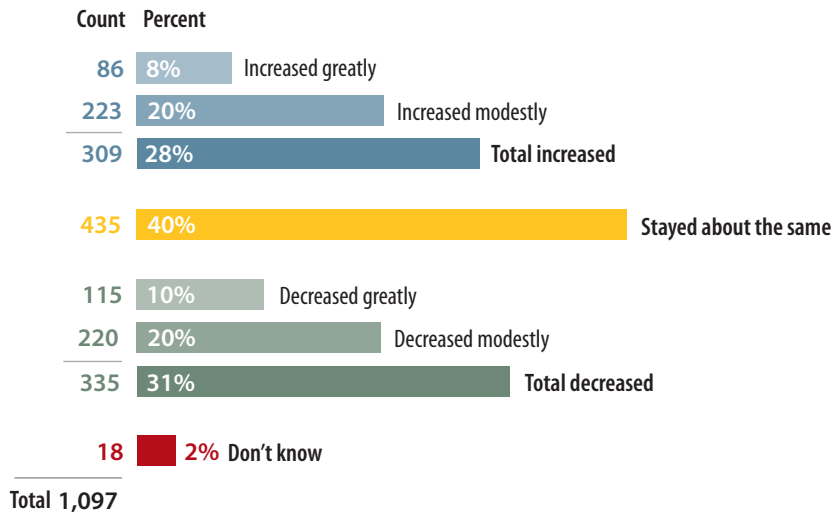
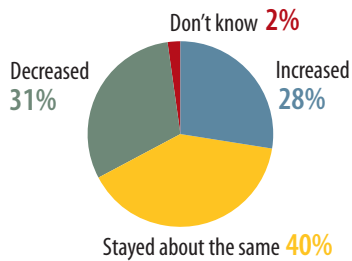
Total 6,978



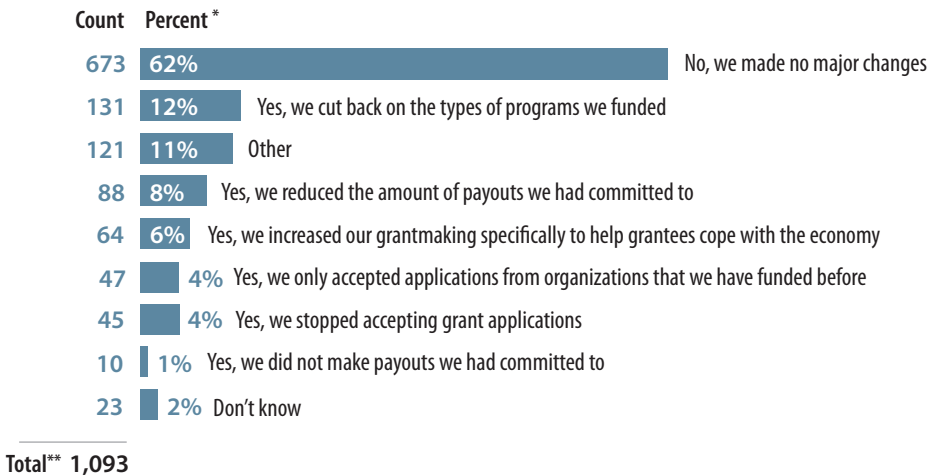
Does your organization award grants?



Did the total amount of money your organization awarded increase, decrease, or stay about the same between January 1, 2010, and May 31, 2010, compared to the same period a year earlier?



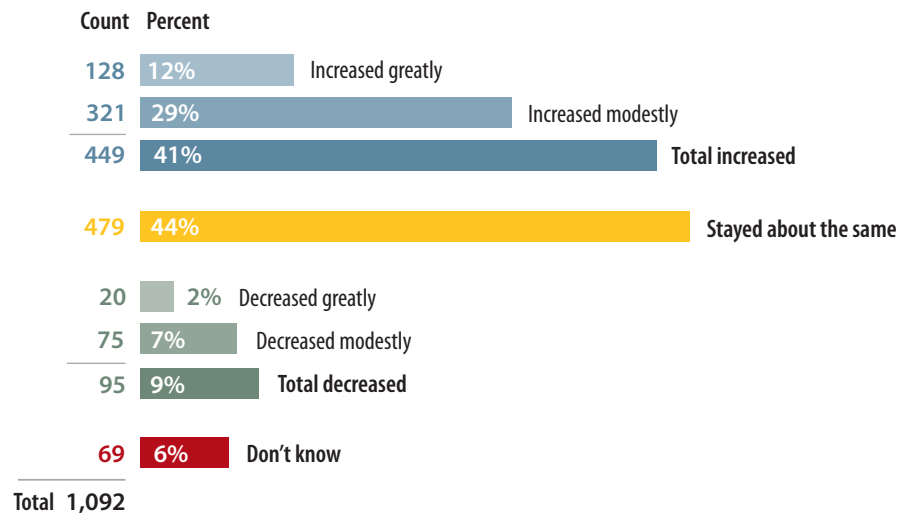
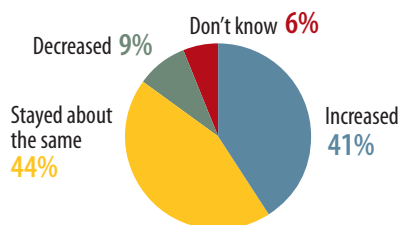
Did the economy cause you to change your grantmaking practices or guidelines between January 1, 2010, and May 31, 2010, compared to the same period a year earlier? (Multiple responses selected)



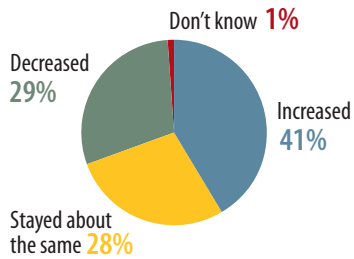
* Percentages are based on the total number of organizations that responded to the question.

** Total equals number of organizations that responded to question.

Did the number of funding applications/grant requests increase, decrease, or stay about the same between January 1, 2010, and May 31, 2010, compared to the same period a year earlier?



How does your 2010 annual budget compare to your 2009 budget?



Count	Percent	Category
493	7%	Increased greatly
2,384	34%	Increased modestly
2,877	41%	Total increased
1,985	28%	Stayed about the same
615	9%	Decreased greatly
1,420	20%	Decreased modestly
2,035	29%	Total decreased
105	1%	Don't know
Total 7,002		

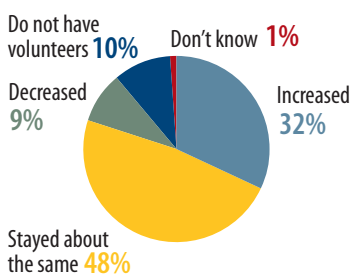
What measures have you used to reduce your budget? (Multiple responses selected)

Count	Percent *	Measure
1,167	58%	Reduction in activities/services
1,009	50%	Salary freeze
756	38%	Layoffs
602	30%	Hiring freeze
462	23%	Reduction in employee benefits
432	21%	Salary reduction
368	18%	Other
314	16%	Reduction in operating hours
245	12%	Restructuring of organization or merger with another
Total** 2,011		

* Percentages are based on the total number of organizations that responded to the question.

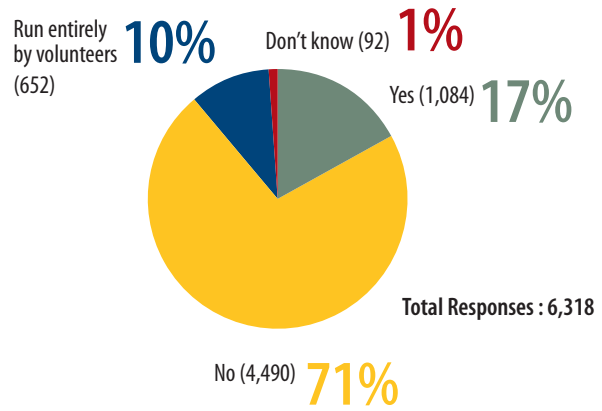
** Total equals number of organizations that responded to question.

Has the total number of volunteers in your organization increased, decreased, or stayed about the same from January 1, 2010 to May 31, 2010, compared to the same period a year earlier?

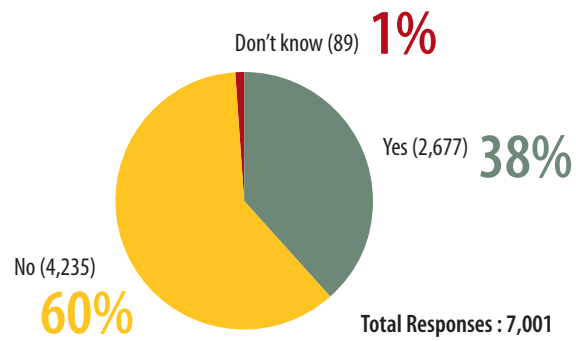


Count	Percent	Category
419	6%	Increased greatly
1,829	26%	Increased modestly
2,248	32%	Total increased
3,387	48%	Stayed about the same
124	2%	Decreased greatly
473	7%	Decreased modestly
597	9%	Total decreased
686	10%	We do not have volunteers
86	1%	Don't know
Total 7,004		

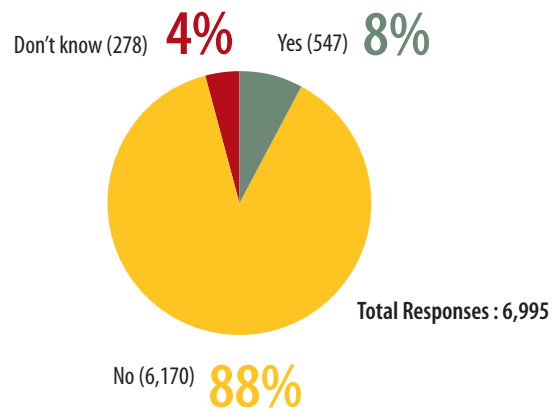
In the period January 1, 2010, to May 31, 2010, did you use volunteers in positions that were formerly paid positions?



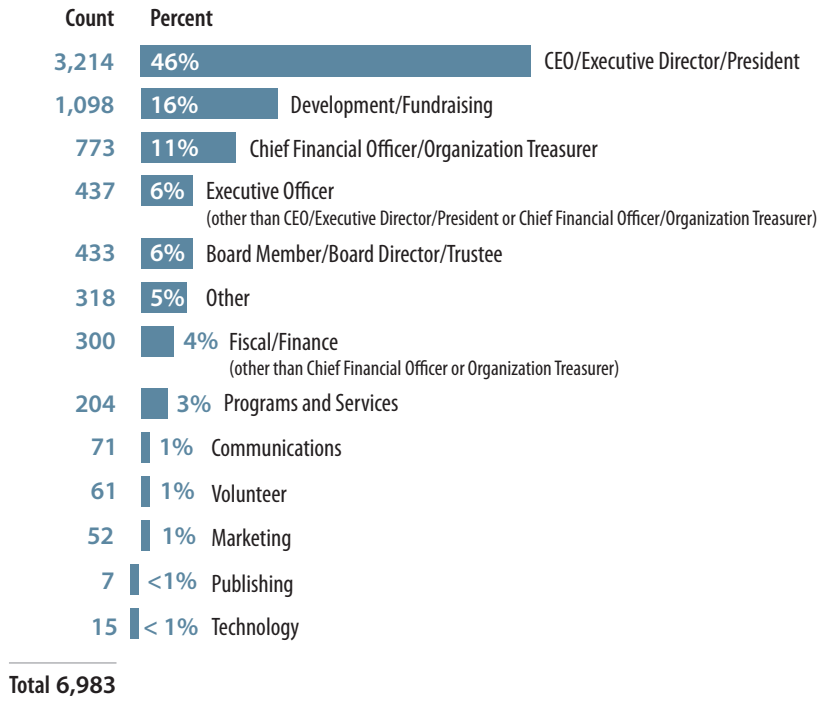
Did your organization receive any state or federal government grants or contracts from January 1, 2010, to May 31, 2010?



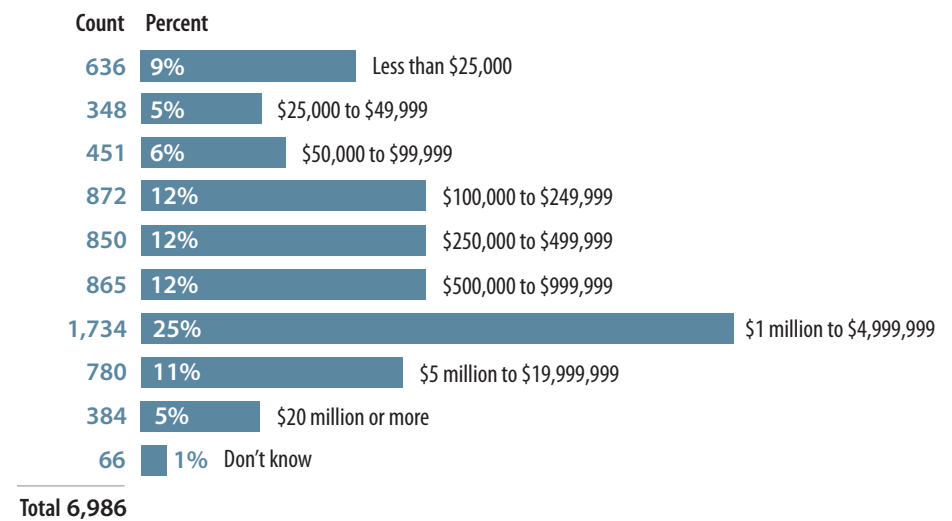
Is your organization in imminent danger of folding due to financial reasons?



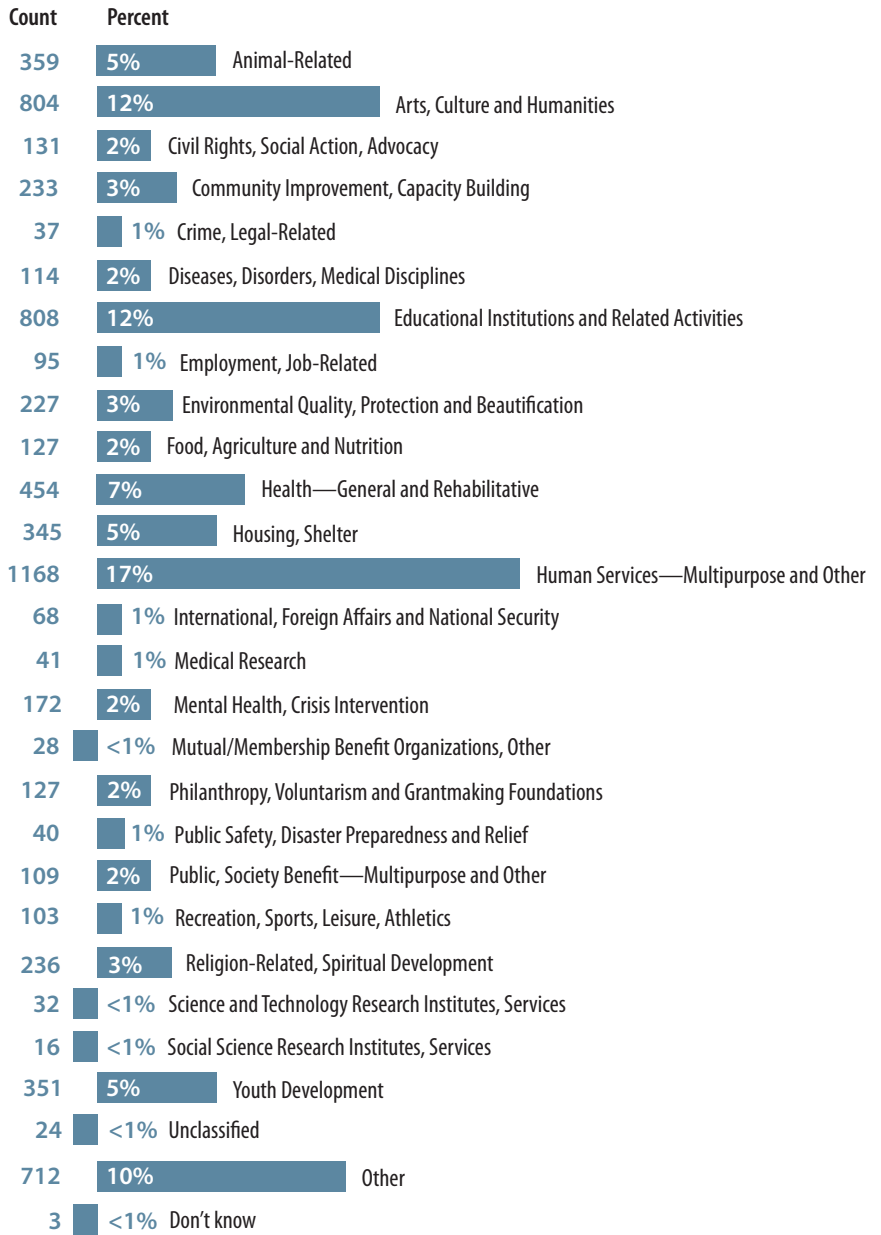
For classification purposes, what is your PRIMARY responsibility with your organization?



What is the size of your organization, based on total annual expenditures?

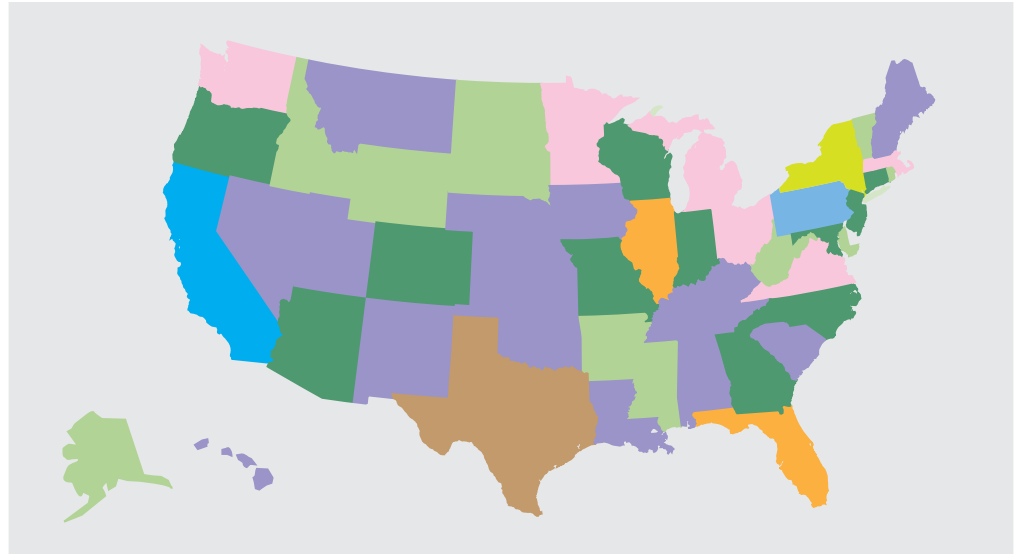


What is the PRIMARY subject category in which your organization works? (Choose only one)



Total 6,964

In which state is your organization located?



12%
California (813)

7%
New York (522)

6%
Texas (405)

5%
Pennsylvania (361)

4%
Florida (311)
Illinois (264)

3%
Ohio (241)
Massachusetts (221)
Virginia (215)
Michigan (208)
Minnesota (204)
Washington (193)

2%
North Carolina (172)
Colorado (166)
Georgia (166)
Maryland (160)
Indiana (159)
Oregon (157)
New Jersey (151)
D.C. (147)
Wisconsin (134)
Missouri (125)
Arizona (123)
Other area (109)
Connecticut (105)

1%
Tennessee (99)
Oklahoma (85)
New Mexico (84)
South Carolina (69)
Kansas (59)
Kentucky (58)
Maine (57)
Alabama (55)
Louisiana (47)
New Hampshire (47)
Nevada (45)
Iowa (44)
Nebraska (44)
Utah (43)
Hawaii (37)
Montana (36)

<1%
Idaho (32)
West Virginia (31)
Arkansas (30)
Alaska (26)
Rhode Island (23)
Vermont (22)
Delaware (20)
Mississippi (16)
South Dakota (15)
North Dakota (13)
Wyoming (10)

Total Organizations: 6,679



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VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION MEETING

December 1, 2010, 6:30 P.M.

Chairman Jacaway called the December 1, 2010 meeting of the Human Service Commission to order at 6:35 p.m. and asked for a roll call:

PRESENT: Chairman Jacaway, Ms. Carroll, Mr. Carter, Ms. Crowe, Mr. Grammich, Mr. Meaney, and Mr. Rogers

ABSENT: Mr. Melton

STAFF

PRESENT: David Fieldman, Village Manager; Allison Alonzo, Village Management Analyst; Stan Popovich, Village Planner

VISITORS: Lucy Lloyd, Downers Grove Chronicle; Marge Earl, 4720 Florence Avenue; Greg Hose, 445 Austin Street; Brian Slodysko, Trib Local; Elaine Johnson, Downers Grove Patch; Debbie Lively, Downers Grove Bugle

NOVEMBER 3, 2010 MEETING MINUTES – Mr. Meaney recommended four changes to the November minutes. The commission members agreed with the changes. **MR. GRAMMICH MADE A MOTION TO APPROVE THE MINUTES WITH MR. MEANEY’S REVISIONS, SECONDED BY MR. CARTER. MOTION CARRIED BY VOICE VOTE OF 7-0.**

Chairman Jacaway asked for an update regarding the neighborhood organization discussion. Mr. Popovich noted staff primarily worked on preparing for tonight's meeting and only a small amount of additional research was undertaken with regard to the neighborhood organization topic. He noted the topic would be discussed again in February as was previously scheduled. Mr. Popovich stated he would keep the commission informed about the research staff is undertaking.

Mr. Rogers inquired whether public comment should be held earlier in the meeting rather than later in the meeting. Mr. Popovich noted public comment later in the meeting allows the public to comment on the topics that were brought up and discussed by the Commission. However, if the Commission wished to open public comment earlier, it is at the discretion of the Chairman.

Mr. Fieldman reviewed the staff report that was published. Mr. Fieldman reviewed the referral from Council and the key questions that the Commission should consider. He then discussed the DuPage Federation on Human Services Reform recently published Community Needs Assessment. He noted the trends included a rising number of low-income persons, an aging population, growing ethnic and cultural diversity, changing economies and funding challenges.

This report found that DuPage County residents in need are less likely to receive services and that DuPage County needs to find new resources and methods in addressing social services.

Mr. Fieldman reviewed the Village historic and current role in the provision of social services. Direct provisions include the Prentiss Creek Resource Center and previous funding through DuPage County Senior Citizen Council (DCSCC) for the Meals on Wheels (MoW) program from 1999 – 2009. Village subsidies include the taxi subsidy. The Village's website serves as a referral service for people searching for services. Additionally, if a resident comes into Village Hall or calls, staff provides these contact numbers.

The Village has partnered with not-for-profits in the past, such as the Conservation Foundation for rain barrels in 2010. Traditionally, until 2009, Heritage Festival was a community event but also a not-for-profit and Village partnership that allowed not-for-profits to raise funds.

The Village also redistributed funds through the Community Grants Program funded by a percentage of hotel tax revenue up until 2009. The Village also uses donated funds and services. The Village actively solicits funds for Independence Day activities and uses in-kind donation services such as volunteers for the Recycling Extravaganza. Unsolicited donations are sometimes provided to the Village via wills and estates and are used as requested.

Mr. Fieldman continued and reviewed existing models, including foundations, service groups, faith-based organizations and community based organizations. Per a question, Mr. Fieldman clarified that Naperville Cares is a not-for-profit organization sparked by a study by the City of Naperville. Mr. Meaney asked about the source of funding for Naperville Cares. It appeared funding was primarily from donated funds but staff could find additional information about the organization. Ms. Carroll provided information about Naperville Cares from their website and noted it was targeted to Naperville residents.

Chairman Jacaway inquired about the Community Grants Commission (CGC). Mr. Fieldman noted as part of the budget process, this program was suspended for 2010 and 2011.

Chairman Jacaway asked if the visitors had any questions based on the presentation at this time. There being none, the Commission began discussing the questions presented earlier.

With regard to the first key question from the Council referral language, the questions are if there is a void, what is the void, what does the community need, what's the economy impact on social service. Mr. Carter noted it is evident with the MoW topic. Ms. Carroll noted the economies impact is that more people are requiring social services. Mr. Carter noted increased suburban poverty and Mr. Meaney noted the report seems to bear that out as well.

Chairman Jacaway asked what other voids come to mind that were lost by the Village. Mr. Rogers felt the commission needed to identify which services were affected by Village budgetary decisions that are not being filled by some other organization. How many people were served with the dollars that are no longer being provided? How many meals were being provided or was the money being used for state and federal matches which could have created an even larger void? What was the impact from the service providers? Mr. Meaney believed MoW is

continuing but using their surplus funds. Mr. Grammich noted the discussion should not exclude other city, village or county budget decisions. He also asked about eligibility requirements for programs. Are the requirements tighter? Are they focusing more on the very needy? Ms. Carroll noted eligibility is very specific with MoW and would not change based on funding.

Chairman Jacaway spoke of the lost revenue not-for-profits experienced when the Village's role in Heritage Fest was changed. Mr. Meaney also noted the exposure that the not-for-profits also lost.

Mr. Meaney noted the Village lost a full-time social service professional. Mr. Carter noted a lot of people are losing jobs and they'll need social services. This isn't going away, social services will be needed in the future.

Mr. Fieldman reviewed the discussion on question 1 and outlined what additional information has been requested by the Commission:

Which of services that were affected by Village budget decisions have been picked up by somebody else?

What is the impact of Village decisions on DCSCC and how did that group react to the budget decisions?

Which services were affected by other cuts?

What are the eligibility requirements for services?

What was the impact to not-for-profits with the elimination of Village sponsorship of Heritage Festival?

Mr. Fieldman noted the second question is an open ended question with all options available. Ms. Carroll asked how the Village responds to calls about social services. The Village would provide the information of a social service provider. The Village role is about passing out information and getting people to the right place rather than interactive assistance. With regard to a question, the number of social service calls that come in will be reviewed although it is unclear if the Village tracks this information.

Chairman Jacaway noted a passive social service webpage and active phone call system for information. Mr. Meaney noted those needing services may not have access to the internet. Mr. Grammich asked if people know where to go when they need social services. Do they go to churches or other social service organizations? Chairman Jacaway noted the senior resource guides that were distributed to the community. Staff will confirm the last time a guide was published.

Mr. Carter noted the Village has limited resources and if the Commission were to look at something like Naperville Cares, maybe the Village role is facilitating or coordinating the not-for-profit entity. Mr. Meaney noted social services may be more like an informal network to direct people to the right place.

Ms. Carroll noted it would be helpful if the Village could track the number of calls coming in for different services, including social services. Maybe the Village should offer additional training

to staff answering the phones so they know where to guide a caller to for social services. Does the Village have a '311' or '411' number that is available for people to call for services or referrals.

With regard to question 3, Mr. Carter asked if the end goal is a foundation or not-for-profit, then what way should the Village facilitate the operation of the entity. Mr. Meaney noted if there is no funding available, the main constraint is the budget and allocation of staff time. Mr. Fieldman noted staff would help analyze the impact on staff time and administrative costs as this process moves forward.

A discussion ensued with regard to whether costs should be discussed or whether it should be a blank slate. Based on the Council referral which states 'by the current economic conditions' the discussion does need to be talked about with the understanding of the current economic situation.

Based on a question, Mr. Fieldman noted when a full-time staff member was available the Village had direct in-kind services and was more in-tune with other social service providers based on the staff members working relationships. It was noted the Village could provide historical data on the number of calls.

In opening all questions to discussion, it was confirmed the Village has a grants coordinator. Ms. Carroll stated maybe the Village could assist Downers Grove groups in writing grants or providing letters of support. Additionally, maybe the Village could provide meeting space or print pamphlets.

Chairman Jacaway discussed donated funds and asked if the Village solicited for funding other than for fireworks. Mr. Fieldman noted the Village solicited for partners and sponsors for community events, such as Heritage Fest. Mr. Meaney noted previous solicitations were specific, but the application for social services would be more amorphous, 'charitable' donations. Chairman Jacaway noted questions concerning the legality of soliciting funds for charitable organizations. Mr. Fieldman noted there are very strict parameters for transparency and to ensure the money is used for the stated purposes. The Village will prepare additional information on enabling ordinances, legal parameters, and perception issues of donations versus contributions if the discussion would move forward in this direction.

The CGC application includes an application and presentation. Mr. Fieldman noted that CGC had a specific enabling ordinance, activities and parameters and made recommendations to the Council for qualifying activities. Mr. Grammich noted the District 58 Foundation is completely separate from the School District.

A discussion ensued about the potential for a Naperville Cares model in Downers Grove. Naperville Cares could be a good model and would set the bar high. It would eliminate Council from the decisions similar to the District 58 Foundation and has the potential to depoliticize the funding and services.

Chairman Jacaway noted social services does not have to end up being a Naperville Cares model. The Village could remain a referral service to get party A to party B. Maybe the Village

improves its '311' service and offers more training to staff. Ms. Carroll noted organizations that certify information referral specialists. Regardless, if the Village never cut funds, the calls would still be coming in. Is it better to add another level of service? It was noted the Police and Fire Departments deal with these issues as well.

Mr. Fieldman noted the CGC did not take out an administrative fee. Staff time and resources were provided from the general fund to provide administration. Mr. Meaney noted the CGC had a specific single source of funding earmarked to the CGC to divide and distribute. Hypothetically, many different sources would be contributing funding to be used for what may be different opinions on what constitutes a charitable use. He noted a resident asked him why people would go through the Village when people can just donate directly to charities. What is the value added as the Village would not be doing a matching grant type of program. Ms. Carroll noted the value added would be that the funding would only serve Downers Grove residents and groups.

Mr. Grammich wondered if more visibility could be provided to the groups serving Downers Grove. Mr. Carter noted if there was a foundation, individuals wouldn't be giving to the Village. People may not want to give additional money to the Village. Mr. Meaney asked why would people give a donation to a government that says alleviating hunger is not a core service. Mr. Rogers noted that's why it's important to find out what services have been picked up by other organizations.

Mr. Rogers asked what social services are not being funded because the Village stopped funding. He noted there has to be other sources of funding, such as federal and state monies, out there for the organizations.

Mr. Carter noted the number of people requiring services. Does the Commission just address the Downers Grove MoW funding shortfall for the short term? Do we do something small and then grow this into a Naperville Cares model in the long-term. Mr. Grammich felt MoW is the hot topic, whether it is the most pressing issue at this time, that is unknown. Mr. Rogers was concerned if we only focus on one issue, will residents be upset if their service was not addressed.

Mr. Meaney noted the distinction between MoW and other charities is that MoW was not funded by the Council as it had been in the past. It was then placed under the umbrella of a charity when in fact MoW is a federal program. He noted the whole issue would be made moot right now had the Village decided to fund that program.

Mr. Fieldman noted the fundamental question is what role can the Village play in social services, ranging in a continuum from no role to direct social service provider. Additionally, which services are provided, ranging from no services at all to all services. The range could be no role with no services to a direct service provider offering all services. A question is can we start with a specific service and grow into a certain desired outcome. Chairman Jacaway noted this would mean the Village is partner and distribution of donated funds as opposed to information distribution.

Mr. Fieldman recapped information that would be provided to the Commission:
Which services that were affected by Village budget restraints have been picked up by somebody else?
What is the impact of Village decisions on DCSCC and how did that group react to the budget cuts?
Which services were affected by other similar governmental restraints?
What are eligibility requirements for services?
What was the impact, dollars and intangibles, to not-for-profits with the elimination of Village sponsorship of Heritage Festival?
What type and how many social service calls is the Village receiving with a social services department and without?
Are there other places that provide a '311' service targeted to social services?
Additional information on D58, D99 and Grove Foundation and Naperville Cares
What response does the Village Police and Fire Departments provide to residents requesting social service in their daily operations.

Mr. Grammich is curious how much is it the Commission's role to discuss. Mr. Fieldman noted the Council referral is a clean slate. Mr. Grammich noted the Village might not get back into providing social services. Chairman Jacaway noted they should not constrain themselves with brainstorming ideas. Mr. Carter noted the Council referral specifically identifies 'by the current economy' so the economy does need to be taken into account.

Mr. Popovich noted the Commission would be meeting at the next scheduled meeting date, which is January 5.

Chairman Jacaway opened the meeting up to public comment. There being no public comment, Chairman Jacaway closed public comment.

MR. CARTER MOVED TO ADJOURN THE MEETING. MS. CARROLL SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY BY VOICE VOTE.

THE MEETING WAS ADJOURNED AT 8:09 P.M.

/s/ Stan Popovich
Stan Popovich
(As transcribed by MP-3 audio)