2/8/2022

Social Services Referral Program

February 8, 2022
Village Council Meeting

Social Services Referral Program

- Goal
- Background
- Service Providers
- Individuals in Need of Services
- Referral Services
- Performance Measurement
- Next Steps

Social Services Referral Program
Goal

Connect Individuals in Need of Services with

Agencies that Provide Services

- Increase Public Awareness
- Increase Access to Resources and Opportunities

Social Services Referral Program
Background

- 2019-21 Priority Action Item *Review & Consider HSAHC Report*
- Village Council Consideration in November 2020
- Approved Action Plan in December 2020

Social Services Referral Program
Background

Action Plan

Engage Professional Staff ✅

Appoint Human Service Commission ✅

Develop a Social Services Referral Program ✅

Identify Gaps in Services and Strategies to Address Them   In Process

Social Services Referral Program
Service Providers

- Over 500 Service Providers Identified
    - Governments
    - Not for Profits
    - Health Care Institutions
    - Faith Based Institutions
    - Public and Private Universities
    - Private Sector Businesses
- Wide Range of Services Provided

Social Services Referral Program
Individuals in Need of Service

- Individuals Identified by Village Departments
  - Police
  - Fire
  - Community Development
  - Finance
- Individuals Contacting the Village
  - Phone calls
  - Emails
  - Community Response Center Requests
  - Walk-ins
- Service Providers Seeking Referral Assistance

Social Services Referral Program
Individuals in Need of Service

- Service Needs
  - Employment/Underemployment
  - Financial Assistance
  - Housing/Homelessness
  - Violence/Abuse
  - Physical and Mental Health
  - Transportation Needs
  - Lack of Socialization
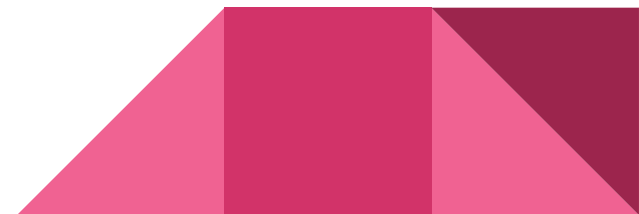
Social Services Referral Program
Referral Service

- Referrals Made by:
  - Social Worker
  - Fire Department Staff (Community Care Program)
  - Police Department Staff (Crisis Intervention Team)
- Individual Referrals
  - Questions to Understand Service Needs and Service Eligibility
  - Provide Referral and Supporting Information via Phone or Email
  - Direct Contact with Service Provider
    - Mandated Reporter
    - Requires Permission
- General Information
  - Information Packets
  - Guides (Seniors, Veterans, Persons with Disabilities)

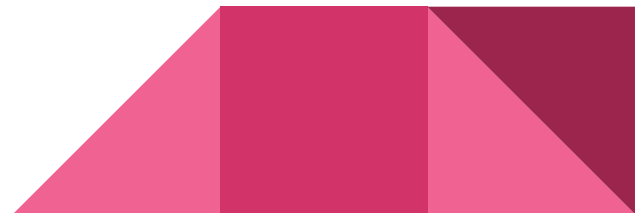Social Services Referral Program
Referral Service

- Information and Records Management
  - Age in Cohorts
  - Gender
  - Referral Source
  - Method of Referral
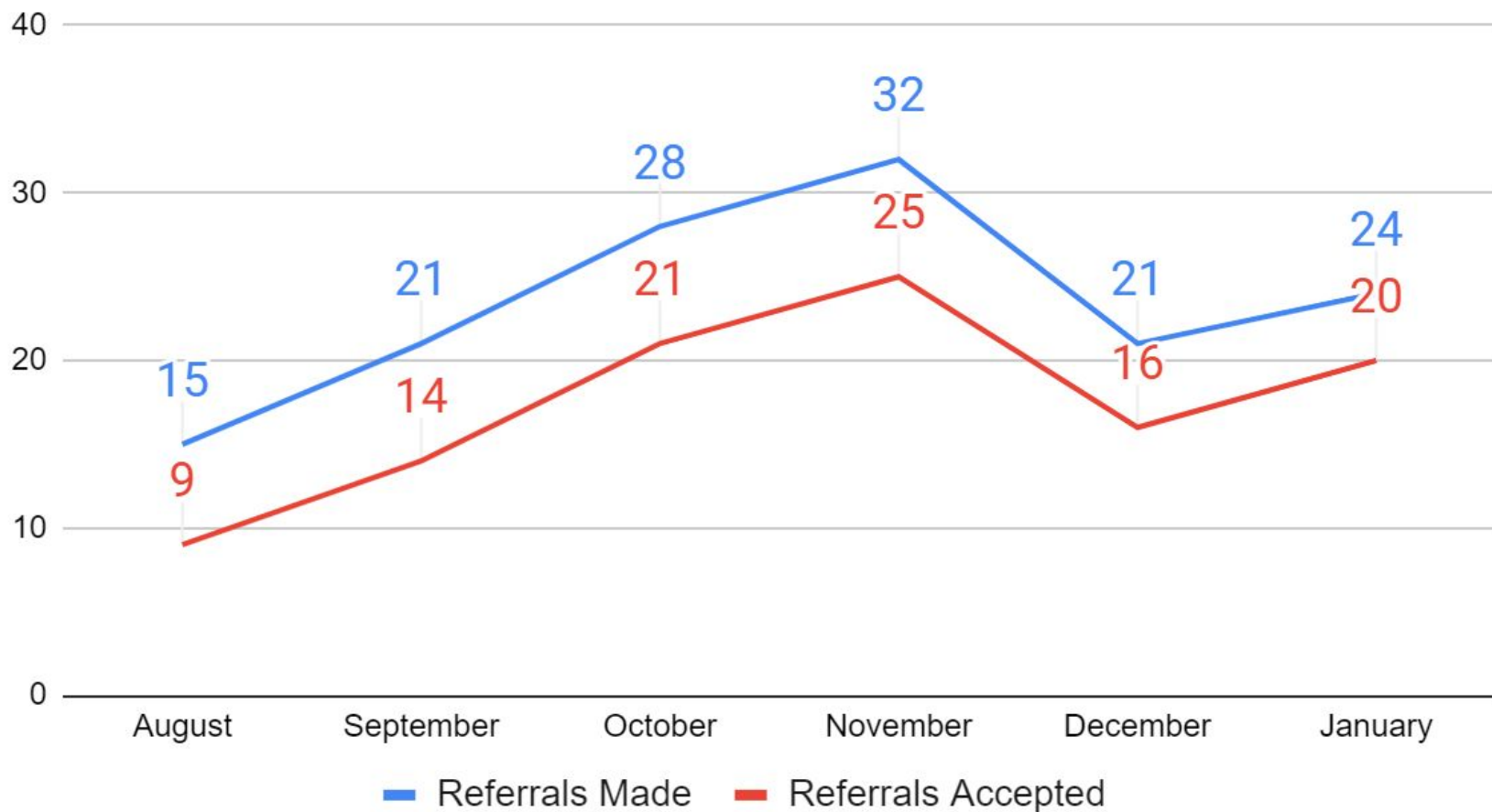 - Type of Service Referral

Social Services Referral Program
Performance Measurement

- Number of Referrals
- Type of Referrals
- Performance to Date
- August through January
  - 500+ resources identified
  - 141 referrals received
  - 105 accepted resources
  - 36 declined resources

Referrals Made and Referrals Accepted

Referrals Made — Referrals Accepted

Social Services Referral Program
Next Steps

Operate the Referral Services Program	**On-Going**
Review Program with Human Service Commission	**February 22**
Draft Services Gap Analysis Report	**Spring/Summer**
Review Services Gap Analysis Report with HSC	**Spring/Summer**

Social Services Referral Program

February 8, 2022
Village Council Meeting