

# Social Services Gap Analysis Report

April 19, 2022  
Village Council Meeting

# Social Services Gap Analysis Report

- Goal
- Background
- Scope of Report
- 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

# Social Services Gap Analysis Report

## Scope

- “Gap” is *the inability of the Village to successfully refer a resident to a social service agency which provides the requested service.*
- Service Gap exists when:
  - A resident is not aware of the availability of the social service provider of the Village’s referral service
  - A resident does not accept a referral provided by the Village
  - The Village is unable to identify and contact an agency that provides the requested service

# Social Services Gap Analysis Report

## Scope

- Identify & Quantify Gaps in Social Services
  - Determined by the Village
  - Through Operation of the Referral Program
- Recommend Strategies to Address Identified Gaps

# Social Services Gap Analysis Report

## Next Steps

<b>Council Approval of the Scope</b>	<b>April 19</b>
<b>Review the Scope with the Human Service Commission</b>	<b>April 26</b>
<b>Draft Services Gap Analysis Report</b>	<b>Spring/Summer</b>
<b>Review Services Gap Analysis Report with HSC</b>	<b>Spring/Summer</b>



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