

**VILLAGE OF DOWNERS GROVE**  
**Report for the Village Council Meeting**  
**4/19/2022**

<b>SUBJECT:</b>	<b>SUBMITTED BY:</b>
Approving the scope of the Social Services Gap Analysis Report	Dave Fieldman Village Manager

**SYNOPSIS**

A motion approving the scope of the Social Services Gap Analysis is requested.

**STRATEGIC PLAN ALIGNMENT**

The goals for 2021-23 include *Exceptional Municipal Services*.

**FISCAL IMPACT**

NA

**RECOMMENDATION**

Approval on April 19, 2022.

**BACKGROUND**

In December 2020, the Village Council considered the [Human Service Ad Hoc Committee Report](#). The Council approved an implementation plan which directed staff to develop and operate a social services referral program. The Village publicly launched the social services referral program in February 2022. Information about the referral program can be found in the [March report to the Human Service Commission](#).

The implementation plan also called for the Village to prepare a report identifying gaps in the provision of services and strategies to address the gaps as described in the excerpt from the December 2020 report to Council:

*The Village staff will prepare a report which identifies social trends and issues facing the Village by reviewing and analyzing data. From this analysis, service gaps should be identified and strategies for addressing gaps will be presented. This report will be prepared once the referral service program has been operating for a few months. The report will be presented to the Human Service Commission for their review and comment. The HSC may be asked to make recommendations about social service needs, priorities and strategies identified in the report. The HSC will forward their comments and recommendations to the Village Council for consideration.*

Staff is now starting work on the service gap report and is requesting that the Village Council approve the scope of the report. Staff will review and discuss the report scope with the Human Service Commission at their next meeting.

**Proposed Scope of Report**

Staff proposes the following scope for the report.

- Identify and quantify gaps in social services determined by the Village through the operation of the social services referral program
- Recommend strategies to address the identified gaps
- A “Gap in Service” is defined as: *The inability of the Village to successfully refer a resident to a social service agency which provides the requested service*
- A Gap in Service exists when:
  - A resident is not aware of the availability of the social service provider or the Village’s social service referral program (Awareness Gap)
  - A resident does not accept a valid social service referral provided by the Village (Acceptance Gap)
  - The Village is unable to identify and contact an agency that provides the requested service (Availability Gap)

## **ATTACHMENTS**

VILLAGE OF DOWNERS GROVE  
COUNCIL ACTION SUMMARY

INITIATED: Village Manager DATE: April 19, 2022  
(Name)

RECOMMENDATION FROM: \_\_\_\_\_ FILE REF: \_\_\_\_\_  
(Board or Department)

**NATURE OF ACTION:**

- Ordinance
- Resolution
- Motion
- Other

**STEPS NEEDED TO IMPLEMENT ACTION:**

Motion to approve the scope of Social Services Gap Analysis Report.



**SUMMARY OF ITEM:**

Adoption of this motion shall approve the scope of Social Services Gap Analysis Report.

**RECORD OF ACTION TAKEN:**

---



---



---