

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Civic Center
850 Curtiss Street**

Betty Cheever Council Chambers

**January 28, 2025
7:00 PM**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the November 26, 2024 Meeting**
- IV. Presentation of Services - Veterans Health Administration and DuPage County
Veterans Assistance Commission**
- V. Social Services Referral Program Monthly Highlights**
- VI. Public Comment**
- VII. Adjourn**

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
January 28, 2025

SUBJECT:	SUBMITTED BY:
Monthly Program Performance Measurements	Heather Lippe Licensed Clinical Social Worker

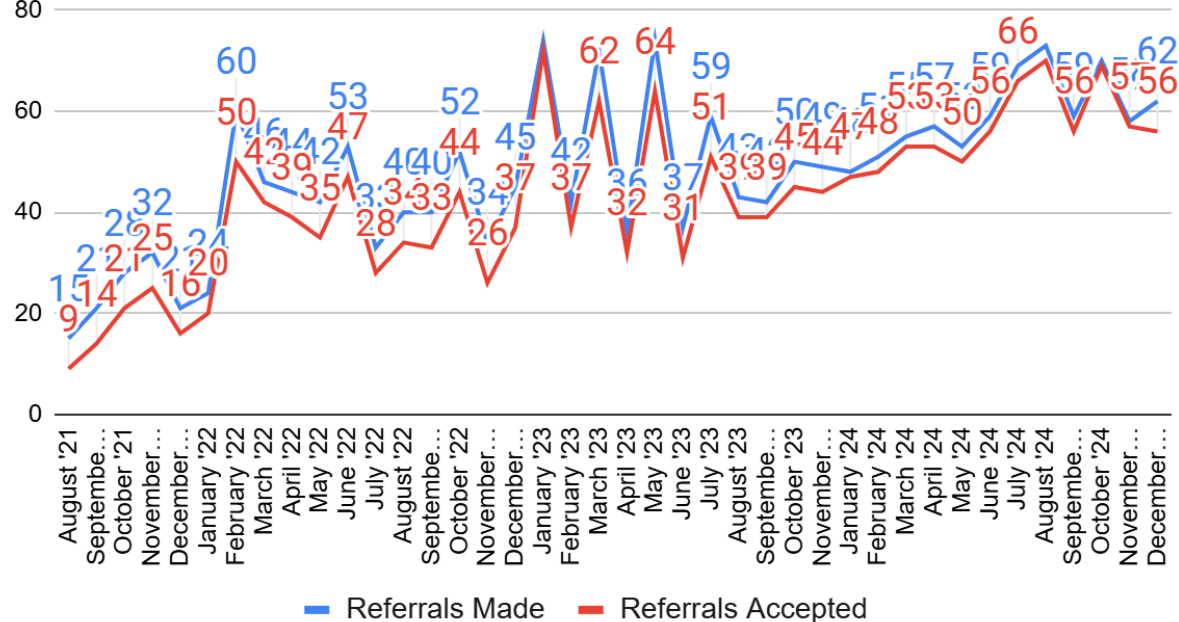
Monthly Program Performance Measurements

The Village publicly launched the social services referral program in February 2022. The program is designed to connect individuals in need of service with the agencies that provide the services. The program consists of multiple methods for individuals to contact the Village including in-person, by phone, and on-line. Individuals who contact the Village will receive personal referrals to specific social service providers. Further, the Village will actively seek to identify and contact individuals who may be in need of services. The following is a breakdown of the Performance Measurements for November and December.

November & December 2024 - Referral Acceptance

	2023		2024	
Referrals	Nov & Dec	2023 Total	Nov & Dec	2024 Total
<i>Referrals Received</i>	102	633	120	714
<i>Referrals Accepted</i>	93	565	113	682
<i>Referrals Declined</i>	9	68	7	32
<i>Percentage Accepted</i>	91.18%	89.26%	94.17%	95.52%

Referrals Made and Referrals Accepted



November & December 2024 - Referral Age

	2023		2024	
Age Cohort	Nov & Dec	2023 Total	Nov & Dec	2024 Total
0-19	5	40	2	32
20-29	6	35	8	30
30-39	6	33	7	54
40-49	9	74	14	70
50-59	8	76	8	74
60-69	18	106	22	103
70-79	24	132	34	184
80-89	21	99	15	126
90-99	4	22	5	24
100+	1	3	0	4
Unknown	0	13	5	13
TOTAL	102	633	120	714

November & December 2024 - Initial Need for Referral

	2023		2024	
Need	Nov & Dec	2023 Total	Nov & Dec	2024 Total
<i>Transportation</i>	12	115	29	163
<i>Housing/Shelter</i>	9	63	18	78
<i>Mental Health</i>	24	187	11	135
<i>Home Safety</i>	1	5	11	19
<i>Financial</i>	5	42	10	61
<i>Medical</i>	22	94	8	84
<i>Clothing</i>	1	1	6	9
<i>Cleanup/Repair</i>	0	12	4	30
<i>Domestic Abuse</i>	3	10	4	17
<i>Nutrition</i>	2	14	4	17
<i>Addictions</i>	0	4	4	9
<i>Household</i>	6	18	3	25
<i>Legal</i>	2	14	3	16
<i>Senior</i>	6	7	2	8
<i>Tax</i>	1	17	1	10
<i>Employment</i>	0	4	1	5
<i>Sexual Assault</i>	0	0	1	2
TOTAL	94	607	120	688

November & December 2024 - Leading Service Type

	2023		2024	
Type	Nov & Dec	2023 Total	Nov & Dec	2024 Total
<i>Senior</i>	39	177	37	278
<i>Village</i>	19	84	36	186
<i>Transportation</i>	16	120	33	181
<i>Housing/Shelter</i>	16	90	25	111
<i>County</i>	31	132	12	138
<i>Mental Health</i>	22	126	12	126
<i>Township</i>	17	80	12	104
<i>Financial</i>	8	49	12	86
<i>Nutrition</i>	6	33	12	56
<i>Home Safety</i>	1	11	12	30
<i>Medical</i>	27	89	11	97
<i>State</i>	9	53	8	39
<i>Cleanup/Repair</i>	4	16	7	34
<i>Legal</i>	3	34	6	49
<i>Clothing</i>	1	3	6	16
TOTAL	219	1,097	241	1,531

November & December 2024 - Method of Awareness

Source	Nov & Dec 2024	2024 Total	2024 Percentage
<i>DG Park District</i>	0	1	0.1%
<i>DG Public Library</i>	2	13	1.8%
<i>DuPage 2-1-1</i>	4	14	2.0%
<i>Employees</i>	6	30	4.2%
<i>eNews</i>	0	1	0.1%
<i>Family/Friends</i>	3	20	2.8%
<i>Inside DG</i>	3	16	2.2%
<i>Local Business</i>	0	1	0.1%
<i>Outside Agency</i>	12	42	5.9%
<i>Prior Experience</i>	20	119	16.7%
<i>Social Media</i>	0	4	0.6%
<i>Township</i>	12	30	4.2%
<i>Village Phone Tree</i>	13	88	12.3%
<i>Village Website</i>	8	76	10.6%
<i>Web Search</i>	2	17	2.4%
<i>Department Referrals</i>	35	242	33.9%
TOTAL	120	714	100%

November & December 2024 - Initiation

	2023				2024		
Source	Nov & Dec	YTD Total	YTD %	2023 Total	Nov & Dec	YTD Total	YTD %
<i>VoDG Departments</i>	15	239	41.2%	261	14	221	33.9%
<i>Residents/Families</i>	30	282	48.6%	307	33	362	55.5%
<i>Outside Agencies</i>	2	19	3.3%	23	9	35	5.4%
<i>Non-Residents</i>	2	40	6.9%	42	2	34	5.2%
TOTAL	49	580	100%	633	58	652	100%

November & December 2024 - Method

	2023			2024		
Category	Nov & Dec	2023 Total	YTD %	Nov & Dec	YTD Total	YTD %
<i>Direct</i>	25	249	39.3%	15	145	20.3%
<i>Electronic</i>	12	34	5.4%	16	80	11.2%
<i>Telephone</i>	59	327	51.7%	76	421	59.0%
<i>In Person</i>	6	23	3.6%	13	68	9.5%
TOTAL	102	633	100%	120	714	100%

November & December 2024 - - Responsible Department

	2023			2024		
Department	Nov & Dec	2023 Total	YTD %	Nov & Dec	2024 Total	YTD %
<i>Social Worker</i>	100	578	91.3%	118	681	95.4%
<i>Crisis Intervention Team</i>	2	54	8.5%	2	28	3.9%
<i>Community Care</i>	0	0	0.0%	0	0	0.0%
<i>Collaborative (Multiple Depts)</i>	0	0	0.0%	0	5	0.7%
<i>Outside Agency</i>	0	1	0.2%	0	0	0.0%
TOTAL	102	633	100%	120	714	100%

November & December 2024 - Reason - Declined

	2023			2024		
Reason	Nov & Dec	2023 Total	YTD %	Nov & Dec	2024 Total	YTD %
<i>Did Not Accept Available Resources</i>	1	17	25.0%	1	6	18.7%
<i>No Call Back to CIT</i>	0	9	13.2%	0	1	3.1%
<i>No Call Back to SW</i>	5	29	42.6%	2	19	59.4%
<i>Already Receiving Appropriate Services</i>	0	7	10.3%	0	0	0.0%
<i>Invalid Contact Information</i>	3	6	8.8%	0	2	6.3%
<i>Pending Outcome</i>	0	0	0.0%	4	4	12.5%
TOTAL	9	68	100%	7	32	100%

November & December 2024 - Referral Age - Not Accepted

	2023		2024	
Age Cohort	Nov & Dec	2023 Total	Nov & Dec	2024 Total
0-19	2	12	1	3
20-29	4	8	2	3
30-39	1	11	2	8
40-49	0	11	0	8
50-59	1	13	0	2
60-69	0	8	0	1
70-79	0	2	1	4
80-89	1	3	1	2
90-99	0	0	0	0
100+	0	0	0	0
Unknown	0	0	0	1
TOTAL	9	68	7	32

November & December 2024 - Referral Need - Declined

Type	2023			2024		
	Nov & Dec	2023 Total	2023 %	Nov & Dec	2024 Total	2024 %
<i>Mental Health</i>	6	51	75.0%	4	18	56.3%
<i>Domestic Abuse</i>	3	6	8.8%	2	8	25.0%
<i>Medical</i>	0	1	1.5%	1	3	9.4%
<i>Housing/Shelter</i>	0	0	0.0%	0	1	3.1%
<i>Legal</i>	0	0	0.0%	0	1	3.1%
<i>Nutrition</i>	0	1	1.5%	0	1	3.1%
<i>Financial</i>	0	4	5.9%	0	0	0.0%
<i>Addictions</i>	0	2	2.9%	0	0	0.0%
<i>Home Safety</i>	0	1	1.5%	0	0	0.0%
<i>Household</i>	0	1	1.5%	0	0	0.0%
<i>Transportation</i>	0	1	1.5%	0	0	0.0%
TOTAL	9	68	100%	7	32	100%

**Village of Downers Grove
Human Service Commission**

Civic Center
850 Curtiss Street
November 26, 2024
Meeting Minutes

Chair Aycock called the meeting to order at 7:03 pm and asked for a roll call.

Members Present

Chair Aycock
Member Loftus
Member Donnelly
Member Nicholson
Member Drabik
Member Colvert

Members Absent

Member Skerjan

Manager Fieldman declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the September 24, 2024 meeting. Motion to approve the minutes by Nicholson, seconded by Member Donnelly, incorporating the changes noted below. Member Colvert noted a typo in the minutes regarding “gaps” on page 2. Member Donnelly noted a typo regarding the misspelling of his name. Motion carried unanimously by voice vote.

Chair Aycock asked Ms. Lippe to go through the September and October highlights.

Ms. Lippe stated that there were 129 referrals made in the two month period. One hundred twenty four referrals were accepted for an acceptance rate of 96%. This is an increase in both categories compared to the same period last year. Year to date, there have been 594 referrals made with 568 accepted for an acceptance rate of over 95%. The top age cohort was 70-79 years of age followed by the 80-89 cohort. The under 19 cohort experienced an increase in referrals. There were three 100 year-old referrals. The top referral category was Transportation followed by Mental Health, Medical, and Housing & Shelter.

Member Nicholson said that the FISH pantry use to offer vehicle repairs as a service. FISH is receiving more calls about repairs. Ms. Lippe noted that calls for vehicle repairs fluctuate. Most of her transportation calls were related to obtaining rides. Member Donnelley asked what the funding sources are. Ms. Lippe said that funding is provided primarily by private donors.

Member Nicholson asked if there is an opportunity to provide this service in this community. Ms Lippe said that she will bring up this topic at her meetings with other service providers. Chair Aycock asked if the Village promotes this service. Ms. Lippe said that the Village creates awareness of Giving Tuesday.

Member Loftus said that her organization offers vehicle repair services. Ms. Lippe noted that some of the service providers promote their services.

Member Donnelly said that he appeared before a municipal administrative hearing process in another town for business reasons. He noted that many of the violators were in financial need and would likely benefit from social services referrals. He asked if the Village provides referral services in these types of situations. Ms. Lippe said that the Village Code Enforcement Officers bring these types of referrals to her. Manager Fieldman said that the VoDG Departments initiation numbers reflect this type of referral.

Member Drabik said that Mental Health category referrals appear to be declining and asked about the reasons. Ms. Lippe said that other categories were increasing resulting in mental health being a smaller percentage of the referrals.

The leading service type was Senior. The top method of awareness was from prior experience with the referral program. Residents and Families was the leading initiation source followed by Village departments. A majority of referrals were initiated via a phone call. Ms. Lippe stated that she was the staff member responsible for 122 of the referrals during this time period with the Police Crisis Intervention Team responsible for five referrals. The top noted reason for declining a referral was no return call.

Ms. Lippe said that the Village highlighted the taxi coupon program in the Inside DG Newsletter, which drove an increase in this referral type. She also noted that a local business provided a referral. This business was aware of the service from the Rotary Grovesfest booth operations.

Ms. Lippe said that she participated in the Community Adult Daycenter resource fair. The Police Department also attended. She also participated in the Night at the Firehouse in October. Two HSC members also participated in this event. Today, Ms. Lippe presented information to the DGS drivers education classes.

Chair Aycock said that participating in the high school events is an effective way to increase awareness of the Village referral program. She asked if there were any additional events planned. Ms. Lippe said no.

Member Colvert asked if the Village receives funding from the Salvation Army. Manager Fieldman said that the Village was a distributor of Salvation Army funds several years ago when counseling services were provided. Ms. Lippe said that the Township now provides these services.

Chair Aycock inquired about drafting a report of the guest speakers and their presentations. This document would summarize the services provided and presented at the HSC. Member Nicholson asked about the inventory of the services provided in the area. He described a directory of services. Manager Fieldman said that the County provides a directory of services. Chair Aycock said the service directory should provide all resources in one place. Ms. Lippe said that some of the information and service providers are listed on the Village website. She prefers to keep the published list small. Manager Fieldman said that the County operates this type of directory on their 211 website. Ms. Lippe walked the HSC through the website.

Chair Aycock asked if Village residents were aware of this website. Ms. Lippe said that awareness of 211 is strong. The County has been promoting this service for the past two years. During this time over 13,500 calls have been processed through the 211 center.

Chair Aycock asked about the Village promoting this 211 website. Manager Fieldman said that the Village could promote this service.

Chair Aycock said that she is excited about the guest speakers for 2025. She said that there will be no December meeting. Ms. Lippe will provide a 2024 year end report this meeting

Motion to adjourn was made by Member Donnelly, seconded by Member Drabik. Motion carried by voice vote. The meeting was adjourned at 7:37 pm.