

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Civic Center
850 Curtiss Street**

Betty Cheever Council Chambers

**April 22, 2025
7:00 PM**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the March 25, 2025 Meeting**
- IV. Presentation of Services - NAMI of DuPage**
- V. Social Services Referral Program Monthly Highlights**
- VI. Public Comment**
- VII. Adjourn**

**Village of Downers Grove
Human Service Commission**

Civic Center
850 Curtiss Street
March 25, 2025
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 Drabik
Member Colvert

Members Absent

Member Skerjan
Member Nicholson
Member Donnelly

Manager Fieldman declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the February 25, 2025 meeting. Motion to approve the minutes by Member Drabik, seconded by Member Loftus. Motion carried unanimously by voice vote.

Ms. Lippe introduced Clinical Director Jaclyn LaPorte with 360 Youth Services.

Ms. LaPorte said that she has experience in clinical mental health services. The mission of 360 Youth Services is to provide life changing services to youth. They provide services in three departments including Substance Abuse Prevention, Housing and Counseling. Their target age for clients is 10-25 years.

The Substance Abuse Prevention Department works with adolescents, primarily in Naperville. 360 Youth is now working on different campaigns such as a youth advisory committee and a substance abuse prevention committee. They have been providing the Operation Snowball program in Downers Grove for over 40 years.

The Housing Department focuses on people ages 18-24 years old. They operate a transitional housing program for homeless youth looking to transition into independent living. They also assist with vocational training. The organization operates a rapid rehousing program that provides shelter for up to 90 days.. This program feeds into the transitional housing program for those who need additional assistance. In addition, they provide emergency shelter. This program uses hotel rooms for immediate shelter.

The Counseling Department provides community based services including community mental health. The program operates based on referrals from partner organizations. It focuses on individual, family and group mental health, provides anxiety workshops, mindfulness workshops and self-image workshops offered over the summer for adolescents. They are also working on an LGBTQ+ program which will launch in June.

Ms LaPorte said that 360 Youth provides legal and justice services. They recently obtained a grant that they use to service youth in DuPage County ages 11-17 focusing on mental health and justice system involvement. They collaborate with law enforcement agencies and the DuPage County Juvenile Probationary Department. They provide programs related to effectively managing social media and interpersonal relationships. They interact with youth on issues including cybercrimes, bullying, texting and other similar topics. Many clients are on probation And they try to catch the youth at early stages of justice system involvement. They are working with Downers Grove on supporting the Peer Jury program.

Ms LaPorte stated that they provide school day services in which they partner with schools in Naperville District 204 and provide therapists at schools. They focus on mental health services. Students are often referred to by school staff and faculty. They are exploring a similar program with school district 99.

Chair Aycock asked how a therapist is different from a school counselor. Ms LaPorte said they are clinical psychologists, clinical social workers and clinical counselors who can provide therapy, which school counselors cannot provide.

Chair Aycock asked if there any services that are not being fully used. Ms. LaPorte said that they recently lost some funding based on past performance. They are now regrowing the program and received additional grant funding, an increase of \$50,000 compared to the previous year. Their funding will be fully restored next year.

Chair Aycock asked how 360 interacts with Downers Grove. Ms LaPorte stated that they previously worked with Woodridge and are looking into restoring this.

Chair Aycock noted that she liked the social media program

Member Colvert asked how many beds operated in the housing program. Ms LaPorte stated that they have 16 beds in the emergency program and 36 beds in the transitional program. They work with an apartment complex in Naperville and rent multiple units

Member Colvert asked about the requirements for participation. Ms LaPorte said that people must be homeless for 24 hours and must be 18 years old to 24

Member Colvert asked if people under 17 can apply. Ms. LaPorte said yes and noted that the application is on the 360 website.

Member Colvert asked if case management services are provided. Ms. LaPorte said yes.

Chair Aycock asked for more info about vocational services. Ms. LaPorte stated that case managers help with job applications, interview skills and help provide access to required documents

Member Colvert asked about the program budget? Ms. LaPorte said that their annual budget is over \$1 million and they are now applying for a grant for \$5 million which would fund a drop in center

Member Loftus asked if they provide transportation. Ms. LaPorte said that they own and operate vehicles.

Member Drabik asked what is your biggest need or concentration and what are the issues and trends. Ms. LaPorte stated that breaking barriers for mental health services who cannot get it anywhere else is a challenge.

Chair Aycock asked what services offered are underutilized. Ms. LaPorte said that group services in the community and schools are underutilized.

Member Loftus asked if 360 Youth merged with another organization. Ms. LaPorte said that they are now operated as part of Lutheran Children and Family Services.

Chair Aycock thanked Ms. LaPorte for her presentation.

Chair Aycock asked Ms. Lippe to provide the statistical report.

Ms. Lippe provided an overview for the month of February:

- 89 referrals compared to 53 in 2024
- 96.79% overall acceptance rate
- 67 referrals included the 50-89 age cohorts
- Top 5 leading service type provided was senior, village, transportation, township, county, and medical resources
- Top method of awareness outside of department referrals was previous experience and utilizing the village phone tree
- The leading initiation category was residents and families
- The top method of contact was telephone
- Increase with in person contact was noted again
- Social Worker was responsible for 100% of the referrals
- 2 of the declined referrals were due to the resident not contacting the social worker back and the other is still pending an outcome.

Member Drabik noted that seniors are in need of transportation services. Ms. Lippe said that she will be visiting senior residences next month and will be focusing on transportation services.

Chair Aycock noted that the new Civic Center is a welcoming building and may account for some of the increase in walk-in customers.

Ms. Lippe noted that March is also very busy. Awareness has increased. Other agencies are more aware.

Chair Aycock asked about services for non-residents. Ms Lippe noted that she tracks non-residents contacts as well.

Member Loftus asked if the VoDG will continue with the awareness campaign including events. Ms. Lippe said yes and it has been expanded to include visits to all DGSH school students in physical education classes.

Member Loftus mentioned the upcoming Healthy Kids event at the YMCA.

Ms. Lippe will be participating in future Park District senior resident events.

Chair Aycock encouraged Ms. Lippe about participating in EQDG Pride Month events.

Chair Aycock noted there were no members of the public present.

Motion to adjourn was made by Member Loftus, seconded by Member Drabik. Motion carried by voice vote. The meeting was adjourned at 7:47 pm.

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
April 22, 2025

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

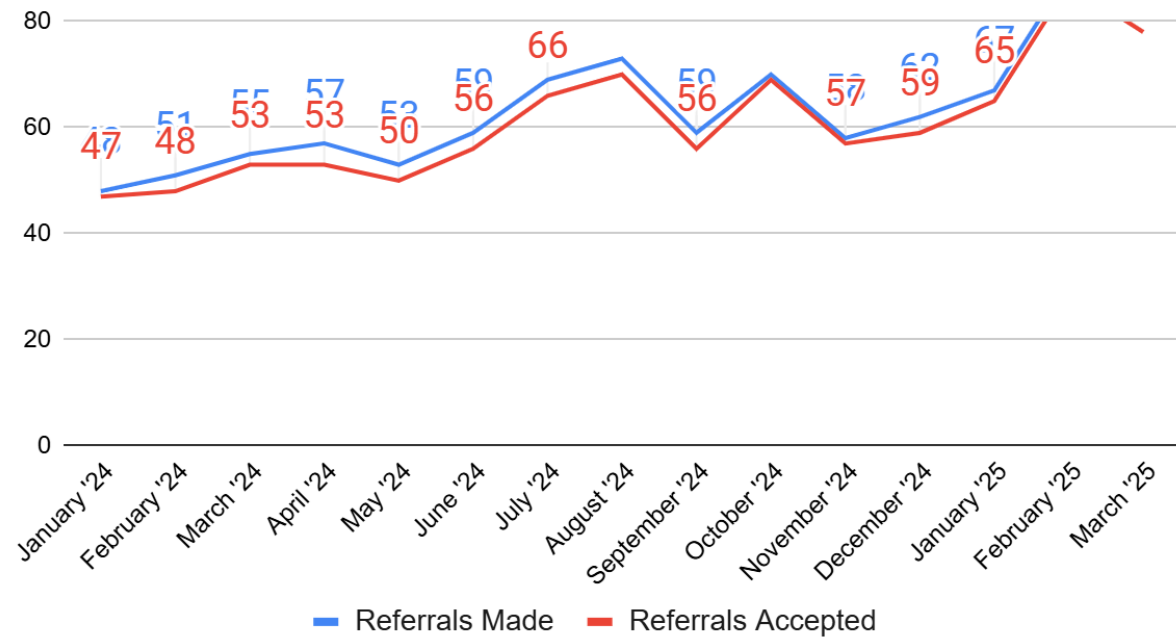
Monthly Program Performance Measurements

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 March.

March 2025 - Referral Acceptance

Referrals	2024			2025	
	March	YTD Total	2024 Total	March	YTD Total
<i>Referrals Received</i>	55	154	714	81	237
<i>Referrals Accepted</i>	53	148	685	78	230
<i>Referrals Declined</i>	2	6	29	3	7
<i>Percentage Accepted</i>	96.36%	96.10%	95.94%	96.30%	97.05%

Referrals Made and Referrals Accepted



March 2025 - Referral Age

	2024			2025	
Age Cohort	Mar	YTD Total	2024 Total	Mar	YTD Total
0-19	1	5	32	2	8
20-29	3	8	30	5	15
30-39	2	13	54	5	21
40-49	4	10	70	6	14
50-59	7	19	74	8	21
60-69	4	16	103	12	47
70-79	17	32	184	22	56
80-89	14	41	126	16	44
90-99	1	7	24	5	9
100+	0	0	4	0	0
Unknown	2	3	13	0	2
TOTAL	55	154	714	81	237

March 2025 - Initial Need for Referral

Need	2024			2025	
	Mar	YTD Total	2024 Total	Mar	2025 Total
<i>Home Safety</i>	1	1	19	16	20
<i>Transportation</i>	12	31	163	14	59
<i>Medical</i>	10	26	84	11	27
<i>Mental Health</i>	6	30	163	10	36
<i>Housing</i>	9	17	78	8	21
<i>Cleanup/Repair</i>	0	0	30	6	11
<i>Financial</i>	3	12	61	5	17
<i>Legal</i>	2	2	16	5	9
<i>Domestic Abuse</i>	2	2	17	3	7
<i>Tax</i>	1	4	10	2	8
<i>State</i>	0	0	2	1	1
<i>Household</i>	3	12	25	0	7
<i>Nutrition</i>	1	5	17	0	4
<i>Recreation</i>	0	0	3	0	3
<i>Insurance</i>	1	1	3	0	2
<i>Utility</i>	0	0	0	0	2
<i>Clothing</i>	0	1	9	0	2
<i>Employment</i>	1	2	5	0	1
TOTAL	51	146	705	81	237

March 2025 - Leading Service Type

Type	2024			2025	
	Mar	YTD Total	2024 Total	Mar	2025 Total
<i>Village</i>	7	28	188	38	92
<i>Senior</i>	25	69	280	25	101
<i>Home Safety</i>	2	5	30	21	32
<i>Transportation</i>	13	35	181	15	59
<i>County</i>	16	33	140	14	49
<i>Housing</i>	15	28	111	12	37
<i>Medical</i>	12	31	98	9	28
<i>Mental Health</i>	10	28	127	9	28
<i>Financial</i>	5	15	86	7	25
<i>Township</i>	12	25	105	6	29
<i>Legal</i>	7	8	49	6	15
<i>Nutrition</i>	4	15	56	5	15
<i>State</i>	1	9	39	5	6
<i>Cleanup/Repair</i>	1	1	35	4	14
<i>Veteran</i>	0	0	11	3	7
<i>Elder Abuse</i>	1	2	18	3	3
TOTAL	131	332	1,554	182	540

March 2025 - Method of Awareness

Source	2024			2025	
	Mar	YTD Total	2024 Total	Mar	2025 Total
<i>DG Park District</i>	0	0	1	0	0
<i>DG Public Library</i>	3	7	13	0	2
<i>DuPage 2-1-1</i>	0	1	14	4	5
<i>Employees</i>	2	4	30	2	6
<i>eNews</i>	0	1	1	0	0
<i>Inside DG</i>	0	0	16	0	1
<i>Family/Friends</i>	3	5	20	4	10
<i>Local Business</i>	0	0	1	0	0
<i>Outside Agency</i>	3	4	42	15	33
<i>Prior Experience</i>	9	24	119	7	26
<i>Social Media</i>	0	2	4	0	0
<i>Township</i>	2	10	30	4	9
<i>Village Phone Tree</i>	12	19	88	11	29
<i>Village Website</i>	3	17	76	1	7
<i>Web Search</i>	0	9	17	1	2
<i>Dept. Referrals</i>	18	51	242	32	107
TOTAL	55	154	714	81	237

March 2025 - Initiation

	2024				2025		
Source	Mar	YTD Total	YTD %	2024 Total	Mar	YTD Total	YTD %
<i>VoDG Departments</i>	18	51	33.1%	242	32	107	45.1%
<i>Residents/Families</i>	30	88	57.1%	397	31	101	42.6%
<i>Local Business</i>	0	0	0.0%	1	0	0	0.0%
<i>Outside Agencies</i>	4	6	3.9%	37	13	17	7.2%
<i>Non-Residents</i>	3	9	5.8%	37	5	12	5.1%
TOTAL	55	154	100%	714	81	237	100%

March 2025 - Method

	2024				2025		
Category	Mar	YTD Total	YTD %	2024 Total	Mar	YTD Total	YTD %
<i>Direct</i>	7	29	18.8%	145	21	48	20.2%
<i>Electronic</i>	5	20	13.0%	80	17	31	13.1%
<i>Telephone</i>	36	89	57.8%	421	37	123	51.9%
<i>In Person</i>	7	16	10.4%	68	6	35	14.8%
TOTAL	55	154	100%	714	81	237	100%

March 2025 - Responsible Department

	2024				2025		
Department	Mar	YTD Total	YTD %	2024 Total	Mar	YTD Total	YTD %
<i>Social Worker</i>	52	149	96.8%	681	77	229	96.6%
<i>Crisis Intervention Team</i>	1	3	1.9%	28	4	7	3.0%
<i>Community Care</i>	0	0	0.0%	0	0	0	0.0%
<i>Collaborative (Multiple Depts)</i>	2	2	1.3%	5	0	1	0.4%
<i>Outside Agency</i>	0	0	0.0%	0	0	0	0.0%
TOTAL	55	154	100%	714	81	237	100%

March 2025 - Reason - Declined

	2024				2025		
Reason	Mar	YTD Total	YTD %	2024 Total	Mar	YTD Total	YTD %
<i>Did Not Accept Available Resources</i>	0	0	0.0%	6	0	1	14.3%
<i>No Call Back to CIT</i>	0	0	0.0%	1	0	0	0.0%
<i>No Call Back to SW</i>	2	6	100%	20	1	4	57.1%
<i>Already Receiving Appropriate Services</i>	0	0	0.0%	0	0	0	0.0%
<i>Invalid Contact Information</i>	0	0	0.0%	2	0	0	0.0%
<i>Pending Outcome</i>	0	0	0.0%	0	2	2	28.6%
TOTAL	2	6	100%	29	3	7	100%

March 2025 - Referral Age - Not Accepted

	2024			2025	
Age Cohort	Mar	YTD Total	2024	Mar	YTD Total
0-19	1	1	3	0	0
20-29	0	0	2	0	3
30-39	0	1	8	0	0
40-49	1	1	8	0	0
50-59	0	1	2	0	0
60-69	0	1	1	2	3
70-79	0	0	3	1	1
80-89	0	1	1	0	0
90-99	0	0	0	0	0
100+	0	0	0	0	0
Unknown	0	0	1	0	0
TOTAL	2	6	29	3	7

March 2025 - Referral Need - Declined

	2024				2025		
Type	Feb	YTD Total	YTD %	2024 Total	Feb	YTD Total	YTD %
<i>Cleanup/Repair</i>	0	0	0.0%	0	2	2	28.6%
<i>Medical</i>	0	1	16.7%	2	1	1	14.3%
<i>Mental Health</i>	1	4	66.7%	16	0	3	42.8%
<i>Employment</i>	0	0	0.0%	0	0	1	14.3%
<i>Domestic Violence</i>	1	1	16.7%	8	0	0	0.0%
<i>Housing</i>	0	0	0.0%	1	0	0	0.0%
<i>Legal</i>	0	0	0.0%	1	0	0	0.0%
<i>Nutrition</i>	0	0	0.0%	1	0	0	0.0%
TOTAL	2	6	100%	29	3	7	100%