

**VILLAGE OF DOWNERS GROVE  
HUMAN SERVICE COMMISSION**

**Civic Center  
850 Curtiss Street**

**Betty Cheever Council Chambers**

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

**AGENDA**

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the May 27, 2025 Meeting**
- IV. Presentation of Services - Community Adult Day Center**
- V. Social Services Referral Program Monthly Highlights**
- VI. Public Comment**
- VII. Adjourn**

**Village of Downers Grove  
Human Service Commission**

Civic Center  
850 Curtiss Street  
May 27, 2025  
Meeting Minutes

Chair Aycock called the meeting to order at 7:02 pm and asked for a roll call.

**Members Present**

Chair Aycock  
Member Colvert  
Member Donnelly  
Member Drabik  
Member Loftus

**Members Absent**

Member Nicholson  
Member Skerjan

Ms. Lippe declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the April 22, 2025 meeting. Motion to approve the minutes by Member Donnelly, seconded by Member Drabik. Motion carried unanimously by voice vote.

Ms. Lippe introduced Executive Director, Lisa Horne, with Metropolitan Family Services of DuPage.

Ms. Horne said the Metropolitan Family Services has 10 centers across the Chicagoland area with their headquarters in Downtown Chicago. Each center serves the community based on the community's needs. DuPage County center is the largest with 240 employees. They provide services in 3 main service areas including behavioral health, early learning, and domestic violence services.

The Behavioral Health Department focuses on general behavioral health services which includes three clinicians, three case managers, a peer support specialist and a psychiatrist on site. The psychiatrist provides support three days a week. They have been provided grant funded programs including senior services, grandparents raising grandchildren support services, caregiver support services, counseling, adoption preservation and guardian support services, and respite care for adopted families.

The Early Learning Department serves 740 children with head start, early head start and preschool for all services. These services are provided in the home or in a center. There are 8 different centers throughout the county with 130 employees staffed for the early head start program.

The Domestic Violence Department is a comprehensive program. Family Shelter Services and Metropolitan Family Services merged in 2019 which resulted with 6 programs for Family Shelter Services. These programs increased capacity for short term crisis intervention services and those who transitioned into long term services. One of the programs includes a 41 bed shelter located in Downers Grove. The shelter can serve men, women, and transgender clients and their children. The next program is advocacy services which is located at the DuPage County courthouse. Advocates assist with emergency orders of protections. In 2024, the advocates assisted with 1,900 orders of protection. Advocates support the survivors throughout the legal process. Advocates are paid employees and volunteers. Other service is the 24 hour hotline manned by paid employees and volunteers. Staff will meet the clients where they are in the county and whatever time is convenient for them. The department partners with local agencies such as DuPage PADS and the area hospitals. Community services develops programs based on what the community needs such as support groups, counseling services, group services and educational prevention programs. The prevention program has 3 educators that provide education regarding healthy relationships in local junior high schools, high schools, colleges, after school camps, and summer programs including all Downers Grove schools.

Ms. Horne stated they have two resale shops located in Naperville and Glen Ellyn which earn about one million dollars for the programming. All clients can shop for free at the resale shops every three months.

Member Donnelly asked how the programs are funded. Ms. Horne stated through federal and state funding, private donors, and one annual fundraiser.

Member Loftus asked if the one fundraiser is for all of the centers or for the DuPage center. Ms. Horne stated that their annual fundraiser is for DuPage County only. Member Donnelly asked if this is an annual gala. Ms. Horne stated it was previously a gala but now it is a reception.

Member Donnelly asked how transportation works for clients getting to shelters. Ms. Horne stated they problem solve first, gas vouchers, ride share services, or other means. There is funding to help pay for the cost of transportation, gas cards, financial assistance to pay for traffic citations and fees in order for clients to get their drivers license reinstated and other barriers.

Chair Aycock asked how individuals interested in volunteering reach out. Ms. Horne stated volunteers can call the intake lines and report their interest in volunteering.

Member Colvert asked how large is their budget and assets. Ms. Horne stated metro Chicago has \$100 million in budget and assets while DuPage County has \$21 million.

Chair Aycock asked about the expansion of services and merger if there is still a waitlist. Ms. Horne stated there is still an issue with waitlists partially due to staffing challenges because of uncertainty with federal funding. They were recently informed that Head Start will be fully funded for another year and Domestic Violence programs should be stable this year. 20% of their funding comes from the Department of Human Services. If there is a large cut in funds this will impact programming.

Ms. Lippe asked about how many male participants are served. Ms. Horne reported that 5 male participants stay in the shelter. They will have a men's support group if the numbers are there and room available at the shelter.

Chair Aycock thanked Ms. Horne for her presentation.

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

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

- 125 referrals compared to 57 in 2024
- 97.51% overall acceptance rate
- 100 referrals included the 60-99 age cohorts
- Top 5 leading service type provided was senior, transportation, village, township, and mental health resources
- Top method of awareness outside of department referrals were outside agencies
- The leading initiation category was residents/family members
- The top method of contact was in person
- Social Worker was responsible for 96% of the referrals
- 1 of the declined referrals was due to the resident not contacting the social worker back and the other one was already receiving appropriate services.
- Community presentations at various senior living facilities regarding Village's Taxi coupon program; Senior scams and safety at Immanuel Lutheran Church; Wellness Days at Downers Grove South High School; and Community Days at Indian Trail School.
- Participated in various meetings regarding Oak Trace's initiative to make Downers Grove Dementia Friendly

Member Donnelly encouraged participation in the Farmers Market.

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

Motion to adjourn was made by Member Loftus, seconded by Member Donnelly. Motion carried by voice vote. The meeting was adjourned at 7:52 pm.

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

<b>SUBJECT:</b>	<b>SUBMITTED BY:</b>
Monthly Program Performance Measurements	Heather Lippe Licensed Clinical Social Worker

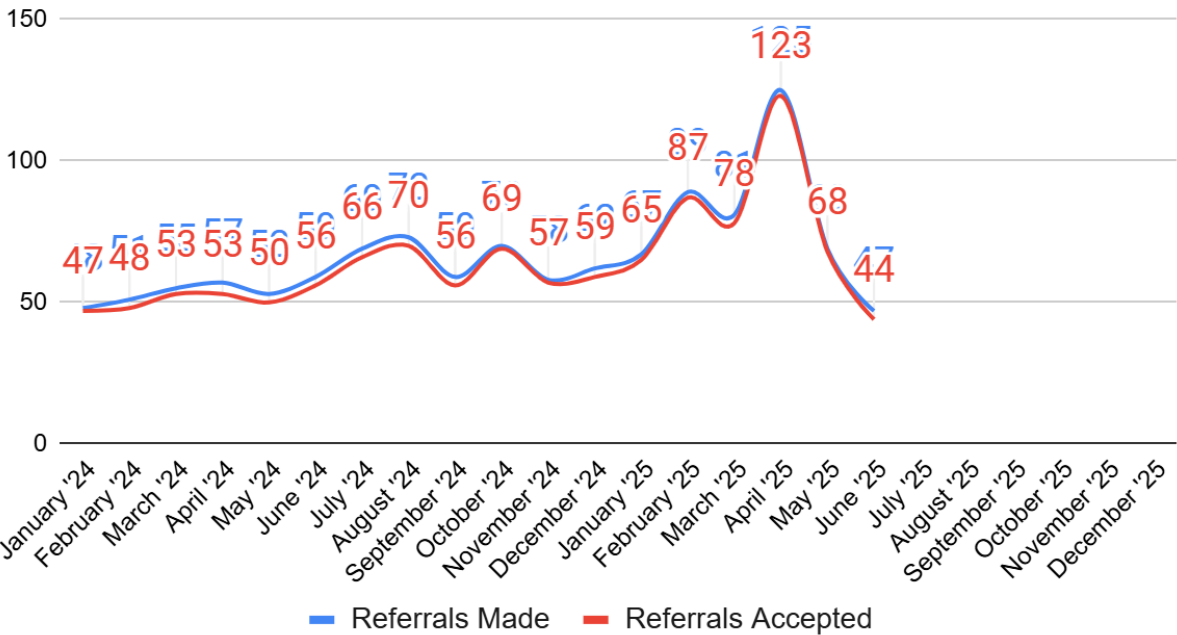
**Monthly Program Performance Measurements**

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 May and June.

***May & June 2025 - Referral Acceptance***

	2024			2025	
<b>Referrals</b>	<b>May &amp; June</b>	<b>YTD Total</b>	<b>2024 Total</b>	<b>May &amp; June</b>	<b>YTD Total</b>
<i>Referrals Received</i>	112	323	714	116	478
<i>Referrals Accepted</i>	106	307	685	112	465
<i>Referrals Declined</i>	6	16	29	4	13
<i>Percentage Accepted</i>	94.64%	95.04%	95.94%	96.55%	95.48%

# Referrals Made and Referrals Accepted



**May & June 2025 - Referral Age**

	2024			2025	
Age Cohort	May & June	YTD Total	2024 Total	May & June	YTD Total
0-19	7	14	32	3	14
20-29	5	13	30	5	27
30-39	11	28	54	6	31
40-49	10	27	70	7	25
50-59	10	35	74	11	38
60-69	23	48	103	28	95
70-79	26	71	184	35	128
80-89	15	70	126	16	92
90-99	2	10	24	5	25
100+	1	1	4	0	1
Unknown	2	6	13	0	2
<b>TOTAL</b>	<b>112</b>	<b>323</b>	<b>714</b>	<b>116</b>	<b>478</b>

**May & June 2025 - Initial Need for Referral**

	2024			2025	
Need	May & June	YTD Total	2024 Total	May & June	2025 Total
<i>Mental Health</i>	32	70	135	24	76
<i>Transportation</i>	28	72	163	19	146
<i>Medical</i>	10	47	84	16	51
<i>Housing</i>	9	34	78	11	36
<i>Home Safety</i>	0	2	19	7	28
<i>Legal</i>	5	7	16	7	24
<i>Domestic Abuse</i>	5	8	17	7	16
<i>Cleanup/Repair</i>	5	6	30	6	18
<i>Recreation</i>	0	0	3	4	9
<i>Financial</i>	12	28	61	3	26
<i>Tax</i>	0	6	10	3	12
<i>Nutrition</i>	0	5	17	3	7
<i>Utility</i>	0	0	0	1	5
<i>Addictions</i>	0	0	9	1	3
<i>Employment</i>	0	2	5	1	2
<i>State</i>	1	1	2	1	2
<i>Elder Abuse</i>	2	4	10	1	1
<i>Senior</i>	0	4	8	1	1
<i>Household</i>	3	19	25	0	9
<i>Insurance</i>	0	1	3	0	3
<i>Clothing</i>	0	1	9	0	2
<i>Dental</i>	0	2	2	0	1
<b>TOTAL</b>	<b>112</b>	<b>319</b>	<b>699</b>	<b>116</b>	<b>478</b>



**May & June 2025 - Leading Service Type**

	2024			2025	
Type	May & June	YTD Total	2024 Total	May & June	2025 Total
<i>Senior</i>	40	135	280	52	236
<i>Village</i>	34	76	188	34	199
<i>Transportation</i>	31	81	181	26	157
<i>Medical</i>	13	56	98	25	63
<i>County</i>	22	70	181	23	85
<i>Mental Health</i>	25	62	127	21	67
<i>Housing</i>	11	48	111	17	61
<i>Township</i>	14	48	105	16	104
<i>Home Safety</i>	0	7	30	14	48
<i>Legal</i>	11	23	49	14	38
<i>Recreation</i>	0	6	16	9	17
<i>State</i>	6	18	39	7	17
<i>Financial</i>	13	36	86	6	36
<i>Nutrition</i>	4	22	56	6	22
<i>Cleanup/Repair</i>	3	7	35	6	21
<i>Tax</i>	0	6	12	4	13
<i>Utility</i>	4	15	20	3	12
<i>Employment</i>	0	4	11	3	6
<i>Domestic Abuse</i>	2	3	8	2	7
<i>Addictions</i>	0	3	13	2	5
<i>Dental</i>	1	3	4	2	5
<i>Elder Abuse</i>	4	7	18	2	5
<b>TOTAL</b>	<b>238</b>	<b>736</b>	<b>2,527</b>	<b>294</b>	<b>1,224</b>

**May & June 2025 - Method of Awareness**

	2024			2025	
Source	May & June	YTD Total	2024 Total	May & June	2025 Total
<i>DG Park District</i>	1	1	1	0	0
<i>DG Public Library</i>	1	8	13	1	3
<i>DuPage 2-1-1</i>	4	6	14	0	5
<i>Employees</i>	5	11	30	1	11
<i>eNews</i>	0	1	1	0	0
<i>Inside DG</i>	0	0	16	0	1
<i>Family/Friends</i>	4	10	20	5	16
<i>Local Business</i>	0	0	1	0	0
<i>Outside Agency</i>	2	8	42	16	106
<i>Prior Experience</i>	21	61	119	21	58
<i>Social Media</i>	0	3	4	1	1
<i>Township</i>	2	12	30	5	14
<i>Village Phone Tree</i>	16	42	88	21	64
<i>Village Website</i>	6	31	76	4	14
<i>Web Search</i>	1	12	17	0	2
<i>Dept. Referrals</i>	49	117	242	41	183
<b>TOTAL</b>	<b>112</b>	<b>323</b>	<b>714</b>	<b>116</b>	<b>478</b>

**May & June 2025 - Initiation**

	2024				2025		
Source	May & June	YTD Total	YTD %	2024 Total	May & June	YTD Total	YTD %
<i>VoDG Departments</i>	49	117	36.2%	242	41	183	38.3%
<i>Residents/Families</i>	50	174	53.9%	397	57	242	50.6%
<i>Local Business</i>	0	0	0.0%	1	0	0	0.0%
<i>Outside Agencies</i>	5	15	4.6%	37	8	27	5.7%
<i>Non-Residents</i>	8	17	5.3%	37	10	26	5.4%
<b>TOTAL</b>	<b>112</b>	<b>323</b>	<b>100%</b>	<b>714</b>	<b>116</b>	<b>478</b>	<b>100%</b>

**May & June 2025 - Method**

	2024				2025		
Category	May & June	YTD Total	YTD %	2024 Total	May & June	YTD Total	YTD %
<i>Direct</i>	35	75	23.2%	145	30	98	20.5%
<i>Electronic</i>	6	31	9.6%	80	12	50	10.5%
<i>Telephone</i>	60	183	56.7%	421	61	221	46.2%
<i>In Person</i>	11	34	10.5%	68	13	109	22.8%
<b>TOTAL</b>	<b>112</b>	<b>323</b>	<b>100%</b>	<b>714</b>	<b>116</b>	<b>478</b>	<b>100%</b>

**May & June 2025 - Responsible Department**

	2024				2025		
Department	May & June	YTD Total	YTD %	2024 Total	May & June	YTD Total	YTD %
<i>Social Worker</i>	98	303	93.8%	681	113	460	96.2%
<i>Crisis Intervention Team</i>	13	17	5.3%	28	2	14	2.9%
<i>Community Care</i>	0	0	0.0%	0	0	0	0.0%
<i>Collaborative (Multiple Depts)</i>	1	3	0.9%	5	1	4	0.8%
<i>Outside Agency</i>	0	0	0.0%	0	0	0	0.0%
<b>TOTAL</b>	<b>112</b>	<b>323</b>	<b>100%</b>	<b>714</b>	<b>116</b>	<b>478</b>	<b>100%</b>

**May & June 2025 - Reason - Declined**

	2024				2025		
Reason	May & June	YTD Total	YTD %	2024 Total	May & June	YTD Total	YTD %
<i>Did Not Accept Available Resources</i>	2	4	25.0%	6	1	2	15.4%
<i>No Call Back to CIT</i>	1	1	6.3%	1	0	0	0.0%
<i>No Call Back to SW</i>	2	10	62.5%	20	0	7	53.8%
<i>Already Receiving Appropriate Services</i>	0	0	0.0%	0	0	1	7.7%
<i>Invalid Contact Information</i>	1	1	6.3%	2	0	0	0.0%
<i>Pending Outcome</i>	0	0	0.0%	0	3	3	23.1%
<b>TOTAL</b>	<b>6</b>	<b>16</b>	<b>100%</b>	<b>29</b>	<b>4</b>	<b>13</b>	<b>100%</b>

**May & June 2025 - Referral Age - Not Accepted**

	2024			2025	
Age Cohort	May & June	YTD Total	2024	May & June	YTD Total
0-19	0	2	3	0	1
20-29	1	1	2	1	5
30-39	2	5	8	1	1
40-49	2	4	8	1	1
50-59	1	2	2	1	1
60-69	0	1	1	0	3
70-79	0	0	3	0	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
<b>TOTAL</b>	<b>6</b>	<b>16</b>	<b>29</b>	<b>4</b>	<b>13</b>

**May & June 2025 - Referral Need - Declined**

	2024				2025		
Type	May & June	YTD Total	YTD %	2024 Total	May & June	YTD Total	YTD %
<i>Mental Health</i>	4	10	62.5%	16	1	6	46.2%
<i>Housing</i>	0	0	0.0%	1	2	2	15.4%
<i>Cleanup/Repair</i>	0	0	0.0%	0	0	2	15.4%
<i>Medical</i>	0	2	12.5%	2	0	1	7.7%
<i>Employment</i>	0	0	0.0%	0	0	1	7.7%
<i>Domestic Abuse</i>	2	4	25.0%	8	1	1	7.7%
<i>Legal</i>	0	0	0.0%	1	0	0	0.0%
<i>Nutrition</i>	0	0	0.0%	1	0	0	0.0%
<b>TOTAL</b>	<b>6</b>	<b>16</b>	<b>100%</b>	<b>29</b>	<b>4</b>	<b>13</b>	<b>100%</b>