

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Civic Center
850 Curtiss Street**

Betty Cheever Council Chambers

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

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the September 23, 2025 Meeting**
- IV. Presentation of Services - Skyway Behavioral Health**
- V. Social Services Referral Program Monthly Highlights**
- VI. Public Comment**
- VII. Adjourn**

**Village of Downers Grove
Human Service Commission**

Civic Center
850 Curtiss Street
September 23, 2025
Meeting Minutes

Chair Aycock called the meeting to order at 7:01 pm and asked for a roll call.

Members Present

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

Members Absent

Member Skerjan

Ms. Lippe declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the August 26, 2025 meeting. Motion to approve the minutes by Member Donnelly, seconded by Member Nicholson. Motion carried unanimously by voice vote.

No presentation made from Hopemark Health.

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

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

- 69 referrals compared to 73 in 2024
- 97.75% overall acceptance rate
- 60 referrals included the 20-29 and 50-89 age cohorts
- Top 5 leading service type provided was senior, transportation, village, housing, and medical resources
- Top methods of awareness outside of department referrals was previous experience.
- The leading initiation category was residents/family members
- The top method of contact was telephone
- Social Worker was responsible for 94% of the referrals
- The declined referral was due to no valid contact information
- Attended the Dementia Conference and Aging Summit

- Participated in the 18th Judicial Family Violence Coordinating Council Housing Committee

Chair Aycock noted she will be contacting the Mainstreet Realtors organization to coordinate a connection with Ms. Lippe to provide new residents with information regarding the social services program.

Chair Aycock noted no public in attendance

Motion to adjourn was made by Member Donnelly and seconded by Member Nicholson. Motion carried by voice vote. The meeting was adjourned at 07:16 pm.

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

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

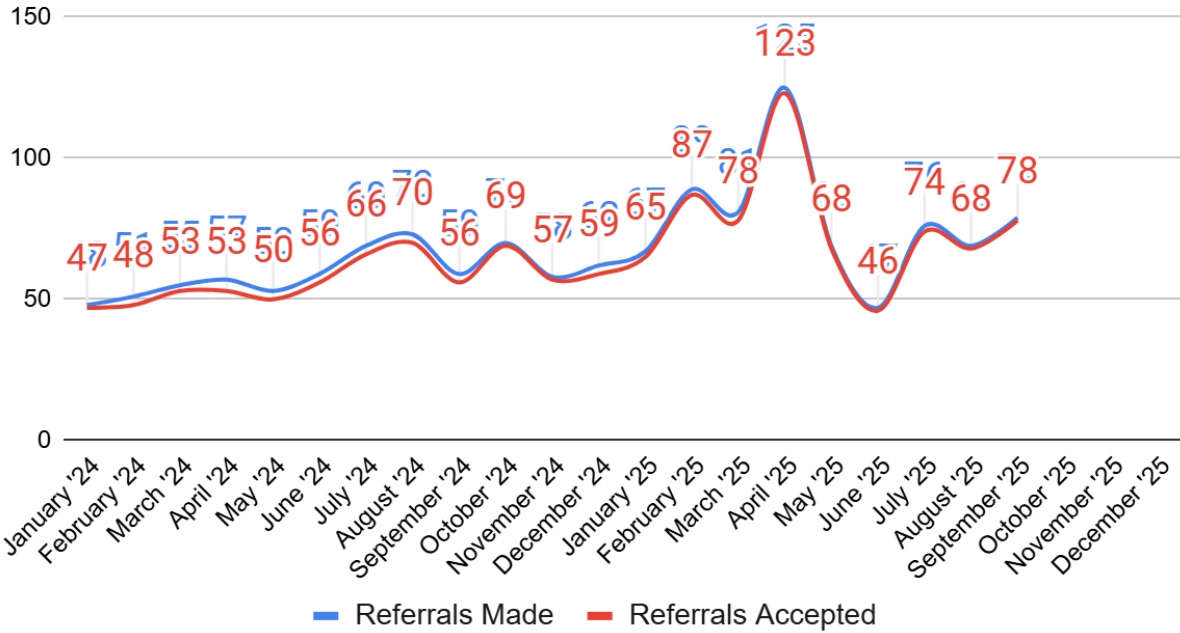
Monthly Program Performance Measurements

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 September.

September 2025 - Referral Acceptance

	2024			2025	
Referrals	Sept	YTD Total	2024 Total	Sept	YTD Total
<i>Referrals Received</i>	59	524	714	79	702
<i>Referrals Accepted</i>	56	500	685	78	687
<i>Referrals Declined</i>	3	24	29	1	15
<i>Percentage Accepted</i>	94.92%	95.42%	95.94%	98.73%	97.86%

Referrals Made and Referrals Accepted



September 2025 - Referral Age

	2024			2025	
Age Cohort	Sept	YTD Total	2024 Total	Sept	YTD Total
0-19	4	26	32	10	28
20-29	1	20	30	2	42
30-39	4	42	54	5	39
40-49	8	54	70	1	35
50-59	3	58	74	6	57
60-69	8	71	103	16	144
70-79	14	124	184	14	182
80-89	12	102	126	20	137
90-99	3	17	24	3	33
100+	1	2	4	0	1
Unknown	1	8	13	2	4
TOTAL	59	524	714	79	702

September 2025 - Initial Need for Referral

	2024			2025	
Need	Sept	YTD Total	2024 Total	Sept	2025 Total
<i>Elder Abuse</i>	1	10	10	20	22
<i>Medical</i>	10	70	84	13	82
<i>Transportation</i>	10	110	163	9	198
<i>Home Safety</i>	1	4	19	9	42
<i>Legal</i>	2	11	16	7	39
<i>Housing</i>	7	55	78	6	59
<i>Mental Health</i>	13	114	135	5	98
<i>Financial</i>	1	47	61	4	41
<i>Recreation</i>	0	3	3	2	12
<i>Employment</i>	0	4	5	2	4
<i>Domestic Abuse</i>	0	11	17	1	19
<i>Utility</i>	0	0	0	1	6
<i>Cleanup/Repair</i>	7	23	30	0	26
<i>Tax</i>	1	8	10	0	14
<i>Household</i>	0	21	25	0	11
<i>Nutrition</i>	3	11	17	0	10
<i>Addictions</i>	0	3	9	0	6
<i>Insurance</i>	0	1	3	0	3
<i>Clothing</i>	1	3	9	0	2
<i>Dental</i>	0	2	2	0	2
<i>Senior</i>	1	5	8	0	2
<i>Sex Assault</i>	1	1	2	0	1
TOTAL	59	517	706	79	699

September 2025 - Leading Service Type

	2024			2025	
Type	Sept	YTD Total	2024 Total	Sept	2025 Total
Senior	24	206	280	38	337
Village	10	119	188	35	284
Home Safety	1	12	30	32	86
County	17	113	140	20	126
Medical	10	80	98	14	105
Transportation	11	124	181	11	214
Township	9	78	105	9	133
Housing	11	81	111	7	95
Legal	6	39	49	6	64
Mental Health	15	104	127	4	97
Financial	2	68	86	4	57
State	1	26	39	4	33
Recreation	3	15	16	3	22
Utility	1	19	20	3	16
Elder Abuse	3	16	18	3	10
Cleanup/Repair	6	23	35	2	29
Insurance	0	4	6	2	9
Employment	1	6	11	2	8
Nutrition	6	41	56	1	31
Domestic Abuse	1	4	8	1	13
Addictions	2	5	13	1	8
Federal	0	3	4	1	4
TOTAL	140	1,206	1,621	203	1,781

September 2025 - Method of Awareness

	2024			2025	
Source	Sept	YTD Total	2024 Total	Sept	2025 Total
<i>DG Park District</i>	0	1	1	0	0
<i>DG Public Library</i>	1	10	13	0	3
<i>DuPage 2-1-1</i>	0	8	14	3	8
<i>Employees</i>	4	21	30	4	22
<i>eNews</i>	0	1	1	0	0
<i>Family/Friends</i>	0	16	20	2	25
<i>Inside DG</i>	1	1	16	1	5
<i>Local Business</i>	0	0	1	0	0
<i>Outside Agency</i>	5	27	42	25	151
<i>Prior Experience</i>	7	87	119	5	88
<i>Social Media</i>	0	4	4	0	1
<i>Township</i>	1	17	30	0	20
<i>Village Phone Tree</i>	12	69	88	8	93
<i>Village Website</i>	4	60	76	5	28
<i>Web Search</i>	2	15	17	0	2
<i>Dept. Referrals</i>	22	187	242	26	256
TOTAL	59	524	714	79	702

September 2025 - Initiation

	2024				2025		
Source	Sept	YTD Total	YTD %	2024 Total	Sept	YTD Total	YTD %
<i>VoDG Departments</i>	22	187	35.7%	242	26	256	36.5%
<i>Residents/Families</i>	31	285	54.4%	397	27	345	49.2%
<i>Local Business</i>	0	0	0.0%	1	0	0	0.0%
<i>Outside Agencies</i>	4	24	4.6%	37	24	60	8.5%
<i>Non-Residents</i>	2	28	5.3%	37	2	41	5.8%
TOTAL	59	524	100%	714	79	702	100%

September 2025 - Method

	2024				2025		
Category	Sept	YTD Total	YTD %	2024 Total	Sept	YTD Total	YTD %
<i>Direct</i>	13	117	22.3%	145	13	141	20.1%
<i>Electronic</i>	7	54	10.3%	80	38	100	14.2%
<i>Telephone</i>	36	308	58.8%	421	23	331	47.2%
<i>In Person</i>	3	45	8.6%	68	5	130	18.5%
TOTAL	59	524	100%	714	79	702	100%

September 2025 - Responsible Department

	2024				2025		
Department	Sept	YTD Total	YTD %	2024 Total	Sept	YTD Total	YTD %
<i>Social Worker</i>	56	497	94.8%	681	78	674	96.0%
<i>Crisis Intervention Team</i>	2	23	4.4%	28	1	24	3.4%
<i>Community Care</i>	0	0	0.0%	0	0	0	0.0%
<i>Collaborative (Multiple Depts)</i>	1	4	0.8%	5	0	4	0.6%
<i>Outside Agency</i>	0	0	0.0%	0	0	0	0.0%
TOTAL	59	524	100%	714	79	702	100%

September 2025 - Reason - Declined

	2024				2025		
Reason	Sept	YTD Total	YTD %	2024 Total	Sept	YTD Total	YTD %
<i>Did Not Accept Available Resources</i>	0	5	20.8%	6	0	2	13.3%
<i>No Call Back to CIT</i>	0	1	4.2%	1	0	0	0.0%
<i>No Call Back to SW</i>	3	16	66.7%	20	0	9	60.0%
<i>Already Receiving Appropriate Services</i>	0	0	0.0%	0	1	2	13.3%
<i>Invalid Contact Information</i>	0	2	8.3%	2	0	2	13.3%
<i>Pending Outcome</i>	0	0	0.0%	0	0	0	0.0%
TOTAL	3	24	100%	29	1	15	100%

September 2025 - Referral Age - Not Accepted

	2024			2025	
Age Cohort	Sept	YTD Total	2024	Sept	YTD Total
0-19	0	2	3	0	1
20-29	0	1	2	0	4
30-39	0	5	8	0	1
40-49	1	8	8	0	1
50-59	0	2	2	1	2
60-69	0	1	1	0	4
70-79	1	3	3	0	1
80-89	0	1	1	0	1
90-99	0	0	0	0	0
100+	0	0	0	0	0
Unknown	1	1	1	0	0
TOTAL	3	24	29	1	15

September 2025 - Referral Need - Declined

	2024				2025		
Type	Sept	YTD Total	YTD %	2024 Total	Sept	YTD Total	YTD %
<i>Mental Health</i>	2	14	58.3%	16	1	6	40.0%
<i>Housing</i>	0	1	4.2%	1	0	4	26.7%
<i>Cleanup/Repair</i>	0	0	0.0%	0	0	2	13.3%
<i>Medical</i>	0	2	8.3%	2	0	1	6.7%
<i>Employment</i>	0	0	0.0%	0	0	1	6.7%
<i>Transportation</i>	0	0	0.0%	0	0	1	6.7%
<i>Legal</i>	1	1	4.2%	1	0	0	0.0%
<i>Domestic Abuse</i>	0	5	20.8%	8	0	0	0.0%
<i>Nutrition</i>	0	1	4.2%	1	0	0	0.0%
TOTAL	3	24	100%	29	1	15	100%