



Village of Downers Grove

Human Service Commission – Agenda

Table 1 - Detailed information on this Board or Commission meeting.

Meeting Location	Civic Center – Betty Cheever Council Chambers
Meeting Address	850 Curtiss St., Downers Grove, IL 60515
Meeting Date	April 28, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

Presentation of Services – Teen Parent Connection.

Social Services Referral Program Monthly Highlights.

Public Comment.

Adjournment.



Village of Downers Grove

Human Service Commission – Minutes

Table 1 - Detailed information on this Board or Commission meeting.

Meeting Location	Civic Center – Betty Cheever Council Chambers
Meeting Address	850 Curtiss St., Downers Grove, IL 60515
Meeting Date	March 24, 2026 at 07:00 PM

Call to Order.

Chair Aycock called the meeting to order at 07:03 PM and asked for a roll call.

Roll Call.

Members Present: Chair Aycock, Member Colvert, Member Donnelly, and Member Loftus.

Members Absent: Member Karam, Member Nicholson, and Member Skerjan.

Ms. Lippe declared that a quorum was present.

Approval of Minutes.

Chair Aycock asked for a motion to approve the minutes of the February 24, 2026 meeting. Motion to approve the minutes by Member Donnelly, seconded by Member Loftus. Motion carried unanimously by voice vote.

Presentation of Services – Senior Living Experts.

Ms. Lippe introduced Kerry Quirin, Senior Living Advisor with Senior Living Experts.

Ms. Quirin reported she serves the Chicagoland area. The services include assisting seniors and their families with locating alternative living communities such as Independent Living, Assisted Living, Supportive Living, Memory Care, and Skilled Nursing along with in-home services. Also provides presentations at local area senior centers and other community events to educate seniors and their families about senior living even if they are not ready but to plan ahead.

Ms. Quirin reported she continues to evaluate communities based on how well the outcomes are from Illinois Department of Public Health (IDPH) surveys, Medicare star ratings, and shares that information with her clients. She takes into consideration with determining the right community any cognitive decline, dementia related changes, and the grief aspect of the changes.

She started in senior living after graduating college in 1996 when dealing with her own parents' needs and the encouragement of her sister who is an elder law attorney. Her parents moved to Oak Trace and transitioned from independent, assisted living, memory care, skilled nursing and hospice. Her education came through lived experiences while dealing with her parents decline in health and tries to relay her personal experiences when dealing with families. She remains active with the Downers Grove Township Senior Center, Dementia Friendly Downers Grove Task Force and Memory Cafe, Westmont Chamber of Commerce Senior Resource Group, and part of a larger organization, The Continuity of Care Association.

Ms. Quirin shared that the process to assist seniors and their families can be a short process or a long process depending where each client is at. Her goal is to meet the client where they are at and work from there. She evaluates their level of independence with activities of daily living, sundowning, behaviors, cognitive levels, health concerns, loneliness, and even downsizing. She can determine the communities needed based on preferences, disease process, the community's atmosphere, budget and the other information she gathers about the client's needs.

She does all of the leg work by making the calls to ask about openings, wait lists, costs, consistency of staffing, and quality of the foods to present to her clients.

The service she provides is free to the client and their families.

Member Colvert asked if she assists clients with help in the home. Ms. Quirin reported she does assist with locating help in the home. She works with agencies she sees in the communities who participate in the senior center events, the Continuity of Care organizations, or anything that benefits the senior population.

Chair Ayock inquired about what age individuals should start working on planning for future needs. Ms. Quirin shared she started at around 50 to educate herself, plan, and determine her needs. She works with veterans and their spouses to maximize their aid and attendance benefits. She assists clients with going on tours, making calls, assisting with transitioning out of one facility to another. I recommend if it is needed for clients to work with an elder law attorney or geriatric care managers to assist clients and their families that are outside the scope of her services.

Member Loftus inquired if this is her own company. Ms. Quirin shared that it is not her own company but is not affiliated with A Place for Mom. She receives referrals from physicians, social workers, elder law attorneys, realtors, financial planners, and hospitals.

Member Donnelly inquired what the referral process looks like. Ms. Quirin shared that it is usually the adult child or sometimes the senior who makes contact. She starts with gathering information such as what is currently happening, any changes in health and independence, precipitating events, budgets, options, and location. She then will reach out to 4-5 communities that are a good fit based on the information received from the client. She provides the information gathered to the family regarding the communities in order for them to look over and decide on next steps. The client and families can narrow down the list of communities to a couple to tour. She can accompany them on tours or the families can go on their

own. She will provide the chosen communities the families' email address to communicate and will not provide the community phone numbers until there is a tour scheduled. Ms. Quirin shared they do not provide a list of 15 options to consider and share every piece of contact information with the options. Clients and their families would get bombarded with information and would be right back at square one needing help. She shared the senior and the communities are her clients.

Member Loftus inquired if she has contracts with the communities. Ms. Quirin shared she is contracted with communities but regardless of contracts she will provide the communities that would be best for the client. She reported she treats every client the same regardless if they are private pay or Medicaid.

Chair Aycock thanked Ms. Quirin for her presentation.

Social Services Referral Program Monthly Highlights.

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

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

- 75 referrals compared to 89 in 2025.
- 97.74% overall acceptance rate.
- 62 referrals included the 40-99 age cohorts.
- Top 5 leading service types provided were senior, village, transportation, county, and mental health resources.
- The leading initiation category was residents and their family members.
- The top method of contact was telephone.
- Social Worker was responsible for 97% of the referrals.

- The declined referrals were an individual that did not return calls from the social worker and the other one with invalid contact information.
- Participated with the police department at the Downers Grove Park District Golden Years Expo.
- Asked to participate in the 18th Judicial Circuit Court Family Violence Coordinating Council's Paint the Town Purple.

Public Comments.

Chair Aycock noted no public in attendance and ended the Public Comment portion of the meeting.

Adjournment.

Motion to adjourn was made by Member Donnelly and seconded by Member Loftus. Motion carried by voice vote. The meeting was adjourned at 8:03 PM.



Village of Downers Grove

Human Service Commission - Report

Table 1 - Detailed information on this Board or Commission Report.

Meeting Location	Civic Center – Betty Cheever Council Chambers
Meeting Address	850 Curtiss St., Downers Grove, IL 60515
Meeting Date	April 28, 2026 at 07:00 PM
Subject	Monthly Program Performance Measurements
Submitted by	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 the month of March.

Table 2 - March 2026 Referral Acceptance

Referrals	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Referrals Received	81	237	893	100	277	62.2

Referrals	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Referrals Accepted	78	230	873	99	272	59.0
Referrals Declined	3	7	20	1	5	3.3
Percentage Accepted	96.30%	97.05%	97.67%	99.00%	98.19%	94.32%

Table 3 - March 2026 Referral Age

Age Cohort	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
0-19	2	8	35	3	8	3.0
20-29	5	15	49	2	10	3.2
30-39	5	21	61	10	23	4.1
40-49	6	14	47	3	24	5.3
50-59	8	21	77	8	28	6.3
60-69	12	47	171	20	51	10.6
70-79	22	56	235	26	58	15.3
80-89	16	44	169	23	61	10.9
90-99	5	9	43	4	13	2.5
100+	0	0	1	1	1	0.2
Unknown	0	2	5	0	0	0.9
Total	81	237	893	100	277	62.2

Table 4 - March 2026 Initial Need for Referral

Need	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Transportation	14	59	247	26	73	14.6
Mental Health	10	36	127	17	37	12.5
Medical	11	27	110	12	34	8.0
Financial	5	17	58	10	26	4.5
Home Safety	16	20	51	8	10	2.1
Housing	8	21	75	7	29	6.0
Legal	5	9	44	6	17	2.1
Utility	0	2	6	3	4	0.2
Cleanup/Repair	6	11	32	2	7	2.1
Nutrition	0	4	11	2	4	1.2
Elder Abuse	0	0	30	1	4	1.3
Addictions	0	0	7	1	3	0.6
Household	0	7	15	1	2	1.3
Insurance	0	2	5	1	2	0.4
Recreation	0	3	15	1	2	0.7
Federal	0	0	0	1	1	0.0
Veteran	0	0	1	1	1	0.1
Tax	2	8	14	0	8	1.4
Clothing	0	2	7	0	4	0.5
Senior	0	0	7	0	4	0.6
Employment	0	1	5	0	3	0.4
Pet	0	0	0	0	1	0.1
State	1	1	2	0	1	0.8

Need	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Total	78	230	869	100	277	60.6

Table 5 - March 2026 Leading Referral Service Type

Type	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Village	38	92	366	41	104	17.7
Senior	25	101	426	36	115	24.5
Transportation	15	59	280	32	81	16.1
Medical	9	28	147	28	57	9.3
Mental Health	9	28	128	25	51	10.6
County	14	49	171	18	48	12.3
Financial	7	25	84	17	48	6.1
Housing	12	37	120	16	41	8.9
Township	6	29	166	13	33	9.8
Home Safety	21	32	113	13	23	4.3
Legal	6	15	83	10	25	4.6
State	5	6	52	9	28	4.0
Utility	1	8	19	6	17	1.4
Federal	1	1	5	5	9	0.6
Recreation	0	6	30	5	8	2.0
Nutrition	5	15	37	4	14	3.5
Insurance	0	1	13	3	10	0.9
Veteran	3	7	15	3	5	1.0
Cleanup/Repair	4	14	37	2	8	2.4

Type	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Employment	2	2	9	1	7	0.9
Household	0	3	14	1	6	1.6
Addictions	1	1	9	1	4	1.1
Elder Abuse	3	3	18	1	4	1.3
Pet	0	0	2	1	2	0.2
Municipal	0	0	3	1	1	0.2
Tax	2	8	16	0	9	1.4
Clothing	0	2	7	0	6	0.7
Total	189	572	2,370	292	764	139.0

Table 6 March 2026 Method of Awareness

Source	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
DG Park District	0	0	0	2	2	0.0
DG Public Library	0	2	5	1	4	0.8
DuPage 2-1-1	4	5	13	1	2	1.1
Employees	2	6	32	5	8	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	4	10	28	2	7	2.0
Inside DG	0	1	7	0	0	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	15	33	180	12	32	9.3

Source	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
Prior Experience	7	26	111	7	30	9.6
Social Media	0	0	1	0	2	0.2
Township	4	9	28	7	15	2.4
Village Phone Tree	11	29	123	15	37	8.8
Village Website	1	7	36	9	30	4.7
Web Search	1	2	2	1	1	0.8
Dept. Referrals	32	107	327	38	107	23.8
Total	81	237	893	100	277	67.0

Table 7- March 2026 Initiation

Source	March 2025	2025 YTD Total	2025 YTD %	2025 Total	March 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	32	107	45.1%	327	38	107	38.6%	23.1
Residents/Families	31	101	42.6%	445	49	134	48.4%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	13	17	7.2%	72	4	11	4.0%	3.7
Non-Residents	5	12	5.1%	49	9	25	9.0%	3.6
Total	81	237	100%	893	100	277	100%	62.2

Table 8 - March 2026 Method

Category	March 2025	2025 YTD Total	2025 YTD %	2025 Total	March 2026	2026 YTD Total	2026 YTD %	Mean
Direct	21	48	20.3%	186	24	58	20.9%	16.1
Electronic	17	31	13.1%	128	9	31	11.2%	6.7
Telephone	37	123	51.9%	421	54	154	55.6%	32.5
In Person	6	35	14.8%	158	13	34	12.3%	6.9
Total	81	237	100%	893	100	277	100%	62.2

Table 9 - March 2026 Responsible Department

Department	March 2025	2025 YTD Total	2025 YTD %	2025 Total	March 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	77	229	96.6%	862	96	268	96.8%	58.9
Crisis Intervention Team (CIT)	4	7	3.0%	26	4	6	2.2%	3.0
Community Care	0	1	0.4%	5	0	1	0.4%	0.3
Collaborative (Multiple Depts)	0	1	0.4%	5	0	1	0.4%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	81	237	100%	893	100	277	100%	62.2

Table 10 - March 2026 Reason for Decline

Reason	March 2025	2025 YTD Total	2025 YTD %	2025 Total	March 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	1	14.3%	3	0	1	20.0%	0.7
No Call Back to CIT	4	7	3.0%	26	4	6	2.2%	3.0
No Call Back to SW	3	6	85.7%	12	0	1	20.0%	1.7
Already Receiving Appropriate Services	0	0	0.0%	2	0	0	0.0%	0.3
Invalid Contact Information	0	0	0.0%	3	0	2	40.0%	0.3
Pending Outcome	0	0	0.0%	0	1	1	20.0%	0.0
Total	3	7	100%	20	1	5	100%	3.3

Table 11 - March 2026 Referral Age Not Accepted

Age Cohort	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
0-19	0	0	1	0	0	0.4
20-29	0	3	4	0	0	0.4
30-39	0	0	3	1	2	0.6

Age Cohort	March 2025	2025 YTD Total	2025 Total	March 2026	2026 YTD Total	Mean
40-49	0	0	2	0	1	0.6
50-59	0	0	2	0	1	0.5
60-69	2	3	4	0	1	0.4
70-79	1	1	2	0	0	0.2
80-89	0	0	2	0	0	0.2
90-99	0	0	0	0	0	0.0
100+	0	0	0	0	0	0.0
Unknown	0	0	0	0	0	0.0
Total	3	7	20	1	5	3.3

Table 12 - March 2026 Referral Need Declined

Type	March 2025	2025 YTD Total	2025 YTD %	2025 Total	March 2026	2026 YTD Total	2026 YTD %	Mean
Mental Health	0	3	42.9%	11	1	3	60.0%	2.2
Addictions	0	0	0.0%	0	0	1	20.0%	0.1
Medical	1	1	14.3%	1	0	1	20.0%	0.1
Cleanup/Repair	2	2	28.6%	2	0	0	0.0%	0.1
Employment	0	1	14.3%	1	0	0	0.0%	0.0
Housing	0	0	0.0%	4	0	0	0.0%	0.1
Transportation	0	0	0.0%	1	0	0	0.0%	0.1
Total	3	7	100%	20	1	5	100%	3.3