



Village of Downers Grove

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## Human Service Commission – Agenda

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

<b>Meeting Location</b>	Civic Center – Betty Cheever Council Chambers
<b>Meeting Address</b>	850 Curtiss St., Downers Grove, IL 60515
<b>Meeting Date</b>	May 26 2026 at 07:00 PM

**Call to Order.**

**Roll Call.**

**Approval of Minutes.**

**Presentation of Services – Sharing Connections.**

**Social Services Referral Program Monthly Highlights.**

**Public Comment.**

**Adjournment.**



Village of Downers Grove

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Board Commission Name – Minutes

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

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

**Call to Order.**

Chair Aycock called the meeting to order at 7:06 PM and asked for a roll call.

**Roll Call.**

Members Present: Chair Aycock, Member Donnelly, Member Nicholson, and Member Skerjan.

Members Absent: Member Colvert, Member Karam, and Member Loftus

Ms. Lippe declared that a quorum was present.

**Approval of Minutes.**

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

## **Presentation of Services – Teen Parent Connection.**

Ms. Lippe introduced Karli Wilson, Community Outreach Specialist with Teen Parent Connection.

Ms. Wilson provided slide presentation of programs and services.

Member Donnelly inquired about funding. Ms. Wilson reported they receive funding through private and public grants, private foundation, private donors, and funding from local 708 boards.

Chair Aycock inquired where agency is located. Ms. Wilson reported programs and services are located in Glen Ellyn, but some services are provided in the parents' homes

Member Nicholson inquired about staff capacity and number of clients. Ms. Wilson reported there is a waitlist for the Doula program because clients are not in their third trimester yet. Currently they have about 90 mothers and 30 fathers enrolled in their programs.

Member Donnelly inquired about the educational background of the employees. Ms. Wilson shared that employees have earned Bachelors of Social Work or Psychology degrees, Masters in Social Work, or Masters in Professional Counseling. Doulas are certified through accredited programs. Some staff have lived experience. Every employee receives training with specific guidelines depending on their role.

Member Skerjan inquired about the ages of incoming parents. Ms. Wilson reported the youngest age seen is 12.

Member Skerjan inquired where does the pantry options come from. Ms. Wilson reported they accept in kind donations. The website will reflect their highest needs, what is acceptable and not.

Member Donnelly inquired what happens if they receive a referral from parents from a different county. Ms. Wilson reported they evaluate those on a case-by-case basis and will provide referrals to other doula programs and other agencies.

Chair Aycock thanked Ms. Wilson 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 March:

- 100 referrals compared to 81 in 2025.
- 98.19% overall acceptance rate.
- 87 referrals included the 30-89 age cohorts.
- Top 5 leading service types provided were village, senior, transportation, medical 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.
- One referral is the outcome is pending
- Conducted training with the fire department regarding social services referral program, suspected elder abuse, and involuntary mental health petitions.
- Participated in the 18th Judicial Circuit Court Family Violence Coordinating Council's Paint the Town Purple
- Working with the Alzheimer's Association to promote the Safe Return Program and a joint community presentation regarding dementia and available programs to support individuals and their families.

## **Public Comment.**

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 Nicholson. Motion carried by voice vote. The meeting was adjourned at 7:48 PM.



Village of Downers Grove

## Human Service Commission - Report

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

<b>Meeting Location</b>	Civic Center – Betty Cheever Council Chambers
<b>Meeting Address</b>	850 Curtiss St., Downers Grove, IL 60515
<b>Meeting Date</b>	May 26, 2026 at 07:00 PM
<b>Subject</b>	Monthly Program Performance Measurements
<b>Submitted by</b>	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 April.

*Table 2 - April 2026 Referral Acceptance*

<b>Referrals</b>	<b>April 2025</b>	<b>2025 YTD Total</b>	<b>2025 Total</b>	<b>April 2026</b>	<b>2026 YTD Total</b>	<b>Mean</b>
Referrals Received	125	362	893	120	397	62.2

Referrals	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
Referrals Accepted	123	353	873	119	391	59.0
Referrals Declined	2	9	20	1	6	3.3
Percentage Accepted	98.40%	97.51%	97.67%	99.17%	98.49%	94.32%

Table 3 - April 2026 Referral Age

Age Cohort	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
0-19	3	11	35	2	10	3.0
20-29	7	22	49	2	12	3.2
30-39	4	25	61	6	29	4.1
40-49	4	18	47	9	33	5.3
50-59	6	27	77	10	38	6.3
60-69	20	67	171	19	70	10.6
70-79	37	93	235	36	94	15.3
80-89	32	76	169	28	89	10.9
90-99	11	20	43	7	20	2.5
100+	1	1	1	1	2	0.2
Unknown	0	2	5	0	0	0.9
Total	125	362	893	120	397	62.2

Table 4 - April 2026 Initial Need for Referral

Need	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
Transportation	68	127	247	70	143	14.6
Financial	6	23	58	11	37	4.5
Mental Health	16	52	127	10	47	12.5
Medical	8	35	110	10	44	8.0
Domestic Abuse	2	9	21	6	6	1.3
Housing	4	25	75	4	33	6.0
Home Safety	1	21	51	2	12	2.1
Cleanup/Repair	1	12	32	2	9	2.1
Legal	8	17	44	1	18	2.1
Tax	1	9	14	1	9	1.4
Elder Abuse	0	0	30	1	5	1.3
Addictions	2	2	7	1	4	0.6
Household	2	9	15	1	3	1.3
Clothing	0	2	7	0	4	0.5
Nutrition	0	4	11	0	4	1.2
Senior	0	0	7	0	4	0.6
Employment	0	1	5	0	3	0.4
Utility	2	4	6	0	4	0.2
Insurance	1	3	5	0	2	0.4
Recreation	2	5	15	0	2	0.7
Federal	0	0	0	0	1	0.0
Pet	0	0	0	0	1	0.1

Need	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
State	0	1	2	0	1	0.8
Veteran	0	0	1	0	1	0.1
Dental	1	1	2	0	0	0.1
Total	125	362	869	120	397	60.6

Table 5 - April 2026 Leading Referral Service Type

Type	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
Transportation	73	132	280	76	157	16.1
Village	73	165	366	73	177	17.7
Senior	83	184	426	72	187	24.5
Township	59	88	166	66	99	9.8
County	13	62	171	63	111	12.3
Medical	10	38	147	23	80	9.3
Financial	5	30	84	16	64	6.1
Mental Health	18	46	128	15	66	10.6
Housing	7	44	120	14	55	8.9
Home Safety	2	34	113	7	30	4.3
State	4	10	52	6	34	4.0
Legal	9	24	83	6	31	4.6
Domestic Abuse	1	5	14	5	5	0.8
Utility	1	9	19	4	21	1.4
Nutrition	1	16	37	4	18	3.5

Type	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
Tax	1	9	16	3	12	1.4
Cleanup/Repair	1	15	37	3	11	2.4
Household	4	7	14	2	8	1.3
Addictions	2	3	9	2	6	1.1
Federal	1	2	5	1	10	0.6
Employment	1	3	9	1	8	0.9
Elder Abuse	0	3	18	1	5	1.3
Municipal	0	0	3	1	2	0.2
Insurance	3	4	13	0	10	0.9
Recreation	2	8	30	0	8	2.0
Clothing	0	2	7	0	6	0.7
Veteran	1	8	15	0	5	1.0
Pet	0	0	2	0	2	0.2
Dental	1	3	6	0	0	0.3
Total	376	954	2,370	464	1,228	139.0

Table 6 April 2026 Method of Awareness

Source	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
DG Park District	0	0	0	0	2	0.0
DG Public Library	0	2	5	1	5	0.8
DuPage 2-1-1	0	5	13	0	2	1.1

Source	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
Employees	4	10	32	0	8	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	1	11	28	1	8	2.0
Inside DG	0	1	7	0	0	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	57	90	180	60	92	9.3
Prior Experience	11	37	111	7	37	9.6
Social Media	0	0	1	4	6	0.2
Township	0	9	28	0	15	2.4
Village Phone Tree	14	43	123	9	46	8.8
Village Website	3	10	36	6	36	4.7
Web Search	0	2	2	0	1	0.8
Dept. Referrals	35	142	327	32	139	23.8
<b>Total</b>	<b>125</b>	<b>362</b>	<b>893</b>	<b>120</b>	<b>397</b>	<b>67.0</b>

Table 7- April 2026 Initiation

Source	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	35	142	39.2%	327	32	139	35.0%	23.1

Source	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Residents/Families	84	185	51.15	445	77	211	53.2%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	2	19	5.3%	72	7	18	4.5%	3.7
Non-Residents	4	16	4.4%	49	4	20	7.3%	3.6
Total	125	362	100%	893	12	397	100%	62.2

Table 8 - April 2026 Method

Category	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Direct	20	68	18.8%	186	17	75	18.9%	16.1
Electronic	7	38	10.5%	128	12	43	10.8%	6.7
Telephone	37	160	44.2%	421	38	192	48.4%	32.5
In Person	61	96	26.5%	158	53	87	21.9%	6.9
Total	125	362	100%	893	120	397	100%	62.2

Table 9 - April 2026 Responsible Department

Department	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	118	347	95.9%	862	117	385	97.0%	58.9

Department	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Crisis Intervention Team (CIT)	5	12	3.3%	26	1	7	1.8%	3.0
Community Care	0	0	0.0%	5	0	2	0.5%	0.3
Collaborative (Multiple Depts)	2	3	0.8%	5	2	3	0.8%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	125	362	100%	893	120	397	100%	62.2

Table 10 - April 2026 Reason for Decline

Reason	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	1	11.1%	3	0	1	16.7%	0.7
No Call Back to CIT	0	0	0.0%	0	0	0	0.0%	3.0
No Call Back to SW	1	7	77.8%	12	0	1	16.7%	1.7
Already Receiving Appropriate Services	1	1	11.1%	2	0	1	16.7%	0.3

Reason	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Invalid Contact Information	0	0	0.0%	3	0	2	33.3%	0.3
Pending Outcome	0	0	0.0%	0	1	1	16.7%	0.0
<b>Total</b>	<b>2</b>	<b>9</b>	<b>100%</b>	<b>20</b>	<b>1</b>	<b>6</b>	<b>100%</b>	<b>3.3</b>

Table 11 - April 2026 Referral Age Not Accepted

Age Cohort	April 2025	2025 YTD Total	2025 Total	April 2026	2026 YTD Total	Mean
0-19	1	1	1	0	0	0.4
20-29	1	4	4	0	0	0.4
30-39	0	0	3	0	2	0.6
40-49	0	0	2	1	2	0.6
50-59	0	0	2	0	1	0.5
60-69	0	3	4	0	1	0.4
70-79	0	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
<b>Total</b>	<b>2</b>	<b>9</b>	<b>20</b>	<b>1</b>	<b>6</b>	<b>3.3</b>

Table 12 - April 2026 Referral Need Declined

Type	April 2025	2025 YTD Total	2025 YTD %	2025 Total	April 2026	2026 YTD Total	2026 YTD %	Mean
Mental Health	2	5	55.6%	11	0	3	50.0%	2.2
Domestic Abuse	0	0	0.0%	0	1	1	16.7%	0.4
Addictions	1	1	14.3%	1	0	1	16.7%	0.1
Medical	0	1	11.1%	1	0	1	16.7%	0.1
Cleanup/Repair	0	2	22.2%	2	0	0	0.0%	0.1
Employment	0	1	11.1%	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
<b>Total</b>	<b>2</b>	<b>9</b>	<b>100%</b>	<b>20</b>	<b>1</b>	<b>6</b>	<b>100%</b>	<b>3.3</b>