



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	June 23, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

- Draft Minutes from April 28, 2026

New Business.

- Love Christian Connection Center

Old Business.

- Social Services Referral Program Monthly Highlights

Public Comment.

Next Meeting.

- July 28, 2026 at 7:00 PM

Adjournment.



Village of Downers Grove

Board Commission Name – 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	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.

Meeting Location	Civic Center – Betty Cheever Council Chambers
Meeting Address	850 Curtiss St., Downers Grove, IL 60515
Meeting Date	June 23, 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 April and May.

Table 2 – April & May 2026 Referral Acceptance

Referrals	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
Referrals Received	194	431	893	215	492	62.2

Referrals	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
Referrals Accepted	191	421	873	212	484	59.0
Referrals Declined	3	10	20	3	8	3.3
Percentage Accepted	98.45%	97.68%	97.67%	98.60%	98.37%	94.32%

Table 3 - April & May 2026 Referral Age

Age Cohort	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
0-19	6	14	35	5	13	3.0
20-29	8	23	49	4	14	3.2
30-39	9	30	61	15	38	4.1
40-49	8	22	47	17	41	5.3
50-59	11	32	77	12	40	6.3
60-69	35	82	171	36	87	10.6
70-79	58	114	235	59	117	15.3
80-89	45	89	169	51	112	10.9
90-99	13	22	43	15	28	2.5
100+	1	1	1	1	2	0.2
Unknown	0	2	5	0	0	0.9
Total	194	431	893	215	492	62.2

Table 4 - April & May 2026 Initial Need for Referral

Need	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
Transportation	77	136	247	92	165	14.6
Mental Health	30	66	127	21	58	12.5
Financial	8	25	58	20	46	4.5
Medical	17	44	110	16	50	8.0
Elder Abuse	1	1	30	16	20	1.3
Housing	13	34	75	12	41	6.0
Cleanup/Repair	5	16	32	8	15	2.1
Domestic Abuse	3	10	21	8	8	1.3
Legal	11	20	44	4	21	2.1
Household	2	9	15	4	6	1.3
Recreation	6	9	15	4	6	0.7
Home Safety	8	28	51	3	13	2.1
Tax	3	11	14	2	10	1.4
Addictions	2	2	7	2	5	0.6
Nutrition	2	6	11	1	5	1.2
Utility	2	4	6	1	5	0.2
Employment	1	2	5	1	4	0.4
Clothing	0	2	7	0	4	0.5
Senior	0	0	7	0	4	0.6
Insurance	1	3	5	0	2	0.4
Federal	0	0	0	0	1	0.0
Pet	0	0	0	0	1	0.1

Need	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
State	1	2	2	0	1	0.8
Veteran	0	0	1	0	1	0.1
Dental	1	1	2	0	0	0.1
Total	194	431	869	215	492	60.6

Table 5 - April & May 2026 Leading Referral Service Type

Type	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
Village	91	183	366	111	215	17.7
Senior	112	213	426	110	225	24.5
Transportation	87	146	280	102	183	16.1
County	27	76	171	81	129	12.3
Township	72	101	166	77	110	9.8
Medical	25	53	147	34	91	9.3
Mental Health	33	61	128	27	78	10.6
Financial	9	34	84	27	75	6.1
Housing	19	56	120	27	68	8.9
Home Safety	11	43	113	25	48	4.3
Elder Abuse	2	5	18	16	20	1.3
Legal	14	29	83	13	38	4.6
State	10	16	52	9	37	4.0
Cleanup/Repair	4	18	37	8	16	2.4

Type	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
Household	4	7	14	8	14	1.3
Utility	3	11	19	7	24	1.4
Nutrition	5	20	37	6	20	3.5
Domestic Abuse	1	5	14	6	6	0.8
Tax	3	11	16	4	13	1.4
Recreation	10	16	30	4	12	2.0
Employment	2	4	9	3	10	0.9
Addictions	3	4	9	3	7	1.1
Municipal	1	1	3	2	3	0.2
Federal	1	2	5	1	10	0.6
Immigration	0	0	1	1	1	0.1
Insurance	3	4	13	0	10	0.9
Clothing	0	2	7	0	6	0.7
Veteran	2	9	15	0	5	1.0
Pet	0	0	2	0	2	0.2
Dental	3	5	6	0	0	0.6
Total	557	1,135	2,371	712	1,476	139.0

Table 6 April & May 2026 Method of Awareness

Source	April & May 2025	2025 YTD Total	2025 Total	April & May 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	3	5	1.1
Employees	5	11	32	0	8	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	5	15	28	1	8	2.0
Inside DG	0	1	7	8	8	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	67	100	180	90	122	9.3
Prior Experience	20	46	111	15	45	9.6
Social Media	1	1	1	4	6	0.2
Township	3	12	28	3	18	2.4
Village Phone Tree	29	58	123	26	63	8.8
Village Website	6	13	36	10	40	4.7
Web Search	0	2	2	0	1	0.8
Dept. Referrals	58	165	327	54	161	23.8
Total	194	431	893	215	492	67.0

Table 7- April & May 2026 Initiation

Source	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	58	165	38.3%	327	54	161	32.7%	23.1
Residents/Families	118	219	50.8%	445	131	265	53.9%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	6	23	5.3%	72	23	34	6.9%	3.7
Non-Residents	12	24	5.6%	49	7	32	6.5%	3.6
Total	194	431	100%	893	215	492	100%	62.2

Table 8 - April & May 2026 Method

Category	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
Direct	38	86	20.0%	186	27	85	17.3%	16.1
Electronic	14	45	10.4%	128	31	62	12.6%	6.7
Telephone	71	194	45.0%	421	94	248	50.4%	32.5
In Person	71	106	24.6%	158	63	97	19.7%	6.9
Total	194	431	100%	893	215	492	100%	62.2

Table 9 - April & May 2026 Responsible Department

Department	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	186	415	96.3%	862	212	480	97.3%	58.9
Crisis Intervention Team (CIT)	6	13	3.0%	26	1	7	1.4%	3.0
Community Care	0	0	0.0%	5	0	2	0.4%	0.3
Collaborative (Multiple Depts)	2	3	0.7%	5	2	3	0.6%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	194	431	100%	893	215	492	100%	62.2

Table 10 - April & May 2026 Reason for Decline

Reason	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	1	2	20.0%	3	0	1	12.5%	0.7
No Call Back to CIT	0	0	0.0%	0	0	0	0.0%	3.0

Reason	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
No Call Back to SW	1	7	70.0%	12	1	2	25.0%	1.7
Already Receiving Appropriate Services	1	1	10.0%	2	0	1	12.5%	0.3
Invalid Contact Information	0	0	0.0%	3	0	2	25.0%	0.3
Pending Outcome	0	0	0.0%	0	2	2	25.0%	0.0
Total	3	10	100%	20	3	8	100%	3.3

Table 11 - April & May 2026 Referral Age Not Accepted

Age Cohort	April & May 2025	2025 YTD Total	2025 Total	April & May 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	1	1	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	2	2	0.2
80-89	0	0	2	0	0	0.2
90-99	0	0	0	0	0	0.0

Age Cohort	April & May 2025	2025 YTD Total	2025 Total	April & May 2026	2026 YTD Total	Mean
100+	0	0	0	0	0	0.0
Unknown	0	0	0	0	0	0.0
Total	3	10	20	3	8	3.3

Table 12 - April & May 2026 Referral Need Declined

Type	April & May 2025	2025 YTD Total	2025 YTD %	2025 Total	April & May 2026	2026 YTD Total	2026 YTD %	Mean
Cleanup/Repair	0	2	20.0%	2	2	2	25.0	0.1
Domestic Abuse	0	0	0.0%	0	1	1	12.5%	0.4
Mental Health	2	5	50.0%	11	0	3	37.5	2.2
Addictions	0	0	0.0%	1	0	1	12.5%	0.1
Medical	0	1	10.0%	1	0	1	12.5%	0.1
Employment	0	1	10.0%	1	0	0	0.0	0.0
Housing	1	1	10.0%	4	0	0	0.0%	0.1
Transportation	0	0	0.0%	1	0	0	0.0%	0.1
Total	3	10	100%	20	3	8	100%	3.3