



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	July 28, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

- Draft Minutes from June 23, 2026

New Business.

- Symetria Recovery

Old Business.

- Social Services Referral Program Monthly Highlights

Public Comment.

Next Meeting.

- August 25, 2026 at 7:00 PM

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	June 23, 2026 at 07:00 PM

Call to Order.

Chair Aycock called the meeting to order at 7:05 PM and asked for a roll call.

Roll Call.

Members Present: Chair Aycock, Member Colvert, Member Donnelly, and Member Nicholson

Members Absent: Member Karam, Member Loftus, 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 April 28, 2026 meeting. Motion to approve the minutes by Member Donnelly, seconded by Member Nicholson. Motion carried unanimously by voice vote.

New Business.

Ms. Lippe introduced Jeanine Kittleson, Executive Director and Joanne King, volunteer with Love Christian Connection Center.

Ms. Kittleson shared Love Inc has been around for 40 years serving 9 townships. The organization partners with local churches, not for profits, community organizations, and townships to assist individuals in a temporary financial crisis.

Ms. Kittleson started with the organization as a volunteer for 10 years then recently promoted to Executive Director. She started volunteering when her son went off to college and wanted to do something more. She has seen personal growth from volunteering because she is more aware of what families are in need of and the services available.

The organization is a connection center and ministry located in Lombard. There are two paid employees which include the Executive Director and Office Manager. There are 15-20 volunteers on site each week who answer the phones, complete telephone intake, and assess the needs and hardships of the families. The organization assists families with temporary and unexpected financial hardships. If the families who do not qualify for their assistance and referred to other organizations. Clients can be helped four times in a lifetime with the overall goal to return them back to long term financial sustainability.

During 2025, the organization complete 1,600 intake calls and served 3,000 people over 1,500 volunteer hours.

The organization will provide partial payment amounts and partner with other organizations to cover the amount needed. The assistance is provided to the vendor directly and not to the families in need.

Volunteers will conduct follow-ups with clients after 30 to 90 days to assess how things are going and receive feedback regarding referrals provided.

The organization also provides connections to other local ministries, bibles, prayers and other ministry programs.

Chair Aycock asked how the organization is funded. Ms. Kittleson reported funds are received through community grants and churches.

Chair Aycock asked what is the cap for financial assistance. Ms. Kittleson reported the average assistance is between \$400 to \$600 due to limited funds.

Member Nicholson asked what the reasons when clients do not qualify for assistance. Ms. Kittleson reported when it is not a temporary financial need but more long term.

Member Colvert asked if the organization is considered a national organization. Ms. Kittleson shared the organization started as a local group and has since transitioned to a national organization.

Chair Aycock asked if the organization will help with medical bills. Ms. Kittleson confirmed they will assist with medical bills and will directly pay the source and not the individual client.

Chair Aycock asked how income is verified. Ms. Kittleson reported clients share W2s and paychecks.

Chair Aycock asked about the moving forward activities the clients participate in. Ms. Kittleson reported clients can participate in Money Management International program which clients learn about their current budgets and how to improve. A more extensive program is through Christians Against Poverty which pairs the client with an accountant who complete home visits and education about their current finances

Ms. King shared she is a retired Spanish teacher and the only Spanish speaking volunteer. She shared her personal reflections on why she volunteers. She shared the clients who contact them are not educated about their finances. If the

organization cannot help them financially, they will educate them about their finances and refer the clients to their libraries.

Chair Aycock thanked Ms. Kittleson and Ms. King for their presentation.

Old Business.

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

Ms. Lippe provided an overview for the months of April and May:

- 215 referrals compared to 194 in 2025.
- 98.37% overall acceptance rate.
- 193 referrals included the 30-49 and 60-99 age cohorts.
- Top 5 leading service types provided were village, senior, transportation, county, and township resources.
- The leading initiation category was residents and their family members.
- The top method of contact was via telephone.
- Social Worker was responsible for 97% of the referrals.
- 2 declined referrals are due to no call back to social worker
- Conducted presentations regarding taxi coupon program
- Participated with the Police Department at the Indian Trail Community Days and DG South High School Driver's Education classes.
- Participated in the attainable housing focus group discussions
- Attended the Arab American Mental Health Conference

Member Donnelly inquired about what the financial needs seen during the previous months. Ms. Lippe reported financial needs included financial assistance for utilities, rent, medical bills, and food.

Member Nicholson inquired if members can have a list of all of the groups that have presented at the meetings. Ms. Lippe acknowledge request and will provide a list of presenters.

Chair Aycock shared that she has seen an increase now with individuals being aware of the village social services program compared to previously. Chair Aycock inquired if others have experienced the same. Member Donnelly shared similar information. Members Colvert and Nicholson did not. Ms. Lippe reported the next community event will be the upcoming Rotary Fest to educate the public regarding the social services program.

Public Comment.

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

Next Meeting.

Ms. Lippe noted next meeting scheduled for July 28, 2026 at 7:00 PM.

Adjournment.

Motion to adjourn was made by Member Donnelly and seconded by Member Nicholson. 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	July 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 June.

Table 2 – June 2026 Referral Acceptance

Referrals	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Referrals Received	47	478	893	68	560	62.2

Referrals	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Referrals Accepted	46	467	873	67	552	59.0
Referrals Declined	1	11	20	1	8	3.3
Percentage Accepted	97.87%	97.70%	97.67%	98.53%	98.57%	94.32%

Table 3 - June 2026 Referral Age

Age Cohort	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
0-19	0	14	35	2	15	3.0
20-29	4	27	49	0	14	3.2
30-39	1	31	61	8	46	4.1
40-49	3	25	47	6	47	5.3
50-59	6	38	77	6	46	6.3
60-69	13	95	171	7	94	10.6
70-79	14	128	235	15	132	15.3
80-89	3	92	169	22	134	10.9
90-99	3	25	43	2	30	2.5
100+	0	1	1	0	2	0.2
Unknown	0	2	5	0	0	0.9
Total	47	478	893	68	560	62.2

Table 4 - June 2026 Initial Need for Referral

Need	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Transportation	10	146	247	22	187	14.6
Medical	7	51	110	12	62	8.0
Housing	2	36	75	9	50	6.0
Mental Health	10	76	127	8	66	12.5
Home Safety	0	28	51	6	19	2.1
Domestic Abuse	6	16	21	3	11	1.3
Tax	1	12	14	2	12	1.4
Financial	1	26	58	1	47	4.5
Legal	4	24	44	1	22	2.1
Elder Abuse	0	1	30	1	21	1.3
Cleanup/Repair	2	18	32	1	16	2.1
Household	0	9	15	1	7	1.3
Recreation	0	9	15	1	7	0.7
Addictions	1	3	7	0	5	0.6
Nutrition	1	7	11	0	5	1.2
Utility	1	5	6	0	5	0.2
Employment	0	2	5	0	4	0.4
Clothing	0	2	7	0	4	0.5
Senior	1	1	7	0	4	0.6
Insurance	0	3	5	0	2	0.4
Federal	0	0	0	0	1	0.0
Pet	0	0	0	0	1	0.1

Need	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
State	0	2	2	0	1	0.8
Veteran	0	0	1	0	1	0.1
Dental	0	1	2	0	0	0.1
Total	47	478	869	68	560	60.6

Table 5 - June 2026 Leading Referral Service Type

Type	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Senior	23	236	426	34	260	24.5
Village	17	200	366	33	249	17.7
Transportation	11	157	280	25	208	16.1
Medical	10	63	147	17	108	9.3
County	10	86	171	15	145	12.3
Mental Health	8	69	128	12	90	10.6
Housing	5	61	120	11	79	8.9
Home Safety	5	48	113	11	59	4.3
Township	3	104	166	9	119	9.8
Financial	2	36	84	4	79	6.1
State	1	17	52	4	41	4.0
Legal	9	38	83	3	41	4.6
Cleanup/Repair	3	21	37	3	19	2.4
Utility	1	12	19	2	26	1.4
Elder Abuse	0	5	18	2	22	1.3
Tax	2	13	16	2	15	1.4

Type	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Domestic Abuse	3	8	14	2	8	0.8
Nutrition	2	22	37	1	21	3.5
Household	0	7	14	1	15	1.3
Recreation	1	17	30	1	13	2.0
Addictions	1	5	9	1	8	1.1
Veteran	0	9	15	1	6	1.0
Employment	2	6	9	0	10	0.9
Federal	1	3	5	0	10	0.6
Insurance	0	4	13	0	10	0.9
Clothing	0	2	7	0	6	0.7
Municipal	0	1	3	0	3	0.2
Pet	0	0	2	0	2	0.2
Immigration	0	0	1	0	1	0.1
Dental	0	5	6	0	0	0.6
Total	120	1,255	2,371	194	1,673	139.0

Table 6 - June 2026 Method of Awareness

Source	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
DG Park District	0	0	0	0	2	0.0
DG Public Library	1	3	5	0	5	0.8
DuPage 2-1-1	0	5	13	1	6	1.1

Source	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
Employees	0	11	32	2	10	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	1	16	28	1	9	2.0
Inside DG	0	1	7	1	9	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	6	106	180	11	133	9.3
Prior Experience	12	58	111	5	50	9.6
Social Media	0	1	1	0	6	0.2
Township	2	14	28	1	19	2.4
Village Phone Tree	6	64	123	12	75	8.8
Village Website	1	14	36	7	47	4.7
Web Search	0	2	2	0	1	0.8
Dept. Referrals	18	183	327	27	188	23.8
Total	47	478	893	68	560	67.0

Table 7- June 2026 Initiation

Source	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	18	183	38.3%	327	27	188	33.6%	23.1

Source	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Residents/Families	23	242	50.65	445	36	301	53.8%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	4	27	5.7%	72	2	36	6.4%	3.7
Non-Residents	2	26	5.4%	49	3	35	6.3%	3.6
Total	47	478	100%	893	68	560	100%	62.2

Table 8 - June 2026 Method

Category	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Direct	12	98	20.5%	186	19	104	18.6%	16.1
Electronic	5	50	10.5%	128	6	68	12.1%	6.7
Telephone	27	221	46.2%	421	39	287	51.3%	32.5
In Person	3	109	22.8%	158	4	101	18.0%	6.9
Total	47	478	100%	893	68	560	100%	62.2

Table 9 - June 2026 Responsible Department

Department	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	45	460	96.2%	862	68	548	97.9%	58.9

Department	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Crisis Intervention Team (CIT)	1	14	2.9%	26	0	7	1.3%	3.0
Community Care	0	0	0.0%	5	0	2	0.4%	0.3
Collaborative (Multiple Depts)	1	4	0.8%	5	0	3	0.5%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	47	478	100%	893	68	560	100%	62.2

Table 10 - June 2026 Reason for Decline

Reason	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	2	18.2%	3	0	1	12.5%	0.7
No Call Back to CIT	0	0	0.0%	0	0	0	0.0%	3.0
No Call Back to SW	1	8	72.7%	12	1	4	50.0%	1.7
Already Receiving Appropriate Services	0	1	9.1%	2	0	1	12.5%	0.3

Reason	June 2025	2025 YTD Total	2025 YTD %	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Invalid Contact Information	0	0	0.0%	3	0	2	25.0%	0.3
Pending Outcome	0	0	0.0%	0	0	0	0.0%	0.0
Total	1	11	100%	20	1	8	100%	3.3

Table 11 - June 2026 Referral Age Not Accepted

Age Cohort	June 2025	2025 YTD Total	2025 Total	June 2026	2026 YTD Total	Mean
0-19	0	1	1	0	0	0.4
20-29	0	4	4	0	0	0.4
30-39	0	1	3	0	2	0.6
40-49	0	0	2	1	3	0.6
50-59	1	1	2	0	1	0.5
60-69	0	3	4	0	1	0.4
70-79	0	1	2	0	1	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	1	11	20	1	8	3.3

Table 12 - June 2026 Referral Need Declined0

Type	June 2025	2025 YTD Total	20245 YTD 1%	2025 Total	June 2026	2026 YTD Total	2026 YTD %	Mean
Medical	0	1	9.1%	1	0	1	12.5%	0.1
Mental Health	0	5	45.5%	11	1	4	50.0%	2.2
Cleanup/Repair	0	2	18.2%	2	0	1	12.5%	0.1
Domestic Abuse	0	0	0.0%	0	0	1	12.5%	0.4
Addictions	0	0	0.0%	1	0	1	12.5%	0.1
Employment	0	1	9.1%	1	0	0	0.0%	0.0
Housing	1	2	18.2%	4	0	0	0.0%	0.1
Transportation	0	0	0.0%	1	0	0	0.0%	0.1
Total	1	11	100%	20	1	8	100%	3.3