



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	August 25, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

- Draft Minutes from June 23, 2026

New Business.

- DuPage Senior Citizen Council

Old Business.

- Social Services Referral Program Monthly Highlights

Public Comment.

Next Meeting.

- September 22, 2026 at 7:00 PM

Adjournment.



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	August 25, 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 months of June and July.

Table 2 – June and July 2026 Referral Acceptance

Referrals	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Referrals Received	123	554	893	134	626	62.2

Referrals	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Referrals Accepted	120	541	873	131	616	59.0
Referrals Declined	3	13	20	3	10	3.3
Percentage Accepted	97.56%	97.65%	97.67%	97.76%	98.40%	94.32%

Table 3 – June and July 2026 Referral Age

Age Cohort	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
0-19	2	16	35	2	15	3.0
20-29	12	35	49	6	20	3.2
30-39	3	33	61	10	48	4.1
40-49	8	30	47	15	56	5.3
50-59	11	43	77	10	50	6.3
60-69	31	113	171	11	98	10.6
70-79	32	146	235	38	155	15.3
80-89	18	107	169	34	146	10.9
90-99	6	28	43	7	35	2.5
100+	0	1	1	1	3	0.2
Unknown	0	2	5	0	0	0.9
Total	123	554	893	134	626	62.2

Table 4 - June and July 2026 Initial Need for Referral

Need	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Transportation	32	168	247	39	204	14.6
Medical	15	59	110	22	72	8.0
Mental Health	20	86	127	20	78	12.5
Housing	11	45	75	14	55	6.0
Home Safety	3	31	51	13	26	2.1
Cleanup/Repair	5	21	32	6	21	2.1
Financial	6	31	58	3	49	4.5
Elder Abuse	0	1	30	3	23	1.3
Domestic Abuse	7	17	21	3	11	1.3
Senior	2	2	7	3	7	0.6
Legal	9	29	44	2	23	2.1
Tax	2	13	14	2	12	1.4
Household	1	10	15	2	8	1.3
Recreation	0	9	15	1	7	0.7
Forensic	0	0	0	1	1	0.0
Addictions	3	5	7	0	5	0.6
Nutrition	4	10	11	0	5	1.2
Utility	1	5	6	0	5	0.2
Clothing	0	2	7	0	4	0.5
Employment	0	2	5	0	4	0.4
Insurance	0	3	5	0	2	0.4
Federal	0	0	0	0	1	0.0

Need	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Pet	0	0	0	0	1	0.1
State	0	2	2	0	1	0.8
Veteran	1	1	1	0	1	0.1
Dental	1	2	2	0	0	0.1
Total	123	554	869	134	626	60.6

Table 5 - June and July 2026 Leading Referral Service Type

Type	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Village	45	228	366	66	282	17.7
Senior	58	271	426	63	289	24.5
Transportation	35	181	280	50	233	16.1
Medical	23	76	147	38	129	9.3
County	21	97	171	32	162	12.3
Mental Health	24	85	128	25	103	10.6
Township	13	114	166	23	133	9.8
Home Safety	8	51	113	23	71	4.3
Housing	15	71	120	21	89	8.9
Financial	10	44	84	11	86	6.1
State	7	23	52	11	48	4.0
Legal	18	47	83	9	47	4.6
Cleanup/Repair	6	24	37	9	25	2.4
Nutrition	10	30	37	7	27	3.5
Elder Abuse	0	5	18	4	24	1.3

Type	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Household	2	9	14	3	17	1.3
Utility	2	13	19	2	26	1.4
Tax	3	14	16	2	15	1.4
Recreation	2	18	30	2	14	2.0
Domestic Abuse	6	11	14	2	8	0.8
Federal	1	3	5	1	11	0.6
Addictions	2	6	9	1	8	1.1
Veteran	2	11	15	1	6	1.0
Municipal	0	1	3	1	4	0.2
Forensic	0	0	0	1	1	0.0
Employment	2	6	9	0	10	0.9
Insurance	3	7	13	0	10	0.9
Clothing	0	2	7	0	6	0.7
Pet	1	1	2	0	2	0.2
Immigration	0	0	1	0	1	0.1
Dental	1	6	6	0	0	0.6
Sexual Assault	1	1	3	0	0	0.1
Total	321	1,456	2,371	408	1,887	139.0

Table 6 - June and July 2026 Method of Awareness

Source	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
DG Park District	0	0	0	0	2	0.0

Source	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
DG Public Library	1	3	5	1	6	0.8
DuPage 2-1-1	0	5	13	1	6	1.1
Employees	5	16	32	4	12	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	7	22	28	2	10	2.0
Inside DG	1	2	7	1	9	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	13	113	180	19	141	9.3
Prior Experience	23	69	111	10	55	9.6
Social Media	0	1	1	0	6	0.2
Township	5	17	28	2	20	2.4
Village Phone Tree	17	75	123	24	87	8.8
Village Website	8	21	36	12	52	4.7
Web Search	0	2	2	1	2	0.8
Dept. Referrals	43	208	327	57	218	23.8
Total	123	554	893	134	626	67.0

Table 7- June and July 2026 Initiation

Source	June & July 2025	2025 YTD Total	2025 YTD %	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	43	208	37.5%	327	57	218	34.8%	23.1
Residents/Families	63	282	50.9%	445	64	329	52.6%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	8	31	5.6%	72	6	40	6.4%	3.7
Non-Residents	9	33	6.0%	49	7	39	6.2%	3.6
Total	123	554	100%	893	134	626	100%	62.2

Table 8 - June and July 2026 Method

Category	June & July 2025	2025 YTD Total	2025 YTD %	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
Direct	30	116	20.9%	186	33	118	18.8%	16.1
Electronic	12	57	10.3%	128	11	73	11.7%	6.7
Telephone	70	264	47.7%	421	80	328	52.4%	32.5
In Person	11	117	21.1%	158	10	107	17.1%	6.9
Total	123	554	100%	893	134	626	100%	62.2

Table 9 - June and July 2026 Responsible Department

Department	June & July 2025	2025 YTD Total	2025 YTD %	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	116	531	95.8%	862	131	611	97.6%	58.9
Crisis Intervention Team (CIT)	6	19	3.4%	26	3	10	1.6%	3.0
Community Care	0	0	0.0%	5	0	2	0.3%	0.3
Collaborative (Multiple Depts)	1	4	0.7%	5	0	3	0.5%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	123	554	100%	893	134	626	100%	62.2

Table 10 - June and July 2026 Reason for Decline

Reason	June & July 2025	2025 YTD Total	2025 YTD %	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	2	15.4%	3	0	1	10.0%	0.7
No Call Back to CIT	0	0	0.0%	0	0	0	0.0%	3.0
No Call Back to SW	2	9	69.2%	12	3	6	60.0%	1.7

Reason	June & July 2025	2025 YTD Total	2025 YTD %	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
Already Receiving Appropriate Services	0	1	7.7%	2	0	1	10.0%	0.3
Invalid Contact Information	1	1	7.7%	3	0	2	20.0%	0.3
Pending Outcome	0	0	0.0%	0	0	0	0.0%	0.0
Total	3	13	100%	20	3	10	100%	3.3

Table 11 - June and July 2026 Referral Age Not Accepted

Age Cohort	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
0-19	0	1	1	0	0	0.4
20-29	0	4	4	1	1	0.4
30-39	0	1	3	0	2	0.6
40-49	1	1	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	1	2	0.2
80-89	1	1	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

Age Cohort	June & July 2025	2025 YTD Total	2025 Total	June & July 2026	2026 YTD Total	Mean
Total	3	13	20	3	10	3.3

Table 12 - June and July 2026 Referral Need Declined

Type	June & July 2025	2025 YTD Total	20245 YTD 1%	2025 Total	June & July 2026	2026 YTD Total	2026 YTD %	Mean
Mental Health	0	5	38.5%	1	2	5	50.0%	2.2
Medical	0	1	7.7%	1	1	2	20.0%	0.1
Addictions	0	0	0.0%	1	0	1	10.0%	0.1
Cleanup/Repair	0	2	15.4%	2	0	1	10.0%	0.1
Domestic Abuse	0	0	0.0%	0	0	1	10.0%	0.4
Employment	0	1	7.7%	1	0	0	0.0%	0.0
Housing	2	3	23.1%	4	0	0	0.0%	0.1
Transportation	1	1	7.7%	1	0	0	0.0%	0.1
Total	3	13	100%	20	3	10	100%	3.3



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.