



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	September 22, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

- Draft Minutes from August 25, 2026

New Business.

- Safe Families for Children

Old Business.

- Social Services Referral Program Monthly Highlights

Public Comment.

Next Meeting.

- October 27, 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	August 25, 2026 at 07:00 PM

Call to Order.

Chair Aycock called the meeting to order at 7:04 PM and asked for a roll call.

Roll Call.

Members Present: Chair Aycock, Member Loftus, Member Nicholson, and Member Skerjan

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

Ms. Lippe declared that a quorum was present.

Approval of Minutes.

Chair Aycock asked for a motion to approve the minutes of June 23, 2026 meeting. Motion to approve the minutes by Member Skerjan seconded by Member Nicholson. Motion carried unanimously by voice vote.

New Business.

Ms. Lippe introduced Rita McDonough, Outreach Manager for DuPage Senior Citizen Council.

Ms. McDonough provided slide presentation of programs and services.

Ms. McDonough reported that 1,500 meals are delivered daily with 151 seniors in Downers Grove receiving meals.

Member Loftus inquired about transportation services for seniors. Ms. McDonough reported there are no transportation services through their agency. They provide local resources to those who inquire.

Chair Aycock thanked Ms. McDonough for her presentation.

Old Business.

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

Ms. Lippe provided an overview for the months of June and July:

- 134 referrals compared to 123 in 2025.
- 98.40% overall acceptance rate.
- 118 referrals included the 30-89 age cohorts.
- Top 5 leading service types provided were village, senior, transportation, medical, and county resources.
- The leading initiation category was residents and their family members.
- The top method of contact was via telephone.
- Social Worker was responsible for 98% of the referrals.
- 3 declined referrals are due to no call back to social worker.
- Conducted presentations regarding the Blue Envelope Program and Safe

Return to local dementia caregiver support group.

- Participated at Rotary Fest, Safety Town, Ben's Memorial Mile, and Senior Resource Fair at YMCA.

Public Comment.

Chair Aycock asked if there was anyone who had comments to make. Susan Steinmiller, a representative from Advocate for 708 who urged commission members to endorse the Downers Grove Township 708 mental health board referendum. With no other comments, Chair Aycock ended the Public Comment portion of the meeting.

Next Meeting.

Ms. Lippe noted next meeting scheduled for September 22, 2026 at 7:00 PM.

Adjournment.

Motion to adjourn was made by Member Nicholson and seconded by Member Skerjan. Motion carried by voice vote. The meeting was adjourned at 8:04 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	September 22, 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 August.

Table 2 – August 2026 Referral Acceptance

Referrals	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Referrals Received	69	623	893	109	735	62.2

Referrals	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Referrals Accepted	68	609	873	106	722	59.0
Referrals Declined	1	14	20	3	13	3.3
Percentage Accepted	98.55%	97.75%	97.67%	97.25%	98.23%	94.32%

Table 3 – August 2026 Referral Age

Age Cohort	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
0-19	2	18	35	7	22	3.0
20-29	5	40	49	10	30	3.2
30-39	1	34	61	8	56	4.1
40-49	4	34	47	7	63	5.3
50-59	8	51	77	10	60	6.3
60-69	15	128	171	13	111	10.6
70-79	22	168	235	28	183	15.3
80-89	10	117	169	20	166	10.9
90-99	2	30	43	5	40	2.5
100+	0	1	1	0	3	0.2
Unknown	0	2	5	1	1	0.9
Total	69	623	893	109	735	62.2

Table 4 - August 2026 Initial Need for Referral

Need	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Mental Health	7	93	127	28	106	12.5
Transportation	21	189	247	24	228	14.6
Medical	10	69	110	20	92	8.0
Legal	3	32	44	7	30	2.1
Financial	6	37	58	6	55	4.5
Housing	8	53	75	5	60	6.0
Home Safety	2	33	51	4	30	2.1
Domestic Abuse	1	18	21	4	15	1.3
Household	1	11	15	4	12	1.3
Tax	1	14	14	2	14	1.4
Elder Abuse	1	2	30	1	24	1.3
Nutrition	0	10	11	1	6	1.2
Employment	0	2	5	1	5	0.4
County	0	0	0	1	1	0.0
Sexual Assault	1	1	1	1	1	0.1
Cleanup/Repair	5	26	32	0	21	2.1
Recreation	1	10	15	0	7	0.7
Senior	0	2	7	0	7	0.6
Addictions	1	6	7	0	5	0.6
Utility	0	5	6	0	5	0.2
Clothing	0	2	7	0	4	0.5
Insurance	0	3	5	0	2	0.4

Need	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Federal	0	0	0	0	1	0.0
Forensic	0	0	0	0	1	0.0
Pet	0	0	0	0	1	0.1
State	0	2	2	0	1	0.8
Veteran	0	1	1	0	1	0.1
Dental	0	2	2	0	0	0.1
Total	69	623	869	109	735	60.6

Table 5 - August 2026 Leading Referral Service Type

Type	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Senior	28	299	426	42	331	24.5
Medical	15	91	147	37	166	9.3
Mental Health	8	93	128	33	136	10.6
Transportation	22	203	280	30	263	16.1
Village	21	249	366	29	311	17.7
County	9	106	171	26	188	12.
Housing	17	88	120	17	106	8.9
Legal	11	58	83	17	64	4.6
Township	10	124	166	12	145	9.8
Financial	9	53	84	12	98	6.1
Home Safety	3	54	113	10	81	4.3
State	6	29	52	9	57	4.0
Cleanup/Repair	3	27	37	6	31	2.4

Type	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Household	1	10	14	6	23	1.3
Elder Abuse	2	7	18	5	29	1.3
Domestic Abuse	1	12	14	5	13	0.8
Veteran	2	13	15	4	10	1.0
Nutrition	0	30	37	2	29	3.5
Tax	1	15	16	2	17	1.4
Utility	0	13	19	1	27	1.4
Recreation	1	19	30	1	15	2.0
Federal	0	3	5	1	12	0.6
Employment	0	6	9	1	11	0.9
Addictions	1	7	9	1	9	1.1
Pet	0	1	2	1	3	0.2
Forensic	0	0	0	1	2	0.0
Sexual Assault	2	3	3	1	1	0.1
Insurance	0	7	13	0	10	0.9
Clothing	0	2	7	0	6	0.7
Municipal	1	2	3	0	4	0.2
Immigration	0	0	1	0	1	0.1
Dental	0	6	6	0	0	0.6
Total	174	1,630	2,371	312	2,199	139.0

Table 6 - August 2026 Method of Awareness

Source	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
DG Park District	0	0	0	0	2	0.0
DG Public Library	0	3	5	2	8	0.8
DuPage 2-1-1	0	5	13	2	8	1.1
Employees	2	18	32	1	13	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	1	23	28	1	11	2.0
Inside DG	2	4	7	0	9	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	13	126	180	10	151	9.3
Prior Experience	14	83	111	17	72	9.6
Social Media	0	1	1	0	6	0.2
Township	3	20	28	2	22	2.4
Village Phone Tree	10	85	123	16	103	8.8
Village Website	2	23	36	3	55	4.7
Web Search	0	2	2	0	2	0.8
Dept. Referrals	22	230	327	55	273	23.8
Total	69	623	893	109	735	67.0

Table 7- August 2026 Initiation

Source	August 2025	2025 YTD Total	2025 YTD %	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	22	230	36.9%	327	55	273	37.1%	23.1
Residents/Families	36	318	51.0%	445	45	374	50.9%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	5	36	5.8%	72	2	42	5.7%	3.7
Non-Residents	6	39	6.3%	49	7	46	6.3%	3.6
Total	69	623	100%	893	109	735	100%	62.2

Table 8 – August 2026 Method

Category	August 2025	2025 YTD Total	2025 YTD %	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
Direct	12	128	20.5%	186	35	153	20.8%	16.1
Electronic	5	62	10.0%	128	20	93	12.7%	6.7
Telephone	44	308	49.4%	421	43	371	50.5%	32.5
In Person	8	125	20.1%	158	11	118	16.0%	6.9
Total	69	623	100%	893	109	735	100%	62.2

Table 9 - August 2026 Responsible Department

Department	August 2025	2025 YTD Total	2025 YTD %	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	65	596	95.7%	862	108	719	97.8%	58.9
Crisis Intervention Team (CIT)	4	23	3.7%	26	1	11	1.5%	3.0
Community Care	0	0	0.0%	5	0	2	0.3%	0.3
Collaborative (Multiple Depts)	0	4	0.6%	5	0	3	0.4%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	69	623	100%	893	109	735	100%	62.2

Table 10 - August 2026 Reason for Decline

Reason	August 2025	2025 YTD Total	2025 YTD %	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	2	14.3%	3	0	1	7.7%	0.7
No Call Back to CIT	0	0	0.0%	0	0	0	0.0%	3.0
No Call Back to SW	0	9	64.3%	12	3	9	69.2%	1.7

Reason	August 2025	2025 YTD Total	2025 YTD %	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
Already Receiving Appropriate Services	0	1	7.1%	2	0	1	7.7%	0.3
Invalid Contact Information	1	2	14.3%	3	0	2	15.4%	0.3
Pending Outcome	0	0	0.0%	0	0	0	0.0%	0.0
Total	1	14	100%	20	3	13	100%	3.3

Table 11 - August 2026 Referral Age Not Accepted

Age Cohort	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
0-19	0	1	1	0	0	0.4
20-29	0	4	4	1	2	0.4
30-39	0	1	3	0	2	0.6
40-49	0	1	2	0	3	0.6
50-59	0	1	2	2	3	0.5
60-69	1	4	4	0	1	0.4
70-79	0	1	2	0	2	0.2
80-89	0	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	August 2025	2025 YTD Total	2025 Total	August 2026	2026 YTD Total	Mean
Total	1	14	20	3	13	3.3

Table 12 - August 2026 Referral Need Declined

Type	August 2025	2025 YTD Total	20245 YTD 1%	2025 Total	August 2026	2026 YTD Total	2026 YTD %	Mean
Mental Health	0	5	35.7%	1	3	8	61.5%	2.2
Medical	0	1	7.1%	1	0	2	15.4%	0.1
Addictions	0	0	0.0%	1	0	1	7.7%	0.1
Cleanup/Repair	0	2	14.3%	2	0	1	7.7%	0.1
Domestic Abuse	0	0	0.0%	0	0	1	7.7%	0.4
Employment	0	1	7.1%	1	0	0	0.0%	0.0
Housing	1	4	28.6%	4	0	0	0.0%	0.1
Transportation	0	1	7.1%	1	0	0	0.0%	0.1
Total	1	14	100%	20	3	13	100%	3.3