



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	October 27, 2026 at 07:00 PM

Call to Order.

Roll Call.

Approval of Minutes.

- Draft Minutes from August 25, 2026

New Business.

- Dragonfly Senior Navigation Services

Old Business.

- Social Services Referral Program Monthly Highlights

Public Comment.

Next Meeting.

- January 26, 2027 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	October 27, 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 and September.

Table 2 – August & September 2026 Referral Acceptance

Referrals	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Referrals Received	148	702	893	200	826	62.2

Referrals	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Referrals Accepted	146	687	873	194	810	59.0
Referrals Declined	2	15	20	6	16	3.3
Percentage Accepted	98.65%	97.86%	97.67%	97.00%	98.06%	94.32%

Table 3 – August & September 2026 Referral Age

Age Cohort	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
0-19	12	28	35	17	32	3.0
20-29	7	42	49	11	31	3.2
30-39	6	39	61	16	64	4.1
40-49	5	35	47	17	73	5.3
50-59	14	57	77	21	71	6.3
60-69	31	144	171	25	123	10.6
70-79	36	182	235	44	199	15.3
80-89	30	137	169	37	183	10.9
90-99	5	33	43	11	46	2.5
100+	0	1	1	0	3	0.2
Unknown	2	4	5	1	1	0.9
Total	148	702	893	200	826	62.2

Table 4 - August & September 2026 Initial Need for Referral

Need	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Transportation	30	198	247	49	253	14.6
Mental Health	12	98	127	39	117	12.5
Medical	23	82	110	37	109	8.0
Housing	14	59	75	13	68	6.0
Home Safety	11	42	51	13	39	2.1
Financial	10	41	58	11	60	4.5
Legal	10	39	44	9	32	2.1
Domestic Abuse	2	19	21	7	18	1.3
Household	1	11	15	6	14	1.3
Addictions	1	6	7	4	9	0.6
Cleanup/Repair	5	26	32	2	23	2.1
Tax	1	14	14	2	14	1.4
Clothing	0	2	7	2	6	0.5
Elder Abuse	21	22	30	1	24	1.3
Nutrition	0	10	11	1	6	1.2
Employment	2	4	5	1	5	0.4
State	0	2	2	1	2	0.8
County	0	0	0	1	1	0.0
Sexual Assault	1	1	1	1	1	0.1
Recreation	3	12	15	0	7	0.7
Senior	0	2	7	0	7	0.6
Utility	1	6	6	0	5	0.2

Need	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Insurance	0	3	5	0	2	0.4
Federal	0	0	0	0	1	0.0
Forensic	0	0	0	0	1	0.0
Pet	0	0	0	0	1	0.1
Veteran	0	1	1	0	1	0.1
Dental	0	2	2	0	0	0.1
Total	148	702	869	200	826	60.6

Table 5 - August & September 2026 Leading Referral Service Type

Type	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Senior	66	337	426	71	360	24.5
Village	56	284	366	71	353	17.7
Medical	29	105	147	70	199	9.3
Mental Health	12	97	128	62	165	10.6
Transportation	33	214	280	58	291	16.1
County	29	126	171	42	204	12.
Housing	24	95	120	32	121	8.9
Home Safety	35	86	113	32	103	4.3
Legal	17	64	83	26	73	4.6
Financial	13	57	84	25	111	6.1
Township	19	133	166	24	157	9.8

Type	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
State	10	33	52	14	62	4.0
Cleanup/Repair	5	29	37	9	34	2.4
Household	1	10	14	8	25	1.3
Domestic Abuse	2	13	14	8	16	0.8
Elder Abuse	5	10	18	6	30	1.3
Addictions	2	8	9	5	13	1.1
Veteran	2	13	15	5	11	1.0
Nutrition	1	31	37	4	31	3.5
Tax	1	15	16	2	17	1.4
Recreation	4	22	30	2	16	2.0
Clothing	0	2	7	2	8	0.7
Utility	3	16	19	1	27	1.4
Federal	1	4	5	1	12	0.6
Employment	2	8	9	1	11	0.9
Insurance	2	9	13	1	11	0.9
Pet	1	2	2	1	3	0.2
Forensic	0	0	0	1	2	0.0
Sexual Assault	2	3	3	1	1	0.1
Municipal	1	2	3	0	4	0.2
Immigration	1	1	1	0	1	0.1
Dental	0	6	6	0	0	0.6
Total	379	1,835	2,371	585	2,472	139.0

Table 6 - August & September 2026 Method of Awareness

Source	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
DG Park District	0	0	0	0	2	0.0
DG Public Library	0	3	5	5	11	0.8
DuPage 2-1-1	3	8	13	5	11	1.1
Employees	6	22	32	1	13	2.6
eNews	0	0	0	0	0	0.0
Family/Friends	3	25	28	3	13	2.0
Inside DG	3	5	7	0	9	1.0
Local Business	0	0	0	0	0	0.0
Outside Agency	38	151	180	36	177	9.3
Prior Experience	19	88	111	22	77	9.6
Social Media	0	1	1	0	6	0.2
Township	3	20	28	5	25	2.4
Village Phone Tree	18	93	123	30	117	8.8
Village Website	7	28	36	7	59	4.7
Web Search	0	2	2	1	3	0.8
Dept. Referrals	48	256	327	85	303	23.8
Total	148	702	893	200	826	67.0

Table 7- August & September 2026 Initiation

Source	Aug & Sept 2025	2025 YTD Total	2025 YTD %	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
VoDG Departments	48	256	36.5%	327	85	303	36.7%	23.1
Residents/Families	63	345	49.1%	445	96	425	51.5%	31.9
Local Business	0	0	0.0%	0	0	0	0.0%	0.0
Outside Agencies	29	60	8.5%	72	11	51	6.2%	3.7
Non-Residents	8	41	5.8%	49	8	47	5.7%	3.6
Total	148	702	100%	893	200	826	100%	62.2

Table 8 – August & September 2026 Method

Category	Aug & Sept 2025	2025 YTD Total	2025 YTD %	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
Direct	25	141	20.1%	186	51	169	20.5%	16.1
Electronic	43	100	14.2%	128	46	119	14.4%	6.7
Telephone	67	331	47.2%	421	81	409	49.5%	32.5
In Person	13	130	18.5%	158	22	129	15.6%	6.9
Total	148	702	100%	893	200	826	100%	62.2

Table 9 - August & September 2026 Responsible Department

Department	Aug & Sept 2025	2025 YTD Total	2025 YTD %	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
Social Worker (SW)	143	674	96.0%	862	198	809	97.9%	58.9
Crisis Intervention Team (CIT)	5	24	3.4%	26	1	11	1.3%	3.0
Community Care	0	0	0.0%	5	0	2	0.2%	0.3
Collaborative (Multiple Depts)	0	4	0.6%	5	1	4	0.5%	0.3
Outside Agency	0	0	0.0%	0	0	0	0.0%	0.0
Total	148	702	100%	893	200	826	100%	62.2

Table 10 - August & September 2026 Reason for Decline

Reason	Aug & Sept 2025	2025 YTD Total	2025 YTD %	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
Did Not Accept Available Resources	0	2	13.3%	3	0	1	6.2%	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	60.0%	12	3	9	56.3%	1.7

Reason	Aug & Sept 2025	2025 YTD Total	2025 YTD %	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
Already Receiving Appropriate Services	1	2	13.3%	2	0	1	6.2%	0.3
Invalid Contact Information	1	2	14.3%	3	0	2	12.5%	0.3
Pending Outcome	0	0	0.0%	0	3	3	18.8%	0.0
Total	2	15	100%	20	6	16	100%	3.3

Table 11 - August & September 2026 Referral Age Not Accepted

Age Cohort	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 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	1	3	0.6
40-49	0	1	2	0	3	0.6
50-59	1	2	2	2	3	0.5
60-69	1	4	4	1	2	0.4
70-79	0	1	2	1	3	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	Aug & Sept 2025	2025 YTD Total	2025 Total	Aug & Sept 2026	2026 YTD Total	Mean
Total	2	15	20	6	16	3.3

Table 12 - August & September 2026 Referral Need Declined

Type	Aug & Sept 2025	2025 YTD Total	20245 YTD 1%	2025 Total	Aug & Sept 2026	2026 YTD Total	2026 YTD %	Mean
Mental Health	1	6	40.0%	4	4	9	56.3%	2.2
Medical	0	1	6.7%	1	2	4	25.0%	0.1
Addictions	0	0	0.0%	1	0	1	6.3%	0.1
Cleanup/Repair	0	2	13.3%	2	0	1	6.3%	0.1
Domestic Abuse	0	0	0.0%	0	0	1	6.3%	0.4
Employment	0	1	6.7%	1	0	0	0.0%	0.0
Housing	1	4	26.7%	4	0	0	0.0%	0.1
Transportation	0	1	6.7%	1	0	0	0.0%	0.1
Total	2	15	100%	20	6	16	100%	3.3