

**VILLAGE OF DOWNTONERS GROVE
HUMAN SERVICE COMMISSION**

**Civic Center
850 Curtiss Street**

Betty Cheever Council Chambers

**January 27, 2026
7:00 PM**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the October 28, 2025 Meeting**
- IV. Presentation of Services - Hopemark Health**
- V. 2026 Social Services Community Events**
- VI. Social Services Referral Program Monthly Highlights**
- VII. Public Comment**
- VIII. Adjourn**

**Village of Downers Grove
Human Service Commission**

Civic Center
850 Curtiss Street
October 28, 2025
Meeting Minutes

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

Members Present

Chair Aycock
Member Donnelly
Member Drabik
Member Nicholson
Member Skerjan

Members Absent

Member Colvert
Member Loftus

Ms. Lippe declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the September 23, 2025 meeting. Motion to approve the minutes by Member Donnelly, seconded by Member Drabik. Motion carried unanimously by voice vote.

Ms. Lippe introduced Outreach Specialist, Monika Szewczyk with Skyway Behavioral Health

Ms. Szewczyk reported that the practice opened in Skokie, Illinois in April 2020 and in Downers Grove in April 2025. The first client was seen in Downers Grove on March 31, 2025. The center provides tracks of programming which include complex trauma, mood/anxiety, and PTSD. The center provides two levels of care which include Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP). The PHP programs start at 09:00 AM and end at 3:30 PM while the IOP programs are scheduled from 09:00 AM to 12:00 PM or 12:00 PM to 3:00 PM. There are eating disorder services embedded into the programs. The dietician on site will provide daily support and 1:1 counseling.

The space includes size inclusive furniture and wide hallways to help create a comfortable, accessible environment for all clients. Incorporating privacy glass on windows and doors allow clients to see out while preventing others from seeing in, reducing the likelihood of feeling exposed or startled. The design choices support emotional safety, comfort, and a more trauma informed space.

The practice is clinician owned and cofounded by Laura Lange, a licensed clinical social worker and Julie Friedman, a licensed clinical psychologist.

Member Donnelly inquired where the practice is located. Ms. Szewczyk said the practice is located in the Esplanade Building at 2001 Butterfield Road.

Chair Aycock inquired about the age groups that are treated. Ms. Szewczyk said they treat individuals 18 and older.

Chair Aycock inquired how the practice is funded. Ms. Szewczyk said it is a privately owned practice.

Chair Aycock inquired about the sizes for the programs offered. Ms. Szewczyk said there is an 18 client maximum for each of the PHP programs and 16 client maximum for each of the IOP programs.

Member Nicholson inquired about which insurance is accepted. Ms. Szewczyk said all commercial insurance and Tricare.

Member Drabik inquired about which conditions are treated. Ms. Szewczyk said complex trauma, all mood disorders, personality disorders, anxiety, PTSD, eating disorders, bipolar, and depression.

Chair Aycock inquired about the average length of treatment. Ms. Szewczyk said the length is determined on a case by case basis which considers clinical recommendations, autonomy of the client and insurance coverage.

Chair Aycock asked how the Downers Grove location was selected. Ms. Szewczyk said the owners completed a zip code analysis for all of the clients who were treated at the Skokie locations. It was determined clients came from western and southern suburbs.

Ms. Lippe asked what the typical program schedule looks like. Ms. Szewczyk said the first day of each program includes staff introductions and touring the space with the client. The remainder of the days, the client attends groups throughout the day. The practice is a full fidelity Dialectical Behavior (DBT) program which includes phone coaching after hours for additional support. This provides an opportunity for the client to receive additional support at the same time they may be struggling at home, with work or with friends and family. The clinicians participate in DBT teams by providing support to each other. During the first week of the program, clients learn about DBT and an introduction to somatic experiences. Each day includes breakfast, lunch and 2 snacks. The clients can participate in eating disorder support, art therapy, cognitive processing and exposure therapies.

Member Skerjan asked about the demand in Skokie and if there is a waitlist. Ms. Szewczyk said they expanded admission hours to 09:00 AM to 7:00 PM and scheduled assessments

within a 24 hour period. The Skokie location is busier but there are no waitlists for all of the tracks. The goal is that the client will not wait more than 2 weeks on the waitlist. The practice will refer out if needed but clients will wait. The Downers Grove location has no waitlist.

Member Nicholson asked about who their competitors are. Ms. Szewczyk said the owners previously worked in a primary eating disorder treatment center but observed comorbidities. So they decided to open their own practice that could treat them at the same time.

Chair Aycock inquired what tracks are offered at the Downers Grove location. Ms. Szewczyk said complex trauma and mood/anxiety disorders are offered. She shared that the practice offers Spravato Treatment services which entail administering estatamine nasal spray and therapy. Chair Aycock inquired what this form of therapy treats. Ms. Szewczyk said this option is for treatment resistant depression in which an individual was treated with 2 different forms of SSRIs.

Chair Aycock thanked Ms. Szewczyk for her presentation.

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

Ms. Lippe provided an overview for the month of September:

- 79 referrals compared to 59 in 2024
- 97.86% overall acceptance rate
- 69 referrals included the 0-19 and 50-89 age cohorts
- Top 5 leading service type provided was senior, village, home safety, county, and medical resources
- Top methods of awareness outside of department referrals were outside agencies.
- The leading initiation category was residents/family members
- The top method of contact was electronic
- Social Worker was responsible for 99% of the referrals
- The declined referral was the individual already receiving appropriate services.
- Attended the AgeGuide Aging Summit
- Participated in our full scale exercise, Night at the Firehouse, and police department's re-accreditation on site assessments.

Chair Aycock noted no public in attendance

Motion to adjourn was made by Member Nicholson and seconded by Member Donnelly. Motion carried by voice vote. The meeting was adjourned at 8:02 PM.

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
January 27, 2026

SUBJECT:	SUBMITTED BY:
Monthly Program Performance Measurements	Heather Lippe Licensed Clinical Social Worker

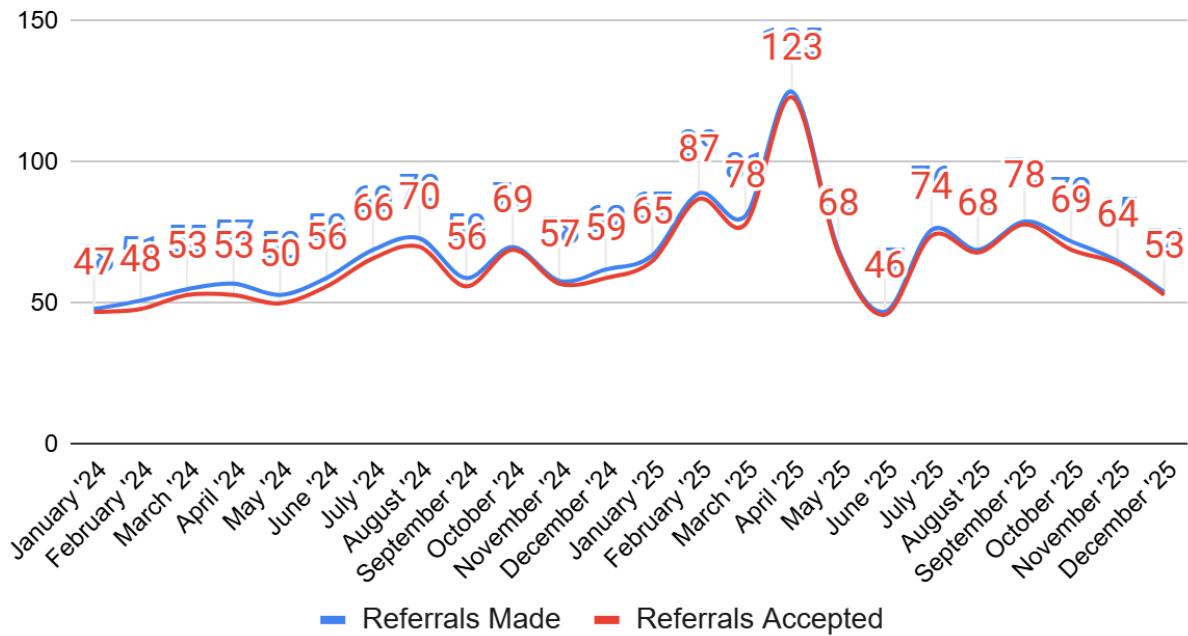
Monthly Program Performance Measurements

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 October, November, and December.

October to December 2025 - Referral Acceptance

Referrals	2024		2025	
	Oct to Dec	2024 Total	Oct to Dec	2025 Total
<i>Referrals Received</i>	190	714	191	893
<i>Referrals Accepted</i>	185	685	186	873
<i>Referrals Declined</i>	5	29	5	20
<i>Percentage Accepted</i>	97.36%	95.94%	97.38%	97.76%

Referrals Made and Referrals Accepted



October to December 2025 - Referral Age

	2024		2025	
Age Cohort	Oct to Dec	2024 Total	Oct to Dec	2025 Total
0-19	6	32	7	35
20-29	10	30	7	49
30-39	12	54	22	61
40-49	16	70	12	47
50-59	16	74	20	77
60-69	32	103	27	171
70-79	60	184	53	235
80-89	24	126	32	169
90-99	7	24	10	43
100+	2	4	0	1
<i>Unknown</i>	5	13	1	5
TOTAL	190	714	191	893

October to December 2025 - Initial Need for Referral

Need	2024		2025	
	Oct to Dec	2024 Total	Oct to Dec	2025 Total
Transportation	53	163	49	247
Mental Health	21	135	29	127
Medical	14	84	28	110
Financial	14	61	17	58
Housing/Shelter	23	78	16	75
Elder Abuse	0	10	8	30
Cleanup/Repair	7	30	6	32
Legal	5	16	5	44
Clothing	6	9	5	7
Senior	3	8	5	7
Household	4	25	4	15
Recreation	0	6	3	15
Domestic Abuse	6	17	2	21
Insurance	2	3	2	5
Nutrition	6	17	1	11
Addictions	6	9	1	7
Employment	1	5	1	5
Tax	2	10	0	14
Utility	0	0	0	6
Dental	0	2	0	2
State	0	2	0	2
TOTAL	188	709	191	891

October to December 2025 - Leading Service Type

Type	2024		2025	
	Oct to Dec	2024 Total	Oct to Dec	2025 Total
Senior	74	280	88	426
Village	69	188	82	366
Transportation	57	181	66	280
County	27	140	45	171
Medical	18	98	42	147
Township	27	105	33	166
Mental Health	23	127	31	128
Home Safety	18	30	27	113
Housing/Shelter	30	111	25	120
Financial	18	86	26	83
Legal	10	49	19	83
State	13	39	19	52
Cleanup/Repair	13	35	8	37
Recreation	1	23	8	30
Elder Abuse	2	18	8	18
Nutrition	15	56	6	37
Clothing	7	16	5	7
Household	6	28	4	14
Insurance	2	6	4	13
Utility	1	20	3	19
Veteran	1	11	2	15
Tax	4	12	1	16
TOTAL	435	1,659	553	2,323

October to December 2025- Method of Awareness

Type	2024		2025	
	Oct to Dec	2024 Total	Oct to Dec	2025 Total
<i>DG Park District</i>	0	1	0	0
<i>DG Public Library</i>	3	13	2	5
<i>DuPage 2-1-1</i>	6	14	5	13
<i>Employees</i>	9	30	10	32
<i>eNews</i>	0	1	0	0
<i>Family/Friends</i>	4	20	3	28
<i>Inside DG</i>	15	16	2	7
<i>Outside Agency</i>	16	43	29	180
<i>Prior Experience</i>	32	119	23	111
<i>Social Media</i>	0	4	0	1
<i>Township</i>	13	30	9	28
<i>Village Phone Tree</i>	19	88	30	123
<i>Village Website</i>	16	76	8	36
<i>Web Search</i>	2	17	0	2
<i>Department Referrals</i>	55	242	71	327
TOTAL	190	714	191	893

October to December 2025 - Initiation

Source	2024			2025		
	Oct to Dec	2024 Total	YTD %	Oct to Dec	2025 Total	YTD %
<i>VoDG Departments</i>	55	242	33.9%	70	326	36.5%
<i>Residents/Families</i>	112	397	55.6%	100	445	49.8%
<i>Outside Agencies</i>	14	38	5.3%	12	72	8.1%
<i>Non-Residents</i>	9	37	5.2%	9	50	5.6%
TOTAL	190	714	100%	191	893	100%

October to December 2025 - Method

Category	2024			2025		
	Oct to Dec	2024 Total	YTD %	Oct to Dec	2025 Total	YTD %
<i>Direct</i>	28	145	20.3%	45	186	20.8%
<i>Electronic</i>	26	80	11.2%	28	128	14.3%
<i>Telephone</i>	113	421	59.0%	90	421	47.1%
<i>In Person</i>	23	68	9.5%	28	158	17.7%
TOTAL	190	714	100%	191	893	100%

October to December 2025 - Responsible Department

Department	2024			2025		
	Oct to Dec	2024 Total	YTD %	Oct to Dec	2025 Total	YTD %
<i>Social Worker</i>	184	681	95.4%	188	862	96.5%
<i>Crisis Intervention Team</i>	5	28	3.9%	2	26	2.9%
<i>Community Care</i>	0	0	0.0%	0	0	0.0%
<i>Collaborative (Multiple Depts)</i>	1	5	0.7%	1	5	0.6%
<i>Outside Agency</i>	0	0	0.0%	0	0	0.0%
TOTAL	190	714	100%	191	893	100%

October to December 2025 - Reason - Declined

Reason	2024			2025		
	Oct to Dec	2024 Total	YTD %	Oct to Dec	2025 Total	YTD %
<i>Did Not Accept Available Resources</i>	1	6	20.8	1	3	15.0%
<i>No Call Back to CIT</i>	0	1	3.4%	0	0	0.0%
<i>No Call Back to SW</i>	4	20	69.0%	3	12	60.0%
<i>Already Receiving Appropriate Services</i>	0	0	0.0%	0	2	10.0%
<i>Invalid Contact Information</i>	0	2	6.9%	1	3	15.0%
<i>Pending Outcome</i>	0	0	0.0%	0	0	0.0%
TOTAL	5	29	100%	5	20	100%

October to December 2025 - Referral Age - Not Accepted

Age Cohort	2024		2025	
	Oct to Dec	2024 Total	Oct to Dec	2025 Total
0-19	1	3	0	1
20-29	1	2	0	4
30-39	3	8	2	3
40-49	0	8	1	2
50-59	0	2	0	2
60-69	0	1	0	4
70-79	0	3	1	2
80-89	0	1	1	2
90-99	0	0	0	0
100+	0	0	0	0
<i>Unknown</i>	0	1	0	1
TOTAL	5	29	5	20

October to December 2025 - Referral Need - Declined

Type	2024			2025		
	Oct to Dec	2024 Total	2024%	Oct to Dec	2025 Total	2025 %
<i>Mental Health</i>	2	16	55.2%	5	11	55.0%
<i>Housing/Shelter</i>	0	1	3.4%	0	4	20.0%
<i>Cleanup/Repair</i>	0	0	0.0%	0	2	10.0%
<i>Employment</i>	0	0	0.0%	0	1	5.0%
<i>Medical</i>	0	2	6.9%	0	1	5.0%
<i>Transportation</i>	0	0	0.0%	0	1	5.0%
<i>Domestic Abuse</i>	3	8	27.6%	0	0	0.0%
<i>Legal</i>	0	1	3.4%	0	0	0.0%
<i>Nutrition</i>	0	1	3.4%	0	0	0.0%
TOTAL	5	29	100%	5	20	100%