

Village of Downers Grove Staff Report to the Human Service Ad Hoc Committee
January 24, 2020
Submitted by David Fieldman, Village Manager

Background

At the [December 18, 2018](#) Village Council meeting, the Village Council created and appointed seven members to the Human Service Ad Hoc Committee (HSAHC). The committee met four times in 2019 from January through May. At the conclusion of the four meetings, the committee was tasked with creating a report answering two questions posed by the Village Council:

1. What role shall an appointed Human Service Commission serve in the Village?
2. What can and should an appointed standing Human Service Commission do to assist the Village Council in promoting the function and mission of the Village on an on-going basis?

The final report was presented to the Village Council on [August 6](#) and [September 17, 2019](#). Village Council discussed the presented report in conjunction with the preparation of the 2019-2021 Long Range Plan. Two options were presented:

- Option 1: Accept the Human Service Ad Hoc Committee Report as presented.
- Option 2: Reconstitute the Human Service Ad Hoc Committee and direct them to:
 - Develop more specific recommendations on actions, and to prioritize the recommended actions
 - Consider presentations by Village of Downers Grove departments, Downers Grove Township, DuPage County, and Not-For-Profit organizations about the human services currently being provided in and around the communityCommence work in January and complete work by June 30, 2020.

Village Council directed staff to proceed with Option 2 and the Human Service Ad Hoc Committee was officially re-established at the [December 17, 2019](#) Village Council meeting. The reconstituted HSAHC has the following Committee Powers and Duties:

- Hold regular meetings to discuss and develop more specific recommendations on actions, and to prioritize the recommended actions;
- Consider presentations by the Village of Downers Grove departments, Downers Grove Township, DuPage County, and Not-For-Profit organizations about the human services currently being provided in and around the Village;
- Submit a report to the Village Council, addressing the issues identified herein for consideration no later than June 30, 2020;
- Perform any additional duties and tasks as the Village Council may from time to time direct.

Human Service Commission Overview

The Human Service Commission was created in 1977 and met regularly until 2011. The Commission has been inactive for the past seven years. There are currently no members on the Commission. The current roles and responsibilities of the Human Service Commission are detailed in Section 2 of the Village Code.

Section 2.62.1.DIV. Division 6. Human Service Commission Downers Grove Municipal Code

Created; composition; terms of office. A Human Service Commission is hereby created, which commission shall consist of seven members appointed for staggered terms of three years each, and an ex-officio member who shall be a representative of a Downers Grove unit of local government. Said ex-officio member shall be a non-voting member and shall serve a three year term. (Ord. No. 2058, § 3; Ord. No. 2641, § 5; Ord. No. 2688, § 1; Ord. No. 3266, § 34; Ord. No. 4896, 8/7/07)

Section 2.64. Powers and duties. The Human Service Commission shall have the following powers and duties:

- (a) To review and evaluate matters of social concern in the Village, including issues related to youth, senior citizens, families, minorities and other social groups.
- (b) To consider such matters of social concern as may be referred to them by the Village Council and to recommend the adoption of policies or ordinances or the taking of other actions in the best interest of the Village as a whole.
- (c) To consider the benefits to individuals and the public of proposed policies and actions and to consider the public and private costs and sources of revenue to support such policies and actions.
- (d) To hear and investigate any matter referred to it by a court pursuant to the procedures set forth in Section 13A-24 and 13A-25 of the Fair Housing Article, Chapter 13A. (Ord. No. 2058, § 3; Ord. No. 2641, § 5; Ord. No. 2688, § 1; Ord. No. 3266, § 34; Ord. No. 3495, 7/27/92)

Meeting Schedule

The HSAHC meeting schedule and topics are as follows:

Date	Topic
Tuesday, January 28	Presentations by the Village Police and Fire Departments
Tuesday, February 25	Presentations by the Downers Grove Public Library, School Districts 58 and 99
Tuesday, March 24	Presentations by Downers Grove Township and DuPage County
Tuesday, April 28	Presentations by Local Non-Profits (To be determined by committee)
Tuesday, May 26	Committee discussion and draft of recommendations
Tuesday, June 23	Committee final discussion and recommendations

Village Services

The Village provides over 300 services to the public. This report identifies and explains fourteen services and programs which may be considered human or social services.

Service/Program	Seniors	Youth	Homeless	Mentally-III	Persons with Disabilities
Smoke Alarm Program	✓				✓
Senior Life Safety Education	✓				
Community Care Program (CCP)	✓	✓	✓	✓	✓
Youth Firesetter Intervention Program		✓			
Elderly Service Officers	✓				
Seniors Personal Safety Education Program	✓				
Crisis Intervention Team (CIT)			✓	✓	
Language Line					✓
Peer Jury		✓			

National Alliance on Mental Illness (NAMI) Direct Referral				✓	
De-Centralized Mobile Crisis Response Pilot Program				✓	
DuPage PADS Partnership and Street Outreach			✓		
Taxi Coupon Program	✓				✓
Contribution to DuPage Senior Citizens Council (DSCC)	✓				

Smoke Alarm Program

Under this program the Village installs smoke alarms in residential units at no cost to the resident. Fire Department staff identify residential buildings which may benefit from this program because they have an elevated risk of experiencing a fire or have high rates of calls for service. Most of these buildings house a large number of senior residents. Fire Department staff inspect the buildings and install smoke alarms in units which lack functioning alarms.

In addition, all fire apparatus and Chief vehicles carry smoke alarms to install anytime one may be needed on a call where one is absent or not working properly. Often times this is in lower socioeconomic homes or homes where elderly and disabled individuals reside .

Senior Life Safety Education

Under this program, the Village hosts educational presentations designed to improve safety for senior residents. Fire Department staff identify facilities and buildings as high risk or having high rates of calls for service. Staff then visit these locations and host free educational presentations for making the homes safe from fire hazards, evacuation plans, eliminating trip and fall hazards and other medical emergencies.

Community Care Program (CCP)

Under the Community Care Program, established in 2014, the Fire Department proactively provides services to residents who have a history of frequent calls for emergency services and demonstrate a need for additional assistance beyond emergency services. Through this program, the Village determines the frequency and nature of calls, identifies trends in their level of self-care and then proactively provides services to these residents. Possible conditions needing additional assistance include but are not limited to; physical limitations, mental health issues, financial issues, neglect, caregiver burnout and hoarding. Examples of services typically provided under this program include:

- Conducting home safety inspections to eliminate any hazards contributing to the situation.
- Providing a listing of resources that can offer assistance dependent on the individual's needs.
- Sharing information with hospital social workers, physicians or the individual's power of attorney.

CCP Services, 2014 to 2019

Year	Referrals
2019	12
2018	10
2017	9
2016	10
2015	16
2014	16

Youth Firesetter Intervention Program

Under this program the Village attempts to reduce the likelihood of children intentionally starting fires. This program targets children who have a curiosity to experiment or play with fire. Prevention education at the curiosity stage helps prevent destructive tendencies, delinquencies and violence when it is properly targeted, designed, and delivered. The root causes of behaviors are explored as they can oftentimes indicate signs of a more severe nature such as neglect, abuse, bullying or mental illness.

The program is voluntary and is available to parents seeking assistance for behaviors which they have observed. In some cases this program is mandatory as part of an agreement with law enforcement.

Elderly Service Officers

Under this program, the Village provides specialized services to elderly residents by trained Elderly Service Officers. The police department has six certified Elderly Service Officers who have received specialized training hosted by the Illinois Attorney General's Office to educate police officers on issues affecting the elderly population. Topics of instruction include the detection and investigation of elder abuse, financial crimes targeting older individuals, and ruse burglaries. Elderly Service Officers provide educational programs to raise awareness of personal safety issues and crimes targeting the elderly.

Seniors Personal Safety Education

The police department's Public Education Specialist partners with nonprofits, schools and

churches to provide education on safety training and crime prevention. The department also worked with other Village departments to create [Scam Busters](#) videos to provide information to seniors to avoid common scams occurring in the community. The Scam Busters series illustrates how common scams operate and offers useful tips on how to avoid them. Videos topics include: IRS Scams, Grandparents Scams and Utility Scams.

Crisis Intervention Team

The Crisis Intervention Team follows up on mental health-related incidents and connects people in crisis with service-based resources in and around the Downers Grove community. The Police Department has 22 certified Crisis Intervention Team (CIT) officers who have received specialized training in mental health awareness, including mental health first aid, verbal de-escalation techniques, and connecting those in crisis with community resources.

In 2019, the Downers Grove Police Department responded to over 350 mental health related calls for service. Crisis intervention officers respond to such incidents to assist on-scene, or conduct follow-up outreach to connect individuals in crisis with service providers. The Crisis Intervention Team maintains partnerships with many community stakeholders, including the DuPage County Health Department, NAMI DuPage, and DuPage PADS to provide appropriate referrals to those in need of services

Language Line

The police department maintains an agreement with Language Line Interpreter Solutions to provide ADA compliant interpreter services, including American Sign Language (ASL) interpreters for hearing impaired individuals. Police officers have immediate access to certified interpreters through an electronic application to facilitate communication with individuals while on the scene of traffic stops, accidents, crimes and other calls for service.

Peer Jury

Peer Jury is a balanced and restorative justice program that provides a means for young offenders to account for their behavior to a group of peers and repair the harm caused to the victim and to the community. The Peer Jury program provides opportunities for minor offenses to be adjudicated through community service and education, while providing jurors a meaningful volunteer and leadership experience. This program was reinstated in January 2019. More information can be found on the Village's [website](#).

National Alliance on Mental Illness (NAMI) DuPage Direct Referral Pilot Program

The police department has partnered with the National Alliance on Mental Illness to participate in the NAMI DuPage Direct Referral Pilot Program. Officers who respond to the scene of a mental health related incident that does not require hospitalization or immediate intervention may provide a voluntary referral to NAMI DuPage for follow-up counseling and mental health support services.

De-Centralized Mobile Crisis Response Pilot Program

The DuPage County Health Department has invited the Downers Grove Police Department to participate in a pilot program to improve access to mental health services. The De-Centralized Mobile Crisis Response initiative provides alternatives to emergency room admissions for qualifying mental health conditions. When contacted by a participating law enforcement agency, the DuPage County Health Department will provide in-home assessments, phone consultations, or will accept voluntary admissions to their in-patient treatment center for individuals in need of assistance but not requiring immediate hospitalization.

DuPage PADS Partnership and Street Outreach

The police department maintains a partnership with DuPage PADS to provide sheltering assistance to homeless individuals. Police officers conduct well-being checks during inclement weather and will provide transportation for homeless individuals who are eligible to stay at DuPage PADS shelters. A police sergeant serves as the Village PADS liaison to maintain communication and partnership with PADS staff. The Police Department also provides referrals to the DuPage PADS Street Outreach program, in which PADS staff members will visit homeless individuals in the community to offer services.

Taxi Coupon Program

This program is available to those residents aged 65 years and over and to those residents with a disability who hold a valid RTA card. Participants may register for the program annually in April. Village staff visit senior living facilities in the community in early April to assist participants with this registration. Coupons are purchased through the Village to be used for payment for taxi services. The Village provides a 50% subsidy to offset the cost of taxi services for these residents. Coupons are sold in sheets of twelve - eight \$1 coupons and four \$.50 coupons. Each sheet of coupons is equal to \$10.00 in value at a cost of \$5.00. Coupons can be purchased at the Village Hall or Public Works facilities, a third party may purchase on behalf of a participant provided they have a signed check with the participants name or signed letter. The coupons may also be purchased by check through the mail. More information on the taxi program can be found [here](#).

There are currently three taxi companies who are licensed in the Village: 303 Taxi, American Taxi and Alliance Taxi. Any taxi company licensed in the Village is required to accept these coupons. The table below illustrates the number of coupons and participants in the program for the past five years.

Taxi Coupon Program, 2015 to 2019

Year	Coupons Sold	Participants
2019	46,188	253
2018	65,136	315

2017	74,628	350
2016	89,172	291
2015	96,456	393

DuPage Senior Citizens Council (DSCC)

The Village provides an annual financial contribution to the DuPage Senior Citizens Council (DSCC) for services they provide to Downers Grove residents. The DSCC operates numerous programs for senior residents in DuPage County: home delivered meals - “Meals on Wheels”, Health and Wellness Education, Well Being Checks and Emergency Follow-Ups, a Home Maintenance Program and Yard Clean-Ups, and Friendly Visits and Assistance. More information on the DSCC can be found [here](#). DSCC [reports](#) they have delivered 19,500 meals to 230 seniors in Downers Grove.

The Village [contributes](#) funds annually to this program. Since 2016, the Village has contributed \$30,000. The table below shows the Village’s historical contribution to the program:

Village Contributions to DSCC, 2016 to 2019

Year	Contribution
2019	\$30,000
2018	\$30,000
2017	\$30,000
2016	\$50,000