

**Village of Downers Grove**  
**Staff Report to the Human Service Ad Hoc Committee**  
**May 29, 2019**  
**Submitted by David Fieldman, Village Manager**

**Purpose of the HSAHC**

At their December 18, 2018 meeting, the Village Council created and appointed members to the Human Service Ad Hoc Committee (HSAHC). The Village Council has requested that the HSAHC make recommendations to the Village Council as to:

- What role an appointed Human Service Commission shall serve in the Village?
- 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 topics the HSAHC may consider include but are not limited to matters of social concern within the Village including issues related to youth, senior citizens, families and other social groups.

**Review and Discussion of the Draft Report to the Village Council**

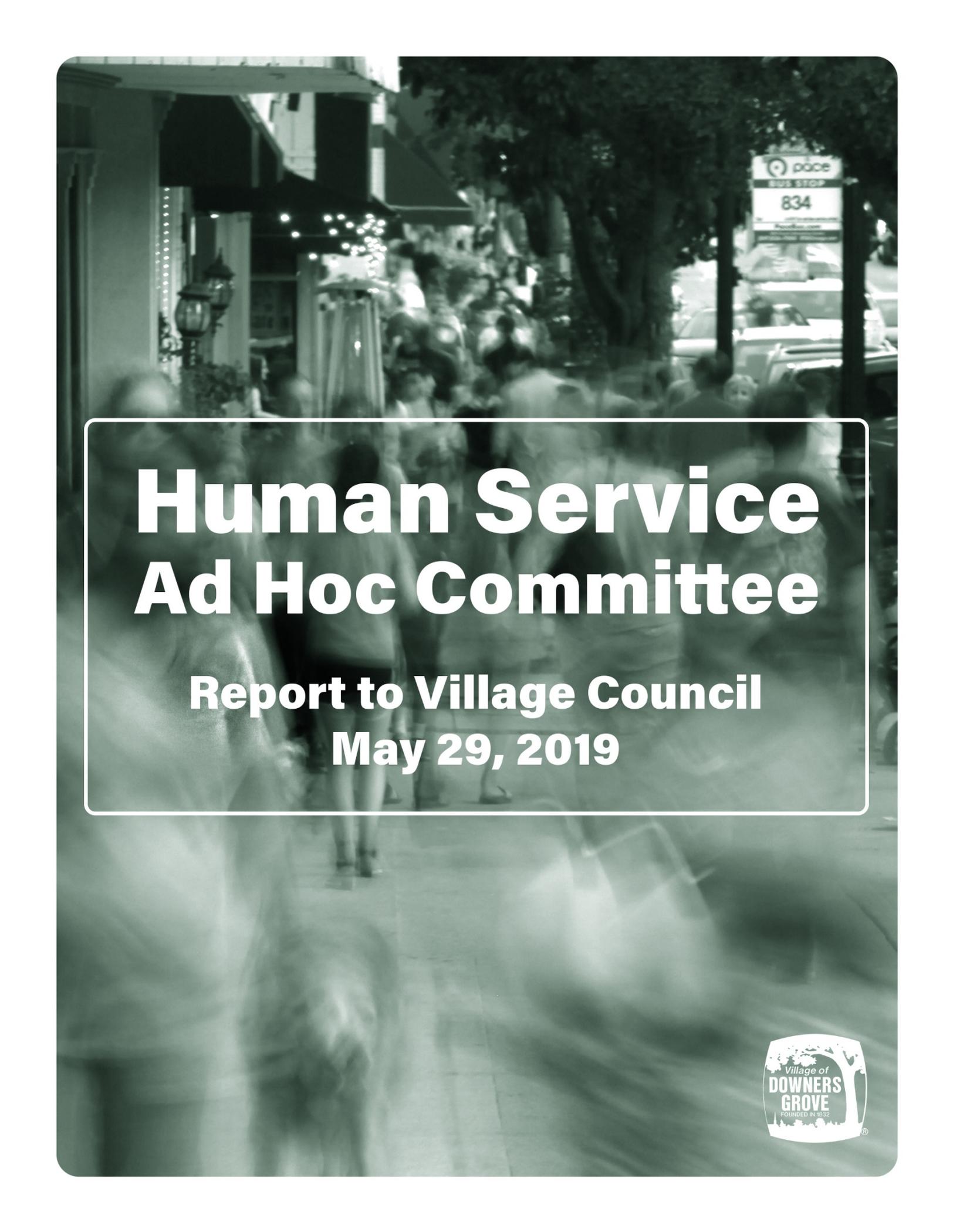
After a thorough review of the February and March meetings of the HSAHC and the first review of the draft report at the April meeting, staff prepared a revised draft report to the Village Council. The draft report contains the following components:

- Responses to Key Questions & Recommendations
- Messages from the HSAHC Members
- Staff Reports and Minutes from the HSAHC Meetings

The draft report is attached for your review and discussion.

**Attachments**

Draft Report to the Village Council



# **Human Service Ad Hoc Committee**

**Report to Village Council  
May 29, 2019**





## **Human Service Ad Hoc Committee Members**

**Susan Wan, Chair**  
**Samantha Aycocock**  
**Rebecca Campbell**  
**Mary Lohrmann**  
**Azizi Marshall**  
**Kimberly Nagy**  
**Stephanie Williams**

# **Human Service Ad Hoc Committee Report to Village Council**

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# **Responses & Recommendations**

## Human Service Ad Hoc Committee Responses & Recommendations

The Human Service Ad Hoc Committee, a seven member committee created by the Village Council on December 18, 2018, met four times from February through May, 2019 to make recommendations in response to two key questions presented by the Village Council.

### ***What role shall an appointed Human Service Commission serve in the Village?***

The **Human Service Commission** should serve as:

- **Advisors** to the Village Council and Staff
- **Ambassadors** for recognizing and celebrating diversity in the community
- **Advocates** for the Provision of Social Services to Downers Grove Residents
- **Coordinators** of Social Services for Those in Need
- **Facilitators** of Communication and Engagement Among:
  - Residents                                      The Village of Downers Grove
  - Stakeholders                                 Other Governments and Agencies
  - Service Providers

The **Village of Downers Grove** should support the Human Service Commission efforts by:

- Including **social service issues in the Long Range Plan**
- Identifying and **securing funding and resources** to sustainably support the Human Service Commission efforts
  - Consider partnerships with other governments, businesses and agencies
  - Consider the use of sponsorships
  - Consider the use of volunteers
  - Identify permanent, dedicated revenue sources
- Hiring a **qualified professional staff member** to serve as the liaison to the Human Service Commission and coordinating the provision of services to those in need

***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 Human Service Commission should:

- Work to make the Village of Downers Grove a **Community of Inclusiveness** where all residents and community members are welcomed and supported
- Promote community **events celebrating and promoting diversity**
- Promote and facilitate **diversity in community leadership positions**
- Identify **social trends and issues** facing the Village by reviewing and analyzing data
- Identify **gaps in services** to those in need in the community
- **Identify and prioritize social service needs**
- Assist in providing services to **connect residents with social service providers**
  - Create and maintain a database of social services available in Downers Grove
  - Consider hiring a staff member who works as an advisor and advocate for residents in need to social services
- Work with the Downers Grove Economic Development Corporation to **address social issues through economic development** activities
- Promote the inclusion of **social service issues in the Village's Long Range Planning and Budgeting** efforts
- Develop **recommendations for resource allocation**
- **Focus its efforts** on those in need, including but not limited to:
  - Homeless
  - Elderly
  - LGBTQ community
  - Low income
  - Persons with disabilities
  - Persons in need of transportation
  - Youth
  - Persons with mental health issues
- Be a **permanent, active commission** which meets on a regular basis
- Explore the **creation of committees** to maximize the effectiveness of the Human Service Commission
  - Committees could focus their efforts on specific topics
  - Could increase the resources available to address issues
- **Engage directly** with the segments of the community in need of services
  - Appoint representatives of the focus populations segments to the Commission and committees
  - Facilitate communication with residents in need of services
- **Review Village of Downers Grove actions** which may affect the availability of services

**Messages  
from the  
Members**

## **Message from Susan Wan, Chair**

It has been my distinct pleasure to participate on the ad hoc Human Services Committee. I am a relatively new resident of Downers Grove, having only lived here for less than six years. And yet, I have come to embrace this community and my neighbors. I have met many wonderful people and witnessed opportunities for this community to improve and become better.

First, I would highly encourage you to re-establish the Human Services Committee. The Village has been focused on our economic development, land use and other infrastructure. Most of the focus has been on the “things” pertinent to the Village and its residents and not necessarily the “people” or the residents themselves. The Village should support not just the economic viability of the village but also the health and well-being of its residents, especially for those who need help and support.

Second, I would highly encourage you to incorporate goals of the Human Services Committee into the Village’s long-range plans. With a new Mayor and Commissioners, I will look to you to make a difference in the lives of the residents in Downers Grove, many of whom we identify as in need of service but are not represented in this ad hoc committee. Thus, our recommendations are just a starting point and there is still much work to be done.

Third, I would ask you to take a look at Downers Grove and its people. While on the surface, majority of Downers Grove residents live comfortably (as identified through median income) and have shelter (more than 75% of are property owners versus rent), there are still many that are in need of service and support. These include the growing aging population and access to care, transportation, and housing. These also include the low-income and homelessness (who are served by at least two DuPage Pads sites in Downers Grove) who need affordable housing and access to transportation and other social/medical services. These include the growing Latino and Asian population in both DuPage and in Downers Grove and who perhaps need translation services. These include the Youth of Downers Grove, who face environmental/social challenges, like no other generation, whether it’s through gun violence at school, mental illness (increasing depression and suicides) and drugs, and yet they are engaged and hopeful. This is just a sampling of the “people” of Downers Grove.

Last, I would ask the Village to focus your efforts on improving the health and well-being of the minority (as provided by examples above). They are the people who need it most and would most benefit from the efforts of a Human Services Committee. The Human Services Committee would insure that the Village “cares” about its residents. Their efforts would ensure that the Village is an inclusive community and sees everyone and not just the majority.

Thank you.

## Message from Samantha Aycock

I moved to Downers Grove when I was just 6 years old. I attended Downers Grove Public schools, graduated and went to college. Just 2 years after graduating college, I was married and expecting our first child. And I just knew, I had to raise my daughter in Downers Grove. Growing up here, Downers Grove provided so much opportunity to me. It's why I came back home: the people. And that's why I so passionately believe in establishing the Human Services Commission. Our current long range plan focuses on many important things, but it left out the best part of Downers Grove: the people. I am an accountant and I own a local accounting firm with one other partner. I understand the importance of a balanced budget and have seen firsthand the steep price paid for spending money you do not have. But I think with careful planning and utilization of volunteers, sponsorships and partnerships- we can execute many of the HSAHC's recommendations with little effect to the Village's budget.

The homeless population in Downers Grove is hard to identify- but they are here. Their children are attending our schools. They're working. They're contributing to our community in the ways they can. But they're struggling. There are small adjustments the Village can make that can vastly improve the lives of the homeless in Downers Grove. Even improved communication alone would be a significant help. But a permanent HSC would give us the opportunity to come up with many more ways we can make an actual difference to lift up our fellow community members.

Another deeply important issue for me is our lack of celebration of the LGBTQ community. When you drive down the street in June, I have not seen rainbow flags or acknowledgment of acceptance of this community. To celebrate pride in our downtown with rainbow flag banners would mean so much to our LGBTQ community as well as their families, and would come at little to no cost to the village because I believe many community members would be happy to donate the funds. Our schools are filled with children that belong to the LGBTQ community and I feel it's hugely important they grow up already knowing that they are loved. I don't want any child attending our schools or living in our community to worry that they are not in a safe place where they can be themselves.

My firm believes in giving back to the community, and the charity of choice we primarily partner with is Hope for the Day. This is the same charity that partners with the Silver family to put on Ben's Memorial Mile held at DGN each year. This year my company will be doing a similar race on May 4, 2019 to bring awareness and financial support to the charity. But in working with them, I've learned that they are supported by grants funded by DuPage County. This charity is incentivized to help our community for little to no cost. Our village should take advantage of these services, and orchestrating something like this can be done with a Human Services Commission to facilitate. The statistics are staggering, but the most gut wrenching ones One statistic particularly grasped me: *More teenagers and young adults die from suicide than from cancer, heart disease, AIDS, birth defects, stroke, pneumonia, influenza, and chronic lung disease, COMBINED.* As parents and community members we are transparent and active in preventing many of these diseases for our children. In flu season, shops & gathering places have hand sanitizer at all the doors. We should be taking action to prevent suicide and encourage mental health the way we support & provide resources for physical health.

Downers Grove is already a beautiful place to live. But I know we can make it an even better place for people to thrive, and we can do this while being respectful of our village's financials, which makes many of these ideas much more than ideals, but realistic and attainable goals.

## Message from Rebecca Campbell

I have watched the Village of Downers Grove grow and change over many of the past 51 years I have lived here. I am excited and energized at the prospect of a dedicated Human Services Commission (HSC) charged with representing the diversity of the village and impacting broad changes across many areas where underserved residents fall through the cracks. I applaud the council for taking action now to re-institute this crucial commission. It has been absent for far too long.

The goal of the HSC should be to improve the quality of life for ALL the residents of Downers Grove, not just residents over a certain income level, or residents that are able bodied and look a certain way, but everyone in the village. Our mission should be to seek out those who have fallen through the gaps, communicate with them about their needs and help them access services in order for them to be productive members of our community and improve their lives. In addition, the HSC should seek out ways to broaden and encourage diversity within the village.

Many communities have a commission for each of a few primary areas of need, but I think Downers Grove has some great thinkers who are passionate about helping people with a broad spectrum of needs in our village including, but not limited to, seniors citizens, homeless persons, youth, those suffering with mental health issues, those in need of affordable housing, persons with disabilities, unemployed persons, the LGBTQ community and many more. By utilizing data from a variety of sources, creating subcommittees, hiring a dedicated social services employee and sponsoring inclusive events, I think Downers Grove can become a model of how to get those in need to services that benefit them quickly and efficiently.

I strongly encourage the council to make the Human Services Commission a priority in order to help Downers Grove become a more welcoming and inclusive community that supports the needs of all its residents. I feel it's imperative for the Council to begin by implementing 3 main things:

1. Re-establish the Human Services Commission in 2019
2. Dedicate adequate funding for the HSC to operate to ensure continuity of services
3. Make the HSC part of the Long-Range planning of the Village

I'd like to thank the council for my appointment to the Human Services Commission AD-Hoc Committee. I'm proud to work with all the people on the committee who have terrific ideas and great insight in how to move the Human Services Commission forward. I am privileged to be part of the process that has begun and look forward to seeing Downers Grove become a community willing to make the village a great home for everyone.

## **Message from Mary Lohrmann**

With the building of new residences and businesses, it is obvious that the focus of the Village has been on economic development, but we cannot forget about the people who live in the village, especially the more vulnerable of our population. As we build to make Downers Grove more attractive and welcoming to new businesses and residents, we must ensure that we recognize the importance of nurturing the well-being of all of our citizens – those residing here and those we want to attract.

The addition of an active Human Services Commission is essential to safeguard the health and welfare of all of our residents. The commission needs the Village Council to be supportive of its work in order to remain an integral part of the development of our Village. It is imperative that the village is active in providing a well-rounded government, to include programs that will enhance their lives and encourage people and families to not only move to Downers Grove, but also to stay and grow here. We must continually evolve as a village government and to be mindful of who lives among us and what they need to feel accepted and valued as full members of the community that is Downers Grove. Creating a Human Services Commission would be an integral part of that evolution and growth.

Thank you for the opportunity to be a member of the Ad Hoc Committee.

## Message from Kimberly Nagy

I have been a resident of Downers Grove for 32 years. I grew up in a very segregated city in Ohio and believed that I had moved to a diverse suburb. Although my neighborhood is fairly diverse, I have come to realize that the village itself is less inclusive than it should be.

I have recently retired from a career as a trauma surgeon, working at Cook County (now Stroger) Hospital in Chicago. There, I learned the value of diversity. Our staff came from many countries and socioeconomic backgrounds, spoke many languages, and had many sexual orientations. Our patient population was equally diverse. During my thirty years of work in one of the busiest trauma units in the country I treated patients of all types from: recent immigrants and undocumented aliens to members of early Chicago families, criminals and addicts to police and firefighters, homeless to respected businessmen and women, and so on. These were people who had one thing in common – they had suffered a traumatic injury and needed my help. I learned to approach each individual as a patient and put away my preconceived notions and biases.

Sadly, I see preconceived notions and biases every day in our community. I believe that it is a reflection of our nation as a whole when residents in our village act like it is ok to discriminate against other residents based on their race and sexual orientation. This becomes apparent at community gatherings such as the Fourth of July parade when hecklers hide behind the confederate flag, or internet trolls object to messages of love and inclusiveness on the sidewalk before Rotaryfest.

I have a personal interest in making our community more inclusive for all residents. I believe that we should strive for the reputation of a village that welcomes those of all races, religions, and sexual orientations. Much of this behavior comes from “the top”, in other words, when community leaders and government promote inclusiveness, the average village resident will also model that behavior and those voices of hate will be muted.

I would urge the Village Council to continue investigating ways of making Downers Grove a Welcoming, Inclusive village for all residents. I believe that the Human Services Commission is a step toward making that happen. I appreciate the opportunity to be part of this ad hoc committee and hope that I can continue to be involved going forward.

## Message from Stephanie Williams

In 2016 our family relocated back to the Chicagoland area after spending 5 years in the Dallas Metropolitan area. Over the last ten (10) years we have had the pleasure to live in several Major Metropolitan areas across the United States from Texas to California.

Our return to Illinois was exciting in many ways. It was an opportunity to reacquaint with old friends and also the make new ones. However, this move was most exciting because previously we had lived in South Naperville because the cost of Downers Grove was not within our budget. However, on this move not only were we able to live in Downers Grove, but we were able to settle in North Downers and build a Dream Home. As our hope was to make the Chicagoland Region home permanent at least until our elementary school daughter graduated from High School. As such we were hopeful about the longevity that we felt this community could provide for us during our time here.

After several months of living here we began to notice a lack of programs or engagements that would attract and retain ethnic diversity within the community. We certainly believe that this is needed to bridge new residents to the community. Quite frankly, we find it challenging to live in a community that's not modern and progressive relative to today's societal, economical changes and everyday challenges. However, we continue to keep the faith for change in the future.

However, I would appreciate the opportunity to express my many thanks for allowing me this opportunity to participate on the board Human Services Commission AD-Hoc Committee. It has truly been a privilege and an honor ladies and gentlemen, to serve on this committee with my peers. Addressing issues regarding inclusiveness and willingness to tackle the issues of diversity within our community. Certainly, these are small steps towards making significant and long-lasting change around Downers Grove attracting ethnic diversity.

The HSAHC, consisted of a seven-member committee created by the Village Council on December 18, 2018. We met four separate occasions from February through May, 2019 to provide recommendations in response to two key questions presented by the Village Council. Our committee worked closely to assure you that we provided recommendations that were not bias and were relevant towards ensuring a healthy future for many generations to come.

Although we cannot prognosticate the future – by sitting on this Committee we discussed the many benefits that could quite possibly outweigh the liabilities for consideration of partnering with other governments, businesses and agencies.

This recommendation is merely a suggestion that goes beyond mainstream thoughts and perspectives from current policies today. It is impossible to determine even from all the data compiled in various reports how the Village Council as a whole will respond to such changes. If addressed accordingly, it could move the community into exciting new directions and increase community participation or it could disenfranchise the town of Downers Grove if no action is implemented in the near future.

In closing, the Ad Hoc Committee wishes to acknowledge the impressive contributions of those who provided valuable data and information to create the final content of the report.

Downers Grove staff, Dave Fieldman, Village Manager, and many others offered critical information, assistance, and insights that were essential to completing the Committee's charge. As we concluded our charge, we acquired a new appreciation for the excellence of Downers Grove professional staff, the commitment of Village Council, volunteer leaders, and high regards to the newly appointment mayor and staff. The contributions of these colleagues were essential to success of our efforts and work.

Thanks.

**Staff Reports  
&  
Meeting Minutes**

**Village of Downers Grove  
Staff Report to the Human Service Ad Hoc Committee  
February 26, 2019  
Submitted by David Fieldman, Village Manager**

**Background**

At their December 18, 2018 meeting, the Village Council created and appointed members to the Human Service Ad Hoc Committee (HSAHC). The Village Council has requested that the HSAHC make recommendations to the Village Council as to:

- What role an appointed Human Service Commission shall serve in the Village?
- 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 topics the HSAHC may consider include but are not limited to matters of social concern within the Village including issues related to youth, senior citizens, families and other social groups.

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)

The questions presented to the HSAHC reference the promotion of the Village's function and mission. The Village's Long Range Plan includes strategic goals which guide Village actions. Attached please find an excerpt from the 2017-2019 Long Range Plan summarizing the strategic goals.

### **Meeting Schedule and Deliverables**

The Human Service Ad Hoc Committee meeting schedule and topics is as follows:

**Tuesday, January 29** - Introduction and Orientation

**Tuesday, February 26** - Discussion of Key Questions

**Tuesday, March 26** - Discussion of Key Questions

**Tuesday, April 23** - Discussion of Key Questions

**Tuesday, May 28** - Review of Report to Village Council

The Committee will deliver a written report to the Village Council with recommendations concerning the two key discussion questions presented by the Council. In addition, the Committee will produce a record of their discussions and deliberations in the form of meeting minutes.

### **Attachments**

Excerpt from 2017-19 Long Range Plan

## Excerpt from the [2017-19 Long Range Plan](#)

### Strategic Goals

The Strategic Goals established by the Village Council during the previous Long-Range Plan will continue to guide Village actions into the future. The goals are:

- Steward of Financial, Environmental and Neighborhood Sustainability
- Exceptional Municipal Services
- Top Quality Infrastructure
- Strong, Diverse Local Economy
- Continual Innovation

Following is a summary of each goal:

### Steward of Financial, Environmental and Neighborhood Sustainability

The Village should act as a steward of public resources to achieve financial and environmental sustainability. Financial sustainability can be achieved by aligning expenses with revenues on a long term basis. The Village should control increases in expenses and implement revenue sources that withstand short-term uncertainty and provide long-term stability. Over the past few years the Village has used several strategies to achieve sustainability. The strategies include:

- Increase operating efficiencies
- Reduce personnel expenses
- Partner with other agencies and government entities
- Enhance the revenue base

Environmental Sustainability refers to the Village's responsibility to deliver its services in a way that protects or enhances natural resources. The Village seizes opportunities to 'green' its operations when possible, whether by seeking grants to introduce new environmentally friendly practices or by seeking the most environmentally friendly option for existing services.

Neighborhood Sustainability refers to the Village's role in crafting and applying policies and codes that help in maintaining or achieving the desired character of existing neighborhoods.

### Exceptional Municipal Services

The services provided by the Village to residents, businesses and all stakeholders should be of the highest quality. The Village should provide unsurpassed service to residents and businesses in a manner intended to exceed expectations. Village services should be delivered at a value to the community and should reflect the needs and desires of the community as a whole. This is achieved through maximizing the value of public dollars by partnering with overlapping and

adjacent government entities. The value of the Village's services should be regularly communicated to residents, government should be transparent and accessible, and residents should be engaged and able to interact with their local government. The Village achieves this by producing timely communications in multiple media formats, publishing financial information in a way that is clear and understandable, and seeking and implementing new ways to gather input from residents and other stakeholders.

### Top Quality Infrastructure

The Village owns and operates several infrastructure systems including the stormwater system, streets, and water supply and distribution. Specific performance and maintenance standards have been identified for each infrastructure system. The Village should continue to invest in all infrastructure systems so that each system meets or exceeds performance and maintenance standards.

### Strong, Diverse Local Economy

The Village should continue to strengthen and diversify the local economy. This goal can best be achieved by working with the Downers Grove Economic Development Corporation (DGEDC) and implementing the recommendations of the Village's Comprehensive Plan. The DGEDC, a private not-for-profit agency, is committed to strengthening and diversifying the local economy by retaining existing businesses and attracting new businesses to the Village. They work in partnership with the Village to achieve the following:

- Strengthen the Sales Tax Base
- Strengthen the Commercial and Industrial Tax Base
- Increase Hotel Tax Revenue
- Increase the Employment Base

The Village's Comprehensive Plan was adopted in 2011 after nearly two years of public discussion and serves as a tool for improving the community in many areas, including economic development. An update to the Comprehensive Plan was adopted on June 13, 2017. Additionally, the Village continues to work with the DGEDC to implement the recommendations of their five-year Strategic Plan adopted in 2014.

### Continual Innovation

Innovation refers to the discovery and implementation of leading ideas and practices. Continual innovation leads to increased value of each dollar of investment in Village operations. It is achieved by emphasizing a leadership philosophy that is issue-focused and builds on the skills and talents of all employees within the organization. Village staff carefully considers the benefits of innovative practices to ensure success and value to the organization.

**February 26, 2019**  
**Human Service Ad Hoc Committee Meeting**  
**Minutes**

Manager Fieldman called the meeting to order at 7:00. He stated that roll call was taken at the door.

Members Present

Aycock  
Campbell  
Lohrmann  
Marshall  
Nagy  
Wan  
Williams

Members Absent

None

Manager Fieldman stated that the meeting will follow the posted meeting agenda and the schedule shown on the whiteboard. Fieldman introduced Mayor Tully to welcome the HSAHC to their first meeting.

Mayor Tully and Commissioners Earl, Waldack and Walus were in attendance. Mayor Tully welcomed the HSAHC members to their first meeting. He thanked the members for serving on this Committee. It has taken the Village Council some time to address the issue of the role of the HSC. Starting the HSC is a priority of the Village. He stated that the community is very reliant on the Village Boards and Commission. The Village Council is appreciative of the efforts of the Boards and Commissions. He thanked them again for their commitment to the Village. The 2019-21 Village Council will receive and consider their report.

Commissioner Walus also welcomed the HSAHC members to their first meeting. She stated that she appreciated their time and efforts.

Commissioner Waldack welcomed the members and noted that the Council appreciates their volunteerism.

Commissioner Earl thanked each member for their community service and commitment to the Village. The Council looks forward to what this committee brings to them.

Mayor Tully and Commissioners Earl and Walus left the meeting at 7:05. Commissioner Waldack left the meeting shortly thereafter.

Manager Fieldman asked each member of the HSAHC to introduce themselves by stating their name, saying a little bit about themselves and stating why they are interested in serving on this committee. Each member introduced themselves accordingly.

Manager Fieldman provided background information about the Village's Boards and Commissions. He stated that Boards and Commissions play an integral role in the Village by:

- Assisting the Village Council in making policy
- Providing opportunities for public dialogue
- Creating a public record of policy discussions
- Making recommendations to the Village Council

Fieldman further stated that the Village has 15 Boards and Commissions in addition to the HSAHC. Many of them respond to petitions submitted to them. Some boards, including the Environmental Concerns Commission and the Human Service Commission act as advisory boards and may generate items for discussion and consideration that are not in response to petitions or referrals from the Village Council. He stated that the Village sometimes creates ad hoc committees to complete specific projects or tasks.

Fieldman summarized the existing duties and responsibilities of the Human Service Commission as found in the Village Code. He noted that the HSC was created in 1977 and met on a regular basis until 2011. The HSC became inactive at that time. The staff liaison to the HSC and Counseling Services were eliminated by the Village in 2010 due to budgetary issues brought on by the Great Recession.

Fieldman explained that the purpose of the HSAHC is to help the Village Council determine the roles and responsibilities for a reconstituted HSC.

Fieldman stated that the HSAHC deliverables include:

- A written report to the Village Council
- Meeting minutes
- Recommendations related to the questions posed to the HSAHC by the Village Council.

Fieldman summarized the meeting schedule for the HSAHC:

- February 26
- March 26
- April 23
- May 28

Members of the HSAHC discussed the two questions presented to them by the Village Council.

- What role an appointed HSC shall serve in the Village?
- What can and should an appointed HSC do to assist the Village Council in promoting the function and mission of the Village on an on-going basis?

Ms. Aycock stated that the HSC should have a permanent, on-going role and should focus on mental health issues and services. She noted that many mental health services are available for free in the community. The Village should support the residents in seeking out these services. She stated that the HSC should also focus on diversity issues and should create a sense of inclusiveness, which is currently lacking in the community. She noted that the LGBTQ community is not well supported in Downers Grove, noting that many residents do not feel comfortable. She said that the HSC should work to change and improve the community in these areas.

Ms. Wan said that the HSC should review the demographics of the Village (age, language, ethnicity, sexual orientation, homelessness) and let the data drive the areas that the HSC should focus on. She noted that tracking and analyzing the changes in the data over time would be informative. Ms. Wan asked what the Village is doing to support the homeless and was concerned about the Library (a warming center) closing during the recent extreme cold weather. She stated that the HSC should identify gaps in the services to the homeless and work to address these gaps, noting that the communication to the homeless population could be improved.

Ms. Williams said that the HSC should work to provide a sustainable, accessible system for serving and reaching out to the homeless and other underserved members of the community. She noted that communicating effectively with residents is of key importance.

Ms. Campbell noted that the elderly and homeless may not actively use social media or other online resources to receive information.

Ms. Aycock noted that she and others in the community have concerns about public schools. She stated that the issues which face School District 58 are different than those that School District 99 are facing. She is concerned about how District 58 responded to issues about the number of residents moving into the Highland School neighborhood so that their children could attend this award winning school. She stated that the District's response was not transparent.

Ms. Aycock discussed concerns about dual language program performance in the public schools.

Ms. Marshall stated that education is a key issue. She has questions about how the public schools are complying with recently enacted state laws about mental health services and programs.

Ms. Aycock stated that some residents who do not have children in the public schools may be moving out of the Village and may not want to pay increased taxes which support the schools.

Ms. Williams stated that the HSC should address issues related to the perceived differences between the north and south sides of the Village. She noted that the demographics of the Village differ on the north side from the south side. She said that some in the community do not understand the issue of race and do not want to discuss these issues and that these issues are taken into the schools. She stated that the HSC should host events celebrating diversity and that the Village should make facilities more readily available for members of the community and community groups.

Ms. Campbell said that Downers Grove should become a more welcoming community.

Ms. Williams stated that there is a lack of diversity in community leadership positions and that the experiences of the leaders do not reflect the experiences of many residents in the community.

Ms. Aycock said that there is a lack of diversity of religion in the community.

Ms. Lohrmann stated that she has concerns about north/south issues in the Village, noting that North High school has a different demographic makeup than that of South High School.

Ms. Williams said that she was concerned about the way School District 58 responded to her family's request to have her daughter attend Pierce Downer school when their new house was under construction across the street from the school.

Ms. Marshall said that the HSC should work to create an inclusive community which celebrates diversity as opposed to tolerating.

Ms. Aycock said she was concerned about the Village's response to the library board member's behavior a few years ago. She stated that the HSC should promote the discussions of race, especially in the schools.

Ms. Campbell said that the members of the HSAHC should use their professional skills and backgrounds to identify gaps and issues.

Ms. Nagy asked what the Village and HSC roles are in relationship to other governments. Manager Fieldman said that the Village does not control the other governments and the Village and HSC actions and discussions may influence the other governments.

Ms. Aycock asked if boards and commissions are provided with a budget. Manager Fieldman stated that the boards and commissions do not have a spending budget and that the Village budget provides funding for the services to be provided by the Village. The Village departments have budgets and resources.

Ms. Williams said that the HSC should promote diversity and should dedicate a staff person to help connect residents with social service providers.

Ms. Aycock asked about the roles, responsibilities, make-up and funding for the Downers Grove Economic Development Corporation. Manager Fieldman said the DGEDC is a not-for-profit entity supported financially by the Village (EDC receives 50% of the annual hotel tax revenue) and private contributions. The Board of Directors consists of business and government leaders. The President and CEO of the EDC is Michael Cassa.

Ms Aycock noted that the DGEDC may be a resource which could support the efforts of the HSC.

Ms. Wan said she had reviewed the excerpt of the Village's Long Range Plan and strategic goals. She noted that the LRP has a strong focus on budget and financial issues and does not include the issues being discussed at this meeting. Manager Fieldman said that the LRP is strongly rooted in financial planning and budget preparation. Ms. Wan asked how the Village Council will consider the HSAHC report and recommendations. Manager Fieldman explained that the report will be provided to the Village Council shortly after the new Council members are sworn in. The HSAHC report will be provided to the Council at the same time that the Council is working on the Long Range Plan.

Ms. Aycock stated that the HSAHC should identify the items that will appear on the agenda for the next meeting. Manager Fieldman said that Village staff will prepare and distribute a draft agenda based on a review of the notes from this meeting.

Members of the HSAHC asked for the following information to be provided prior to the next meeting:

- Summary of the issues considered by the HSC in the 2000's
- Village demographic information over the past several years

Some HSAHC members noted that the March 26 meeting will take place during the school's spring break and asked that the meeting be rescheduled.

Motion to adjourn by Ms. Wan. Second by Ms. Aycock. Voice vote carried unanimously. The meeting was adjourned at 8:29 pm.

**Village of Downers Grove**  
**Staff Report to the Human Service Ad Hoc Committee**  
**March 20, 2019**  
**Submitted by David Fieldman, Village Manager**

**Purpose of the HSAHC**

At their December 18, 2018 meeting, the Village Council created and appointed members to the Human Service Ad Hoc Committee (HSAHC). The Village Council has requested that the HSAHC make recommendations to the Village Council as to:

- What role an appointed Human Service Commission shall serve in the Village?
- 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 topics the HSAHC may consider include but are not limited to matters of social concern within the Village including issues related to youth, senior citizens, families and other social groups.

**Review and Discussion of Draft Key Points from February 26, 2019 Meeting**

Based on the discussion at the February 26, 2019 meeting, staff prepared the following draft key points as a basis for responding to the questions presented by the Village Council to the HSHAC.

The Human Service Commission should:

- Be a permanent, active commission which meets on a regular basis
- Work to make the Village of Downers Grove a Community of Inclusiveness where all residents and community members are welcomed and supported
- Review demographic data to identify social trends and issues facing the Village
- Identify gaps in services to those in need in the community
- Assist the Village in providing services to connect residents with social service providers
  - Create and maintain a database of social services available in Downers Grove
  - Consider hiring a staff member who works as an advisor and advocate for residents in need to social services
- Promote community events celebrating and promoting diversity
- Work with the Downers Grove Economic Development Corporation to address social issues through economic development activities
- Promote and facilitate diversity in community leadership positions
- Promote the inclusion of social service issues in the Village's Long Range Planning efforts

- Focus its efforts on:
  - Homeless
  - Elderly
  - LGBTQ community
  - Persons with mental health issues
  - Persons with disabilities
  - Youth

### Review and Discussion of Demographic Information

At the February 26, 2019 meeting, the HSAHC requested that staff provide demographic information to the members for their review and analysis. The HSAHC noted that the analysis of demographic information could assist in identifying issues that the Human Service Commission should address.

#### Demographic Information Sources

Source	Link	Notes
US Census Bureau American Fact Finder	<a href="https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml">https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml</a>	Allows users to view information at the <b>Village of Downers Grove</b> and <b>Zip Code</b> levels. Enter “Downers Grove Village Illinois” or 60515 (includes primarily the north side of the Village) or 60516 (includes primarily the south side of the Village) in the search box. Then click on the topics on the left side of the page to view the data in each category.  <a href="#">Zip Code and Village Boundary Map</a>
DGEDC Demographic Profile	<a href="http://dgedc.com/downers-grove/demographics/">http://dgedc.com/downers-grove/demographics/</a>	Contains information at a variety of locations in the Village
Village Comprehensive Plan	<a href="http://www.downers.us/public/docs/departments/com_dvlpment/CompPlan2017_Approved_061317.pdf">http://www.downers.us/public/docs/departments/com_dvlpment/CompPlan2017_Approved_061317.pdf</a>	The information can be found on pages 18 to 22 of the pdf

Impact DuPage Find Data Website	<a href="http://www.impactdupage.org/index.php?module=Tiles&amp;controller=index&amp;action=display&amp;alias=exploredata">http://www.impactdupage.org/index.php?module=Tiles&amp;controller=index&amp;action=display&amp;alias=exploredata</a>	Provides information on a variety of topics. Allows users to retrieve data on DuPage municipalities
Chicago Metropolitan Agency for Planning Onto 2050 Socioeconomic Forecast	<a href="https://datahub.cmap.illinois.gov/dataset/89f66569-5f51-4c14-8b02-5ecc1ca00909/resource/ba8e48f9-23af-4e9a-b24b-459a36e9ad36/download/ONTO2050appendixSocioeconomicForecast.pdf">https://datahub.cmap.illinois.gov/dataset/89f66569-5f51-4c14-8b02-5ecc1ca00909/resource/ba8e48f9-23af-4e9a-b24b-459a36e9ad36/download/ONTO2050appendixSocioeconomicForecast.pdf</a>	Provides regional information which may be helpful for comparison purposes

### **Review and Discussion of Human Service Commission Agenda Items**

At the February 26, 2019 meeting, the HSAHC requested that staff provide information about the issues that Human Service Commission discussed when the commission was actively meeting. Staff gathered meeting agendas from 2005 through 2010. The agendas are attached for HSAHC review and discussion.

### **Attachments**

Human Service Commission Meeting Agendas, 2005 to 2010

**March 20, 2019**  
**Human Service Ad Hoc Committee Meeting**  
**Minutes**

Manager Fieldman called the meeting to order at 7:02. He stated that roll call was taken at the door and declared a quorum.

Members Present

Aycock  
Campbell  
Lohrmann  
Marshall  
Nagy  
Wan  
Williams (arrived at 7:12 pm)

Members Absent

None

Manager Fieldman stated that the meeting will follow the posted meeting agenda.

Manager Fieldman said the HSAHC should elect a chair and noted that Susan Wan has volunteered for the position. Ms. Aycock made a motion to name Ms. Wan as Chair, seconded by Ms. Lohrmann. The motion carried 6-0 (Ms. Williams had not yet arrived).

Manager Fieldman provided background information about the Village's Boards and Commi

Fieldman explained that the purpose of the HSAHC is to help the Village Council determine the roles and responsibilities for a reconstituted HSC. Manager Fieldman presented the two questions submitted to them by the Village Council.

- What role an appointed HSC shall serve in the Village?
- What can and should an appointed HSC do to assist the Village Council in promoting the function and mission of the Village on an on-going basis?

Fieldman stated that the HSAHC deliverables include:

- A written report to the Village Council
- Meeting minutes
- Recommendations related to the questions posed to the HSAHC by the Village Council.

Manager Fieldman summarized the key points developed from the February 26, 2019 meeting which may serve as the basis for the answers to the two questions.

The Human Service Commission should:

- Be a permanent, active commission which meets on a regular basis
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- Review demographic data to identify social trends and issues facing the Village
- Identify gaps in services to those in need in the community
- Assist the Village in providing services to connect residents with social service providers
  - Create and maintain a database of social services available in Downers Grove
  - Consider hiring a staff member who works as an advisor and advocate for residents in need to social services
- Promote community events celebrating and promoting diversity
- Work with the Downers Grove Economic Development Corporation to address social issues through economic development activities
- Promote and facilitate diversity in community leadership positions
- Promote the inclusion of social service issues in the Village's Long Range Planning efforts
- Focus its efforts on:
  - Homeless
  - Elderly
  - LGBTQ community
  - Persons with mental health issues
  - Persons with disabilities
  - Youth

Ms. Campbell stated that the HSC should consider addressing affordable housing as it is an issue in the community.

Ms. Aycock noted that the Human Service Commission discussed homeless issues on several occasions from 2005 to 2010.

Ms. Wan said that data shows large Hispanic and Asian populations in the Village and the area and that these populations are projected to increase in the coming years. Asian Indian populations are projected to increase. The Village should consider using multiple languages to communicate to residents.

Ms. Lohrmann said that Village posters and signs should be printed in multiple languages.

Ms. Aycock said that the HSAHC should revisit the key point related to the Downers Grove Economic Development Corporation. She asked if the DGEDC President and CEO would be willing to meet with the HSAHC. She asked if the DGEDC would be interested in funding Human Service Commission related efforts. Manager Fieldman stated that most of the funding for the DGEDC is provided by the Village and that DGEDC funding of human service efforts would have the effect of the Village funding these items. Ms. Aycock noted that funding and budget support for the Human Service Commission is important. She was concerned about the Council not funding human service efforts without a specific plan to do so.

Ms. Wan said funding requests for the Human Service Commission should be included in this year's Long Range Plan.

Ms. Williams stated that there is a lack of diversity among the candidates running for Village Council positions. The Village Council should be trying to reach out to all members of the community, not just one group.

Ms. Wan said the Comprehensive Plan projections show an increase in empty nesters and asked if this changing demographic is driving the construction of multiple family residences in the downtown. She asked if these units are affordable housing. Ms. Wan noted that there are differences in the over 65 and under 18 age cohorts in the 60515 and 60516 zip codes. She asked if children living on the south side of the Village have easy access to the library.

Ms. Marshall said that the Village should connect with DuPage County and use the CRIS database.

Ms. Wan noted that 5% of residents in the Village are below the poverty line, 27% of residents have disabilities and 5% of residents are without transportation.

Ms. Williams said that her mother uses the PACE bus system and that there is a lack of transportation services in the Village.

Ms. Wan asked if the Village publishes information about public transportation options. Manager Fieldman stated that the Village does.

Ms. Aycock said she is concerned about accessibility to transportation options.

Ms. Campbell said that getting to the bus stops can be challenging.

Manager Fieldman provided a brief explanation of the Village's taxi coupon program, the PACE commuter shuttle, Ride DuPage and township transportation services.

Ms. Marshall said that the Village should provide information about transportation services in new resident mailers.

Ms. Lohrmann said that healthcare providers are located in downtown Downers Grove and that transportation to health care may be available. The Village should communicate directly with healthcare providers about transportation services.

Ms. Wan said that the Village should consider using volunteers to provide services.

Ms. Marshall stated that studies show that recidivism rates decline when social workers help provide people with access to employment, housing and transportation options.

Ms. Wan asked if the Village partners with community organizations on events such as blood drives. Manager Fieldman said yes.

Ms. Marshall stated that sponsors would help promote social service events.

Ms. Aycock said the HSAHC report should include ideas on how to offset the cost of providing services and should include volunteerism.

Ms. Campbell asked how specific and how detailed the report should be. Ms. Aycock stated that the report should include objectives and potential resources to be used to achieve the objectives.

Ms. Nagy stated that candidates for Village Council are not mentioning social services. Ms. Williams said that people not affected by social service issues don't think about these issues. Ms. Campbell noted that residents in need of these services may not be engaged in the election process.

Ms. Aycock said the report should include demographic data which relates to the objectives and recommendations.

Ms. Wan stated that the Village should observe Women's month and Black History month and similar designations and publicize the observation. Ms. Nagy agreed.

Ms. Aycock noted that the observation can be done at little cost. All members noted that budget and funding for recommendations is a key component of the report.

Ms. Aycock noted that there have been multiple attempts to reconstitute the Human Service Commission and is concerned that there may not be continued support for sustaining the commission.

Ms. Williams said that any funding and support would be appreciated and would be better than the current situation.

Ms. Nagy stated that the recommendations in the report should be prioritized.

Ms. Marshall noted that resources are available from other sources and the Village should pursue partnership opportunities. Ms. Nagy said that the report should include ideas for sustainable funding.

Ms. Campbell stated that the Impact DuPage site is a great source for information and noted that 13% of Village residents have incomes of less than \$25,000/year. This translates to 6,000 to 7,000 residents. Ms. Wan said that any percentage of the population living in poverty is an issue and was concerned that his population includes children and elderly. She asked if the homeless were included in these numbers and stated that PADS may have data on the homeless population. There was some discussion on how children and persons with some wealth with low incomes may affect this number. Manager Fieldman stated that additional research on this issue could be undertaken.

Ms. Wan asked if the Council is “data driven” in their approach. Manager Fieldman noted that much of the analysis the Council considers is based on data.

Ms. Aycock noted that the Human Service Commission discussed homelessness related issues on several occasions.

Ms. said that the youth serving on boards and commissions is interesting. Manager Fieldman said that the Village is not operating this program.

Ms Williams and Ms. Lohmann discussed how students in need of community service hours for school programs may be interested in working with the Human Service Commission.

Ms. Marshall said the Human Service Commission should have representatives from the populations it wishes to serve. The HSC should communicate directly and receive input from the people in need of services.

Ms. Wan asked when the Village last completed a citizen survey. Deputy Manager Baker said he thinks it was completed in the mid 2000’s. Ms. Lohrmann said the library could be used as a resource to have surveys completed by persons who may not otherwise have access to a survey.

Members of the HSAHC discussed the idea of using sub-committees to work on items identified in the report. This would allow for more public input and engagement and allow more work to be completed. Members also discussed the idea of expanding the Human Service Commission to include more than 7 members. Ms. Campbell suggested that the Village consider a 9-member HSC. Ms. Marshall noted that the commission should be limited to 12 members to facilitate more effective communication. Ms. Lohrmann stated that the quorum required for a meeting increases as the total membership increases.

Ms. Aycock discussed the structure of the report to the Village Council stating that each topic or issue could be an “umbrella” which could be assigned to a sub-committee.

Ms. Wan inquired about Village staff training on diversity, inclusion and bias. Manager Fieldman noted that training was scheduled for April and he would share the materials with the HSAHC members.

Manager Fieldman said that staff would revise the Key Points to include the items discussed at the meeting. Staff will also start to draft the report and will share it with HSAHC members.

The next meeting is scheduled for Tuesday, April 23.

Ms. Wan declared the meeting adjourned at 8:24 pm.

**Village of Downers Grove**  
**Staff Report to the Human Service Ad Hoc Committee**  
**April 23, 2019**  
**Submitted by David Fieldman, Village Manager**

**Purpose of the HSAHC**

At their December 18, 2018 meeting, the Village Council created and appointed members to the Human Service Ad Hoc Committee (HSAHC). The Village Council has requested that the HSAHC make recommendations to the Village Council as to:

- What role an appointed Human Service Commission shall serve in the Village?
- 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 topics the HSAHC may consider include but are not limited to matters of social concern within the Village including issues related to youth, senior citizens, families and other social groups.

**Review and Discussion of the Draft Report to the Village Council**

After a thorough review of the February and March meetings of the HSAHC, staff prepared a draft report to the Village Council. The draft report contains the following components:

- Responses to Key Questions & Recommendations
- Messages from the HSAHC Members
- Staff Reports and Minutes from the HSAHC Meetings

The draft report is attached for your review and discussion.

**April 23, 2019**  
**Human Service Ad Hoc Committee Meeting**  
**Minutes**

The meeting was called to order at 7:03 pm.

Members Present

Ms. Wan, Chair  
Ms. Aycock  
Ms. Campbell  
Ms. Lohrmann  
Ms. Marshall  
Ms. Nagy  
Ms. Williams

The minutes of the March 20, 2019 meeting were approved unanimously (Motion by Lohrmann, Second by Campbell).

Manager Fieldman stated that the main purpose of the meeting was to review and comment on the draft report to the Village Council. He invited the Committee members to provide comments.

All Committee members requested amendments to the draft report. The amendments are reflected in the revised draft report.

The Committee discussed submitting member messages for inclusion in the report and amending the member messages that have already been submitted. Some members may be submitting short videos to supplant their written messages.

The members asked when the report will be provided to the Village Council and what are the next steps in the process. Manager Fieldman stated that once the Committee approves the report, it will be provided to all Council members informally (a link to the report on the Human Service Ad Hoc Committee web page will be provided to the Council). Next, the report will be provided to the Village Council as part of the Long Range Planning process, expected to begin in July.

Manager Fieldman said that the Village Council will consider the report and may respond in a variety of ways ranging from taking no action, approving a motion to accept the report and place it on file, approving a motion to approve the report to actively discussing the report as part of the Long Range Planning process. Manager Fieldman explained that the Village Council may direct

staff to provide resources for the report recommendations in the Proposed FY20 Municipal Budget for review and consideration by the Council in November and December. If so directed, staff would provide the Council with a staffing and operations plan in support of the proposed resources included in the budget.

Ms. Aycok asked about the process for filling the vacancy on the Village Council. Manager Fieldman said that the Council will begin the process in May and will likely appoint a Council member in early to mid July.

Manager Fieldman stated that the Committee must complete their work no later than May 31, 2019, pursuant to the enabling Resolution. The next meeting will likely take place on Wednesday, May 29.

The meeting adjourned at 7:48pm (Motion by Lohrman, Second by Williams. 7-0 to approve).