

**Village of Downers Grove
Human Service Commission**

Village Hall
801 Burlington Avenue
February 22, 2022
Meeting Minutes

Chair Aycock called the meeting to order at 7:06 pm and asked for a roll call.

Members Present

Chair Aycock
Member Loftus
Member Nicholson
Member Skerjan

Members Absent

Member Drabik
Member Galvez
Member Silvester

Chair Aycock declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the January 25, 2022 meeting.
Motion to approve the minutes by Loftus seconded by Skerjan.
Motion carried unanimously by voice vote.

Chair Aycock called on Manager Fieldman to provide an overview of the Village's Social Services Referral Program.

Manager Fieldman provided the following report. The Village recently publicly launched a social services referral program. This initiative is a Priority Action Item for the Village Council. The Goal of the Social Services Referral Program is to connect individuals in need of services with the agencies that provide these services. The referral program is the product of Village Council direction and recommendations made by the Human Service Ad Hoc Committee. The Council created the Ad Hoc Committee a few years ago and asked them to make recommendations about the Village's role in social services. The top recommendation was to create a social services referral program. In late 2020, the Village Council approved an action plan. The plan called for the engagement of professional staff. In August 2021 Social Worker Heather Lippe re-joined our Village team. The plan also called for the development of the Social Services Referral Program and to identify gaps in service provision and to create strategies to address these gaps. Individuals in need of services are identified by Village staff members as they interact with the public during the course of their normal business. Residents may contact the Village directly using a variety of methods. Finally, service providers sometimes reach out to

Heather seeking referral assistance. In the first six months of this program, and prior to publicly launching this service, over 140 community members have received referrals, with a vast majority of the individuals following up and receiving services. Staff will continue to operate the referral service and work with the Human Service Commission in the coming months to complete the Service Gap Analysis Report.

Chair Aycock said that the program is great. She suggested that the program be marketed through the Village website, printed materials and reaching out to community partners.

Lippe noted that she has produced a Senior Citizen Resource Guide in printed and on-line formats. She will be visiting senior housing developments with members of the Police Department.

Member Nichoson stated that many seniors reside in Downtown condos and apartments and asked how the Village may be reaching these residents.

Lippe said she plans on contacting building management and noted that a local newspaper interviewed her about the program and a few churches have contacted her.

Chair Aycock said that marketing the program will be important. She stated that many services are available in the County and community. The Village program should operate like a concierge service.

Lippe said that to date in February the Village has received 45 requests for referrals. The Social Worker is now included as a prompt in the Village phone system auto attendant.

Chair Aycock suggested that the Village work with other community partners such as the schools, park district and library to increase awareness.

Member Loftus stated that the program is just starting and will be scaling up in the coming months.

Lippe said that she will be working on guides for specific populations including Veterans, persons with disabilities, youth, LGBTQ+ and people experiencing homelessness. Member Loftus noted her support of this approach.

Member Skerjan said that the United Way produces reports on community social service needs and that these reports could be helpful in identifying service gaps.

Chair Aycock asked if the Village has on-line resources for people who do not feel comfortable calling. Lippe showed the Village's on-line resources and links to service providers.

Member Loftus said that service and documents should be translated into other languages. She asked if the Village is trained in LIHEAP intake. Fieldman said that Downers Grove Township operates the program.

Member Skerjan stated that the Village should reach out to large medical groups to help connect people in need of services.

Chair Aycock said that obtaining qualitative data about the effectiveness of the program is important. Member Loftus agreed and said that the Village should ask customers what they liked about the service provided and what the Village could do to improve services. Member Skerjan recommended a satisfaction survey.

Chair Aycock said that this program should shift social service response work away from public safety staff. Lippe said that 33 police officers have received Crisis Intervention Training.

Chair Aycock asked for any public comments. There were no public comments.

Chair Aycock asked for a motion to adjourn.

Motion to adjourn by Skerjan seconded by Loftus.
Motion carried unanimously by voice vote.

The meeting adjourned at 7:52 pm.