

**Village of Downers Grove
Human Service Commission**

Village Hall
801 Burlington Avenue
September 27, 2022
Meeting Minutes

Chair Aycock called the meeting to order at 7:00 pm and asked for a roll call.

Members Present

Chair Aycock
Member Drabik
Member Nicholson
Member Skerjan
Member Loftus

Members Absent

Member Silvester

Chair Aycock declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the June 28, 2022 meeting. Motion to approve the minutes by Loftus, seconded by Nicholson. Motion carried unanimously by voice vote.

Chair Aycock called on staff to provide an overview of the Village's Social Services Referral Program, August Monthly Highlights. Ms. Lippe summarized the performance data included in the staff report.

Ms. Lippe stated that she contacted the social worker in Wheaton. They track the number of referrals, type of referrals and acceptance rate. Wheaton makes 50 to 65 referrals per month with a 70% acceptance rate.

Chair Aycock called on staff to present the revised draft Social Services Gap Analysis report. Manager Fieldman noted that several changes to the draft report were made based on the discussion by the Commission at their June meeting:

- *Increasing Awareness of the Social Service Referral Program* has been identified as the top priority.
- Six additional actions to increase awareness have been included.
- Four additional actions to *Improve Senior Residents Access to Transportation* have been included.
- The calculation of the social services referral acceptance rate has been clarified.

Member Loftus noted that all public school districts and private schools in Downers Grove should be mentioned in the report. Chair Aycock noted that many of the students in District 66 may not be eligible for social services. Ms. Lippe noted that many students may not be Downers Grove residents. Manager Fieldman stated that the report will be revised to reference School Districts 58 and 99.

Chair Aycock said that she was pleased with the changes in the report. She noted that there are existing organizations that help arrange the provision of services for residents in need (example of an elderly person needing a light bulb changed). There may be such an organization in Downers Grove. This type of service may be helpful. Perhaps the HSC could explore. Ms Lippe noted that DuPage Senior Citizen Council has a program for minor improvements to homes and small chores. She noted that staff refers residents to this program.

Member Skerjan asked about completing satisfaction surveys. Manager Fieldman noted that the Village Attorney recommends that the Village does not inquire about the satisfaction of the services provided by the organization to which the resident was referred. Member Loftus said that the survey could ask “were you able to access to services” as opposed to inquiring about the satisfaction of the services provided by an outside agency.

Chair Aycock asked about the care of children and whether this should be a social service category that could be included in the referral program.

Member Drabik stated that the Village should consider inquiring about the percentage of service provider clients who came from Village of Downers Grove referrals. He noted that this information could be cross referenced with the existing acceptance rate. This would help understand the service demands and provision throughout the community.

Member Nicholson said that the draft report includes the recommendations of the HSC. He asked what are the next steps. He asked if the Village Council will provide direction on the next steps and if the HSC should wait for their direction. Manager Fieldman noted that the Village Council will consider the report and will either accept the report, reject the report or remand the report back to the HSC. The Village Council is responsible for providing policy direction on the recommendations in the report.

Chair Ayccok asked who on the Village team would be responsible for implementing the recommendations in the report. Manager Fieldman noted that the Village staff members would be responsible for completing the work.

Chair Aycock noted that the report is good. She asked the HSC members to comment on the quality of the report.

Member Nicholson asked for Ms. Lippe’s opinion on the draft report. She noted that the awareness of the social services referral program should be the top priority.

Member Drabik asked if the Village staff, especially the Police Department, is aware of the Human Service Commission and the social services referral program. Ms. Lippe noted that employees of the Police Department are fully aware and work well with her.

Chair Aycock asked if Ms. Lippe interacts with Good Samaritan Hospital. Ms. Lippe stated that she works with GSH Social Work personnel very closely on collaboration of resources. She suggested that the Village may wish to explore putting information about the Village social services referral program.

Member Loftus asked if there were any other availability gaps not noted in the report. Ms. Lippe indicated that there were not.

Member Skerjan asked about the taxi services and how the Village is aware of the availability gap. Ms. Lippe noted that transportation services is a type of service included in the categories and that the Village operates a taxi coupon subsidy program. Village staff is aware of the gap in services from resident calls to the Village.

Member Drabik discussed cross referencing the data to determine what source is using what medium to get to the Village. The Village should drill down in the data to determine the effectiveness of each type of referral.

Member Skerjan would like to make sure that the awareness campaign uses multiple platforms to reach all of the residents of the Village.

Member Drabik asked about the Responsible Department in the monthly staff report. Ms Lippe stated the Village Departments do well with educating residents about the social services program when providing referrals. The awareness of the program by staff is reflected in the number of referrals received by the various departments.

Member Loftus stated that there are detailed strategies and actions in the draft report to address awareness and other gaps. She stated that additional information and insight will become available as action steps in the report are implemented.

Motion made by Nicholson and seconded by Drabik to Accept the Draft Report and forward to the Council. Unanimous vote.

Manager Fieldman noted that staff is pleased with the report. The report will be placed on an upcoming Village Council meeting agenda. The Council is expecting this report as it is part of the Council's Priority Action Items. It is likely that the Council will consider the report prior to the next scheduled HSC meeting.

Chair Aycock asked for Public Comment. There were no public comments.

Motion to adjourn by Skerjan, second by Drabik. Voice vote unanimous. The meeting adjourned at 7:43pm.