

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Village Hall
801 Burlington Avenue**

**March 22, 2022
7:00 PM**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the February 22, 2022 Meeting**
- IV. Social Services Referral Program Monthly Highlights**
- V. Overview of Fire Department Community Programs**
- VI. Overview of Police Department Community Programs**
- VII. Public Comment**
- VIII. Adjourn**

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
3/22/22

SUBJECT:	SUBMITTED BY:
Monthly Program Performance Measurements Overview of the Public Safety Community Programs	Heather Lippe 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.

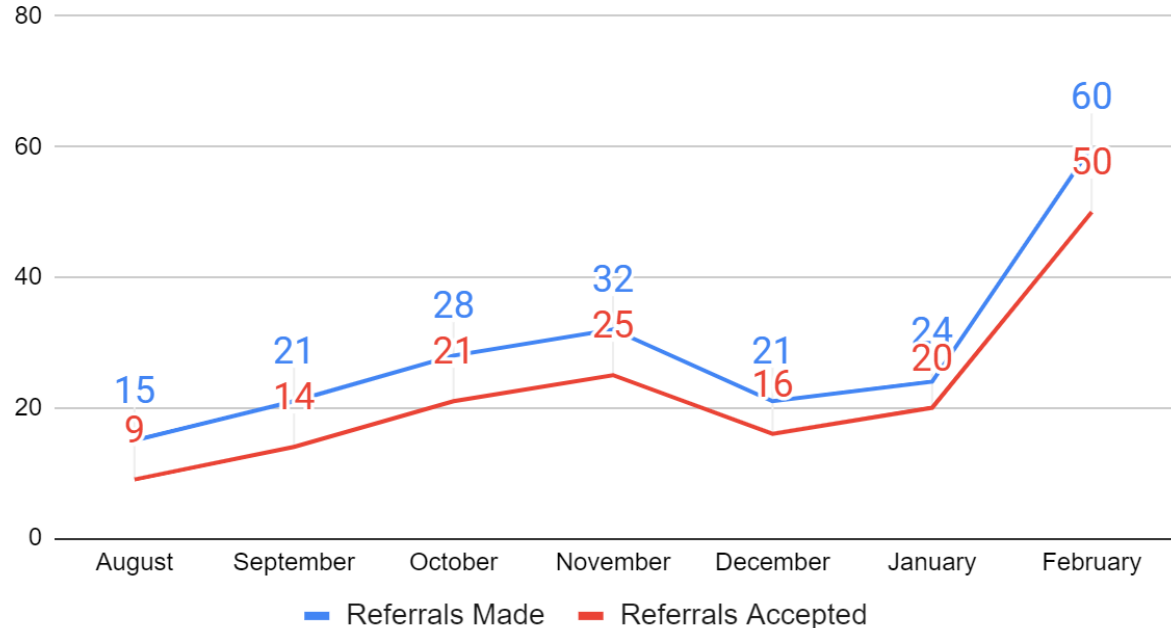
The following is a breakdown of the February Performance measurements.

February 2022

Referral Acceptance

Month	Total Referrals	Referrals Accepted	Percent Accepted
Feb 22	60	50	83.3%
Jan 22	24	20	83.3%
Dec 21	21	16	76.2%
Nov 21	32	25	78.1%
Oct 21	28	21	75.0%
Sep 21	21	14	66.7%
Aug 21	15	9	60.0%

Referrals Made and Referrals Accepted



Leading Service Type

Type	Feb 22	Cumulative (Aug thru Feb)
Mental Health	24	108
Housing/Shelter	16	37
Other Village Services	16	17
Senior Services	13	42
Transportation	8	17
Financial	1	20

Initiation

Source	Number	Percent
VoDG Departments	29	48.3%
Residents/Families	25	41.7%
Outside Agencies	3	5.0%
Non-Residents	3	5.0%
Total	60	100%

Method

Category	Number	Percent
Direct	29	48.3%
Electronic	6	10.0%
Telephone	24	40.0%
In-Person	1	1.7%
Total	60	100%

Responsible Department

Department	Number	Percent
Social Worker	41	68.3%
Crisis Intervention Team	14	23.3%
Community Care	1	1.7%
Collaborative (Multiple Depts)	2	3.3%
Outside Agency	2	3.3%
Total	60	100%

Overview of the Public Safety Community Programs

At the February 22, 2022 meeting, the Human Services Commission requested the Village Police and Fire Departments to present to the new members of the commission an overview of the community programs. These presentations were previously provided to the Human Services Ad Hoc Committee on January 28, 2020.

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)

The Community Care Program, established in 2014 by 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.

The Community Care Program meets regularly with the Village Social Worker and Downers Grove Police Department to share information and resources.

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 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 often 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 nonprofit organizations, 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. Topics include IRS scams, grandparents scams, and utility scams.

Crisis Intervention Team

The Crisis Intervention Team follows up on mental health-related incidents and works alongside the Village Social Worker to connect people in crisis with service based resources in and around the Downers Grove community. The Police Department has 33 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. The Crisis Intervention Team meets regularly with the Village Social Worker and Downers Grove Fire Department to share information and resources.

In 2021, the Downers Grove Police Department responded to over 540 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 of 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 Program

The police department has partnered with the National Alliance on Mental Illness to participate in the NAMI of DuPage Direct Referral 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 of DuPage for follow-up counseling and mental health support services. The Village Social Worker also has the ability to provide a voluntary referral for follow-up counseling and mental health support services.

De-Centralized Mobile Crisis Response Program

The DuPage County Health Department 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 consultation, or will accept voluntary admissions to their in-patient treatment center for individuals in need of assistance but not requiring immediate hospitalization. The pilot program has concluded, and this is now an ongoing service accessible to the police department.

DuPage PADS Partnership and Street Outreach

The police department works with the Village Social Worker to maintain a partnership with DuPage PADS to provide sheltering assistance to homeless individuals. A police sergeant serves as the Police Department's PADS liaison to maintain communication and partnership with PADS staff. The police department works alongside the Village Social Worker to provide referrals to 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 \$0.50 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 on the Village's [website](#).

There are currently three taxi companies who are licensed in the Village: 303 Taxi, Alliance Taxi, and American 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, 2017 to 2021

Year	Coupons Sold	Participants
2021	12,624	326
2020	18,324	278
2019	46,188	253
2018	65,136	315
2017	74,628	350

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 32,000 meals to 580 seniors in Downers Grove.

The Village [contributes](#) funds annually to this program. Since 2017, the Village has contributed \$30,000.