

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Village Hall
801 Burlington Avenue**

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

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the January 25, 2022 Meeting**
- IV. Overview of Social Services Referral Program**
- V. Public Comment**
- VI. Adjourn**

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
2/22/22

SUBJECT:	SUBMITTED BY:
Overview of the Social Service Referral Program	David Fieldman Village Manager

Overview of the Social Service Referral Program

The Village Council has directed staff to develop and implement a social services referral program.

The Village developed the social services referral program from August 2021 through January 2022 and publicly launched the program in February. The program is designed to connect individuals in need of service with the agencies that provide the services. The program will consist 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.

Each resident who requests referral services or who is identified by staff as described above will be contacted by a professionally trained staff member. Upon completion of a discussion, the staff member will refer the resident to the appropriate service providers.

Staff will present the attached slides at the meeting for Human Service Commission review and comment.



Social Services Referral Program

February 22, 2022

Human Service Commission Meeting

Social Services Referral Program

- Goal
- Background
- Service Providers
- Individuals in Need of Services
- Referral Services
- Performance Measurement
- Next Steps



Social Services Referral Program

Goal

Connect Individuals in Need of Services with Agencies that Provide Services

- Increase Public Awareness
 - Increase Access to Resources and Opportunities
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Social Services Referral Program

Background

- 2019-21 Priority Action Item *Review & Consider HSAHC Report*
- Village Council Consideration in November 2020
- Approved Action Plan in December 2020



Social Services Referral Program

Background

Action Plan

Engage Professional Staff



Appoint Human Service Commission



Develop a Social Services Referral Program



Identify Gaps in Services and Strategies to Address Them

In Process



Social Services Referral Program

Service Providers

- Over 500 Service Providers Identified
 - Governments
 - Not for Profits
 - Health Care Institutions
 - Faith Based Institutions
 - Public and Private Universities
 - Private Sector Businesses
- Wide Range of Services Provided



Social Services Referral Program

Individuals in Need of Service

- Individuals Identified by Village Departments
 - Police
 - Fire
 - Community Development
 - Finance
- Individuals Contacting the Village
 - Phone calls
 - Emails
 - Community Response Center Requests
 - Walk-ins
- Service Providers Seeking Referral Assistance



Social Services Referral Program

Individuals in Need of Service

- Service Needs
 - Employment/Underemployment
 - Financial Assistance
 - Housing/Homelessness
 - Violence/Abuse
 - Physical and Mental Health
 - Transportation Needs
 - Lack of Socialization



Social Services Referral Program

Referral Service

- Referrals Made by:
 - Social Worker
 - Fire Department Staff (Community Care Program)
 - Police Department Staff (Crisis Intervention Team)
- Individual Referrals
 - Questions to Understand Service Needs and Service Eligibility
 - Provide Referral and Supporting Information via Phone or Email
 - Direct Contact with Service Provider
 - Mandated Reporter
 - Requires Permission
- General Information
 - Information Packets
 - Guides (Seniors, Veterans, Persons with Disabilities)



Social Services Referral Program

Referral Service

- Information and Records Management
 - Age in Cohorts
 - Gender
 - Referral Source
 - Method of Referral
 - Type of Service Referral



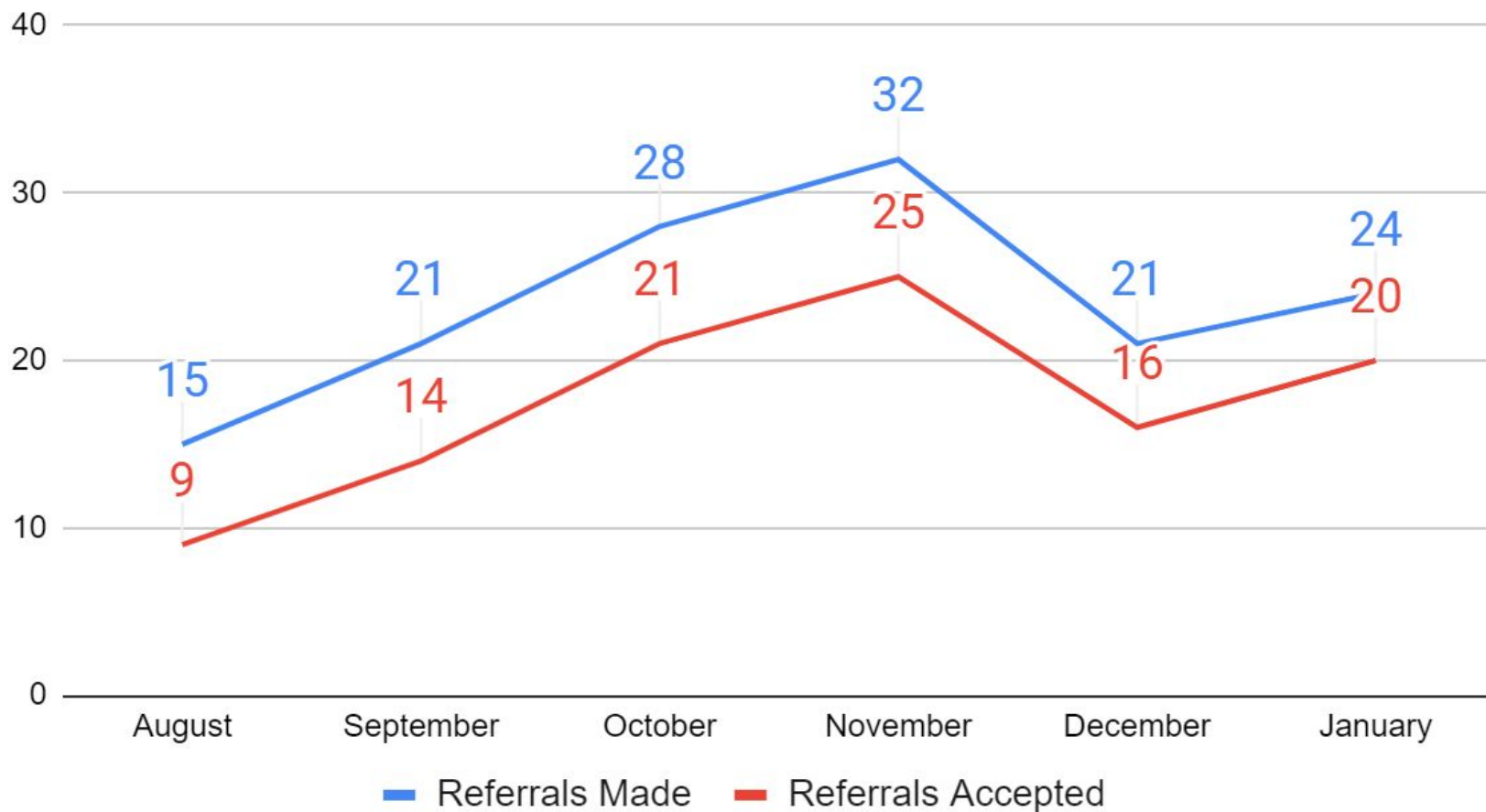
Social Services Referral Program

Performance Measurement

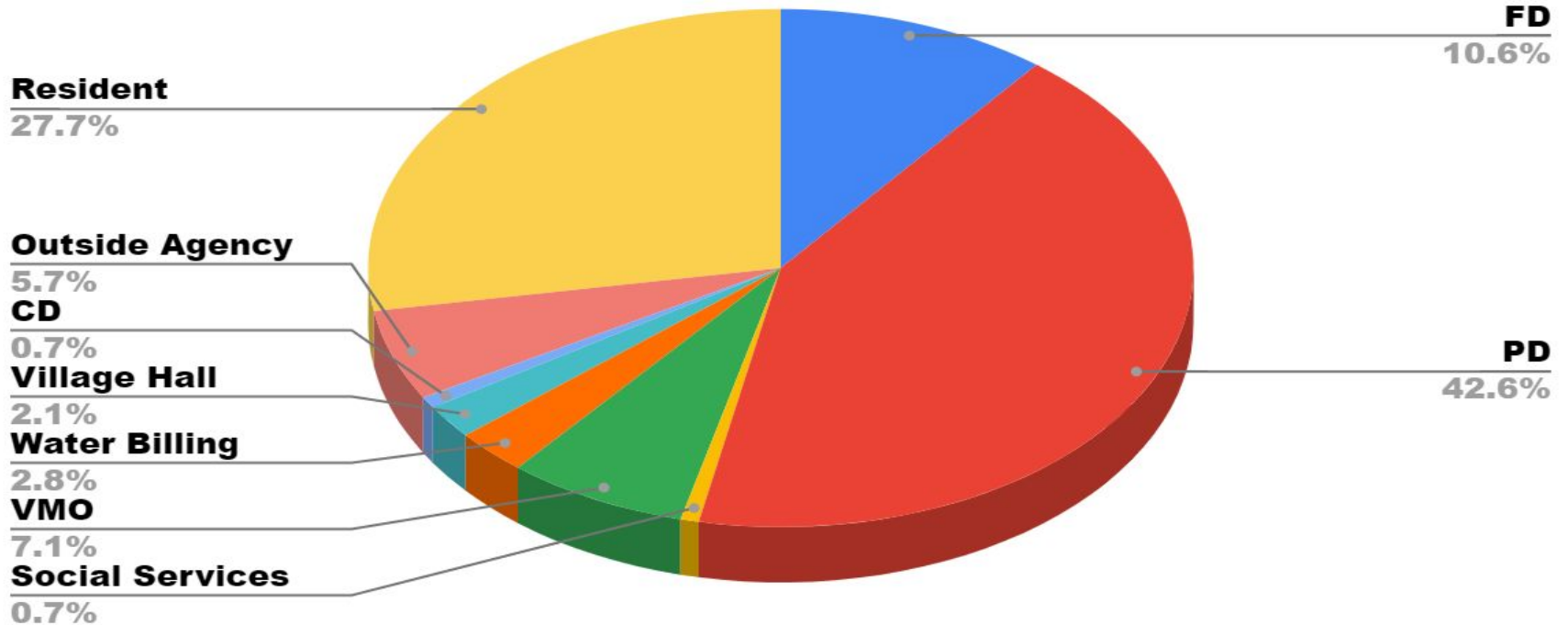
- Number of Referrals
- Type of Referrals
- Performance to Date
- August through January
 - 500+ resources identified
 - 141 referrals received
 - 105 accepted resources
 - 36 declined resources



Referrals Made and Referrals Accepted



Referrals by Department

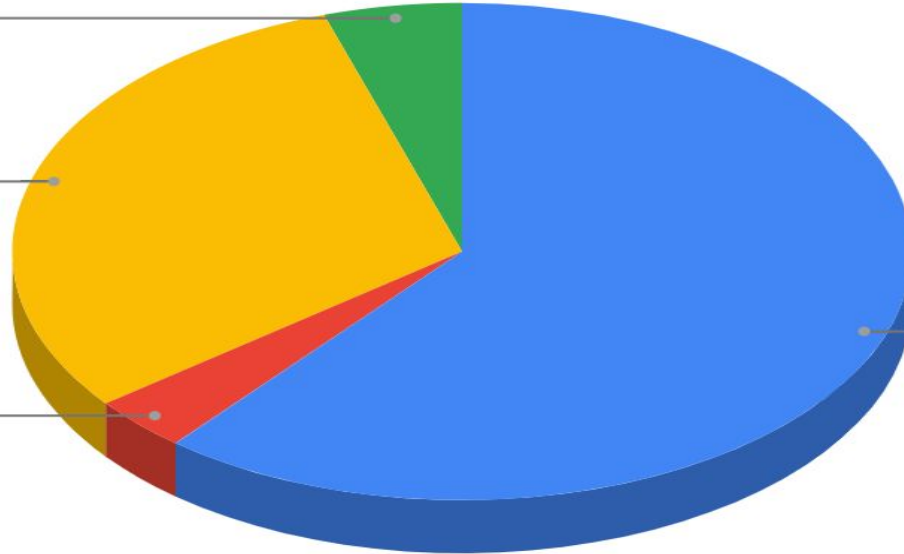


Method of Referral

In Person
5.0%

Phone Call
30.5%

Email
3.5%



Direct
61.0%

Department Handled Referral

Outside Agency

2.1%

Social Worker

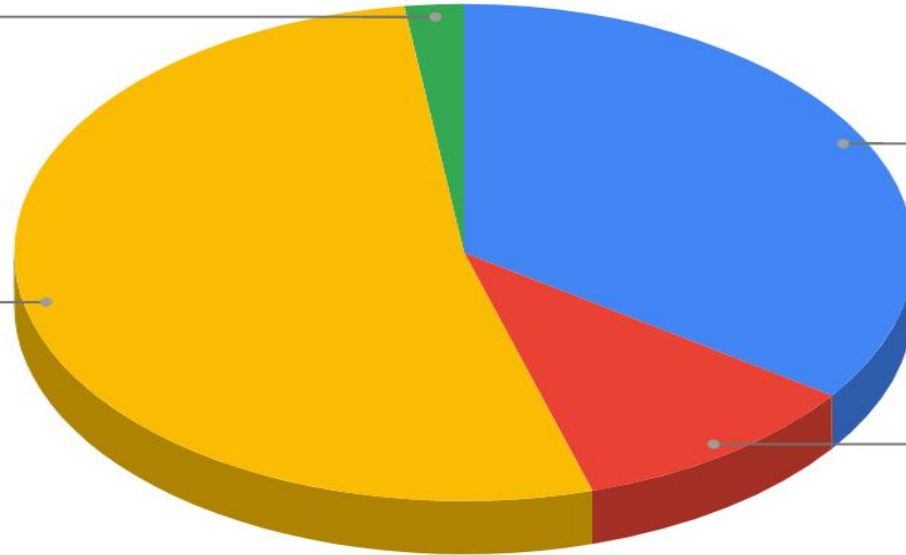
52.5%

CIT

34.8%

CCP

10.6%



Social Services Referral Program

Next Steps

Operate the Referral Services Program	On-Going
Review Program with Human Service Commission	February 22
Draft Services Gap Analysis Report	Spring/Summer
Review Services Gap Analysis Report with HSC	Spring/Summer





Social Services Referral Program

February 22, 2022

Human Service Commission Meeting