

**VILLAGE OF DOWNERS GROVE  
HUMAN SERVICE COMMISSION**

**Village Hall  
801 Burlington Avenue**

**April 26, 2022  
7:00 PM**

**AGENDA**

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the March 22, 2022 Meeting**
- IV. Social Services Referral Program Monthly Highlights**
- V. Social Services Gap Analysis Report - Scope of Report**
- VI. Public Comment**
- VII. Adjourn**

**VILLAGE OF DOWNERS GROVE**  
**Report For The Human Service Commission Meeting**  
**04/26/2022**

<b>SUBJECT:</b>	<b>SUBMITTED BY:</b>
Monthly Program Performance Measurements Scope of Services - Gap Report	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.

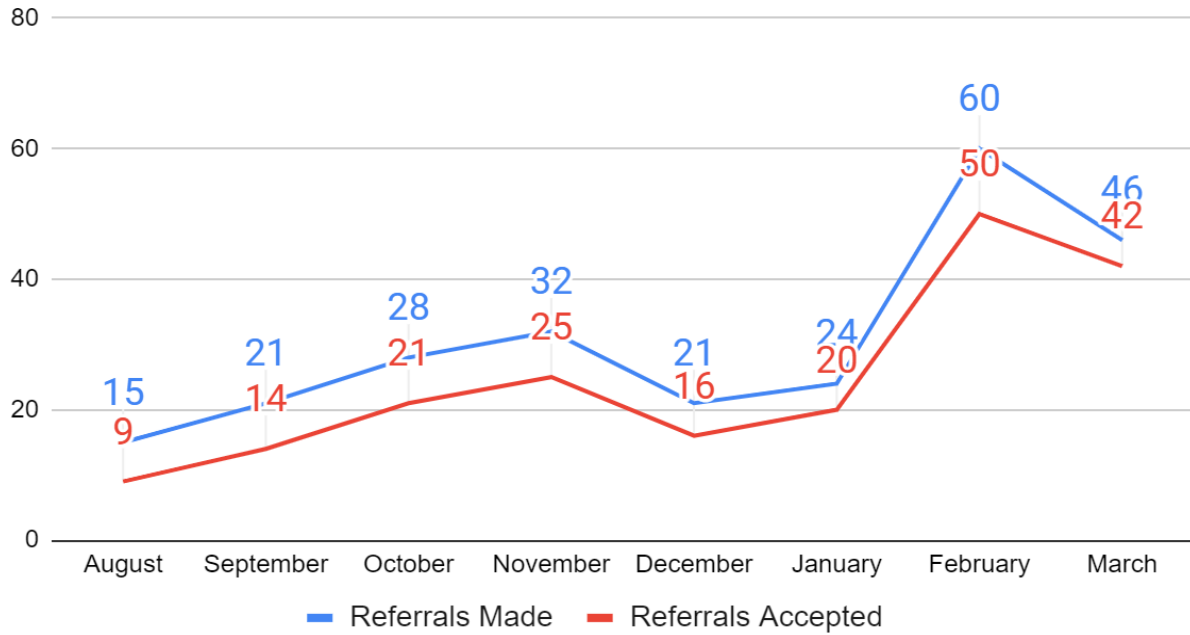
The following is a breakdown of the March Performance measurements.

**March 2022**

**Referral Acceptance**

Month	Total Referrals	Referrals Accepted	Percent Accepted
Mar 22	46	42	91.3%
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	Mar 22	Cumulative (Aug thru Mar)
Mental Health	9	117
Senior Services	11	53
Housing/Shelter	14	51
Transportation	10	27
Financial	4	24
Village Resources	6	23

**Initiation**

Source	Number	Percent
VoDG Departments	17	37.0%
Residents/Families	27	58.6%
Outside Agencies	1	2.2%
Non-Residents	1	2.2%
<b>Total</b>	<b>46</b>	<b>100%</b>

**Method**

Category	Number	Percent
Direct	14	30.5%
Electronic	7	15.2%
Telephone	22	47.8%
In-Person	3	6.5%
<b>Total</b>	<b>46</b>	<b>100%</b>

**Responsible Department**

Department	Number	Percent
Social Worker	38	82.6%
Crisis Intervention Team	5	10.9%
Community Care	0	0%
Collaborative (Multiple Depts)	3	6.5%
Outside Agency	0	0%
<b>Total</b>	<b>46</b>	<b>100%</b>

**Social Services Gap Analysis Report**

In December 2020 the Village Council considered the [Human Service Ad Hoc Committee Report](#). The Council approved an implementation plan which directed staff to develop and operate a social services referral program. The implementation plan also called for the Village to prepare a report identifying gaps in the provision of services and strategies to address the gaps as described in the excerpt from the December 2020 report to Council:

*The Village staff will prepare a report which identifies social trends and issues facing the Village by reviewing and analyzing data. From this analysis, service gaps should be identified and strategies for addressing gaps will be presented. This report will be prepared once the referral service program has been operating for a few months. The report will be presented to the Human Service Commission for their review and comment. The HSC may be asked to make recommendations about social service needs priorities and strategies identified in the report. The HSC will forward their comments and recommendations to the Village Council for consideration.*

### Scope of Report

At their April 19, 2022 meeting, the Village Council established the following scope of the report:

- Identify and quantify gaps in social services determined by the Village through the operation of the social services referral program
- Recommend strategies to address the identified gaps
- A “Gap in Service” is defined as: *The inability of the Village to successfully refer a resident to a social service agency which provides the requested service*
- A Gap in Service exists when:
  - A resident is not aware of the availability of the social service provider or the Village’s social service referral program (Awareness Gap)
  - A resident does not accept a valid social service referral provided by the Village (Acceptance Gap)
  - The Village is unable to identify and contact an agency that provides the requested service and can provide the service in a timely manner (Availability Gap)

### Next Steps

Staff will draft a report for review and consideration by the Human Service Commission at upcoming meetings in spring and summer. Upon completion, the report will be presented to the Village Council.