

**VILLAGE OF DOWNERS GROVE
HUMAN SERVICE COMMISSION**

**Village Hall
801 Burlington Avenue**

**November 29, 2022
7:00 PM**

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes of the October 25, 2022 Meeting**
- IV. Social Services Referral Program Monthly Highlights**
- V. Social Services Gap Analysis Work Plan**
- VI. Public Comment**
- VII. Adjourn**

VILLAGE OF DOWNERS GROVE
Report For The Human Service Commission Meeting
11/29/2022

SUBJECT:	SUBMITTED BY:
Monthly Program Performance Measurements	Heather Lippe Licensed Clinical Social Worker

Monthly Program Performance Measurements

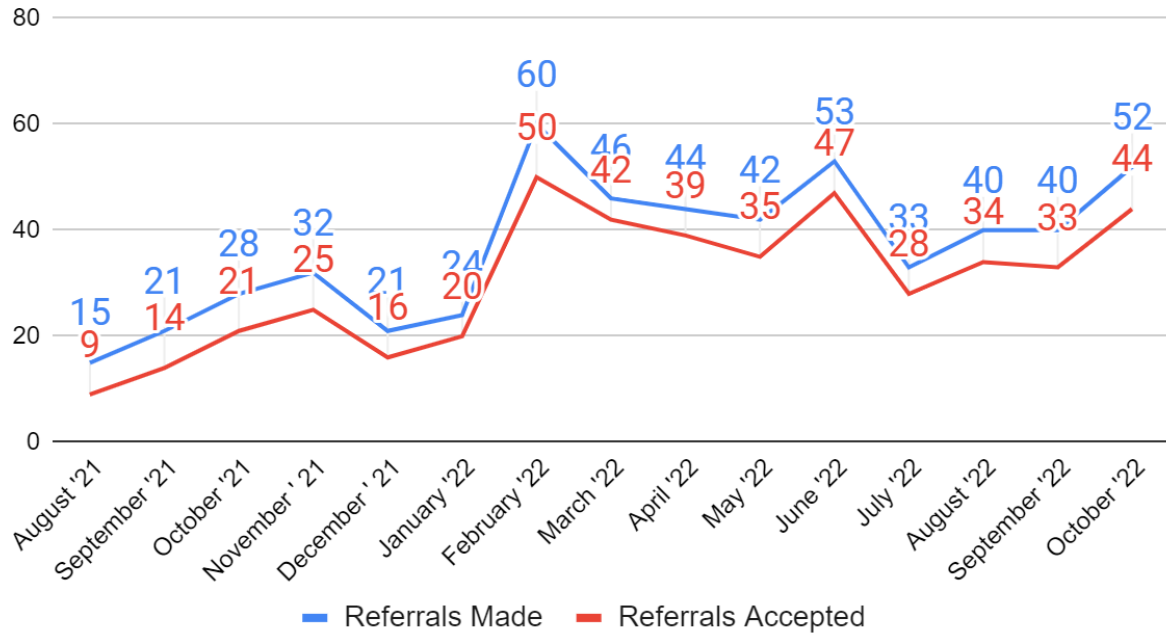
The Village publicly launched the social services referral program in February 2022. The program is designed to connect individuals in need of service with the agencies that provide the services. The program consists of multiple methods for individuals to contact the Village including in-person, by phone, 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 October Performance Measurements.

October 2022 - Referral Acceptance

Month	Total Referrals	Referrals Accepted	Percent Accepted
Oct 22	52	44	84.6%
Sept 22	40	33	82.5%
Aug 22	40	34	85.0%
Jul 22	33	28	84.8%
Jun 22	53	47	88.7%
May 22	42	35	83.3%
Apr 22	44	39	88.6%
Mar 22	46	42	91.3%
Feb 22	60	50	83.3%
Jan 22	24	20	83.3%
Total	434	372	85.7%

Referrals Made and Referrals Accepted



October 2022 - Leading Service Type

Type	Oct 22	Cumulative (Jan thru Oct)
Mental Health	9	112
Housing/Shelter	17	102
Village Resources	8	86
Senior Resources	14	83
Transportation	22	75
Medical Resources	6	74

October 2022 - Initiation

Source	Number	Percent
VoDG Departments	23	44.2%
Residents/Families	24	46.2%
Outside Agencies	3	5.8%
Non-Residents	2	3.8%
Total	52	100%

October 2022 - Method

Category	Number	Percent
Direct	19	36.5%
Electronic	7	13.5%
Telephone	24	46.2%
In-Person	2	3.8%
Total	52	100%

October 2022 - Responsible Department

Department	Number	Percent
Social Worker	42	80.8%
Crisis Intervention Team	10	19.2%
Community Care	0	0.0%
Collaborative (Multiple Depts)	0	0.0%
Outside Agency	0	0.0%
Total	52	100%

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SUBJECT:	SUBMITTED BY:
Social Services Gap Analysis - Implementation Plan	Heather Lippe Licensed Clinical Social Worker

Social Services Gap Analysis Report Implementation Plan

The Village launched the social services referral program in February 2022. The program connects individuals in need of service with the agencies that provide the services. At their November 15, 2022 meeting, the [Village Council accepted the Social Services Gap Analysis Report](#), which identifies potential gaps in services and contains many recommendations to address the gaps.

Staff has prepared an implementation plan that covers a one-year period starting in January 2023. The implementation focuses primarily on the Top Priority identified in the SSGAR - *Increase Awareness of the Social Services Referral Program by Creating and Implementing a Public Awareness Campaign*. The public awareness campaign consists of nine action items summarized in the table below.

SSGAR Implementation Plan Summary

Action	Target Dates	Notes
Post information and messages regarding the Social Services Referral Program on multiple Village of Downers Grove communications platforms.	On-going throughout 2023	General information about social service referrals will be published in January 2023. Five additional specific topics will be presented one at a time, every other month (Jan, Mar, May, Jul, Sep and Nov). Platforms will include the website, social media outlets, Enews and Inside DG.
Include Social Services Referral Program information in Police and Fire Department Public Education Programs.	Summer 2023	The Village staff will evaluate public education programs and determine strategies to incorporate the Village's Social Worker in those programs. Once strategies are determined, Village staff will update education curriculum that can incorporate the Social Services Resource and Referral Program
Operate Information Booths at Community Events	Starting in Summer 2023	Village staff and members of the Human Service Commission will operate information booths at approximately four events hosted or permitted by the Village. Preliminarily, the following events

		<p>have been identified:</p> <ul style="list-style-type: none"> ● Rotary GroveFest ● Safety Town ● Fire Department Kids Muster ● Night at the Firehouse
Make Presentations at Other Governments and Community Organizations	On-going throughout 2023	The Village's Social Worker will make presentations at other government and community organization meetings. The first presentations will likely take place at other governments including Townships.
Publish Information and Messages via Other Governments' Communications Platforms	Starting in Q3 2023	Village staff will work with selected other governments such as Townships and School Districts to publish information about the social services referral program. This effort will likely start with Downers Grove Township.
Provide Information in the Chamber 630 New Resident Welcome Packet	TBD	Chamber 630 is currently reviewing the New Resident Welcome Packet program. Staff will monitor this effort and identify opportunities for the Village to participate in the program going forward.
Explore Including Information in the Local School Curriculum	TBD	Village staff have started a conversation with Grade School District 58. Additional information will be provided when it becomes available.
Analyze Social Services Referral Data to Determine the Extent of the Awareness Gap and Identify a Target Audience for Future Efforts	Q2 2023	Staff will analyze the data that has been collected since the launch of the social services program. Staff plans on presenting initial findings at the April or May meeting of the HSC.
Publish Information in Multiple Languages	Q4 2023	Information about the social services program will be translated into Spanish. The Village will engage a consultant to provide translation services.

In addition to launching a Public Awareness Campaign as noted above, staff plans on taking initial steps to improve senior residents' access to transportation. Staff will invite local Townships and DuPage County to present information about their senior transportation programs at future Human Service Commission meetings.