

Social Services Gap Analysis Report

October 18, 2022
Village Council Meeting

Social Services Gap Analysis Report

- Goal
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- Village Council Action
- 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

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

Social Services Gap Analysis Report

Report Summary

Report Scope

- Identify and quantify gaps in social services determined by the Village through the operation of the social services referral program
- Develop strategies and actions to address identified gaps

Social Services Gap Analysis Report

Report Summary

Gap in Service

- 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*
 - Awareness - resident is not aware of the availability of the social service provider or the Village’s referral program
 - Acceptance - resident does not accept a valid social service referral provided by the Village
 - Availability - the Village is unable to identify and contact an agency that provides the requested service and can provide the service in a timely manner

Social Services Gap Analysis Report

Report Summary

Service Gap Identification

Awareness Gap

- Assuming that public awareness is generally low which constitutes an awareness gap.

Acceptance Gap

- No acceptance gap has been identified.

Availability Gap

- Additional information should be provided to determine if there is an availability gap
- The Village has identified a service provider for each of the requested services
- The Village is not tracking the extent to which the requested service can be provided in a timely manner
- **Participation in the Village's Taxi Coupon Program for residents 65 years and older or with disabilities has declined significantly due to a lack of availability of taxi services.**

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Report Summary

Strategies to Address Service Gaps

- **Top Priority - Create and Implement a Public Awareness Campaign**
 - Post Messages and Videos on the Village Website and Social Media Platforms
 - Provide Information in the Village E-news, Inside DG Newsletter and Utility Bills
 - Provide Information in the Chamber 630 New Resident Welcome Package
 - Partner with Other Governments, such as Downers Grove school districts to Provide Information Using Their Communication Platforms
 - Highlight the Referral Program in Police & Fire Public Education Programs
 - Arrange for the Social Worker to Present Information at Local Community Organizations
 - Explore Partnering with Downers Grove schools to Promote the Social Services Referral Program as Part of the Learning Curriculum.
 - Obtain Data and Information to Quantify the Extent of the Awareness Gap
 - Use the Data and Information to Identify a Target Audience
 - The Human Service Commission Should Operate Information Booths at Various Community Events
 - Publish the Information about the Referral Program in Multiple Languages

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Report Summary

Strategies to Address Service Gaps

- Increase Understanding of the Availability of Services by Requesting That the Service Providers Submit Information to the Village About Wait Times and Schedule Availability.
- Improve Senior Residents Access to Transportation by:
 - Referring the Issue to the Transportation and Parking Commission for Their Review and Consideration
 - Promoting the Use and Availability of Township and County Senior Transportation Services
 - Encourage the Township and County to Expand Senior Transportation Services
 - Obtain Qualitative Feedback from Current Program Participants
 - Explore Partnering with Local Community Groups and Not for Profit Organizations to Provide Rides to Senior Residents
 - Explore Partnering with Local Medical Service Providers to Provide Rides to Senior Residents
 - Explore Developing a Senior Subsidy Program with Rideshare Companies

Social Services Gap Analysis Report

Village Council Action

Options

- Accept the Report as Drafted
- Accept the Report with Modifications by Village Council
- Remand the Report to the Human Service Commission with Direction for Changes

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Next Steps

Council Acceptance of the Report	Q4 2022
Develop Implementation Plan and Schedule	Q1 2023
Implement the Plan	2023 and Beyond

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