

**Village of Downers Grove
Human Service Commission**

Village Hall
801 Burlington Avenue
November 29, 2022
Meeting Minutes

Chair Aycock called the meeting to order at 7:03pm and asked for a roll call.

Members Present

Chair Aycock
Member Drabik
Member Skerjan
Member Loftus

Members Absent

Member Silvester
Member Nicholson

Chair Aycock declared that a quorum was present.

Chair Aycock asked for a motion to approve the minutes of the October 25, 2022 meeting. Motion to approve the minutes by Loftus, seconded by Drabik. Motion carried unanimously by voice vote.

Chair Aycock called on staff to provide an overview of the Village's Social Services Referral Program, October Monthly Highlights. Ms. Lippe summarized the performance data included in the staff report. Chair Aycock asked for examples of medical referrals. Ms. Lippe said that some people are looking for medical equipment or assistance in dealing with insurance companies. Member Loftus asked about the ages of the residents receiving referrals. She would like to understand the trends and issues related to age.

Chair Aycock called on staff to present the Social Services Gap Analysis Report Implementation Plan. Manager Fieldman summarized the plan.

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.*

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 have been identified: <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.

Member Drabik asked about the Night at the Firehouse event. Ms. Lippe stated that the event is hosted by the Fire Department and is targeted towards young families.

Chair Aycock said she would like to move up the translation of the information into multiple languages. Staff will look into this request. Ms. Lippe noted that all or most of the informational materials publish at the same time and this could take significant resources. Chair Aycock asked if members of the Police Department speak other languages. Ms Lippe noted that some police officers speak multiple languages but are not in a position to perform the work required to publish information in multiple languages.

Chair Aycock asked about being invited to curriculum nights at the middle and high schools. Member Loftus said that she would like more information about the ages of the referral recipients before the Village looks into participating in the curriculum night events.

Member Drabik asked about what other data categories could be collected and analyzed while being compliant with HIPAA regulations. Manager Fieldman said that staff is looking into this question now and will have more information at a future meeting.

Member Drabik asked about Village events focused on seniors. Ms. Lippe said that the Township hosts many programs in this area. The Village has been participating in these events. Member Loftus noted that the Park District operates a senior program.

Member Skerjan would like additional information about the referrals prior to operating a booth.

Chair Aycock asked if the Library Social Work interns are aware of the Village's referral program. Ms. Lippe confirmed that they are aware of the Village services.

Chair Aycock inquired about multiple generations in one family living in the Village. Manager Fieldman said that the Census may have information on this topic. She also asked about the

topics that will be included in the planned Village publications. Ms. Lippe said that these topics will be determined in the coming weeks.

Member Skerjan asked about the DuPage County 2-1-1 system. Ms. Lippe said that this is a new phone number for the existing system (CRIS). The phone will be answered by County staff during business hours and by Addison Consolidated Dispatch during non business hours. Member Skerjan was interested in obtaining data and information from this County service and from the City of Chicago system. Member Loftus asked how long the DuPage CRIS system has been in operation. Ms. Lippe noted that the service has been in place since 2017.

All members noted their support for the work plan.

Member Drabik asked about measuring success. Manager Fieldman said that a measurement of the awareness gap will likely be developed near the end of the work plan.

Chair Aycock asked about adding another member to the Human Service Commission. Manager Fieldman explained that the appointment will be made in April 2023 or later, per Village Council policy.

Chair Aycock asked about the Community Kitchen operations and how the ceasing operations would affect the Village's referral programs. Manager Fieldman said that the Village will refer people in need of food to other existing service providers. Member Loftus explained the operations of the Community Kitchen and its focus on serving hot meals. Members of the community are currently discussing options for future operations.

Chair Aycock asked for Public Comment. There were no public comments.

Chair Aycock asked about the schedule for the December meeting. The HSC members said that they would support cancellation of the December meeting.

Motion to adjourn by Loftus, second by Skerjan. Voice vote unanimous. The meeting adjourned at 7:45 pm.