

**Village of Downers Grove  
Human Service Commission**

Village Hall  
801 Burlington Avenue  
January 24, 2023  
Meeting Minutes

Chair Aycock called the meeting to order at 7:06 pm 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 November 29, 2022 meeting. Motion to approve the minutes by Loftus, seconded by Skerjan. Motion carried unanimously by voice vote.

Chair Aycock called on staff to provide an overview of the Village's Social Services Referral Program, November and December Monthly Highlights. Ms. Lippe summarized the performance data included in the staff report.

Member Loftus asked for clarification regarding the categorization of calls such as senior services versus mental health services. Ms. Lippe noted that one person could be referred to multiple services and would be counted in multiple service categories. Member Skerjan asked for further clarification on the categorization of services. Staff noted that a call for services could be categorized in multiple categories - the number of people served is less than the number of service referrals noted in the report.

Chair Aycock asked staff to present a status report on the Social Services Gap Analysis Work Plan. Manager Fieldman provided an overview as noted below:

***SSGAR Implementation Plan Summary***

Action	Target Dates	Notes	Status
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<p>Post information and messages regarding the Social Services Referral Program on multiple Village of Downers Grove communications platforms.</p>	<p>On-going throughout 2023</p>	<p>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.</p>	<p>Social Services Referral Information was published in Enews starting weekly on January 6, 2023 (Copy attached)</p> <p>Social Services Referral Information included in the December edition of <a href="#">Inside DG</a></p>
<p>Include Social Services Referral Program information in Police and Fire Department Public Education Programs.</p>	<p>Summer 2023</p>	<p>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</p>	<p>Work has begun</p> <p>On track for including information in the PD and FD public education programs by summer</p>
<p>Operate Information Booths at Community Events</p>	<p>Starting in Summer 2023</p>	<p>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:</p> <ul style="list-style-type: none"> <li>● Rotary GroveFest</li> <li>● Safety Town</li> <li>● Fire Department Kids Muster</li> <li>● Night at the Firehouse</li> </ul>	<p>Met with DG Rotary Member regarding involvement in the 2023 Festival.</p> <p>On track for participating in Safety Town, Kids Muster and Night at the Firehouse</p>
<p>Make Presentations at Other Governments and Community Organizations</p>	<p>On-going throughout 2023</p>	<p>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.</p>	<p>Met with DG Township Senior Advisory Committee on 12/19/23 and 01/09/23 and discussed continued involvement with presentations</p>
<p>Publish Information and Messages via Other Governments' Communications</p>	<p>Starting in Q3 2023</p>	<p>Village staff will work with selected other governments such as Townships and School Districts to publish</p>	<p>Met with DG Township Senior Advisory Committee on 12/19/23 and discussed cross publishing social</p>

Platforms		information about the social services referral program. This effort will likely start with Downers Grove Township.	services programs and senior center programs on respective platforms,
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.	Work on this action item started in December.  On track for a Q2 presentation to 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.	

Chair Aycock asked if the Village could consider publishing information in languages other than Spanish. Staff noted that this will be included in the work scheduled to be undertaken in the fourth quarter.

Member Loftus asked if the Village was working with the Park District on their senior programs. Ms. Lippe noted that the Village is working both with the Park District and the Downers Grove Township on these programs. The Park District and Downers Grove Township often work together on these projects.

Member Skerjan asked about the Village's partnership efforts with the Library. Ms. Lippe noted that she is working with the Library Social Work interns on these efforts such as using the Library to promote the Village's social services referral program. Manager Fieldman noted that he will mention this to Director Milavec at their next informal meeting.

Chair Aycock asked for public comments.

Marshall Schmitt noted that this is a great effort and he appreciates the Human Service Commission. He stated that he thought the District 58 communication partnership efforts should focus on the parents more than the curriculum. He asked about partnerships with District 58's social workers. Manager Fieldman noted that Village staff will be working with the District 58's social workers in the near future. Mr. Schmitt asked if there is a central directory that residents have access to. Chair Aycock asked about this idea. Ms. Lippe said that the directories include government and service providers who serve a large portion of the population.

Chair Aycock asked if there were concerns about this approach. Ms. Lippe noted that a general service directory is available on the Village website and she preferred to speak with residents directly to determine other additional services.

Member Drabik asked if there is a directory on the Village website. Ms. Lippe noted that there is a listing of general services on the website. Member Drabik asked if the Village could analyze the website usage to determine what types of services. Manager Fieldman said that the Village is currently working on an update to the website scheduled for launch in late spring or summer. He said that a service directory could be considered when staff constructs the new social services referral page.

Chair Aycock asked about the preparation of the marketing materials for the upcoming event information booths. Staff stated that work on the materials has not yet started.

Mr. Schmitt said that it would be helpful to have a list of the services that the Village Social Worker provides. It would serve as a source of information for items for which the Village could offer assistance. The Village could make clear the services that are provided.

Chair Aycock provided an example of a resident who was in need of AA services and was not aware that this type of referral service was available.

Mr. Schmitt suggested that the new Village Hall should provide a highly visible location for social services that would be easily accessible to residents.

Motion to adjourn by Drabik, second by Skerjan. Voice vote unanimous. The meeting adjourned at 7:39 pm.