



MEMORANDUM

TO: Community Relations Committee

FROM: Communications Department

DATE: November 8, 2021

SUBJECT: 2022 Victim Services Contract

About Lombard’s Victim Services Contract

Lombard currently partners with Association for Individual Development (AID) to provide victim services to both residents and employees of the Village. A 24-hour crisis line is available to aid individuals with: crisis intervention, emotional support, client advocacy, case management/incident follow up, education information, community referral, death notifications, and funeral service assistant.

Since 2011, AID has provided assistance on 536 separate cases, involving counseling or personal assistance to 1,062 employees and residents. In 2020, there were 64 Victim Service cases, impacting 114 clients, and totaling 465.5 service hours.

FISCAL YEAR	TOTAL # CASES	TOTAL # CLIENTS	TOTAL # SERVICE HOURS
FY 21*	70	114	312.5
FY 20	64	114	465.5
FY 19	23	40	111.5
FY 18	17	23	129
FY 17	26	43	160.5
FY 16	42	117	282.5
FY 15	45	100	336
FY 14	58	105	230.5
FY 13	86	164	763.5
FY 12	92	216	1485
FY 11	13	26	58

*Note: The 2021 fiscal year will be updated and completed on December 31, 2021.

Contract Changes

During 2021, designated office hours were established for a social worker to be onsite at the Lombard Police Department to provide counseling, support, or other social services for residents and employees of the Village.

Next Actions

The Community Relations Committee oversees the Victim Services contract. The Committee is tasked with discussing the contract and providing a recommendation to the Village Board.