

VILLAGE OF LOMBARD  
REQUEST FOR BOARD OF TRUSTEES ACTION  
For Inclusion on Board Agenda

  X   Resolution or Ordinance (Blue) \_\_\_\_\_ *Waiver of First Requested*  
\_\_\_\_\_ Recommendations of Boards, Commissions & Committees (Green)  
\_\_\_\_\_ Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: Scott Niehaus, Village Manager

DATE: January 19, 2021 (B of T) Date: January 21, 2021

TITLE: Contract for Social Services Program

SUBMITTED BY: Avis Meade, Communications Coordinator

BACKGROUND/POLICY IMPLICATIONS:

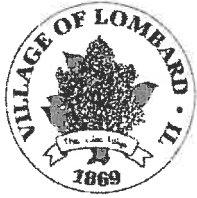
The Village Manager's Office transmits for your consideration a resolution approving and authorizing the signature of the Village Manager on a one-year Social Services Contract with Association for Individual Development (AID) in the amount of \$20,000. Renewal of the contract has been recommended by the Community Relations Committee.

Please place this item on the consent agenda for the January 21, 2021, Board of Trustees meeting.

Review (as necessary):

Village Attorney X \_\_\_\_\_ Date \_\_\_\_\_  
Finance Director X \_\_\_\_\_ Date \_\_\_\_\_  
Village Manager X \_\_\_\_\_ Date \_\_\_\_\_

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Agenda Distribution.

**MEMORANDUM**

**TO:** Village Board of Trustees

**FROM:** Communications Department

**DATE:** January 21, 2021

**SUBJECT:** 2021 Victim Services Contract

The Community Relations Committee has reviewed and recommended the Village's 2021 Victim Services Contract for Board approval.

**About Victim Services**

When responding to a concern within the community, staff members may occasionally encounter a citizen requiring assistance above and beyond the professional boundaries of Village staff. These situations may impact employees who could find specific situations emotionally upsetting. In order to best serve our community and staff, the Village is committed to providing additional assistance when these unique situations occur. Since 2011, Lombard has partnered with Association for Individual Development (AID) to provide social work, counseling and victim services to both residents and employees of the Village.

**History of Lombard's Victim Services (AID) Contract**

Since 2011, AID has provided 3,973 hours of service assistance on 459 separate cases, which includes counseling or personal assistance to 938 employees and residents. In 2020, there were 57 Victim Service cases, impacting 104 clients, and totaling 416.5 service hours.

FISCAL YEAR	TOTAL # CASES	TOTAL # CLIENTS	TOTAL # SERVICE HOURS
FY 20	57	104	416.5
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
<b>Totals</b>	<b>459</b>	<b>938</b>	<b>3,973</b>

## 2021 Victim Service Calls Overview

Below is information describing the service calls in which Village Staff required assistance from AID. These calls are primarily responded to by the Lombard Police Department and serve as an additional resource for Lombard Officers to provide to individuals experiencing a unique and difficult circumstance in which they require support beyond the scope that may be provided by Village staff:

SUPP: r&r	LPD	SUPP: elder well-being	LPD
Mental Health: general	LPD	DOM: child/parent disturbance	LPD
MH: hoarding	LPD		
MH: hoarding	Code Enforcement		
DEATH: child/infant	LPD	MH: hoarding	CODE ENFORCEMENT
SUPP: elder well-being	LPD	SUPP: elder well-being	LPD
		MH: substance abuse	LPD
SUPP: elder well-being	LPD	MH: suicide/homicidal attempt/ideation	LPD
GC: homelessness	LPD	SUPP: elder well-being	LPD
MH: general	LPD		
		GC: homelessness	LPD
SUPP: emotional/bereavement	LPD	MH: suicide/homicidal attempt/ideation	LPD
SUPP: elder well-being	Other	GC: Homelessness	LPD
MH: general	Code Enforcement	DOM: Child/ Parent disturbance	LPD
		SUPP: r&r	LPD
SUPP: r&r	Code Enforcement	VCVA: armed robbery	Other
MH: general	LPD	MH: General	LPD
MH: general	LPD	MH: General	LPD
SUPP: elder well-being	LFD		
		DEATH: investigation	LPD
MH: general	LPD	Supp: R & R	LPD
MH: general	LPD	Supp: Legal Advocacy	LPD
SUPP: elder well-being	LPD	Death: natural	LPD
DEATH: investigation	LPD	MH: General	LPD
		DOM: sexual assault/battery (VCVA)	LPD
MH: general	LPD	MH: General	LPD
SUPP: elder well-being	LPD	MH: Suicide/ Homicidal attempt/ideation	LPD
SUPP: elder well-being	LFD	DOM: disturbance/dispute	LPD
SUPP: elder well-being	LFD	MH: substance abuse	LPD
MH: general	LPD		
DOM: disturbance/dispute	LPD	Supp: elder well being	LPD
SUPP: elder well-being	LPD	Dom: disturbance/dispute	LPD
MH: general	LPD		

### **Victim Services In-House Social Worker**

At the request of the Community Relations Committee, the Village inquired about any additional services that AID would be able or willing to provide as part of Lombard's 2020 contract.

Village Staff and Victim Services worked together to identify areas of increased assistance and beginning March 9<sup>th</sup>, Victim Services began to provide designated on-site office hours twice a month in Village Hall. Since March 9, 2020, a social worker has been available at the Village on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of each month, from 8:30 a.m. – 4:30 p.m. in the Lilac Conference Room. The social worker would be available for staff or for residents that have been referred by staff.

### **Comparison to Other Municipalities**

The 2020 Victim Services contract is \$20,000. Below is information on social services provided by other municipalities as comparison:

#### Municipalities that also partner with AID

- South Elgin
- Huntley
- Aurora
- North Aurora
- Batavia
- Geneva
- St. Charles

#### Municipalities that hire counselor/social worker

- Bartlett: Contracted internal employee for the Bartlett Police Department
- Roselle: Receives a grant from the Bloomingdale Township Mental Health Board to pay for one, full-time counselor/therapist that works out of the police department. The counselor is an employee of the DuPage County Health Department and provides assistance to staff and residents.
- Deerfield (1 full time, just posted for another full time) (\$73,681)
- Mount Prospect (unknown full/part time)
- Hanover Park (full time) (\$72,636)
- Schaumburg (2 full time social workers) (\$85,594.63)
- Winnetka (part time)
- West Chicago (full time) (\$66,277)
- Wheeling (multiple full time) (\$78,196.23)
- Lincolnwood (full time)
- Carpentersville (full time) (\$79,607.51)
- Naperville: Two social workers on staff and a victim advocate in the Naperville Police Department
- Carol Stream (unknown how many full time) (median salary \$81,592.11)

### Municipalities with a Civilian unit/Internal Social Services Department

- Elgin
- Crystal Lake
- Wheaton has proposed a full-time Social/Mental Health Facilitator for 2021.

### **Impacts of COVID-19 on Mental Health**

According to the CDC, the coronavirus disease 2019 (COVID-19) pandemic may be stressful for people. Fear and anxiety about a new disease and what could happen can be overwhelming and cause strong emotions in adults and children. Public health actions, such as social distancing, can make people feel isolated and lonely and can increase stress and anxiety.

(<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>)

### **Staff Recommendation**

- Lombard Police and Fire personnel have been consulted and recommend the continued use of AID/Victim Services on a consultant basis vs. on-staff counselor or social worker position. Additional efforts include:
  - Ongoing de-escalation training by Lombard Police officers
  - Partnering with access DuPage for additional resources (Lombard is 1 of 3 DuPage municipalities to do so)
  - Training for racial profiling scheduled for February 2021
  - Employment of staff that speaks 7 languages
- In light of ongoing concerns regarding the mental health concerns caused by the COVID-19 pandemic and with increase in service hours from 111.5 in 2019 and 416.5 in 2020, the need for social assistance has increased significantly from 2019 to 2020.
- The Community Relations Committee is asked to accept the staff recommendation to continue social worker/counselor consultant services through victim services.

**RESOLUTION  
R**

**A RESOLUTION AUTHORIZING SIGNATURE OF  
THE VILLAGE MANAGER ON A SOCIAL SERVICES CONTRACT**

WHEREAS, the Corporate Authorities of the Village of Lombard have received a one-year Victims Services Contract for Program Operation from the Association for Individual Development (AID) in the amount of \$20,000, as attached hereto and marked as "Exhibit "A"; and,

WHEREAS, the Corporate Authorities deem it to be in the best interest of the Village of Lombard to approve this Contract.

NOW, THEREFORE BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DUPAGE COUNTY, ILLINOIS as follows:

**SECTION 1:** That the Village Manager be and hereby is authorized to sign on behalf of the Village of Lombard said Contract as attached hereto.

**SECTION 2:** That the Village Clerk be and hereby is authorized to attest said agreement as attached hereto.

Adopted this \_\_\_\_ day of \_\_\_\_\_, 2021.

Ayes:

Nays:

Absent:

Approved by me this \_\_\_\_ day of \_\_\_\_\_, 2021.

\_\_\_\_\_  
Keith Giagnorio  
Village President

ATTEST:

\_\_\_\_\_  
Sharon Kuderna  
Village Clerk

**Victims Services  
Contract for Program Operation  
By and Between the Village of Lombard (Lombard) and  
Association for Individual Development (A.I.D.)**

- .01 Statement of Purpose:**  
A.I.D.'s Victims Services Program employees will respond to crime victim's psychological and emotional needs and have been professionally trained to do so. This is achieved through crisis intervention, counseling, advocacy, education, information, and referral for victims of crime and/or trauma, the mentally ill, witnesses, and communities. In addition to these primary responsibilities, the program provides assistance to criminal justice personnel, the community and others in non-crime situations. The overall mission is to positively impact the quality of life for the citizens of Lombard by assisting victims/survivors, families/neighborhoods and Village employees experiencing crime and/or trauma whether or not job related.
- .02 Organization and Staffing:**  
The program evaluation will be done quarterly to ensure it is organized in such a way that it meets the changing needs of the Lombard community. This evaluation may result in changes, over time, to redistribute resources to optimally address contemporary issues and conditions. A.I.D. shall give Lombard reasonable notice prior to major redistribution of resources or termination of the program. Provided, however, the program shall not be terminated prior to the conclusion of the services period, December 31, 2021. The A.I.D. will be in charge of, and responsible for, all staff. It is also the responsibility of A.I.D. to ensure the program is staffed to adequately handle the needs in the Lombard community. Termination of the program prior to the conclusion of the contract, by either AID or Lombard, requires a minimum of a 60 day notification.
- .03 Utilization and Deployment:**  
A.I.D.'s Victims Services Program will respond to requests for assistance from the Lombard Police and Fire Departments, Emergency Medical Services, civilians and any community entities, as well as employees of the Village. There shall be no limit to the number of requests. Types of assistance shall include, but are not limited to: on-scene crisis stabilization counseling, community and emergency personnel debriefings, critical incident mental health response, judicial advocacy, case management, follow-up services, and information and referral assistance with victims' compensation. In addition, the division provides training and presentations to volunteers, law enforcement personnel and other internal and external organizations as requested.
- .04 Goals and Objectives:**  
Program goals and performance measures are the responsibility of A.I.D. and are tallied on a quarterly basis. Periodic reports indicating progress are available by contacting the Program Director and will be made to Lombard as required. A.I.D. program representatives will meet quarterly with Village staff in order to discuss evaluation of the program.
- .05 Indemnification:**  
To the fullest extent permitted by law, A.I.D shall indemnify, defend and hold Lombard and its officers, its employees and agents, harmless from and against all demands, claims, suits, liabilities and costs, including reasonable attorney's fees, and litigation costs, caused by or arising out of the negligent acts, errors or omissions, or willful misconduct of A.I.D. or its employees, agents or subcontractors, except to the extent, if

any, that any such claims results from the negligent acts, errors or omissions, or willful misconduct of Lombard or its officers, employees or agents.

**.06 Insurance and Limitation of Liability:**

A.I.D. shall maintain insurance coverage as set forth below:

Worker's Compensation - Statutory

Employer's Liability - \$1,000,000 per person/\$1,000,000 per disease/\$1,000,000 aggregate

General Liability - \$1,000,000 per Occurrence/\$2,000,000 Aggregate

Automotive Liability - \$1,000,000

Professional Liability - \$1,000,000

Umbrella-\$2,000,000 excess of Employer's Liability, General Liability, Auto Liability and Professional Liability

Upon request, A.I.D. shall furnish copies of insurance certificates showing insurance coverage on its behalf in the amounts as set forth above, and further, showing that Lombard, and its officers, agents and employees are named as additional insureds on said policies and indicating that as such insurance shall be primary to any insurance obtained by Lombard. Said insurance coverage shall remain in full force and effect during the term of this Agreement.

In consideration for the services to be provided, the Village of Lombard shall pay the Association for Individual Development the sum of \$20,000.00 by May 1, 2021. Services shall begin January 1, 2021 and conclude on December 31, 2021.

Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Executive Director, Association for Individual Development

Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Village Manager, Village of Lombard