**MEMORANDUM**

**TO:**        Community Relations Committee

**FROM**:     Stephanie Calvillo
              Communications and Marketing Coordinator

**DATE:**     December 9, 2024

**SUBJECT**:  2025 Victim Services Contract

**About Lombard's Victim Services Contract**
Lombard partners with the Association for Individual Development (AID) to provide victim services to both residents and employees of the Village. The range of services provided by AID includes a 24-hour crisis line, offering assistance in crisis intervention, emotional support, client advocacy, case management/incident follow-up, educational information, community referrals, death notifications, and funeral service assistance.

Since 2011, AID has been instrumental in handling 898 separate cases, involving counseling or personal assistance to 1,548 employees and residents. In 2024, there were 186 Victim Service cases, impacting 225 clients, and totaling 747.5 service hours.

| FISCAL YEAR | TOTAL # CASES | TOTAL # CLIENTS | TOTAL # SERVICE HOURS |
|---|---|---|---|
| FY 24 | 185 | 225 | 747.5 |
| FY 23 | 86 | 117 | 380.5 |
| FY 22 | 83 | 129 | 350 |
| FY 21 | 78 | 129 | 383.5 |
| 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 |

**Victim Services In-House Social Worker**
The program introduced an In-House Social Worker in March 2020. This social worker holds on-site office hours twice a month at the Lombard Police Department. Staff or individuals referred by staff can seek assistance on the 2nd and 4th Monday of each month from 10 a.m. – 6 p.m., or by appointment in the Police Department's lobby.

**Staff Recommendation**
Upon consultation with Lombard Police and Fire personnel, it is recommended to continue the utilization of AID/Victim Services program as it provides residents and employees essential support and resources during challenging times.

**Next Actions**
The Community Relations Committee is responsible for overseeing the Victim Services contract. The Committee will discuss the contract and provide a recommendation to the Village Board for further action.