

**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, 2026. 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 \$25,000.00 by May 1, 2026. Services shall begin January 1, 2026 and conclude on December 31, 2026.

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

Approval: David R. Neelhaas Date: 12/1/25  
Village Manager, Village of Lombard