

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION

_____ 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 : November 6, 2025 **B of T:** November 20, 2025

SUBJECT: Memorandum of Understanding with DuPage County – Participation in 211 Program

Submitted by: Nicole Aranas, Deputy Village Manager

BACKGROUND/POLICY IMPLICATIONS:

The Village is seeking authorization for the Village Manager to sign a Memorandum of Understanding with DuPage County to allow for the Village’s participation in the 211 Program which provides residents with 24/7 access to health and human service information and referrals.

Fiscal Impact/Funding Source:

Review (as necessary):

Village Attorney	_____	Date	_____
Finance Director	_____	Date	_____
Village Manager	_____	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.

MEMO TO : Village President Anthony Puccio and
Board of Trustees

FROM : Nicole Aranas
Deputy Village Manager

DATE : November 6, 2025

SUBJECT : Memorandum of Understanding with DuPage County
Participation in 211 Program

Background

DuPage County has established a 211 Contact Center through its Department of Community Services to provide residents with 24/7 access to health and human service information and referrals. The 211 system serves as a centralized point of contact for residents seeking assistance with a broad range of needs, including housing, utilities, health care, transportation, and other social services.

The Village's participation in the 211 program ensures that key Village departments and resources are accessible through the system. Village departments currently listed include Police, Community Development, Finance, Public Works, and Administrative Services. This participation enhances service coordination and makes it easier for residents to connect with local government resources through a single, well-publicized number.

Summary of the Memorandum of Understanding

The Memorandum of Understanding (MOU) between the Village and the DuPage County Department of Community Services outlines the respective responsibilities for participation in the 211 program.

- The County's Contact Center will operate the 211 service 24 hours per day, 7 days per week, and maintain the countywide resource database.
- The Village will provide and maintain up-to-date descriptions of its available services, refer individuals back to the 211 Contact Center when appropriate, and complete an annual review of its resource listings.
- The MOU automatically renews annually and may be terminated by either party with sixty (60) days' written notice.

There is no direct cost to the Village for participation in the 211 program. The Village's role is limited to maintaining accurate service information and coordinating updates with the County's Contact Center.

Recommendation

Staff recommends the Village Board receive and file this memorandum regarding the Village's participation in the DuPage County 211 program through execution of the Memorandum of Understanding with the DuPage County Department of Community Services.

na:cb

na dupage county 211 program 250392



DUPAGE COUNTY

Community Services

(630) 407-6500
Fax: (630) 407-6601

Community Development

(630) 407-6600
Fax: (630) 407-6601

Family Center

422 N. County Farm Rd.
Wheaton, IL 60187
(630) 407-2450
Fax: (630) 407-2451

Housing Supports and Self-Sufficiency

(630) 407-6500
Fax: (630) 407-6501

Intake and Referral

(630) 407-6500
Fax: (630) 407-6501

Senior Services

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Fax: (630) 407-6501

COMMUNITY SERVICES

MEMORANDUM OF UNDERSTANDING

211 of DuPage

This Memorandum of Understanding ("MOU") is entered into on this ____ day of _____, 2025 (the "Effective Date") by and between DuPage County Department of Community Services located at 421 N. County Farm Road, Wheaton, IL 60187 (herein referred to as "Contact Center"), and _____, located at _____ (herein referred to as the "Agency") (each a "Party" and collectively the "Parties").

RECITALS

WHEREAS, the Contact Center is an approved 2-1-1 service provider as defined under 20 ILCS 1335, "2-1-1 Service Act");

WHEREAS, the Contact Center, recognizing the enormous community benefit of establishing a central point to access health and human services, has entered into an operating agreement with 211 Illinois establishing 211 coverage in DuPage County;

WHEREAS, health and human service agencies within the coverage area of the Contact Center, including Agency, seek to assist the public with health and human services needs that can be coordinated and accessed through a centralized contact center;

WHEREAS, Inform USA's accreditation process recommends a relationship with Information and Referral ("I&R") service providers to provide coordination with access of 2-1-1 services;

NOW THEREFORE, in consideration of the foregoing recitals and covenants contained herein, THE PARTIES HERETO AGREE AS FOLLOWS:

I. Responsibilities

A. Contact center shall:



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COMMUNITY SERVICES

1. Provide the residents of the area served with a 211 Contact Center and resource database 24 hours/day, 7 days/week, and 365 days/year, addressing a wide range of health and human services.
 2. Ensure compliance with all requirements and standards of Inform USA
 3. Provide comprehensive information and referral ("I&R") services to residents of the coverage area, including assessment of individual's needs and community resources available to likely address those needs.
 4. Provide referrals to the agency according to the service availability listed in the approved resource listing.
- B. Agency shall:
1. Provide a complete agency description identifying services and/or resources available to referred individuals.
 2. Refer individuals back to the contact center when unable to provide for the identified needs.
 3. Update the contact center as resources or capacity change.
 4. Complete an annual comprehensive review of this agency's resource record(s) with the contact center.
 5. If applicable, any additional deliverables pertaining to agency shall be included as an attachment to this mou as exhibit A.

II. Terms and termination

1. The parties hereto agree that this mou is the complete and exclusive statement of the agreement between parties and supersedes all prior proposals and understandings, oral and written, relating to the subject matter of this mou.



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2. This mou shall be in effect from the effective date and shall automatically renew for successive one (1) year terms from the effective date unless terminated in accordance with this section.
3. Any party may terminate this mou at any time and for any reason, provided, that the party wishing to terminate this mou shall give sixty (60) days' written notice to the other party.
4. Either party may terminate this mou by written notice to the other party in the event of a material breach by such other party; provided, the exception to this term is if allegations or actual incidences arise regarding possible or actual breeches of this agreement. Should such situations arise, the contact center may remove the agencies resource data until the allegations are resolved.

III. General provisions

1. Amendments: this mou may be modified or amended by written agreement executed by both parties with sixty (60) days advance written notice.
2. Ownership and control: the parties agree this mou does not establish or indicate any affiliation, partnership, contractual relationship nor does it create any liabilities between the parties.
3. Public relations: the parties agree that any advertising, promotions, and publications that utilize the use of a party's brand, name, or logo shall require prior written approval of that party's brand, name or logo before publication using the other parties' brand, name or logo shall first have the other party's written approval.
4. Notice: it is agreed that communication and/or notification pursuant to this mou shall be deemed to have been duly given if personally delivered, received by postal service to the individuals listed in the signature portion of this mou or delivered via the electronic management software.



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COMMUNITY SERVICES

Contact Center Signature

Date

Mary A. Keating

Print Name

Director

Title

DuPage County Dept. of Community
Services

Agency

Agency Signature

Date

Print Name

Title

Agency

Scott Niekhaus 11/16/25

SCOTT NIEHAUS

VILLAGE MANAGER

LOMBARD