



DU PAGE COUNTY

Human Services

Final Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Tuesday, November 18, 2025

9:30 AM

Room 3500A

1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Greg Schwarze at 9:30 AM.

2. ROLL CALL

Other Board members present: Member Saba Haider and Member Yeena Yoo

Staff in attendance: Nick Kottmeyer (Chief Administrative Officer), Joan Olson (Chief Communication Officer), Renee Zerante (State's Attorney Office), Keith Jorstad and Karina Holman (Finance), Donna Weidman (Procurement), Gina Strafford-Ahmed (Community Services), Mary Keating (Director of Community Services), and Janelle Chadwick, remote (Administrator of the DuPage Care Center).

PRESENT	Cronin Cahill, DeSart, Galassi, Garcia, LaPlante, and Schwarze
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3. PUBLIC COMMENT

No public comments were offered.

4. CHAIR REMARKS - CHAIR SCHWARZE

Chair Schwarze talked regarding the food insecurity issue. He thanked the committee for their willingness to consider requests from local food pantries who are seeing the extra activity due to the federal government shutdown. Full SNAP benefits were delayed for 67,000 DuPage County recipients. On Thursday, November 13, 2025, the Illinois Department of Human Services announced that people would receive their full month of November SNAP benefits by November 20, 2025. The urgency to meet what we thought would be escalating needs at the food pantries appear to have abated at this time. The bill passed in Congress provides SNAP benefits through September 2026 but also includes SNAP benefit cuts, impacting 360,000 Illinoisans and thousands of DuPage County residents. The funding bill that was passed for the upcoming year imposes work requirements for 23,000 un housed individuals, veterans, or youth that have aged out of foster care in Illinois. Most people who receive SNAP benefits are currently required to work until reaching age 54 to qualify except for parents with dependents. Now the work requirements will be raised to age 64, and work requirements will be imposed on parents with children younger than 14 years old.

In conversation with County Board Chair Conroy, Human Services Vice Chair Garcia, and Mary Keating, we are proposing to go back to the drawing board to confer with the pantries and social service agencies to devise a more proactive plan to address a slower growing emerging need within the community. We must be mindful of the increased costs of medical insurance now that the Affordable Care Act subsidies have expired. Chair Conroy created her sustainability initiative

in next year's budget that we will be voting on next week to respond to the needs of the community related to the federal budget cuts. We will be working on a longer-range plan based on input from our stakeholders on how to address these issues. I will bring you more information as we develop it.

The headline today is that we will hold off on funds to the food pantries for now. We will move forward with the funds requested for DuPage Pads because we know we must house residents this winter. The resolution will be on next week's Finance and CB agendas.

Chair Schwarze opened the topic for questions.

Member Cronin asked about the status of the committee consensus at the previous meeting to move \$2M for food insecurity. Ms. Cronin mentioned a potential resolution for \$1M. Chair Schwarze replied that a memo was sent regarding the \$1M which is now on hold but there is a consensus to move the \$2.1M (a different allocation of funds) into a food line item. This will be done via a budget transfer and is still in the works.

Member DeSart noted that she is in support of leaving the \$2.1M for the small nonprofits, as originally budgeted. She feels a small \$5,000 donation could sustain a program for a whole year and that the County Board is already earmarking \$2M for food insecurity. She was also in favor of splitting the \$2.1 M into 18 portions and allowing the board members to determine how the funds are utilized.

Chair Schwarze replied that the Assistant State's Attorney recommends that this subject be brought up in the future under old or new business as the immediate need and conversation is on hold. He added that we should get through the budget process and talk to the pantries to determine their immediate needs. There will also be some future SNAP reductions the County will have to address.

5. APPROVAL OF MINUTES

5.A. [25-2798](#)

Human Services Committee - Regular Meeting - November 4, 2025

RESULT:	APPROVED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

6. LENGTH OF SERVICE AWARD

6.A. Length of Service Award - Janet Cather - 15 Years - Community Services

7. DUPAGE CARE CENTER - JANELLE CHADWICK**7.A. [HS-P-0055-25](#)**

Recommendation for the approval of a contract purchase order to LeadingAge Illinois, for annual dues, for the DuPage Care Center, for the period of January 1, 2026 through December 31, 2026, for a contract total amount not to exceed \$36,000. Other Professional Services not suitable for competitive bid per 55 ILCS 5/5-1022(c). Vendor selected pursuant to DuPage County Procurement Ordinance 2-353(1)(b).

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

7.B. [HS-P-0056-25](#)

Recommendation for the approval of a contract purchase order to Symbria Rehab, Inc., for Community Wellness Partner for the Wellness Center staffing and management for the Outpatient Center at the DuPage Care Center, for the period of December 1, 2025 through November 30, 2026, for a contract total not to exceed \$66,500; per RFP #25-100-DCC.

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Lynn LaPlante
SECONDER:	Kari Galassi

7.C. [HS-P-0057-25](#)

Recommendation for the approval of a contract purchase order to Professional Medical & Surgical Supply, to provide examination gloves, for the DuPage Care Center, for the period of January 1, 2026 through December 31, 2026, for a total contract not to exceed \$90,000; per bid #23-102-DCC, second of three one-year optional renewals.

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Paula Garcia
SECONDER:	Kari Galassi

7.D. [HS-P-0058-25](#)

Recommendation for the approval of a contract purchase order to Symbria Rehab, Inc., for Physical, Occupational, Speech and Respiratory Therapy Consulting Services, for the DuPage Care Center, for the period of December 1, 2025 through November 30, 2026, for a contract total not to exceed \$700,000; per RFP #25-092-DCC.

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Dawn DeSart
SECONDER:	Kari Galassi

8. **RESIDENCY WAIVERS - JANELLE CHADWICK**

No residency waivers were offered.

9. **DUPAGE CARE CENTER UPDATE - JANELLE CHADWICK**

Janelle Chadwick, Administrator of the DuPage Care Center, stated they sent the 90% completion report to the state last week for units 2 North, 2 Center, and 2 South. Now that the federal government shutdown has ended, they hope that the inspection for occupancy will happen soon, and residents can take occupancy within the next month. They will move the 1 North residents up to 2 North and then begin the 1 North construction.

There are no current covid cases at the Care Center.

10. **COMMUNITY SERVICES UPDATE - MARY KEATING**

Mary Keating, Director of Community Services, stated the Glen Ellyn Full Circle project she mentioned at the last meeting that was in peril with the federal government shutdown had the funds released prior to the shutdown ending. Glen Ellyn can now move forward with their contract for demolition.

Ms. Keating talked regarding the anticipated changes to the Continuum of Care (CoC) program. HUD provides funds to communities under the CoC which provides services for homeless service providers. The County receives about \$8M annually. Some of the grant funds are used in our department for HMIS and planning work. Most of the funds go to DuPage Pads, Midwest Shelter for Homeless Veterans, and Catholic Charities. In the past our emphasis has been on permanent supportive housing, individuals chronically homeless with disabling conditions. This entails about 60% of our funds going to support permanent supportive housing. The programs are also operating under a housing first model which means individuals have a very low barrier to entry. Research and evidence show how people need to be stably housed before they can work on their mental health or substance abuse issues.

The funding was built on a two-tier premise. In the past you could put 90% of your funding into tier 1, which was protected. Tier 2 was competitive. Communities strategized on which programs they wanted to protect and what programs could be vulnerable to cuts.

The new Notice of Funding Opportunities (NOFO) came out yesterday with drastic changes. Tier one now will only protect 30% of projects. The other 70% of funds will be awarded competitively. The real issue is that only 30% of the awarded funding can now go towards permanent supportive housing which means there will be programs that are currently housing people that will lose that funding. These people all have disabilities and many of them are seniors. The new administration is pushing transitional housing models, getting individuals quickly employed and onto economic self-sufficiency. We will be meeting with providers, seeing if there are individuals who have the potential to move into transitional housing. Otherwise, we must address the impact of the lost funding.

Additionally, housing first models are no longer allowed. Individuals must participate in services as of day one. That is a barrier and goes against all the evidence about what is the most effective way to get people successfully housed.

Ms. Keating does not know if our annual demand will be the same or how the metrics will be on the scoring for DuPage County since there has been a large emphasis on permanent supportive housing in DuPage County. There are about 600 people in permanent supportive housing in the County and this new ruling will probably affect about half of them.

Ms. Keating answered questions from the committee.

11. OLD BUSINESS

No old business was discussed.

12. NEW BUSINESS

No new business was discussed.

13. ADJOURNMENT

With no further business, the meeting was adjourned at 10:00 AM.



Minutes

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 25-2798

Agenda Date: 11/18/2025

Agenda #: 5.A.



DU PAGE COUNTY

Human Services

Final Summary

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WHEATON, IL 60187
www.dupagecounty.gov

Tuesday, November 4, 2025

9:30 AM

Room 3500A

1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Greg Schwarze at 9:30 AM.

2. ROLL CALL

Other Board members present: Member Saba Haider, Member Brian Krajewski, and Member Yeena Yoo

Staff in attendance: Nick Kottmeyer (Chief Administrative Officer), Joan Olson (Chief Communications Officer), Renee Zerante (State's Attorney's Office), Keith Jorstad (Finance), Brian Rovik (Procurement), Natasha Belli and Gina Strafford-Ahmed (Community Services), Mary Keating, Director of Community Services, and Janelle Chadwick (remote), Administrator of the DuPage Care Center.

PRESENT	Cronin Cahill, Galassi, Garcia, and Schwarze
REMOTE	DeSart, and LaPlante

MOTION TO ALLOW REMOTE PARTICIPATION

Member Cahill moved, seconded by Member Galassi to allow Member DeSart and Member LaPlante to participate remotely.

The motion was approved on a voice vote, all "ayes".

RESULT:	APPROVED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

3. PUBLIC COMMENT

No public comments were offered.

4. CHAIR REMARKS - CHAIR SCHWARZE

Chair Schwarze stated that he met with Vice Chair Garcia, DuPage County Board Chair Conroy, Nick Kottmeyer, Joan Olson, Mary Keating, and Mike Havala, President and CEO of Loaves & Fishes, to discuss the Federal government shutdown and the food insecurity effect on the residents. There are about 39,000 households in DuPage County receiving SNAP benefits at a cost of approximately \$14M per month. DuPage County does have some funds available in various sources but cannot fully meet that demand.

Mary Keating stated the primary effort currently is to make sure that people are aware of the resources available through food pantries. There are 47 different food pantries in DuPage County, all anticipating an increase in demand. Announced yesterday, the federal government will release funds for half the SNAP funds which will filter through the states. How and when it will be distributed is yet to be decided. The county has asked a couple of the larger pantries to communicate to determine the best way the county can assist.

Community Services agency associates have increased the number of emergency food banks for walk-ins. Community Services has increased the purchase of Aldi gift cards, purchased out of the DuPage Social Service Association (DSSA), a charitable fund attached to Community Services. Ms. Keating intends to send an email to all employees asking those interested in helping to make donations to DSSA. DuPage County has the second highest number of SNAP recipients in the state, second to Cook County.

The committee discussed the federal government shutdown, the loss of the SNAP benefits, and the effect on the residents of DuPage County, including how to reach the masses and how the County Board members and residents assisting will be most effective.

Joan Olson, the DuPage County Communications Officer, displayed a link on the homepage of the DuPage County website that will lead residents to food pantries and other resources for food insecurity within the county. The following link will also access the website:

dupagecounty.gov/food. County staff is utilizing Giving DuPage to find volunteers to assist.

Directions to Giving DuPage are also on the website. Ms. Olson encouraged the County Board members to share the 211 food graphic. It leads people to call 211 where they can speak to a live person and be screened for the possibility of additional services.

It was mentioned that Giving Tuesday is December 2 and should be added to our social media pages.

Member Garcia will send a list of the most needed items from the People's Resource Center website to the county board members to share.

Chair Schwarze stated that Chair Conroy dedicated \$2M for food insecurity in the 2026 budget. There is \$2.1M left in the Small Human Services Grant account.

Mr. Schwarze asked for a consensus from the committee to move the \$21.M from the Small Human Services Grant account to a line item to use immediately for food insecurity. The committee approved via a show of hands with a five to one vote in favor of the move. Nick Kottmeyer stated Chair Schwarze will have to present this at the Finance Committee meeting under old or new business. Chair Schwarze suggested the members talk to other County Board

members and get their support before the Finance meeting.

5. APPROVAL OF MINUTES

5.A. [25-2692](#)

Human Services Committee - Regular Meeting - October 21, 2025

RESULT:	APPROVED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

6. COMMUNITY SERVICES - MARY KEATING

6.A. [FI-R-0190-25](#)

Acceptance and appropriation of the Illinois Home Weatherization Assistance Program DOE Grant PY26 Inter-Governmental Agreement No. 25-401028, for the Weatherization Unit, Company 5000 - Accounting Unit 1400, for the period of July 1, 2025 through June 26, 2026, in the amount of \$638,116. (Community Services)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

6.B. [HS-P-0054-25](#)

Recommendation for the approval of a contract to DuPage Federation on Human Services Reform (LARC), to provide face-to-face and telephonic interpreter services, and translation services, to assist clients in Community Services, primarily for the Senior Services unit, and to provide American Sign Language services, both for the Finance Department and Community Services, for the period of December 1, 2025 through November 30, 2026, for a contract total amount of \$34,000; per RFP #23-072-CS, second of three optional one-year renewals.

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Cynthia Cronin Cahill
SECONDER:	Kari Galassi

7. BUDGET TRANSFERS**7.A. [25-2693](#)**

Transfer of funds from account 1000-1640-53020 (information technology service) and 1000-1640-53510 (travel expense) to account 1000-1640-50000 (regular salaries) in the amount of \$5,000 to cover deficits for regular salaries for FY25 that were not foreseen during budget preparation. (Family Center)

RESULT:	APPROVED
MOVER:	Paula Garcia
SECONDER:	Cynthia Cronin Cahill

7.B. [25-2694](#)

Transfer of funds from account no. 1200-2035-52000 (furn/mach/equip small value) to account no. 1200-2035-54110 (equipment and machinery) in the amount of \$2960 to cover the purchase of a walk behind sweeper that housekeeping will use at Animal Control for cleaning epoxy flooring. (DuPage Care Center).

RESULT:	APPROVED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Paula Garcia

8. CONSENT ITEMS**Motion to Combine Items**

Member Garcia moved and Member Galassi seconded a motion to combine items 8.A. through 8.G. The motion was approved on voice vote, all "ayes".

8.A. [25-2695](#)

AirGas USA, Contract 4593-0001 SERV - This Purchase Order is decreasing in the amount of \$31,292.09 and closing due to purchase order has expired.

8.B. [25-2696](#)

Alpha Baking Company, Contract 7160-0001 SERV - This Purchase Order is decreasing in the amount of \$10,098.88 and closing due to Purchase Order has expired.

8.C. [25-2697](#)

Hill Mechanical Corp, Contract 5755-0001 SERV - This Purchase Order is decreasing in the amount of \$43,293.06 and closing due to Purchase Order has expired.

8.D. [25-2698](#)

Integral Construction, Contract 5675-0001 SERV - This Purchase Order is decreasing in the amount of \$64,512.25 and closing due to Purchase Order has expired.

8.E. [25-2699](#)

Medline Industries, Inc., Contract 7162-0001 SERV - This Purchase Order is decreasing in the amount of \$14,443.06 and closing due to Purchase Order has expired.

8.F. [25-2700](#)

Northwestern Medicine - Central DuPage Hospital, Contract 6390-0001 SERV - This Purchase Order is decreasing in the amount of \$10,342.88 and closing due to purchase order has expired.

8.G. [25-2701](#)

The Standard Companies, Contract 7144-0001 SERV - This Purchase Order is decreasing in the amount of \$51,341.00 and closing due to Purchase Order closing.

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Paula Garcia
SECONDER:	Cynthia Cronin Cahill
AYES:	Cronin Cahill, Galassi, Garcia, and Schwarze
REMOTE:	DeSart, and LaPlante

9. RESIDENCY WAIVERS - JANELLE CHADWICK

No residency waivers were offered.

10. DUPAGE CARE CENTER UPDATE - JANELLE CHADWICK

Janelle Chadwick, Administrator of the DuPage Care Center, stated they are currently not in outbreak status at the Care Center.

The construction on 2 South, 2 North, and 2 Center, is approaching the latter stages, hopefully reaching completion by late November. If the federal government is still shutdown, they will not send an architect surveyor or a nurse surveyor to come for an occupancy inspection.

The Care Center submitted a revised Certificate of Need to the Health Facilities Planning & Review Board to include the east building. The Certificate was submitted early, timely, and thoroughly.

11. COMMUNITY SERVICES UPDATE - MARY KEATING

Mary Keating, Director of Community Services, stated Community Development has one item affected by the federal government shutdown. The Glen Ellyn Full Circle Communities Project is slated to receive community project funding (congressionally directed funding) with Representative Ramirez' office on the project, as well as some of the Community Development HUD H.O.M.E. funds. After the environmental review, there was a 30-day public comment period before the expected release of funds, which ended on September 30, 2025. The funds normally would have been released on October 1st but were not due to the shutdown. Without

the funds Glen Ellyn cannot demolish the property or then schedule a closing. The closing must be scheduled to get the funds released. There is a process under the HUD lapse plan that you can get an exception to get funds released. We are currently working with HUD staff in Chicago trying to get the exception through and Ms. Keating will be in Washington D.C. next week and has a meeting with Ramirez's office.

Ms. Keating brought up the need for additional spillover space for DuPage Pads during the winter months. The Interim Housing Center (IHC) is full all the time with a waiting list. When the IHC is full, Pads will put families with children up in a hotel. April Redzic, the President and CEO of DuPage Pads, will attend the Finance meeting next week to make a request for additional funds to assist with housing for the winter months. There is \$344,000 left in ARPA Interest funds.

12. OLD BUSINESS

No old business was discussed.

13. NEW BUSINESS

County Board member Brian Krajewski stated many animals have been surrendered at Animal Services because owners are struggling financially. Several food pantries are stating there is a large demand for animal food, specifically wet cat food. Animal Services will be sponsoring a drive on December 6 for animal food and people food. Emphasis will be on animal food. The drive is growing; many services organizations and mayors are involved. Staff are still finalizing details and locations for the drive. Chair Schwarze requested an email be sent to the County Board members.

Animal Services has been working with the Health Department to accept animals temporarily during hospital stays but has not expanded the temporary services beyond the Health Department. Springfield is looking at putting caps on the deposits and extra rent charges at apartments regarding pets.

14. ADJOURNMENT

With no further business, the meeting was adjourned at 10:07 AM.



Care Center Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: HS-P-0055-25

Agenda Date: 11/18/2025

Agenda #: 15.A.

AWARDING RESOLUTION ISSUED TO
LEADINGAGE ILLINOIS
FOR ANNUAL MEMBERSHIP DUES
FOR THE DUPAGE CARE CENTER
(CONTRACT TOTAL AMOUNT \$36,000.00)

WHEREAS, an agreement for professional services not subject to competitive bidding per 55 ILCS 5/5-1022(c) has been negotiated in accordance with 2-353(1)(b) of the DuPage County Purchasing Ordinance; and

WHEREAS, the Human Services Committee recommends County Board approval for the issuance of the contract to be issued to LeadingAge Illinois, for annual membership dues, for the period of January 1, 2026 through December 31, 2026, for the DuPage Care Center .

NOW, THEREFORE BE IT RESOLVED, that said contract is for annual membership dues, for the period of January 1, 2026 through December 31, 2026 for the DuPage Care Center, be, and it is hereby approved for the issuance of a contract by the Procurement Division to LeadingAge Illinois, Department #10347, Post Office Box 87618, Chicago, Illinois 60680-0618, for a contract total amount of \$36,000.00.

Enacted and approved this 25th day of November, 2025 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 25-2728	RFP, BID, QUOTE OR RENEWAL #:	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$36,000.00
COMMITTEE: HUMAN SERVICES	TARGET COMMITTEE DATE: 11/18/2025	PROMPT FOR RENEWAL:	CONTRACT TOTAL COST WITH ALL RENEWALS: \$36,000.00
	CURRENT TERM TOTAL COST: \$36,000.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: LeadingAge Illinois	VENDOR #: 10112	DEPT: DuPage Care Center	DEPT CONTACT NAME: Janelle Chadwick
VENDOR CONTACT: Angela Schneph	VENDOR CONTACT PHONE: 630-325-6170	DEPT CONTACT PHONE #: 630-784-4202	DEPT CONTACT EMAIL: janelle.chadwick@dupagecounty.gov
VENDOR CONTACT EMAIL: aschneph@leadingage.org	VENDOR WEBSITE:	DEPT REQ #: 7544	

Overview

DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Annual membership dues for the DuPage Care Center, for the period January 1, 2026 through December 31, 2026, for a total amount of \$36,000.00, per Other Professional Services not suitable for competitive bid per 55 ILCS 5/5-1022(c). Vendor selected pursuant to DuPage County Procurement Ordinance 2-353(1)(b).

JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished
LeadingAge Illinois is one of the largest & most respected associations of providers serving Illinois older adults. Committee to advancing excellence, LeadingAge Illinois advocates quality services, promotes innovative practices & fosters collaboration. Leading Age Illinois services the full spectrum of providers including home & community based services (HCBS), senior housing, continuing care retirement communities (CCRC), assisted living, supportive living & skilled nursing/rehabilitation centers. LeadingAge Illinois is the state affiliated of Leading Age national. LeadingAge Illinois is the largest elder-care association in Illinois. Leading Age Illinois is nationally recognized for its innovative programs, leadership & expertise on issues related to long term care & senior housing & services. Along with their national partners, LeadingAge & Argentum (previously the Assisted Living Federation of America (ALFA)), LeadingAge Illinois is highly committed to the advancement of quality & innovation in older adult services. Membership provides access to extensive, diverse programming including but not limited to the following: LeadingAge Illinois advocates for all members, obtaining adequate reimbursement to allow for DPCC to maintain & improve quality to our residents, reducing redundant & innovation-stifling regulations, promoting resident/customer directed care & services, developing protection standards, support additional Medicaid funding for nursing homes, addressing the late Medicaid determinations crisis, Managed Care Oversight, Collaboration with Telligen, a Quality Improvement Organization for the State of IL, Audio Seminars, workshops, Annual conventions, webinars & professional certification programs.

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.

DECISION MEMO REQUIRED Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

OTHER PROFESSIONAL SERVICES (DETAIL SELECTION PROCESS ON DECISION MEMO)

SECTION 3: DECISION MEMO

SOURCE SELECTION	Describe method used to select source. Financial Planning
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). 1) Approve LeadingAge Illinois for the DuPage Care Center's annual membership dues, so that services are not interrupted. 2) Do not approve LeadingAge Illinois for the DuPage Care Center's annual membership dues, which would leave DPCC without services that assist with valuable information, programs, workshops, conventions for continued education, quality services and collaboration and latest guidelines and regulations knowledge.

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: LeadingAge Illinois	Vendor#: 10112	Dept: DuPage Care Center	Division: Administration
Attn: Angela Schnepf	Email: aschnepf@leadingageil.org	Attn: Janelle Chadwick	Email: Janelle.chadwick@dupagecounty.gov
Address: 550 Warrenville Road, Suite 102	City: Lisle	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60532	State: IL	Zip: 60187
Phone: 630-325-6170	Fax:	Phone: 630-784-4202	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: LeadingAge Illinois	Vendor#: 10112	Dept: DuPage Care Center	Division: Administration
Attn:	Email:	Attn: Janelle Chadwick	Email: dupagecounty.gov
Address: Department #10347, PO Box 87618	City: Chicago	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60680-0618	State: IL	Zip: 60187
Phone: 630-325-6170	Fax:	Phone: 630-784-4202	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): January 1, 2026	Contract End Date (PO25): December 31, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Annual Membership Dues for the DuPage Care Center	FY26	1200	2000	53600		36,000.00	36,000.00
<i>FY is required, ensure the correct FY is selected.</i>										Requisition Total	\$ 36,000.00

<i>Comments</i>	
HEADER COMMENTS	Provide comments for P020 and P025. Annual membership dues for the DuPage Care Center, for the period January 1, 2026 through December 31, 2026, for a total amount of \$36,000.00, per Other Professional Services not suitable for competitive bid per 55 ILCS 5/5-1022(c). Vendor selected pursuant to DuPage County Procurement Ordinance 2-353(1)(b).
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. November 18, 2025 Human Services November 25, 2025 County Board
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.

LeadingAge Illinois

Department #10347 P.O. Box 87618
Chicago, IL 60680-0618
6303256170
accounting@leadingageil.org



Estimate

ADDRESS

Christine Kliebhan
DuPage Care Center
400 N County Farm Rd
Wheaton, IL 60187-3908

ESTIMATE # 2026-01**DATE** 10/29/2025**EXPIRATION DATE** 12/31/2025

DESCRIPTION	AMOUNT
2026 LeadingAge Illinois Dues - estimate	26,000.00
2026 LeadingAge National Dues - estimate	10,000.00

TOTAL**USD 36,000.00**

Accepted By

Accepted Date

Dues paid to LeadingAge Illinois are not deductible as charitable donations but may be deductible as ordinary business expense. 6% of LeadingAge Illinois dues relate to lobbying activities and are not deductible for income tax purposes.



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	Estimate 2026-01
COMPANY NAME:	LeadingAge Illinois
CONTACT PERSON:	Angela Schnepf
CONTACT EMAIL:	aschnepf@leadingageil.org

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☒ No

NAME	PHONE	EMAIL

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

https://www.dupagecounty.gov/government/departments/finance/procurement/procurement_ordinance_and_guiding_principles.php

Signature on File

Signature: _____

Date: 10/30/2025



Care Center Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: HS-P-0056-25

Agenda Date: 11/18/2025

Agenda #: 15.B.

AWARDING RESOLUTION ISSUED TO
SYMBRIA REHAB, INCORPORATED
FOR COMMUNITY WELLNESS PARTNER
FOR THE DUPAGE CARE CENTER
(CONTRACT TOTAL AMOUNT \$66,500.00)

WHEREAS, proposals have been taken and evaluated in accordance with County Board policy; and

WHEREAS, the Human Services Committee recommends County Board approval for the issuance of a contract to Symbria Rehab, Inc., for Community Wellness Partner, for the period of December 1, 2025 through November 30, 2026, for the DuPage Care Center.

NOW, THEREFORE BE IT RESOLVED, that said contract is for Community Wellness Partner, for the period of December 1, 2025 through November 30, 2026 for the DuPage Care Center per RFP #25-100-DCC, be, and it is hereby approved for the issuance of a contract purchase order by the Procurement Division to Symbria Rehab, Inc., 7125 Janes Avenue, Suite 300, Woodridge, Illinois 60517, for a contract total amount of \$66,500.00.

Enacted and approved this 25th day of November, 2025 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 25-2730	RFP, BID, QUOTE OR RENEWAL #: 25-100-DCC	INITIAL TERM WITH RENEWALS: 1 YR + 3 X 1 YR TERM PERIODS	INITIAL TERM TOTAL COST: \$66,500.00
COMMITTEE: HUMAN SERVICES	TARGET COMMITTEE DATE: 11/18/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$266,000.00
	CURRENT TERM TOTAL COST: \$66,500.00	MAX LENGTH WITH ALL RENEWALS: FOUR YEARS	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: Symbria Rehab, Inc.	VENDOR #: 27600	DEPT: DuPage Care Center	DEPT CONTACT NAME: Karen Cerny
VENDOR CONTACT: Jill Krueger	VENDOR CONTACT PHONE: 630-981-8091	DEPT CONTACT PHONE #: 630-784-4402	DEPT CONTACT EMAIL: karen.cerny@dupagecounty.gov
VENDOR CONTACT EMAIL: jkrueger@symbria.com	VENDOR WEBSITE:	DEPT REQ #: 7545	
Overview			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for the approval of a contract purchase order for Community Wellness Partner for the Wellness Center staffing and management for Outpatient Center at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$66,500.00 per RFP #25-100-DCC.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished To provide staffing and management for the Outpatient Center at the DuPage Care Center.			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.
RFP (REQUEST FOR PROPOSAL)	

SECTION 3: DECISION MEMO

SOURCE SELECTION	<p>Describe method used to select source.</p> <p>22 invitations sent 1 document requested 2 bid responses received</p> <p>RFP #25-100-DCC was opened on October 9, 2025 and two (2) responses were submitted. The information submitted by each respondent was reviewed by both Procurement and the Care Center staff. Based on this detailed review, the most appropriate respondent was determined to be Symbria Rehab, Inc..</p> <p>In awarding a contract for these services, numerous factors were taken into consideration when choosing a vendor, which were as follows: Firm Qualifications: Experience in similar environments and financial stability; Key Qualifications: staffing resources/ accreditations and Marketing strategies and Project Understanding: Clarity and detailed scope, sustainability, outcomes and Goals and Philosophy.</p>
RECOMMENDATION AND TWO ALTERNATIVES	<p>Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).</p> <p>1) Approve contract for Community Wellness Partner for the Wellness Center staffing and management for Outpatient Center at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$66,500.00</p> <p>2) Do not approve contract renewal for Community Wellness Partner for the Wellness Center staffing and management for Outpatient Center at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$66,500.00 however, this would potentially result in the closing of the Wellness Center to the community.</p>

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

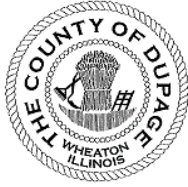
JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Symbria Rehab, Inc.	Vendor#: 27600	Dept: DuPage Care Center	Division: Rehab & Therapy Services
Attn: Jill Krueger	Email: jkrueger@symbria.com	Attn: Karen Cerny	Email: karen.cerny@dupagecounty.gov
Address: 7125 Janes Avenue, Suite 300	City: Woodridge	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60517	State: IL	Zip: 60187
Phone: 630-981-8091	Fax:	Phone: 630-784-4402	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Symbria Rehab, Inc.	Vendor#: 27600	Dept: DuPage Care Center	Division:
Attn: Bruce Pultini	Email: bpultini@symbria.com	Attn:	Email: dupagecounty.gov
Address: 28100 Torch Parkway, Suite 600	City: Warrenville	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60555	State: IL	Zip: 60187
Phone: 630-981-8091	Fax:	Phone: 630-784-4402	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): December 1, 2025	Contract End Date (PO25): November 30, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Community Wellness Partner for Wellness Center staffing and management	FY26	1200	2095	53090		66,500.00	66,500.00
<i>FY is required, ensure the correct FY is selected.</i>										Requisition Total	\$ 66,500.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025. Recommendation for the approval of a contract purchase order for Community Wellness Partner for the Wellness Center staffing and management for Outpatient Center at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$66,500.00 per RFP #25-100-DCC.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. November 18, 2025 Human Services Committee November 25, 2025 County Board
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.



THE COUNTY OF DUPAGE
FINANCE - PROCUREMENT
COMMUNITY WELLNESS PARTNER FOR DUPAGE
COUNTY CARE CENTER 25-100-DC
BID TABULATION

✓

Criteria	Available Points	Millennium Health & Fitness, Inc.	Symbria, Inc.
Firm Qualifications	15	11	15
Key Qualifications	10	8	9
Project Understanding	50	29	46
Price	25	13	25
Total	100	61	94

Fee and Rate Proposal (Design Only)	\$ 66.00	\$ 34.00
Percentage of points	52%	100%
Points awarded	13	25

NOTES

RFP Posted on 9/15/2025	VC, SR
Bid Opened On 10/09/2025, 2:30 PM by	
Invitations Sent	22
Total Requesting Documents	1
Total Bid Responses Received	2



Trusted partner. Proven outcomes.

Addendum E: Bid Forms

PROPOSAL PRICING FORM

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-100-DCC
COMPANY NAME:	Symbria, Inc.
CONTACT PERSON:	Jill Krueger
CONTACT EMAIL:	jkrueger@symbria.com

Section II: Pricing

NO.	ITEM	UOM	QTY	PRICE
1	Wellness Center Services (Hourly Rate)	HR	1	\$34.00
Additional Program Fees (list fees individually below)				License fee: Waived
2			1	\$
3			1	\$
4			1	\$
5			1	\$
6			1	\$
7			1	\$
8			1	\$
GRAND TOTAL				\$
GRAND TOTAL (In words)				

Section III: Certification

By signing below, the Bidder agrees to provide the required goods and/or services described in the Bid Specifications for the prices quoted on this Proposal Pricing Form.

Signature on File

Printed Name: Jill Krueger

Signature: 

Title: President & CEO

Date: October 8, 2025



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

PROPOSAL FORM

Section I: Contact Information

Complete the contact information below.

RFP NUMBER:	25-100-DCC
COMPANY NAME:	Symbria, Inc.
MAIN ADDRESS:	7125 Janes Avenue, Suite 300
CITY, STATE, ZIP CODE:	Woodridge, Illinois 60517
TELEPHONE NO.:	630-981-8091
CONTACT PERSON:	Jill Krueger
CONTACT EMAIL:	jkrueger@symbria.com

Section III: Certification

The undersigned certifies that they are:

- ☐ The Owner or Sole Proprietor ☐ A Member authorized to sign on behalf of the Partnership ☒ An Officer of the Corporation ☐ A Member of the Joint Venture

Herein after called the Offeror and that the members of the Partnership or Officers of the Corporation are as follows:

Jill Krueger

(President or Partner)

(Vice-President or Partner)

(Secretary or Partner)

(Treasurer or Partner)

Further, the undersigned declares that the only person or parties interested in this Proposal as principals are those named herein; that this Proposal is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Officer, DuPage County, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including Addenda No. A _____, _____, and _____ issued thereto.

Further, the undersigned proposes and agrees, if this Proposal is accepted, to provide all necessary machinery, tools, apparatus, and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time and at the price therein prescribed.

Further, the undersigned certifies and warrants that they are duly authorized to execute this certification/affidavit on behalf of the Offeror and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Offeror and is true and accurate.

Further, the undersigned certifies that the Offeror is not barred from proposing on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33 E-4, Proposal rigging or Proposal-rotating, or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that they have examined and carefully prepared this Proposal and have checked the same in detail before submitting this Proposal, and that the statements contained herein are true and correct.

If a Corporation, the undersigned, further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed nor modified, and that the same remain in full force and effect. (Offeror may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)

Further, the Offeror certifies that they have provided equipment, supplies, or services comparable to the items specified in this contract to the parties listed in the reference section below and authorizes the County to verify references of business and credit at its option.

Finally, the Offeror, if awarded the contract, agrees to do all other things required by the contract documents, and that it will take in full payment therefore the sums set forth in the cost schedule.

PROPOSAL AWARD CRITERIA

The Offeror acknowledges and agrees that the proposal will be awarded to the most responsive, responsible vendor meeting specifications based upon the highest score compiled during evaluation of the proposals outlined in the selection process.

The Offeror agrees to provide the service described in this solicitation and in the contract specifications under the conditions outlined in attached documents for the amount stated.

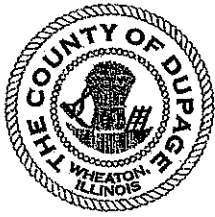
By signing below, the Offeror agrees to the terms of this Proposal Form and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Offeror: Jill Krueger

Signature: Signature on File

Title: President & CEO

Date: October 8, 2025



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-100-DCC
COMPANY NAME:	Symbria, Inc.
CONTACT PERSON:	Jill Krueger
CONTACT EMAIL:	jkrueger@symbria.com

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☐ Yes

☒ No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

[Ethics | DuPage Co, IL](#)

The full text of the County's Procurement Ordinance is available at:


[ARTICLE VI. - PROCUREMENT | Code of Ordinances | DuPage County, IL | Municode Library](#)

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Signature on File

Printed Name: Jill Krueger

Signature: 

Title: President & CEO

Date: October 8, 2025



Care Center Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: HS-P-0057-25

Agenda Date: 11/18/2025

Agenda #: 15.C.

AWARDING RESOLUTION ISSUED TO
PROFESSIONAL MEDICAL & SURGICAL SUPPLY
TO PROVIDE EXAMINATION GLOVES FOR THE DUPAGE CARE CENTER
(CONTRACT TOTAL AMOUNT \$90,000.00)

WHEREAS, bids have been taken and evaluated in accordance with County Board policy; and

WHEREAS, the Human Services Committee recommends County Board approval for the issuance of a contract to Professional Medical & Surgical Supply, to provide examination gloves, for the period of January 1, 2026 through December 31, 2026, for the DuPage Care Center.

NOW, THEREFORE BE IT RESOLVED, that said contract is to provide examination gloves, for the period of January 1, 2026 through December 31, 2026 for the DuPage Care Center per bid renewal #23-102-DCC, be, and it is hereby approved for the issuance of a contract purchase order by the Procurement Division to Professional Medical & Surgical Supply, 1917 Garnet Court, New Lenox, Illinois 60451, for a contract total amount of \$90,000.00.

Enacted and approved this 25th day of November, 2025 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 25-2738	RFP, BID, QUOTE OR RENEWAL #: 23-102-DCC	INITIAL TERM WITH RENEWALS: 1 YR + 3 X 1 YR TERM PERIODS	INITIAL TERM TOTAL COST: \$63,380.10
COMMITTEE: HUMAN SERVICES	TARGET COMMITTEE DATE: 11/18/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$343,380.10
	CURRENT TERM TOTAL COST: \$90,000.00	MAX LENGTH WITH ALL RENEWALS: FOUR YEARS	CURRENT TERM PERIOD: SECOND RENEWAL
Vendor Information		Department Information	
VENDOR: Professional Medical & Surgical Supply	VENDOR #: 11409	DEPT: DuPage Care Center	DEPT CONTACT NAME: Vinit Patel
VENDOR CONTACT: Alan Ferry	VENDOR CONTACT PHONE: 800-648-5190	DEPT CONTACT PHONE #: 630-784-4273	DEPT CONTACT EMAIL: vinit.patel@dupagecounty.gov
VENDOR CONTACT EMAIL: alanf@promedsupply.com	VENDOR WEBSITE:	DEPT REQ #: 7543	
Overview			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for the approval to provide examination gloves for the DuPage Care Center, for the period January 1, 2026 through December 31, 2026, for a total contract amount of \$90,000 under bid renewal #23-102-DCC, second of three one-year optional renewals.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished By using examination gloves, the spread of communicable disease and bacteria is minimized. Using gloves protects the residents, staff and visitors of the DuPage Care Center from the spread of disease.			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
RENEWAL	
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO

STRATEGIC IMPACT	Select an item from the following dropdown menu of County's strategic priorities that this action will most impact.
SOURCE SELECTION	Describe method used to select source.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Professional Medical & Surgical Supply	Vendor#: 11409	Dept: DuPage Care Center	Division: DuPage Care Center/Clinical
Attn: Alan Ferry	Email: alanf@profmedsupply.com	Attn: Vinit Patel	Email: vinit.patel@dupagecounty.gov
Address: 1917 Garnet Ct.	City: New Lenox	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60451	State: IL	Zip: 60187
Phone: 800-648-5190	Fax: 866-726-7416	Phone: 630-784-4273	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Professional Medical & Surgical Supply	Vendor#: 11409	Dept: DuPage Care Center	Division: DuPage Care Center/Clinical
Attn: Alan Ferry	Email: alanf@profmedsupply.com	Attn:	Email:
Address: 1917 Garnet Ct.	City: New Lenox	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60451	State: IL	Zip: 60187
Phone: 800-648-5190	Fax: 866-726-7416	Phone: 630-784-4273	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): January 1, 2026	Contract End Date (PO25): December 31, 2026
Contract Administrator (PO25): Christine Kliebhan			

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		examination gloves	FY26	1200	2075	52320		90,000.00	90,000.00
<i>FY is required, assure the correct FY is selected.</i>										Requisition Total	\$ 90,000.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025. Recommendation for the approval to provide examination gloves for the DuPage Care Center, for the period January 1, 2026 through December 31, 2026, for a total contract amount of \$90,000 under bid renewal #23-102-DCC, second of three one-year optional renewals.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. November 18, 2025 Human Services Committee November 25, 2025 Finance/County Board Meeting
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.

The following documents have been attached: ☐ W-9 ☒ Vendor Ethics Disclosure Statement



The County of DuPage
Finance Department
Procurement Division, Room 3-400
421 North County Farm Road
Wheaton, Illinois 60187

CONTRACT RENEWAL AGREEMENT

This contract, made and entered into by The County of DuPage, 421 North County Farm Road, Wheaton, Illinois, 60187, hereinafter called the "COUNTY" and Professional Medical & Surgical Supply, Inc. located at 1917 Garnet Ct., New Lenox, IL 60451, hereinafter called the "CONTRACTOR", witnesseth;

The COUNTY and the CONTRACTOR have previously entered into a Contract, pursuant to Bid #23-102-DCC which became effective on 1/1/2024 and which will expire 12/31/2025. The contract is subject to the second of three options to renew for a twelve (12) month period.

The contract renewal shall be effective on the date of last signature and shall terminate on 12/31/2026.

The parties now agree to renew said agreement, upon the same terms as previously agreed to, as specified in the original contract.

THE COUNTY OF DUPAGE

CONTRACTOR

Signature on File

SIGNATURE

SIGNATURE

Sara Rogers

Alan Ferry Jr

PRINTED NAME

PRINTED NAME

Buyer I

COO

PRINTED TITLE

PRINTED TITLE

DATE

10-17-2025

DATE



**THE COUNTY OF DUPAGE
FINANCE - PROCUREMENT
EXAMINATION GLOVES 23-102-DCC
BID TABULATION**

✓

NO.	ITEM	UOM	QTY	Professional Medical & Surgical Supply		Interboro Packaging Corp.		Uweport		Omni Medical Supply	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
1	Vinyl Exam Gloves, Small	CS	12	\$ 16.95	\$ 203.40	\$ 19.80	\$ 237.60	\$ 24.00	\$ 288.00	\$ 21.35	\$ 256.20
2	Vinyl Exam Gloves, Medium	CS	12	\$ 16.95	\$ 203.40	\$ 19.80	\$ 237.60	\$ 24.00	\$ 288.00	\$ 21.35	\$ 256.20
3	Vinyl Exam Gloves, Large	CS	12	\$ 16.95	\$ 203.40	\$ 19.80	\$ 237.60	\$ 24.00	\$ 288.00	\$ 21.35	\$ 256.20
4	Vinyl Exam Gloves, X-Large	CS	12	\$ 16.95	\$ 203.40	\$ 19.80	\$ 237.60	\$ 24.00	\$ 288.00	\$ 21.35	\$ 256.20
5	Medi Pak Performance, Small	BX	1,120	\$ 2.08	\$ 2,324.00	\$ 2.34	\$ 2,620.80	\$ 2.49	\$ 2,788.80	\$ 2.89	\$ 3,236.80
6	Medi Pak Performance, Medium	BX	12,300	\$ 2.08	\$ 25,522.50	\$ 2.34	\$ 28,782.00	\$ 2.49	\$ 30,627.00	\$ 2.89	\$ 35,547.00
7	Non-sterile Nitrile Performance, Large	BX	12,600	\$ 2.08	\$ 26,145.00	\$ 2.34	\$ 29,484.00	\$ 2.49	\$ 31,374.00	\$ 2.89	\$ 36,414.00
8	Non-sterile Nitrile Performance, X-Large	BX	1,000	\$ 2.08	\$ 2,075.00	\$ 2.34	\$ 2,340.00	\$ 2.49	\$ 2,490.00	\$ 2.89	\$ 2,890.00
9	Non-sterile Latex, X-Large	BX	1,000	\$ 6.50	\$ 6,500.00	\$ 2.90	\$ 2,900.00	\$ 4.49	\$ 4,490.00	No Bid	
GRAND TOTAL					\$ 63,380.10		\$ 67,077.20		\$ 72,921.80		\$ 79,112.60

NOTES

1. Medline amount per case or box has been updated to reflect number of boxes per case or gloves per box.
2. Wilburn Medical Inc. is deemed non-responsive in providing pricing to include shipping and special delivery fees.
3. Shamrock Manufacturing Company is deemed non-responsive in providing a minimum of 120 cases per order.

Bid Opening 9/26/2023 @ 2:30 PM	VC, RJ
Invitations Sent	54
Total Vendors Requesting Documents	7
Total Bid Responses	17

EXAMINATION GLOVES 23-102-DCC

School Health			Omni Medical Supply		The Glove Box		Performance Safety Group		Nashville EMS Supply		Medline	
PRICE	EXTENDED PRICE		PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
\$ 26.20	\$ 314.40	\$	21.35	\$ 256.20	\$ 33.17	\$ 398.04	\$ 49.99	\$ 599.88	\$ 45.00	\$ 540.00	\$ 35.94	\$ 287.52
\$ 26.20	\$ 314.40	\$	21.35	\$ 256.20	\$ 33.17	\$ 398.04	\$ 49.99	\$ 599.88	\$ 45.00	\$ 540.00	\$ 35.94	\$ 287.52
\$ 26.20	\$ 314.40	\$	21.35	\$ 256.20	\$ 33.17	\$ 398.04	\$ 49.99	\$ 599.88	\$ 45.00	\$ 540.00	\$ 35.94	\$ 287.52
\$ 26.20	\$ 314.40	\$	21.35	\$ 256.20	\$ 33.17	\$ 398.04	\$ 49.99	\$ 599.88	\$ 45.00	\$ 540.00	\$ 35.94	\$ 287.52
\$ 3.13	\$ 3,505.60	\$	3.43	\$ 3,841.60	\$ 3.27	\$ 3,662.40	\$ 3.59	\$ 4,020.80	\$ 3.85	\$ 4,312.00	\$ 14.74	\$ 5,512.76
\$ 3.13	\$ 38,499.00	\$	3.43	\$ 42,189.00	\$ 3.27	\$ 40,221.00	\$ 3.59	\$ 44,157.00	\$ 3.85	\$ 47,355.00	\$ 14.74	\$ 60,434.00
\$ 3.13	\$ 39,438.00	\$	3.43	\$ 43,218.00	\$ 3.27	\$ 41,202.00	\$ 3.59	\$ 45,234.00	\$ 3.85	\$ 48,510.00	\$ 14.74	\$ 61,908.00
\$ 3.13	\$ 3,130.00	\$	3.43	\$ 3,430.00	\$ 3.27	\$ 3,270.00	\$ 3.59	\$ 3,590.00	\$ 3.85	\$ 3,850.00	\$ 14.74	\$ 5,896.00
\$ 6.23	\$ 6,230.00		No Bid		\$ 4.57	\$ 4,570.00	\$ 4.99	\$ 4,990.00	\$ 7.90	\$ 7,900.00	\$ 8.20	\$ 9,118.40
	\$ 92,060.20			\$ 93,703.40		\$ 94,517.56		\$ 104,391.32		\$ 114,087.00		\$ 144,019.24

Ebisu Supplies LLC			Omnicare Group			Medfirst Healthcare Supply			Sida Medical			TLB Holdings, Inc.		
PRICE	EXTENDED PRICE		PRICE	EXTENDED PRICE		PRICE	EXTENDED PRICE		PRICE	EXTENDED PRICE		PRICE	EXTENDED PRICE	
\$ 25.65	\$ 307.80	\$	42.00	\$ 504.00	\$	31.00	\$ 372.00	\$	20.80	\$ 249.60	\$	95.00	\$ 1,140.00	
\$ 25.65	\$ 307.80	\$	42.00	\$ 504.00	\$	31.00	\$ 372.00	\$	20.80	\$ 249.60	\$	95.00	\$ 1,140.00	
\$ 25.65	\$ 307.80	\$	42.00	\$ 504.00	\$	31.00	\$ 372.00	\$	20.80	\$ 249.60	\$	95.00	\$ 1,140.00	
\$ 25.65	\$ 307.80	\$	42.00	\$ 504.00	\$	31.00	\$ 372.00	\$	20.80	\$ 249.60	\$	95.00	\$ 1,140.00	
\$ 7.96	\$ 8,915.20	\$	6.00	\$ 6,720.00	\$	9.08	\$ 10,169.60	\$	10.90	\$ 12,208.00	\$	17.75	\$ 19,880.00	
\$ 7.96	\$ 97,908.00	\$	6.00	\$ 73,800.00	\$	9.08	\$ 111,684.00	\$	10.90	\$ 134,070.00	\$	17.75	\$ 218,325.00	
\$ 2.55	\$ 32,130.00	\$	6.00	\$ 75,600.00	\$	9.08	\$ 114,408.00	\$	10.90	\$ 137,340.00	\$	17.75	\$ 223,650.00	
\$ 2.55	\$ 2,550.00	\$	6.00	\$ 6,000.00	\$	9.08	\$ 9,080.00	\$	10.90	\$ 10,900.00	\$	17.75	\$ 17,750.00	
\$ 2.55	\$ 2,550.00	\$	6.00	\$ 6,000.00	\$	5.19	\$ 5,190.00		No Bid			No Bid		
	\$ 145,284.40			\$ 170,136.00			\$ 252,019.60			\$ 295,516.40			\$ 484,165.00	

EXAMINATION GLOVES 23-102-DCC

SECTION 8 - BID FORM SIGNATURE PAGE

The Contractor agrees to provide the service, and/or supplies as described in this solicitation and subject, without limitation, to all specifications, terms, and conditions herein contained. Bidder shall acknowledge receipt of each addendum issued in the space provided on the bid form.

Signature on File

X ✓ (Signature and Title) COO

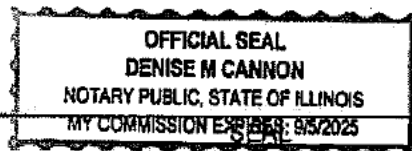
CORPORATE SEAL
(If available)

BID MUST BE SIGNED AND NOTARIZED (WITH SEAL) FOR CONSIDERATION

Subscribed and sworn to before me this 22nd day of September AD, 2023

Signature on File

My Commission Expires: 9/5/2025
(Notary Public)



**SECTION 9 - MANDATORY FORM
EXAMINATION GLOVES 23-102-DCC**

(PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION)

Full Name of Bidder	Professional Medical & Surgical Supply, Inc.		
Main Business Address	1917 Garnet Ct.		
City, State, Zip Code	New Lenox, IL 60451		
Telephone Number	800-648-5190	Email Address	alanf@promedsupply.com
Bid Contact Person	Alan Ferry		

The undersigned certifies that he is:

☐ the Owner/Sole Proprietor
 ☐ a Member authorized to sign on behalf of the Partnership
 ☒ an Officer of the Corporation
 ☐ a Member of the Joint Venture

Herein after called the Bidder and that the members of the Partnership or Officers of the Corporation are as follows:

Terry Barnes
(President or Partner)

(Vice-President or Partner)

(Secretary or Partner)

(Treasurer or Partner)

Further, the undersigned declares that the only person or parties interested in this bid as principals are those named herein; that this bid is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Officer, DuPage County, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including

Addenda No. 1, _____, _____, and _____ issued thereto.

Further, the undersigned proposes and agrees, if this bid is accepted, to provide all necessary machinery, tools, apparatus, and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time therein prescribed.

Further, the undersigned certifies and warrants that he is duly authorized to execute this certification/affidavit on behalf of the Bidder and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Bidder and is true and accurate.

Further, the undersigned certifies that the Bidder is not barred from bidding on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33 E-4, bid rigging or bid-rotating, or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that he has examined and carefully prepared this bid and has checked the same in detail before submitting this bid, and that the statements contained herein are true and correct.

If a Corporation, the undersigned, further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed nor modified, and that the same remain in full force and effect. (Bidder may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)

Further, the Bidder certifies that he has provided equipment, supplies, or services comparable to the items specified in this contract to the parties listed in the reference section below and authorizes the County to verify references of business and credit at its option.

EMERGENCY PREPAREDNESS PLAN

The Centers for Medicare and Medicaid Services have established requirements that all participating providers and their suppliers establish an Emergency Preparedness Plan. The DuPage Care Center therefore asks its vendors to participate in a memorandum of understanding (MOU) with the Care Center for the duration of this contract and its renewals.

This MOU is a voluntary agreement used to express the belief and commitment of the undersigned parties that; if a community emergency or disaster occurs, regardless of cause, the Care Center can obtain additional external help. In other words, should an emergency or disaster exceed the effective response capabilities of the DuPage Care Center, the undersigned vendor will use its best efforts to provide additional assistance to the Care Center; with such assistance most likely consisting of additional deliveries, rentals and/or services, to ensure uninterrupted care for our residents.

Please provide a contact person and a phone number so that if an emergency occurs, we can call to determine your availability to help. Additionally, if the vendor already has an Emergency Preparedness Policy (EPP) in place, please submit the EPP along with vendor's quote

EMERGENCY PREPAREDNESS PLAN CONTACT INFORMATION:

EMERGENCY PREPAREDNESS PLAN CONTACT	
NAME	Professional Medical
CONTACT	Alan Ferry
ADDRESS	1917 Garnet Ct.
CITY ST ZIP	New Lenox, IL. 60451
EMERGENCY PHONE NO.	800-648-5190
EMAIL	alanf@promedsupply.com



The County of DuPage
Finance - Procurement 3-400
421 North County Farm Road
Wheaton, Illinois 60187-3978

NO	ITEM	MANUFACTURER	P/N	UOM	QTY	PRICE	EXTENDED PRICE
1	Vinyl Exam Gloves, Small	International Direct	600-VIII-CS	CS	12	\$ 16.95	\$ 203.40
2	Vinyl Exam Gloves, Medium	International Direct	600-VII2-CS	CS	12	\$ 16.95	\$ 203.40
3	Vinyl Exam Gloves, Large	International Direct	600-VII3-CS	CS	12	\$ 14.95	\$ 203.40
4	Vinyl Exam Gloves, X-Large	International Direct	600-VII4-CS	CS	12	\$ 16.95	\$ 203.40
5	Medi Pak Performance, Small	International Direct	600-NW11	BX	1,120	\$ 2.075	\$ 2,324. ⁰⁰
6	Medi Pak Performance, Medium	International Direct	600-NW12	BX	12,300	\$ 2.075	\$ 25,522.50
7	Non-sterile Nitrile Performance, Large	International Direct	600-NW13	BX	12,600	\$ 2.075	\$ 26,145. ⁰⁰
8	Non-sterile Nitrile Performance, X-Large	International Direct	600-NW14	BX	1,000	\$ 2.075	\$ 2,075. ⁰⁰
9	Non-sterile Latex X-Large, McKesson #14-320	International Direct	600-1114	BX	1,000	\$ 6.50	\$ 6,500. ⁰⁰
GRAND TOTAL							\$ 63,380. ¹⁰
GRAND TOTAL Sixty-three thousand, three hundred eighty dollars and ten cents. (In words)							



REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	23-102-DCC
COMPANY NAME:	Professional Medical & Surgical Supply, Inc
CONTACT PERSON:	Alan Ferry Jr
CONTACT EMAIL:	ALANF@PROMEDSUPPLY.COM

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

- ☐ Yes
☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE



Care Center Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: HS-P-0058-25

Agenda Date: 11/18/2025

Agenda #: 15.D.

AWARDING RESOLUTION ISSUED TO
SYMBRIA REHAB, INCORPORATED
TO PROVIDE PHYSICAL, OCCUPATIONAL, SPEECH AND RESPIRATORY THERAPY CONSULTING
SERVICES
FOR THE DUPAGE CARE CENTER
(CONTRACT TOTAL AMOUNT \$700,000.00)

WHEREAS, proposals have been taken and evaluated in accordance with County Board policy; and

WHEREAS, the Human Services Committee recommends County Board approval for the issuance of a contract to Symbria Rehab, Inc., to provide physical, occupational, speech and respiratory therapy consulting services, for the period of December 1, 2025 through November 30, 2026, for the DuPage Care Center.

NOW, THEREFORE BE IT RESOLVED, that said contract is to provide physical, occupational, speech and respiratory therapy consulting services, for the period of December 1, 2025 through November 30, 2026 for the DuPage Care Center per RFP #25-092-DCC, be, and it is hereby approved for the issuance of a contract purchase order by the Procurement Division to Symbria Rehab, Inc., 7125 Janes Avenue, Suite 300, Woodridge, Illinois 60517, for a contract total amount of \$700,000.00.

Enacted and approved this 25th day of November, 2025 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 25-2739	RFP, BID, QUOTE OR RENEWAL #: 25-092-DCC	INITIAL TERM WITH RENEWALS: 1 YR + 3 X 1 YR TERM PERIODS	INITIAL TERM TOTAL COST: \$700,000.00
COMMITTEE: HUMAN SERVICES	TARGET COMMITTEE DATE: 11/18/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$2,800,000.00
	CURRENT TERM TOTAL COST: \$700,000.00	MAX LENGTH WITH ALL RENEWALS: FOUR YEARS	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: Symbria Rehab, Inc.	VENDOR #: 27600	DEPT: DuPage Care Center	DEPT CONTACT NAME: Karen Cerny
VENDOR CONTACT: Jill Krueger	VENDOR CONTACT PHONE: 630-483-5590	DEPT CONTACT PHONE #: 630-784-4402	DEPT CONTACT EMAIL: karen.cerny@dupagecounty.gov
VENDOR CONTACT EMAIL: jkrueger@symbria.com	VENDOR WEBSITE:	DEPT REQ #: 7546	
Overview			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Provide Physical, Occupational, Speech and Respiratory Therapy Consulting Services for the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$700,000.00, per RFP #25-092-DCC.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished To provide Therapy and Consulting Services to the residents at the DuPage Care Center.			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.
RFP (REQUEST FOR PROPOSAL)	

SECTION 3: DECISION MEMO

SOURCE SELECTION	<p>Describe method used to select source.</p> <p>RFP #25-092-DCC 19 invitations sent 10 documents requested 4 bid responses received</p> <p>RFP25-092-DCC was opened October 9, 2025 and four (4) responses were submitted. The information submitted by each respondent was reviewed by both Procurement and the DuPage Care Center staff. Based on this detailed review, the most appropriate respondent was determined to be Symbria Rehab, Inc.</p> <p>In awarding a contract for these services, numerous factors that were taken into consideration when choosing a vendor, which were as follows: Firm Qualifications: Experience in similar environments and financial stability; Key Qualifications: staffing resources/accreditations and Marketing strategies and Project Understanding: Clarity and detailed scope, sustainability, outcomes and Goals and Philosophy.</p>
RECOMMENDATION AND TWO ALTERNATIVES	<p>Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).</p> <p>1) Approve contract renewal for Therapy and Consulting Services for the residents at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$700,000.00.</p> <p>2) Do not approve contract renewal for Therapy and Consulting Services for the residents at the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$700,000.00., however, this would leave the center unable to offer short-term and sub-acute rehab services to patients, subsequently negatively affecting one of the major revenue sources for the DuPage Care Center.</p>

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

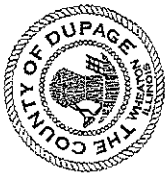
JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Symbria Rehab, Inc.	Vendor#: 27600	Dept: DuPage Care Center	Division: Rehab & Therapy Services
Attn: Jill Krueger	Email: jkrueger@symbria.com	Attn: Karen Cerny	Email: karen.cerny@dupagecounty.gov
Address: 7125 Janes Avenue, Suite 300	City: Woodridge	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60517	State: IL	Zip: 60187
Phone: 630-981-8091	Fax:	Phone: 630-784-4402	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Symbria Rehab, Inc.	Vendor#: 27600	Dept: DuPage Care Center	Division: Rehab & Therapy Services
Attn:	Email:	Attn:	Email: karen.cerny@dupagecounty.gov
Address: 28100 Torch Parkway, Suite 600	City: Warrenville	Address: 400 N. County Farm Road	City: Wheaton
State: IL	Zip: 60555	State: IL	Zip: 60187
Phone: 630-413-5832	Fax:	Phone: 630-784-4402	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): December 1, 2025	Contract End Date (PO25): November 30, 2026

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Physical, Occupational, Speech & Respiratory Therapy & Consulting Services	FY26	1200	2060	53090		700,000.00	700,000.00
<i>FY is required, ensure the correct FY is selected.</i>										Requisition Total	\$ 700,000.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025. Provide Physical, Occupational, Speech and Respiratory Therapy and Consulting Services for the DuPage Care Center, for the period December 1, 2025 through November 30, 2026, for a contract total not to exceed \$700,000.00, per RFP #25-092-DCC.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. November 18, 2025 Human Services Committee November 25, 2025 County Board
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.



THE COUNTY OF DUPAGE
 FINANCE - PROCUREMENT
 THERAPY CONSULTING SERVICES: PHYSICAL, OCCUPATIONAL, SPEECH AND RESPIRATORY
 THERAPY 25-092-DCC
 BID TABULATION

✓

Criteria	Available Points	Community Physical Therapy & Associates	Renewal Rehab LLC	Symbria, Inc.	Therapy Management Corporation
Firm Qualifications	20	13.00	9.75	14.00	9.50
Key Qualifications	20	12.25	10.00	14.25	9.25
Project Understanding	25	16.50	14.00	17.50	14.00
Price	35	35.00	0.00	34.80	30.93
Total	100	76.75	33.75	80.55	63.68

Fee and Rate Proposal (Design Only)	\$	7.00	\$	-	\$	7.04	\$	7.92
Percentage of points		100%		0%		99%		88%
Points awarded (wtd against lowest price)		35.00		0.00		34.80		30.93

NOTES

1. Renewal Rehab LLC did not providing pricing as requested.

RFP Posted on 9/15/2025	VC, SR
Bid Opened On 10/09/2025, 2:30 PM by	
Invitations Sent	19
Total Requesting Documents	10
Total Bid Responses Received	4



Addendum A: Pricing Form

PROPOSAL PRICING FORM

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-092-DCC
COMPANY NAME:	Symbria, Inc.
CONTACT PERSON:	Jill Krueger
CONTACT EMAIL:	jkrueger@symbria.com

Section II: Pricing

In the formation of the final awarded contract, the County shall select from the options shown herein, the options which are most advantageous to the County. Pricing shall be maintained for at least one (1) year. If Proposer is unwilling to maintain pricing throughout the term, Proposer may propose alterations for years two (2) through four (4).

MEDICARE A/ MEDICARE ADVANTAGE PDPM

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: PDPM Per Diem	Per Diem	\$ 55.00
Option 2: Percentage of PT/OT/ST CM	% Of Per Diem Component	32 %
Option 3: PDPM Per Minute	Per Minute	\$ 1.08
Option 4: Other	_____	%

MEDICARE B/ MEDICARE ADVANTAGE HMO/PPO B

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: Charge Per Minute	Per Minute	\$ 1.68
Option 2: Charge Per 15 Minutes	Per 15 Minutes	\$ 25.20
Option 3: Percent of Fee Schedule	%	66 %

MEDICARE ADVANTAGE NON PDPM/COMMERCIAL INSURANCE/HMO/PPO

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: Charge Per Minute	Per Minute	\$ 1.08
Option 2: Charge Per 15 Minutes	Per 15 Minutes	\$ 16.20
Option 3: Per Diem	Per Diem	\$ 55

MEDICAID

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: Charge Per Minute	Per Minute	\$ 1.05
Option 2: Charge Per 15 Minutes	Per 15 Minutes	\$ 15.75
Option 3: Per Diem	Per Diem	\$ 38

CAPITATED ISNP

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: Charge Per Minute	Per Minute	\$ 1.05
Option 2: Charge Per Unit	Per Unit	\$ 15.75
Option 3: Per Diem	Per Diem	\$ 38

RESPIRATORY THERAPY

ITEM/DESCRIPTION	UOM	PRICE/PERCENT
Option 1: Charge Per Minute	Per Minute	\$ 1.10
Option 2: Charge Per 15 Minutes	Per 15 Minutes	\$ 16.50
Option 3: Per Diem	Per Diem	\$ 38

ADDITIONAL SERVICES

Please check the appropriate boxes below to indicate if the service is included in the fee or available at an additional charge.

ITEM/DESCRIPTION	INCLUDED IN FEE	ADDITIONAL CHARGE
Rehab Site Leader		no additional charge
Physical Therapy Consulting		mutually agreed upon
Occupational Therapy Consulting		mutually agreed upon
Speech Therapy Consulting		mutually agreed upon
Respiratory Therapy Consulting		mutually agreed upon

NON-MANDATORY SERVICES

Please check the appropriate boxes below to indicate if the service is included in the fee or available at an additional charge or not available.

ITEM/DESCRIPTION	INCLUDED IN FEE	ADDITIONAL CHARGE	NOT AVAILABLE
Develop and maintain unit census	X		
Develop and maintain referral management networks from local referring hospitals.	X	if hours exceed agreed upon limit, additional hours will be billed at a mutually agreed upon rate	
Marketing services to new referral sources.	X		
Develop and maintain managed care networks.		mutually agreed upon	
Strategic planning and development for outpatient services and other niche markets.	X		

Section III: Certification

By signing below, the Bidder agrees to provide the required goods and/or services described in the Bid Specifications for the prices quoted on this Proposal Pricing Form.

Signature on File

Printed Name: Jill Krueger Signature: _____

Title: President & CEO Date: October 6, 2025

Questionnaire

1. Describe your firm's interest, understanding and approach to provide services for this engagement, including a schedule for accomplishing the project.

Symbria Rehab has proudly served DuPage Care Center for 20 years, and we deeply value the partnership we have built together. Over the years, we have worked side by side with your team to support the residents and the community, and we are committed to continuing to strengthen and expand this relationship.

Our interest in this engagement is rooted in our shared mission: to provide compassionate, individualized, and evidence-based therapy services that improve quality of life for every resident. We understand the unique needs of DuPage Care Center—both the clinical and operational priorities—and bring with us a long-standing history of collaboration, adaptability, and proven outcomes.

Because we are already fully staffed on-site, we are positioned to immediately continue services without interruption. Our team members are familiar with your residents, staff, and culture, ensuring seamless care delivery and continuity. We also provide ongoing training, clinical oversight, and program development to ensure that services remain innovative, compliant, and aligned with your goals.

Approach & Schedule

- **Immediate Continuity of Care:** With our established on-site team, services will continue without disruption from day one.
- **Collaborative Planning:** Within the first 30 days, we will review existing programming, outcomes, and staffing together with your leadership to identify opportunities for enhancement.
- **Ongoing Communication:** We will provide regular updates and data-driven reporting on therapy outcomes, regulatory compliance, and resident satisfaction.
- **Continuous Improvement:** Our clinical experts will work with your team to implement best practices, address emerging needs, and ensure alignment with evolving industry standards.

Our approach is centered on partnership, responsiveness, and a deep commitment to the residents of DuPage Care Center. With two decades of shared experience and a dedicated on-site team, Symbria Rehab is uniquely positioned to deliver consistent, high-quality services while continuing to grow with you into the future.

2. Do you use subcontractors for therapists? If so, who?

Our goal is always to provide our therapists with full-time, consistent positions within premier skilled nursing facilities such as DuPage Care Center. This approach ensures continuity of care, strong relationships with residents, and alignment with the facility's culture and expectations. Any additional coverage needs are complemented by our highly qualified PRN therapy team, who are integrated into our model and familiar with our clinical standards.

Because our therapy model is guided by Symbria's proprietary **Therapy Best Practices** standards, we typically see significant program growth within each facility. This growth often requires an increase in dedicated staff to meet the evolving service needs of both short-term rehabilitation patients and long-term care residents.

We have also invested significant effort and focus on **unique recruiting and retention strategies**. These efforts have enabled us to attract top clinical talent and retain experienced team members, ensuring stable staffing and consistent delivery of high-quality care for our partner facilities.

To ensure that patient and resident needs are always met, we have, on rare occasions, supplemented our team with carefully selected temporary staffing firms. This is used only on a short-term basis to maintain service quality and ensure seamless care while we expand our own internal staffing resources.

This flexible, proactive staffing strategy—combined with our emphasis on recruitment, retention, and best practices—allows us to deliver consistent, innovative, and reliable therapy services while adapting to census changes, program expansion, and resident needs without interruption.

3. Provide the number of years in business using current name in Illinois.

Symbria founded in 1995, has been in business for 30 years. May 2021 marked Symbria Rehab's (formerly Alliance Therapy) 26th year in business, starting operations in the Chicagoland market in May 1999. January 2017 is when Alliance Therapy changed its name to Symbria Therapy.

4. Provide the Employee turnover ratio for the past two years (by category: P.T., C.O.T.A., etc.).

Disciplines – 2023-2024	Number of Employees	Turnover Ratio	Industry Average
COTA - Occupational Therapy Assistant	30	5.1%	9%
OT - Occupational Therapist	30	5.1%	9%
PT - Physical Therapist	36	6.1%	16%
PTA - Physical Therapy Assistant	38	6.4%	13%
RT - Respiratory Therapist	7	1.2%	14%
SLP - Speech Language Pathologist	22	3.7%	11%

Symbria consistently outperforms industry benchmarks, delivering results well above the standard across key metrics. Our clinical outcomes, staff retention, and client satisfaction rates all exceed the industry average, reflecting our commitment to excellence, personalized care, and operational efficiency.

5. List of clients lost in the last three years.

Illinois clients lost in the past three years:

- Greenfields of Geneva – Community sold
- Westmont – Community sold
- Prospect – Community sold

- Oakcrest – Staffing challenges
- Central Baptist – Pricing
- Village Woods – Community closure

6. Provide copies of your current annual report including audited financial statement.



7. Provide outline of support training and development programs.

Symbria has proudly provided therapy services to DuPage Care Center for 20 years, delivering consistent, high-quality rehabilitation and wellness support. Throughout nearly three decades of dedication, our staffing has successfully navigated the natural ebbs and flows of demand. While staffing across this region can present challenges, Symbria remains fully committed to ensuring uninterrupted, high-quality therapy services for DuPage. We actively recruit and employ qualified clinicians, leveraging our regional network and resources, to maintain consistent coverage and deliver the top-level therapy care that patients and the community expect.

New!- Symbria Emerging Professionals Mentorship Program: Symbria's Emerging Professionals Mentorship Program is a new, structured, six-month initiative designed to support and guide new therapy graduate employees as they transition into their professional roles. The program provides a comprehensive introduction to Symbria's policies, processes, and expectations in a supportive environment.

Each new graduate is paired with an on-site peer for daily guidance and an experienced mentor to facilitate knowledge sharing, professional growth, and engagement within the Symbria-owner community. Participants also benefit from collaboration with a broader team of seasoned therapists and clinical experts across regions, fostering a strong network of support.

Through this program, new graduates develop the skills, competence, and confidence needed for successful integration into their roles, while building meaningful connections with fellow mentees and experienced Symbria team members. The Emerging Professionals Mentorship Program reflects Symbria's commitment to professional development, clinical excellence, and nurturing the next generation of therapy leaders.

Symbria provides comprehensive new hire training as well as regular ongoing training to all therapy staff. We take a global approach to training to ensure that all therapists and assistants are knowledgeable about:

New hire training: Therapists are educated on discipline-specific documentation requirements and use iPads and chrome books to accurately document therapy session times. Initial new hire training topics: HIPAA Compliance, Harassment Training, Medicare Parts C & D Fraud, Waste, and Abuse, General Compliance Training, Dementia Training, Freedom from Abuse Education and Resident Rights, Infection Control and Prevention Program.

Program Manager Orientation: Patient-Driven Payment Model (PDPM), Care Guides/Clinical Pathways/Diagnostic Quick References, Survey Preparedness, Medicare Regulations, Part B Programming, Medicaid CMI, ABN/NOMNC, NCCI Edits, BIMS/PHQ 2-9, Section GG Coding, Alternate Modes of Therapy, Billing and Coding, Denials Management, Auditing, AL/IL Outreach, and EMR Training

Ongoing training: Quarterly documentation guidelines and updates are reinforced at program manager meetings, where critical information is shared with staff and specific training is provided as needed.

In addition to this quarterly training, therapists receive ongoing training on new initiatives through lunch-and-learn sessions with PowerPoint presentations and educational materials provided by program managers. Sessions cover clinical, regulatory, and management content to enhance therapy services in the community.

Our Area Managers provide training, supervision, and support to program managers at the community level. Additionally, our Clinical Consulting Team ensures therapists complete documentation and compliance training at each community.

Training topics are reviewed annually and as needed for regulatory changes. Our Clinical Consulting Team conducts audits at Client Communities and provides improvement plans and additional training as necessary. Here are our current training topics: HIPAA Compliance, Harassment Training, Medicare Parts C & D Fraud, Waste, and Abuse, General Compliance Training, Dementia Training, Freedom from Abuse Education and Resident Rights, Infection Control and Prevention Program, Code of Conduct, Alternate Modes of Treatment, ADR and Denials Management, Billing and Coding, Medical Necessity Documentation/Regulations, Medical Necessity/Technical/Specialty Audit Training, FAQ Training – Hot Topics from the Year.

Clinical Education Rotation: Screening Tools, Maintenance Therapy, Section GG Coding, Low Vision, Specialty Programming, Part B Programming, Quality Measures, MDS Changes, Specialty CPT Codes, Supervision, Restorative Nursing Programming, BIMS/PHQ 2-9, Telehealth, Daily Note Documentation, Respiratory Therapy Considerations, SLP Coding, Wounds, Balance Screening Program, Splinting, Wheelchair Positioning, IPA Training Series, Outdoor Therapy, COVID-19 Rehabilitation, etc.

8. Provide name of the therapy software company that firm uses. Is it compatible with Point Click Care? Are these readily accessible to facility staff?

Symbria Rehab utilizes **Net Health** as our therapy software platform. Since we are your current provider at DuPage Care Center, our systems are already fully implemented and ready to continue without disruption.

Net Health is fully compatible with **PointClickCare**, allowing for seamless integration of documentation, billing, and reporting. This ensures efficient workflows, accurate data exchange, and compliance with regulatory standards.

In addition, therapy documentation and reporting are **readily accessible to facility staff**, providing transparency and ease of communication across interdisciplinary teams. This integration supports continuity of care and streamlines collaboration between therapy, nursing, and administrative staff.

9. Identify plan for improving and maintaining post-acute census and relationships with referral networks.

The healthcare industry continues to evolve rapidly, and one of the most critical factors for success is becoming a trusted partner in the continuum of care with hospitals and home health providers. Symbria

Therapy's integrated therapy and wellness model helps set DuPage Care Center apart from other rehabilitation facilities in the region.

Our approach is unique in the marketplace because it is built on Symbria's proprietary Therapy Best Practices. These standards create a consistent foundation for therapy planning, program development, and optimized utilization—resulting in superior clinical outcomes. By combining therapy and wellness programming, including the use of ZIBRIO for advanced falls risk assessments, DuPage Care Center is positioned not only to deliver exceptional care but also to strengthen its market differentiation, increase referrals, and improve census.

As part of these best practices, we have developed Disease Management Modules that target the most common chronic conditions, including those tied to hospital readmission penalties. This programming supports safe, successful discharges and directly aligns with the needs of referring hospitals, who are increasingly seeking post-acute partners capable of reducing readmissions and supporting patients' safe return home. DuPage Care Center has consistently demonstrated its strength as a solid, reliable partner for hospitals in the area.

In addition, the Symbria Therapy team collaborates closely with Dr. Pasquale, Physiatrist, to drive improved patient outcomes and enhance facility differentiation. This integrated therapy and wellness model has positioned DuPage Care Center as a preferred destination for patients discharged from Central DuPage Hospital and Elmhurst Memorial Hospital.

10. Provide evidence of strong network of local management and support staff. Include information on how ongoing corporate support will be provided to DPCC.

Your **Program Manager, Suzanne Russell**, is responsible for daily therapy operations at DuPage Care Center. She works closely with MDS, nursing, and administration to ensure an efficient and effective operation. Supporting her is **Regional Director, Mandy Cline**, who in turn is supported by **Vice President, Courtney McGhee**, and the administrative staff at our corporate office in Woodridge, IL.

Our corporate staff is available to assist both our field team and DuPage Care Center administration in areas including rehabilitation oversight, program development, program enhancement, supervision, quality assurance, and other areas of operations. In addition, IT and billing support from our corporate office allow the Program Manager to efficiently address billing and technical issues.

Our **Human Resources department** is readily available to provide support to the therapy team regarding employment and human resources matters, ensuring a stable and consistent staffing environment.

Therapy Documentation System

Symbria uses the **Net Health** electronic therapy documentation system. Both our field staff and client staff are supported by our corporate Information Technology department as well as by NetHealth's technical support team. NetHealth offers extended support hours and an efficient ticketing system to ensure that inquiries are quickly assessed and resolved. We also maintain a corporate operations consultant who specializes in NetHealth to provide additional expertise and support. Symbria works very closely with our vendors to ensure all regulatory and compliance requirements are fully met. We don't just adopt an EHR—we collaborate to tailor it, making it truly our own to best serve our clients and residents.

Collaboration & Program Development

Suzanne and Mandy will meet regularly with facility administration to identify specific program opportunities or areas of concern that need to be addressed. They will also review quarterly operations to evaluate key performance indicators such as CMG achievement, Part B programming, length of stay, and outcome measures at DuPage Care Center, with comparative benchmarking against other Illinois communities, other states, and Medicare Pepper Reports.

Suzanne will also meet with management quarterly to review program operations, staffing, and program development. These meetings will include a review of program activity by payer source and provide updates on ongoing initiatives across Symbria communities. This process ensures transparency, accountability, and alignment on mutually defined goals.

Executive Team Engagement

Our executive team remains available to participate in strategic planning sessions, joint presentations to payers or referral entities, or other initiatives that advance the shared goals of DuPage Care Center and Symbria.

11. Provide evidence of staffing resources and turnaround times for providing skilled rehabilitation staff during vacations, emergency situations and caseload increases.

Symbria maintains a **dedicated staffing infrastructure** to ensure consistent coverage and high-quality care delivery. We employ **five full-time recruiters** and **four full-time Staffing Coordinators** who work closely with Program Managers to address staffing needs, coordinate vacation and planned time-off coverage, and support ongoing recruitment efforts. This proactive approach allows us to maintain stability within our therapy teams and respond quickly to staffing challenges.

We are proud that many of our therapists at partner communities have been with Symbria for **10 to 25 years**, a testament to our **low turnover rate** and the supportive, desirable work environment we provide. Therapists are required to provide advance notice of time-off requests, at which point the Staffing Coordinator and Program Manager collaborate to determine the level of coverage needed to maintain uninterrupted patient care.

When staffing challenges occur, our **contingency plans** allow us to adapt quickly. These include temporarily reallocating Symbria therapists across communities, leveraging our robust and growing **PRN pool**, engaging contracted local staffing agencies, or utilizing travelers on 12-week assignments. While our priority is always staffing consistency, PRN therapists are used when necessary to ensure patient care is never compromised. Importantly, there are **no additional charges to the community** if we need to engage independent contractors to meet patient care needs.

With our **corporate office based in Woodridge, IL**, Symbria maintains a strong local presence. Our executive and management teams are readily available and can respond quickly to any issues, concerns, or requests that arise at DuPage Care Center, ensuring a seamless and reliable partnership.

12. Describe any ACO networks or managed care provider contracts you are associated with?

Symbria does not directly contract with managed care companies; instead, we work through **facility-specific managed care agreements** and coordinate closely with the associated case management representatives. This structure ensures that our therapy and wellness services are fully aligned with each facility's contracts, priorities, and patient needs.

The **managed care organizations** we serve under these agreements consistently recognize the value of Symbria's integrated Therapy and Wellness model, which is designed to optimize outcomes, reduce readmissions, and support cost-effective care. Our emphasis on evidence-based best practices and disease management programming directly addresses the goals of managed care payers.

Symbria partners with numerous **Accountable Care Organizations (ACOs)** across the nine states where we operate, leveraging our expertise to improve care coordination, manage costs, and achieve measurable quality outcomes. By providing programming that facilitates safe transitions of care and enhances patient wellness, Symbria strengthens the facility's role as a preferred partner within both managed care networks and ACOs.

13. Identify any specialty programs or services that you currently provide to clients.

Respiratory Therapy

Symbria has and will continue to provide a Respiratory Therapist at DuPage to support the community's ability to serve clinically complex patients. By offering respiratory therapy services, our clients are well-positioned to achieve strong outcomes under the Patient-Driven Payment Model (PDPM), as these services directly align with higher-acuity patient needs.

To ensure our partners have the tools and support required to deliver high-quality care, Symbria has developed a suite of resources, including:

- Respiratory Therapy Resources Overview – outlining best practices and implementation strategies.
- Respiratory Therapy Fact Sheet – a quick reference guide for staff and leadership.
- Respiratory Therapy Formulary – ensuring access to evidence-based interventions and treatments.

These resources, combined with the on-site expertise of a dedicated Respiratory Therapist, help ensure that each patient receives the appropriate level of care while also allowing the community to be properly reimbursed for the specialized services provided.

Clinical Consulting team and qualifications

The Clinical team is led by Leanna Bahwell, Director of Clinical Operations, and is made up of a group of clinicians that cover each of the major therapy disciplines. Between the four group members, the following credentials are held:

- Leanna Bahwell, PT, DPT, CLT, QCP, RAC-CTA, RAC-CT
- Mary McVay, MS, OTR/L, RAC-CTA, RAC-CT

- Hayley Pedroso, MS, CCC-SLP, RAC-CT
- Angela Klein, OTR/L, CHC

Three of our consultants are Certified Resident Assessment Coordinators with in-depth knowledge of the RAI Manual and MDS item sets, providing crucial support for coding and reimbursement collaboration to enhance patient care quality and optimize PDPM reimbursement. Our Clinical Consulting Team completes various audits annually to ensure compliance with federal and state requirements, provides ongoing education, and manages ADR and denials. Our consultants are adept at handling medical record requests, probes, appeal letters, and ALJ testimony. We collaborate with facility staff to ensure proper claim payment and maintain high communication standards through Symbria Partner News and MDS Insights. We offer prompt and comprehensive responses for any questions or consultation needs. Our active involvement in key industry organizations like Advion, NARA, AAPACN, APTA, AOTA, and ASHA allows us to stay informed and advocate effectively. Our goal is to make a meaningful difference in patient care and the success of our partners through the expertise and dedication of our Clinical Consulting Team.

Tools

Symbria has a variety of tools built specifically to ensure coding and reimbursement under PDPM is accurate. (We have on-demand training available for each of these tools.) These tools include:

- IPA Focus – explores the various elements in the MDS, when scored differently, as changes occur, may warrant the completing of an IPA. It provides examples to help MDS staff understand how small changes in a patient can support a community's decision to complete an IPA.
- IPA Check – provides MDS with a grouper type tool that allows staff to enter new data that will compare with the Initial Medicare Assessment data and assist MDS personnel to determine whether an IPA will result in a positive or negative financial impact.
- Case Mix Impact – a tool to help MDS and other personnel sort through functional scoring scenarios and resultant impact we see on case mix.
- Nursing IPA Considerations – tool outlines the impact of the presence or absence of depression has on the reimbursement for patients in the clinically complex, special care low or special care high nursing categories. Other factors that can make a difference in patient placement in a nursing RUG/CMG include participation in respiratory therapy services on a daily basis, and involvement in restorative nursing programs.
- PT/OT IPA Considerations – tool outlines how changes in diagnostic categories and functional changes can impact the decision-making regarding IPAs.
- SLP IPA Considerations – tool ensures that any SLP co-morbidities are considered and that all of the SLP factors are reviewed in decision making around the completion of an IPA. Neurological diagnosis with any level of cognitive impairment, swallowing difficulties and mechanically altered diets are all factored into the decision-making process.
- NTA IPA Considerations – tool provides a structured framework for reviewing the 50 elements considered in the NTA component of the PDPM payment so that as patients change and potentially new conditions are considered as a part of the plan of care, pertinent items are properly captured for reimbursement.

- NTA/ST Comparison Report
- BIMS participation

As the speech therapy component of PDPM is one of the most complex, we have a *Speech and Language Pathology PDPM Worksheet* that is meant to be a direct line of communication from the Speech Therapist to the MDS Coordinator to ensure that all the tier 1 and tier 2 speech items that should be coded, are coded.

Case Mix and Part B Program Support

Symbria is actively expanding our staffing to meet the growing needs of DuPage Care Center's Medicare Part B program, ensuring that residents receive the appropriate level of therapy while optimizing case mix performance. We collaborate closely with our partner organizations to enhance resident care and provide comprehensive, detailed training to our Program Managers on case mix principles and Part B program requirements.

Weekly meetings with Symbria Regional Management focus on Part B programming and case mix, fostering productive discussions and strategy development. Program Managers are empowered to develop and maintain their own case mix formulary based on current therapy activities that impact outcomes. This enables them to provide timely updates on case mix projections throughout the quarter and ensure performance benchmarks are consistently achieved.

At Symbria, we go beyond standard therapy services by providing specialized support tailored to resident needs. For our partners at DuPage, this includes proactive contracture management to maintain mobility and comfort, as well as routine reassessments for residents on altered diets to ensure safety, nutrition, and overall well-being. These added services reflect our commitment to individualized care and improved quality of life for every resident.

Symbria Regional Management will be conducting quarterly reviews of case mix with each Program Manager, addressing challenges and supporting efforts to maximize scores for each community. Additionally, Program Managers conduct monthly walking rounds to assess Long-Term Care residents' needs, ensuring that all residents are appropriately screened quarterly. Regular communication with nursing staff and aides in the SNF promotes timely identification of changes in resident status that may require therapy intervention.

Through these proactive measures—and our expanded staffing—Symbria ensures that DuPage Care Center is well-positioned to support Part B growth while maintaining high-quality, resident-centered care.

14. Therapy related denial rate with current client base and measures taken to counteract denials.

For the 2025 reporting year to date, our company's overall denial rate stands at **0.006%**, reflecting **166 denials out of 27,567 episodes of care**. This exceptionally low rate underscores our strong clinical, operational, and documentation processes that consistently withstand payer review.

Symbria's Clinical Team partners closely with community administration to proactively reduce ADRs and denials through comprehensive auditing and education. Opportunities are identified quickly, and solutions are implemented immediately. If a denial occurs, a dedicated regional consultant collaborates with facility administration throughout the appeals process—supporting timely communication, next steps, and resolution.

through effective appeal letters, probe management, and participation in administrative law judge hearings. Our commitment is to ensure claims are rightfully paid for the critical care our patients receive.

Each facility receives annual audits covering medical necessity, technical accuracy, and specialty areas to ensure documentation aligns with federal and state regulations and supports skilled service justification. Audit summaries and targeted training address areas for improvement and foster growth. Monthly clinical education sessions for therapy teams focus on enhancing care quality, documentation, and industry knowledge—contributing to our strong track record and low denial rate.

For denials, our clinical consulting team works collaboratively with facility administration through all appeal stages, including redetermination, reconsideration, and ALJ hearings. A regional consultant experienced in appeals, probe management, and hearing testimony leads the process. For Part A denials, our Denials Workbook helps clients navigate factors affecting nursing and NTA CMGs. Symbria remains dedicated to ensuring claims are paid appropriately for the care delivered.

15. Main attributes that differentiate your firm from other competitors.

We understand the challenges mission-driven organizations face.

Symbria was founded by non-profit organizations, and as a result, we have a rare perspective on what it takes to support mission-driven clients such as DuPage Care Center. We strive to ensure alignment on critical business objectives while living up to our mission and helping you live up to yours. But we understand the reality that to fulfill your mission, you need to maintain your financial health.

We are 100% employee owned.

Being employee owned means our employees are empowered to do what's right for our clients and patients, first because it's the right thing to do, but also because they have a vested interest in keeping our company strong. Our employees demonstrate the kind of engagement and commitment that eludes other companies because of one simple factor: our employees own our company and drive our success. We hold each other accountable to do what is in the best interest of our partners, our patients, and our company.

We are progressive and innovative.

Symbria has developed several programs to help our clients remain on the cutting edge. Our analytics capabilities have not only identified opportunities for innovation but also help to ensure their ongoing success is tracked and measured. Our team of industry experts, which includes our Clinical Advisory group, excel at staying on the leading edge of industry trends and take steps to ensure our partners do the same.

Symbria Rehab distinguishes itself from competitors through a combination of longevity, innovation, and an integrated model of care. While many therapy providers focus solely on short-term rehabilitation, Symbria's approach extends beyond therapy to include **wellness, disease management, and interdisciplinary collaboration**. This broader focus positions our partner communities as leaders in outcomes, referrals, and resident satisfaction.

Unlike competitors that often rely heavily on PRN or temporary staffing, Symbria has invested in a **robust recruiting and retention infrastructure**. Our low turnover rate is a direct differentiator in an industry known for staffing volatility.

Our proprietary **Therapy Best Practices** set a consistent standard for therapy planning, programming, and utilization across all partner sites. Competitors may offer therapy services, but few can demonstrate the same level of structured, evidence-based processes that drive measurable results and reduce hospital readmissions. Paired with our **Disease Management Modules**, we directly support value-based care initiatives and align with the goals of managed care organizations and ACOs—an area where traditional providers often fall short.

Finally, Symbria's **local presence** in Woodridge, IL, ensures rapid responsiveness and hands-on support from both our field and corporate leadership. Our executives and clinical experts are actively engaged in strategic planning, program development, and payer relations, providing a level of partnership that goes beyond transactional service delivery.

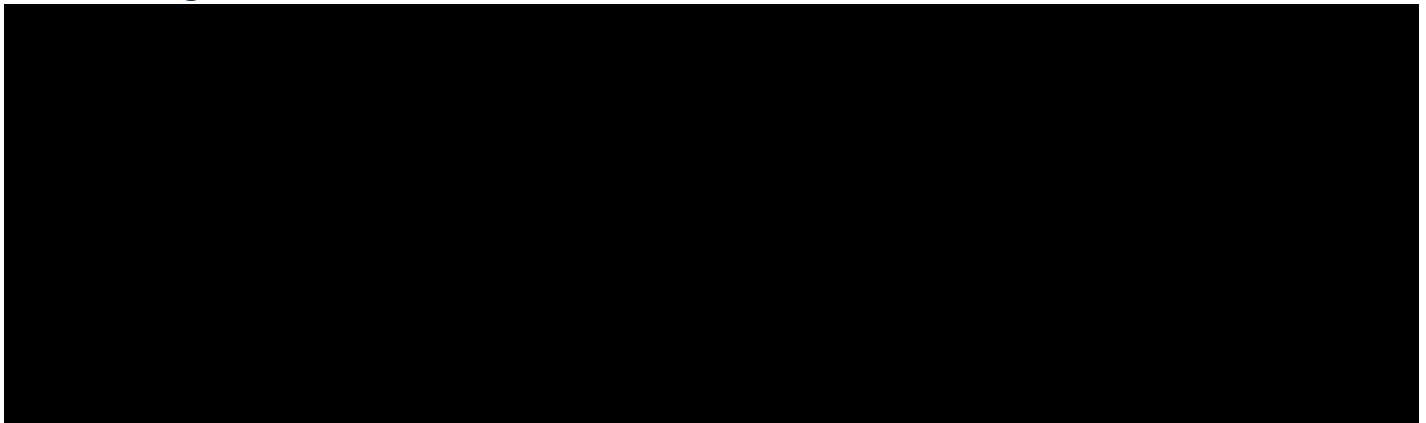
In short, Symbria delivers not only therapy services but a **comprehensive, outcomes-driven, and partnership-focused model** that differentiates DuPage Care Center in a competitive marketplace, strengthens hospital and ACO relationships, and positions the facility for sustainable census growth.

16. Provide the typical number of PT, OT, and ST frequency per week including but not limited to minutes provided by each discipline per day under skilled stay.

While **industry average is typically 300 minutes**, Symbria focuses on providing the level of therapy that is truly **best for each resident**, rather than simply meeting benchmarks. At Symbria, PT and OT are typically scheduled 5 times a week and ST can range from 3–5 times per week, with sessions typically lasting 30–40 minutes, depending on the resident's individual needs.

This additional therapy time allows our clinicians to address each resident's unique needs, optimize functional outcomes, and support a safe and successful return to independence. By prioritizing quality over quantity, Symbria ensures that residents receive the right care at the right intensity, every day.

17. Provide references of your firm's experience (minimum 2 years) with other skilled nursing facilities.



18. Provide samples of reports including but not limited to those specified below:

See Addendum C – Sample Reports.

- a) Evaluation forms.
- b) Progress notes.
- c) Discharge summaries.
- d) Screening reports/forms.
- e) Treatment/billing logs.
- f) QA and QI reports.
- g) Billing reports.
- h) Satisfaction Surveys.
- i) Rehabilitation utilization reports.
- j) Patient Outcome reports.
- k) Length of stay reports.
- l) Other audit process/reports.



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-092-DCC
COMPANY NAME:	Symbria, Inc.
CONTACT PERSON:	Jill Krueger
CONTACT EMAIL:	jkrueger@symbria.com

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☐ Yes

☒ No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

[Ethics | DuPage Co. IL](#)

The full text of the County's Procurement Ordinance is available at:

[ARTICLE VI. - PROCUREMENT | Code of Ordinances | DuPage County, IL | Municode Library](#)

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Printed Name: Jill Krueger

Sign



Title: President & CEO

Date: October 6, 2025