

Mission: “Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive.”

Moving To Outcomes

The DFSS Strategic Framework is an approach that will transition the department to a more outcome-oriented focus. It consists of a refreshed mission, priorities, and goals, along with a plan for how DFSS will measure, report on, and review them in the years to come; use them to make decisions; and drive greater collaboration within DFSS.

What does moving towards outcomes mean?

- As part of this new outcome-focused approach, DFSS’ priorities and goals will shape the types of metrics that delegate agencies are required to track and the types of programs that DFSS funds.
- DFSS is working on these priorities and goals to make sure the metrics identified are either already being tracked or feasible to implement, and truly reflect the outcomes that we are striving to achieve.
- As new multi-year RFPs are released, there will be language that reflects this shift in focus; a majority of new metrics will be added in contracts beginning in 2018.
- The goal of this shift is not to reduce funding. Moving towards outcomes represents a way for DFSS to make more targeted decisions if and when difficult decisions need to be made.
- DFSS will provide technical assistance for any new tracking or reporting requirements to ensure our delegate agencies and staff have the support they need to succeed.

Using data to guide decision-making and drive outcomes is a shift happening in human and social services nationally. Moving to a more outcome-oriented approach will benefit the Chicagoans served by these crucial programs. DFSS is proud to be at the forefront of this shift, building on best practices and lessons learned from around the country.

For more information on the DFSS strategic framework, visit www.cityofchicago.org/fss.