

CHICAGO DEPARTMENT OF
FAMILY AND SUPPORT SERVICES

*Division on
Domestic
Violence*

2019

*Delegate
Guide*



2019 FAMILY SUPPORT SERVICES
Division on Domestic Violence
Delegate Guide

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MISSION OF THE CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

As the City of Chicago's primary social services provider and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, victim-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and provides assistance and support to a network of over 350 community-based organizations in order to promote the independence and well-being of individuals, support families, and strengthen Chicago neighborhoods. The DFSS mission is:

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

DFSS' priorities are to:

- **Deliver** and support high quality, innovative, and comprehensive services that empower victims to thrive
- **Collaborate** with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change
- **Inform** the public of resources available to them through DFSS and its community partners
- **Steward** DFSS' resources responsibly and effectively

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

MISSION OF THE DIVISION ON DOMESTIC VIOLENCE

The goal of the DFSS Division on Domestic Violence (DDV) is to increase safety and enhance the well-being of victims (and their children) of intimate partner and teen dating violence. Intimate partner violence is defined as any physical or sexual violence, stalking, or psychological aggression by a current or former intimate partner. A partner can be a boyfriend or girlfriend, dating partner, sexual partner, or spouse, and is not limited to someone with whom the victim has been sexually intimate. The Division achieves this goal by funding community-based agencies to provide assistance and advocacy.

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OUR PARTNERS

The DDV works with multiple partners to provide coordinated and comprehensive services to educate the community and prevent further victimization of Chicago survivors of domestic violence. The DDV chairs the Domestic Violence Coordinated Response Council (DV CRC) is a multi-disciplinary council that seeks to improve the City of Chicago's response to domestic violence victims and their children. The DV CRC addresses critical policy issues such as enhancements to stalking laws and work/school domestic violence policies, as well as advocates for state and federal funding necessary for effective delivery of domestic violence intervention and prevention services. Members represent a vast community of individuals committed to coordinating the work of domestic violence including victims' direct services, victims' advocates, law enforcement, academic researchers and faculty, human services, schools, foundations and perpetrator intervention programs.

FUNDED MODEL TYPES

A. **Counseling Services for Victims of Domestic Violence**

Goals

Counseling Services for Victims of Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and domestic violence, and teen dating violence. Programs provide immediate supportive crisis counseling, safety planning and education regarding victim rights under the Illinois Domestic Violence Act, and ongoing emotional support and case management.

Deliverables – activities performed to achieve the main goals of the program

- Number of victims who receive individual supportive counseling
- number of individual supportive counseling sessions held
- Number of group counseling sessions held
- number of victims who receive intervention with other services
- Percentage of adult victims who complete an Evaluation of Services Survey
- number of community education workshops on domestic violence presented by delegate
- Number of people attending community education workshops on domestic violence presented by delegate

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of newly enrolled victims who received domestic violence triage services
- Percentage of newly enrolled victims who developed a service plan with the assistance of their worker

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- Percentage of victims who showed progress towards a service plan goal
- Percentage of victims who know more ways to plan for their safety
- Percentage of victims who felt supported in making their own decisions
- Percentage of victims who understand that they are not responsible for the abuse

B. Legal Advocacy and Counseling Services for Victims of Domestic Violence

Goals

Legal Advocacy and Counseling Services for Victims of Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and teen dating violence by assisting victims in completing paperwork to petition for an Order of Protection and accompanying them to court for emotional support and advocacy. Additionally, programs will educate victims regarding their rights under the Illinois Domestic Violence Act; provide emotionally supportive crisis counseling, safety planning, and ongoing emotional support and case management.

Deliverables – activities performed to achieve the main goals of the program

- Number of victims who receive individual supportive counseling
- Number of individual supportive counseling sessions held
- Number of group counseling sessions held
- Number of victims accompanied to victim by program staff
- Number of times victims are accompanied to court by program staff
- Number of victims receiving intervention with other services
- Percentage of adult victims who complete an Evaluation of Services Survey
- Number of victims seeking an Order of Protection receiving other legal remedies
- Number of community education workshops on domestic violence presented by delegate
- Number of people attending community education workshops on domestic violence presented by delegate

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of newly enrolled victims who received domestic violence triage services
- Percentage of newly enrolled victims who developed a service plan with the assistance of their worker
- Percentage of victims who showed progress towards a service plan goal

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- Percentage of victims seeking an Order of Protection with the program's assistance who are granted an Order of Protection with the program's assistance
- Percentage of victims who were given information on how the law can help protect them
- Percentage of victims who felt supported in making their own decisions
- Percentage of victims who better understood what happened at court

C. **Legal Services for Victims of Domestic Violence**

Goals

Legal Services for Victims of Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and teen dating violence by providing legal representation in domestic violence and family courts. Legal Services providers will educate victims regarding their rights under the Illinois Domestic Violence Act and provide legal advice and legal counseling. In addition, legal service programs will provide immediate supportive crisis counseling and safety planning as needed.

Deliverables – activities performed to achieve the main goals of the program

- Number of victims seeking an Order of Protection who receive a legal remedy other than an Order of Protection
- Number of victims represented in family court
- Number of victims receiving assistance with legal remedies such as VAWA and U and T Visa petitions, ESSA and VESSA cases, SNCOs, etc.
- Number of victims receiving civil, criminal, or legal system interventions
- Number of victims receiving interventions with entities other than law enforcement or legal systems
- Percentage of adult victims who complete an Evaluation of Services Survey
- Number of community education workshops on domestic violence presented by delegate
- Number of people attending community education workshops on domestic violence presented by delegate

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of newly enrolled victims receiving domestic violence triage services
- Percentage of newly enrolled victims who receive legal advice and legal counseling
- Percentage of victims seeking an Order of Protection with the program's assistance who are granted an Order of Protection with the program's assistance

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- Percentage of victims who were given information on how the law can help protect them
- Percentage of victims who felt supported in making their own decisions
- Percentage of victims who better understood what happened at court

D. Supervised Visitation and Safe Exchange Services for Victims of Domestic Violence

Goals

Supervised Visitation and Safe Exchange Services for Domestic Violence programs consider as their highest priority the safety of child(ren) and adult victims when providing visiting parents with opportunities to visit with child(ren) of whom they do not have custody. Supervised Visitation services protect the safety of the custodial parent and the child (ren) during a supervised visit between the visiting parent and the child (ren). Safe exchange services protect the safety of the custodial parent during the transfer of child (ren) to the visiting parent for an unsupervised visit. Safety is facilitated by structural elements of the facility such as separate parking lots, entrance and exits, and waiting rooms for custodial and visiting parents. Additionally, staggered arrival and departure times and security cameras are utilized to augment safety. Supervised Visitation and Safe Exchange services covered by this grant are court-ordered due to a history of intimate partner violence between the custodial and visiting parents.

Deliverables – activities performed to achieve the main goals of the program

Number of community education workshops on domestic violence presented by delegate

- Number of scheduled supervised visits between visiting parent and child(ren)
- Number of scheduled safe exchanges of child(ren) between visiting and custodial parent
- Percentage of adult participants who complete an Evaluation of Services Survey
- Number of community education workshops on domestic violence presented by delegate
- Number of people attending community education workshops on domestic violence presented by delegate

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of scheduled supervised visits attended by custodial parent, visiting parent, and child(ren)
- Percentage of scheduled safe exchanges attended by custodial parent, visiting parent, and child(ren)
- Percentage of children who had a positive visitation experience

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- Percentage of victims who felt supported in making their own decisions
- Percentage of victims who felt safe from abuse while at the center

E. Resource and Information Advocacy Services for Victims of Domestic Violence

Goals

Resource and Information Advocacy (RIA) Services for Victims of Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and teen dating violence by proactively engaging victims at various locations throughout the Chicago's Central Domestic Violence Courthouse. RIAs review options available to victims and assist victims in determining which options to pursue inside and outside of the courthouse

Deliverables – activities performed to achieve the main goals of the program

- Number of victims receiving individual explanation of their rights under the Illinois Domestic Violence Act
- Number of victims receiving an overview of civil no-contact orders
- Number of victims linked to an available court advocate
- Number of victims who would have been linked to a court advocate for services if an advocate had been available
- Number of victims receiving post-hearing information
- Number of victims receiving assistance completing forms
- Number of victims receiving translation services
- Number of victims receiving referrals to the Illinois Domestic Violence Hotline
- Number of victims receiving other services

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of victims who better informed about their legal options
- Percentage of victims who better understand the legal process

F. Multi-Disciplinary Team Services for Victims of Domestic Violence

Goals

Multi-Disciplinary Team Services for Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and teen dating violence by providing crisis outreach to victims referred by participating Chicago Police Department (CPD) districts. Service providers contact victims over the phone and provide emotionally supportive crisis counseling, safety planning, and education regarding victim rights under the Illinois Domestic Violence Act. MDT service providers link victims to needed services such as legal services, supportive counseling, and shelter.

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Deliverables – activities performed to achieve the main goals of the program

- Number of domestic violence forms received from CPD within 24 hours of incident
- Number of domestic violence forms received from CPD after 24 hours of incident
- Number of elevated risk victims to whom contact is attempted after 24 hours of receipt of assessment form
- Number of victims reached
- Number of victims not interviewed due to disconnected or wrong number, or no answer
- Number of victims who accept services
- Number of victims who decline services
- Number of victims who receive safety planning, review of options, emotionally supportive crisis counseling, or other services
- Number of victims referred to counseling services
- Number of victims referred to legal advocacy/legal representation services
- Number of victims referred to shelter or other housing
- Number of victims referred to other services

Performance Measures- outcomes that reflect the achievement of the main goals of the program

- Percentage of domestic violence assessment forms received from CPD that are classified as either elevated or non-elevated risk
- Percentage of domestic violence assessment forms to whom contact is attempted
- Percentage of elevated risk victims to whom contact is attempted within 24 hours

Please see Exhibit 1 for a list of DDV funded delegates.

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QUARTERLY REPORT

The Division on Domestic Violence assesses its funded programs in order to enhance the quality of funded programs that improve the lives of victims of domestic violence. We monitor program performance through the quarterly report. The quarterly report is the tool DDV funded programs use to report progress on every deliverable and performance measure listed in the program's Scope of Services for that year. Data from quarterly reports is used to rate previous performance on future funding applications.

At the start of each contract term, DDV creates an Excel workbook for each contract. This workbook collects information from your program every quarter. At the end of the year, the workbook contains four quarters of performance data.

During the 2019 contract term, DDV will be moving towards using Infonet for mandatory delegate reporting purposes. Delegates should be aware that during the transition, reporting may be required on both an Excel workbook AND Infonet. All necessary training will be provided to delegates who are both current and new Infonet users. DFSS will provide communication on the transition timeline and training dates.

The quarterly report timeline is as follows:

1. Approximately 10 days prior to the end of the quarter, DDV will send the report to the Program Contact person listed on your contract.
2. The Program Contact or designee completes all required sections of the workbook and returns to meera.raja@cityofchicago.org by the deadline listed below.
3. The cycle repeats until the workbook contains 4 quarters worth of information.
4. Many cells are locked. These cells auto-populate or are completed by DDV. If a cell is locked, no data entry is required.

REPORTING PERIOD	QUARTER	REPORT DUE DATE
Jan 1- March 31, 2019	QUARTER ONE	Wed, April 10, 2019
April 1-June 30, 2019	QUARTER TWO	Wed, July 10, 2019
July 1-Sept. 30, 2019	QUARTER THREE	Wed, October 9, 2019
October 1 - Dec 31, 2019	QUARTER FOUR	Fri, January 10, 2020

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The quarterly report Excel workbook consists of seven sheets:

IDENTIFYING INFORMATION (requires delegate completion)

Field 1: shade the quarter for which you are reporting

Field 6: fill in the name of the person preparing the report

Field 7: provide the preparer's phone number and extension

Field 8: provide the email address of preparer

Field 9 and 10: provide the name and date of the person who reviewed the report

Field 12: Each quarter, DDV will review the report and provide instructions for any needed corrections.

PARTICIPANT CHARACTERISTICS (requires delegate completion)

For each quarter, please report on the demographic characteristics of every victim you have counted for the quarter on the Work Plan Report page. Quarter one characteristics should be entered for carryover AND newly enrolled clients. Some demographic categories are only for adult victims and will indicate this. First quarter demographics should reflect carryover and newly enrolled victims.

2019 demographic categories have been altered to reflect categories used by Infonet, the reporting system used by grantees of the Illinois Department of Human Services. Please refer to **Exhibit 1** to see the new categories.

WORK PLAN REPORT (requires delegate completion)

The left side of the report is pre-populated by DDV to indicate service projections made by your agency in your Work Plan. The right side of the report provides the opportunity for you to report quarterly on your program's achievement for each deliverable. Some deliverables directly reflect the goals and desired outcomes of the program. These are identified as Performance Measures, and the performance requirements are listed below the corresponding deliverable.

PROGRESS EVALUATION (auto-fill. **NO DATA ENTRY**)

The evaluation section measures progress on the deliverables that have been selected as Performance Measures. For every Performance Measure, you can see:

- a) Your program's projection (from your Work Plan)
- b) The goal for that deliverable – performance benchmarks that DFSS has set with input from the delegate community
- c) Your program's achievement (from the Work Plan Report sheet)
- d) The percentage achieved of the goal.

This page provides you with a snapshot of how the program is progressing towards meeting the Performance Measures.

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PROGRAM UPDATE PAGE

DDV pre-fills this page based on information your program provided in your contract. Each quarter, any program changes, including but not limited to changes in staff personnel, staff hours, staging hours, program hours, and program location should be indicated here. If no changes have occurred, please check the box indicating that you have reviewed the page and no changes have taken place.

CORRECTIVE ACTION PAGE

This page requires you to consult the Progress Evaluation page. If any of the performance measure goals have not been achieved at a 90% level (either for the current quarter or year-to-date,) please address. Your explanation should include why the goal was not met and how your program plans to meet performance measures for the remainder of the contract.

PROGRAM ACCOMPLISHMENTS

This worksheet serves to collect information in 3 areas:

1. Please provide a **narrative about a victim** that was served (not necessarily enrolled) by your program during the quarter. The narrative provides a qualitative example of how your program helps victims of DV, and goes beyond the numbers you report. The case you discuss can highlight victim progress or success, or can identify unmet client needs. Please be mindful to omit or change any personal information to protect victim confidentiality.
2. If there are program achievements or activities you wish to report that are not about an individual victim, you can also use this page to report them. Please also provide a report of all community workshops or trainings that have occurred as part of your programs required activities. Provide a brief summary of the date, location, topic and target audience. This should be done **in addition** to a victim case narrative. DFSS is also interested in special events held by your program or agency. If there is an event that took place in the reporting period or an upcoming event, please provide the date, location, topic and target audience of any of special event.

QUARTERLY REPORT FEEDBACK LETTER

At least every other quarter, DDV sends your Executive Director a feedback letter. This letter contains news about events that effect Chicago victims of domestic violence, a snapshot of your program's performance, and data on your agency's expenditure of the grant award. The feedback letter is designed to alert you to performance issues so you can strategize to correct the issues before the end of the contract term.

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EVALUATION OF SERVICES SURVEY

HOW THE SURVEY IS USED

The Division on Domestic Violence assesses its funded programs to enhance the quality of funded programs that work to improve the lives of victims of domestic violence. The Evaluation of Services Survey allows program participants to provide your program and the DDV with direct feedback. Participant responses to questions on the survey assess the extent to which your program is achieving the goals of the model type and whether a client experiences improvement as a result of participation in your program.

HOW DATA IS COLLECTED

Beginning in 2019, programs will have the option of using DFSS issued tablets so participants can complete the survey electronically. Electronic completion eliminates the need to send copies of each survey to the DDV. Paper surveys can still be used by programs and individual clients if there is a compelling reason to do so, such as lack of internet connectivity or multiple participants completing the survey at the same time. Training will be provided on how to use the tablets when they are issued to each program. **Tablets remain property of DFSS and should be used only for completing surveys.**

WHICH PROGRAMS SHOULD COLLECT SURVEYS?

Evaluations of Services Surveys are used by the following model types:

- Counseling Services for Victims of Domestic Violence
- Legal Advocacy and Counseling Services for Victims of Domestic Violence
- Legal Services for Victims of Domestic Violence
- Supervised Visitation and Safe Exchange Services for Victims of Domestic Violence

ARE SURVEYS DIFFERENT FOR EACH MODEL TYPE?

YES. Please check that your program is using the Evaluation of Services Survey that corresponds to your model type. Each model type asks different questions to reflect the goals of the specific model type.

WHERE DO I FIND THE SURVEY DOCUMENTS?

The documents are available at www.cityofchicago.org/fsscontracts. When tablets are issued for electronic completion, you will be provided with instructions on how to access the electronic surveys.

WHEN TO ASK A VICTIM TO COMPLETE A SURVEY

In general, do not ask about completing a survey when the client is in crisis. DDV relies on each program's knowledge of service patterns to determine appropriate times to ask a client to complete a survey. DDV realizes that some clients will seek services only once, and are in crisis at the time. Again, DDV relies on staff expertise to balance the need for

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fifty percent of clients to complete a survey with each individual client's needs and priorities.

HOW TO ASK A VICTIM TO COMPLETE A SURVEY

Stress the following things to the victim when you ask them to complete a survey:

- 1) Completing the survey is voluntary
- 2) Surveys are anonymous. No personal identifying information is gathered on the survey
Surveys are stored in a file or drawer, but NEVER put in the client's file
- 3) The survey will only take a few minutes to complete.
- 4) You understand she is busy and you appreciate her taking the time to complete a survey.
- 5) Your program takes survey results seriously and makes changes to services based on feedback received.
- 6) Ask if the victim has any questions or concerns.

NOTE: Some victims will tell you that they WANT you to know what they said. When this happens, thank them but remind them that you want them to give both positive feedback as well as ideas for how things could be improved and that you'd rather they do the survey in confidence.

HOW TO ADMINISTER THE SURVEY

- The client should be in a private area where she feels comfortable that no one will know her responses besides her
- Provide a pencil or pen if she is completing a paper survey
- Show the victim where to put the completed survey. Either provide a locked box or a sealed envelope or direct the victim to another staff person who collects the surveys and then stores them.

HOW TO CREATE A SURVEY IDENTIFIER

The survey header is to be filled out by **the agency**. Please use the 2019 survey that is posted at www.cityofchicago.org/fsscontracts. **Surveys completed on previous years' forms will not be accepted.**

Each survey identifier is made up of four parts:

- 1) Year
- 2) Agency Code
- 3) Program Code
- 4) Victim Number

EXAMPLE: Metropolitan Family Services' Legal Advocacy Program's first victim of 2019 finished her Evaluation of Services Survey. In the Survey Identifier field, the document would be labeled as follows:

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19/MPFS/6/10000

19 is for 2019

MPFS is the agency code. Please see Exhibit 2 for a list of survey program codes.

1 is the program code

Agencies with more than one funded program should pay close attention to the program code column of the table in Exhibit 2. Your program will not get credit for sending surveys submitted with the wrong program code.

10000 is the victim number (each victim who completes a survey is assigned a unique victim number)

HOW TO STORE PAPER SURVEYS

- Participants who complete a survey should deposit them directly in a folder, drawer, etc. that is used solely to collect surveys.
- A notation should be made in the client's chart that a survey was completed, but the completed survey should **NEVER** be stored in a client's file.
- DFSS program monitors will not require you to connect an individual survey with a particular client. Rather, they may ask to see completed surveys to verify the number of surveys reported on the quarterly report.

HOW TO SEND PAPER SURVEYS TO DDV

Copies of paper surveys completed during the quarter should be mailed to Cynthia Jackson at:

1615 West Chicago Ave. Chicago IL 60605 or
cynthia.jackson@cityofchicago.org.

Please do not send originals, as program monitors will request to see originals during their site visit.

WHEN TO SEND SURVEYS TO DDV

REPORTING PERIOD	QUARTER	SURVEYS DUE DATE
Jan 1- March 31, 2019	QUARTER ONE	Wed, April 10, 2019
April 1-June 30, 2019	QUARTER TWO	Wed, July 10, 2019
July 1-Sept. 30, 2019	QUARTER THREE	Wed, October 9, 2019
October 1 - Dec 31, 2019	QUARTER FOUR	Fri, January 10, 2020

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COMPUTING ESS SCORES FOR COMPLETION OF THE QUARTERLY REPORT

- a) Count the number of victims' surveys where the response for A.2 was either:
Strongly Agree **or** Agree
- c) Repeat this procedure for separately for items B.2 and C.2

SUPPLEMENTAL DOCUMENTATION REQUIRED BY DDV

The DDV requires supplemental documentation in addition to the Word Scope of Services document and the Excel Budget Workbook. The following documents must be submitted to Meera Raja by February 1, 2019. **Incomplete submission will result in a contract finding.**

1. JOB DESCRIPTIONS

- A job description for every person providing services listed on the work plan to clients who are counted on the quarterly report. This includes staff whose position is not paid for in full or part by this DFSS contract.
- A job description for every staff person who's cost is covered in full or part by this contract's budget

Please refer to the job description posted at www.cityofchicago.org/fsscontracts.

2. RESUMES

- An up-to-date resume, including current position, for every person providing services listed on the work plan to clients who are counted on the quarterly report. This includes staff whose position is not paid for in full or part by this DFSS contract.
- An up-to-date resume, including current position, for every staff person who's cost is covered in full or part by this contract's budget. This requirement does not include positions for which resumes are not traditionally required.

3. PROOF OF 40 HOUR DOMESTIC VIOLENCE TRAINING

Proof of 40 hour domestic violence training for every person providing services listed on the work plan to clients who are counted on the quarterly report. This includes staff whose position is not paid for in full or part by this DFSS contract.

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STAFF QUALIFICATIONS

All staff providing services listed on the work plan to clients who counted on the quarterly report must have earned a certificate indicating completion of 40 hours of training on domestic violence. The certificate must have been earned by a training provider certified by the state in which it was issued.

VICTIM CONFIDENTIALITY

The Illinois Domestic Violence Act defines your agency's responsibility to protect the privacy and confidentiality of the victims of domestic violence you serve. The IDVA provides that information regarding survivors will not be shared with any outside parties. Confidential communications include any communications between a survivor and an advocate, including all records kept in the course of providing services. Please refer to the IDVA for more information at www.illinoisattorneygeneral.gov/women/idva.html. In summary, protecting a victim's confidentiality should be a program's top priority. All program policies and procedures should comply with the IDVA.

PROGRAM MONITORING

SITE VISITS are conducted by DDV. The visits are structured to assess the services being provided to victims of domestic violence and provide technical assistance as needed. DDV staff may ask to see sample service plans, case notes, linkage agreements, etc. DDV staff will contact you to schedule a visit during 2019.

PROGRAM AUDITS are conducted by the monitoring division. The visits are structured to assess contract compliance. More information regarding these audits can be obtained from Consuela Richardson at Consuela.Richardson@cityofchicago.org

FISCAL AUDITS are conducted to assess the fiscal health of an agency. More information regarding these audits can be obtained from Darlene Perez at Darlene.perez@cityofchicago.org

BUDGET REVISIONS

- *When can I submit a budget revision?*
You should submit a revision as soon as you determine that funds will not be spent according to the original budget. Budget revisions are usually not accepted after early October of the contract year. Agencies are notified 3-4 weeks in advance of the exact date each year.

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- *To whom should budget revisions be submitted?*
Revisions should be submitted to the Division on Domestic Violence. DDV will review the revision for spending appropriateness, then forward to the finance division for their review and processing. There is no need to send the revision to both divisions.
- *How do I know if my budget revision has been processed?*
Check your contract on the city's website. Once processed, budget revisions are posted with your contract.
<http://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/controller/contracts/search.do#searchResults#searchResults>

SCOPE OF SERVICES REVISIONS

- *When can a program submit a Scope of Services revision?*
The first quarter may be too soon for you to judge if you will be able to meet your goals, and the fourth quarter may be too late to correct findings incurred during the year. Revisions are a viable option if you cannot meet goals due to external factors such as staff reduction or loss of funding.
- *To whom should scope revisions be submitted?*
Scope of Service revisions should be submitted to Meera Raja from the Division on Domestic Violence. After DDV approves the revision, it is submitted to the Contracts Division to become part of the agency's contract.

DEFINITION OF TERMS USED IN THE SCOPE OF SERVICES AND QUARTERLY REPORT

Carryover adults/children

The number of victims receiving services in quarter four (Q4) of the previous year still receiving services in quarter one (Q1) of the current year. Victims are considered "carryover" only in Q1 of each year

Civil, criminal, or law enforcement interventions

Activities performed by program staff on the victim's behalf in or preparing victim for civil or criminal court or intervention with law enforcement

Community education/awareness workshops on domestic violence

Events attended or sponsored by program or agency staff that furthers the audience's knowledge regarding the dynamics, effects and services available for victims of domestic violence and their families.

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Deliverable

An activity included in a program's work plan that offers service to victims of domestic violence

Enrolled victims

The number of victims that enter a program via completion of intake form that is signed by both program staff and the victim

ESSA

Ensuring Success in School Act (ESSA).

The legislation promotes successful school completion for young people who are parents, expectant parents, or victims of domestic or sexual violence by carefully balancing students' needs and the responsibility of schools and the broader community to educate all youth.

Evaluation of services survey (ESS) survey

Tool provided by DDV to gauge victim satisfaction and victim outcomes. DDV requires that:

- 80% of victims completing the survey indicate that they strongly agree or agree with A.2, B.2, and C.2 of the survey
- 100% of completed surveys are submitted
- Programs administer surveys created for 2019. Outdated forms cannot be accepted.

Group counseling sessions

Time spent between program staff and more than one victim addressing the impact of domestic violence on the survivors. An attendance sheet should be kept for record-keeping purposes

Intimate Partner Violence

The term "intimate partner violence" describes physical violence, sexual violence, stalking and psychological aggression (including coercive acts) by a current or former intimate partner.

An intimate partner is a person with whom one has a close personal relationship that can be characterized by the following:

- Emotional connectedness
- Regular contact
- Ongoing physical contact and/or sexual behavior
- Identity as a couple
- Familiarity and knowledge about each other's lives

The relationship need not involve all of these dimensions. Examples of intimate partners include current or former spouses, boyfriends or girlfriends, dating partners, or sexual

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partners. IPV can occur between heterosexual or same-sex couples and does not require sexual intimacy.

IPV can vary in frequency and severity. It occurs on a continuum, ranging from one episode that might or might not have lasting impact to chronic and severe episodes over a period of years.

There are four main types of IPV. These include sexual violence, stalking, physical violence, and psychological aggression.

- **Sexual violence:** includes rape, being made to penetrate someone else, sexual coercion (non-physically pressured sex), unwanted sexual contact (such as groping), and noncontact unwanted sexual experiences (such as verbal harassment). Contact sexual violence is a combined measure that includes rape, being made to penetrate someone else, sexual coercion, and/or unwanted sexual contact.
- **Stalking:** victimization involves a pattern of harassing or threatening tactics used by a perpetrator that is both unwanted and causes fear or safety concerns in the victim.
- **Physical violence** includes a range of behaviors from slapping, pushing or shoving to severe acts that include hit with a fist or something hard, kicked, hurt by pulling hair, slammed against something, tried to hurt by choking or suffocating, beaten, burned on purpose, used a knife or gun.
- **Psychological Aggression:** includes expressive aggression (such as name calling, insulting or humiliating an intimate partner) and coercive control, which includes behaviors that are intended to monitor and control or threaten an intimate partner.

Illinois Domestic Violence Act (IDVA)

The Illinois Domestic Violence Act defines domestic battery and aggravated domestic battery, and it outlines the criteria necessary for a court to convict someone of either one of those crimes. The law also addresses Orders of Protection, which are commonly called restraining orders, and it outlines law enforcement's and healthcare providers' responsibilities. The Act can be accessed at www.illinoisattorneygeneral.gov/women/idva.html

Individual counseling session

One-on-one, in-person time spent between program staff and the victim coordinating services to address short and long-term needs and goals and the impact of domestic violence on the survivor.

Individual service plan developed

A service plan should focus on measurable and achievable goals that are identified by agency staff and the victim

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- All service plans are victim-driven, individualized and based on the identified needs of the victim
- Service plans should include review periods/dates to track goal accomplishment. A new service plan can then be developed with new goals
- A victim whose service plan was developed in Q1-Q3 of 2018 must develop a new service plan in Q1 of 2019 in order to be considered a carryover victim in 2019
- A victim whose service plan was developed in Q4 of 2018 may use the same service plan and be considered a carryover victim in 2019.
- Service plans must be signed by the victim and agency staff
- A service plan must show evidence of being reviewed by both victim and agency staff at least every 6 months. Victim and staff should sign as proof of service plan review.

Infonet

InfoNet is a web-based data collection and reporting system used by victim service providers in Illinois. The system is nationally recognized for facilitating standardized data collection and reporting at the statewide level. Initial development of InfoNet began in the mid-90s as a collaborative effort between the Illinois Criminal Justice Information Authority, the Illinois Coalition Against Sexual Assault, and the Illinois Coalition Against Domestic Violence. Since then, InfoNet has grown to include partnerships with the Illinois Department of Human Services and the Children's Advocacy Centers of Illinois.

The primary purposes of InfoNet are to:

- Standardize data collection and reporting, thereby improving the ability to analyze information statewide and locally.
- Provide a central repository for statewide victim service data.
- Ease reporting for victim service providers that receive grants from multiple funding agencies, which often require different types of information.
- Facilitate continuous strategic planning for improving services and system response to victims.

Informed of their legal options

Victim is advised of all available legal options and offered the services or referred to services at no or reduced cost

Intake form

Document containing basic FSS required victim demographic information listed in Exhibit 3.

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A victim whose intake form was signed in Q1-Q3 of 2018 must review their intake form with their worker in Q1 of 2019. Both the victim and the worker should resign the intake for it to be up-to-date and the victim to be considered a carryover victim in 2019. An intake form must be reviewed every 12 months and then signed and dated by client and worker.

Performance measure

A specific subset of deliverables identified as key indicators of agency performance. Each model type has a unique set of performance measures. Performance measures are set with input from domestic violence service delegates.

Safety Plan or Safety Planning

A safety plan is a personalized, practical plan that can help a victim to avoid dangerous situations and know the best way to react when she (and her children) is in danger. This plan includes ways to remain safe while in the relationship, planning to leave, or after the victim leaves. Safety planning involves how to cope with emotions, how to tell friends and family about the abuse; take legal action, and more. A safety plan does not have to be a written document, but progress notes should show that these issues were discussed with the victim.

SNCO

Stalking no-contact order

Staff accompanying victim to court

Staff present in a courthouse before, during, or after a victim's court appearance in order to provide victim with legal advocacy or emotional support

U or T visa petitions

A **U-Visa** lets victims of crimes who meet certain requirements stay in the United States. A **T-Visa** is a type of visa allowing certain victims of human trafficking and immediate family members to remain and work temporarily in the United States if they agree to assist law enforcement in testifying against the perpetrators.

VAWA

Violence Against Women Act

VESSA The Victims' Economic Security and Safety Act (VESSA) allows employees who are victims of domestic or sexual violence or who have family or household members who are victims of such violence to take up to twelve (12) weeks of unpaid leave per any twelve (12) month period to seek medical help, legal assistance, counseling, safety planning, and other assistance. The Act also prohibits employers from discriminating against employees who are victims of domestic or sexual violence or who have family or household members who are victims of domestic or sexual violence.

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YTD year-to-date

FAMILY AND SUPPORT SERVICES CONTACTS

Who is the supervisor of the Division on Domestic Violence?

Adriana Camarda
Supervisor of Family Support Programs
312-746-6685
adriana.camarda@cityofchiago.org

Who is my contact person in the programs division?

Meera Raja
Program Development Coordinator
Meera.Raja@cityofchicago.org
312 746-8719

Who is my contact person in finance division?

Angela Smith		Arthur Baron
Supervisor of Accounting		Accountant IV
angela.amith@cityofchicago.org	OR	Arthur.Baron@cityofchicago.org
312 746- 6811		312 743-4904

Who is my contact person in the contracts division?

Check your 2019 award letter for the name of your contract liaison

Where is my Purchase Order (P.O. number?)

Check your 2019 award letter for the name of your contract liaison

Who is my contact regarding victim survey documents?

Cynthia Jackson
Cynthia.jackson@cityofchicago.org
312 743-0175

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EXHIBIT 1						
DFSS FUNDED DOMESTIC VIOLENCE SERVICE PROVIDER LIST FOR REFERRAL						
Organization	Model	Address				
Centro Romero	CO	6216	North	Clark St.	Chicago	60660
Connections for Abused Women and their Children	CO	1116	North	Kedzie	Chicago	60651
Family Rescue	CO	9204	South	Commercial	Chicago	60617
Healthcare Alternative Systems, Inc.	CO	5005	West	Fullerton	Chicago	60639
Heartland Human Care Services	CO	1200	West	35th Street	Chicago	60609
Metropolitan Family Services	CO	235	East	103rd	Chicago	60628
Metropolitan Family Services	CO	5338	South	Loomis	Chicago	60609
Metropolitan Family Services	CO	3843	West	63rd	Chicago	60629
Metropolitan Family Services	CO	3249	North	Central	Chicago	60634
Sarah's Inn	CO	309	West	Harrison	Oak Park	60304
The Hana Center	CO	4300	North	California	Chicago	60618
The Resurrection Project	CO	2020	South	Blue Island	Chicago	60608
Universal Family Connection, Inc.	CO	1350	West	103rd Street	Chicago	60643
Apna Ghar Inc.	LA	4340	North	Broadway	Chicago	60613
Between Friends	LA	2301	West	Howard	Chicago	60645
Family Rescue Inc.	LA	555	West	Harrison	Chicago	60607
Howard Area Community Center	LA	7648	North	Howard	Chicago	60626
Metropolitan Family Services	LA	555	West	Harrison	Chicago	60607
Mujeres Latinas en Accion	LA	2124	West	21st Place	Chicago	60608
Polish American Association	LA	3834	North	Cicero	Chicago	60616
Sarah's Inn	LA	555	West	Harrison	Chicago	60607
Domestic Violence Legal Clinic	LS	555	West	Harrison	Chicago	60607

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EXHIBIT 1						
DFSS FUNDED DOMESTIC VIOLENCE SERVICE PROVIDER LIST FOR REFERRAL						
Organization	Model	Address				
Life Span Center for Legal Services	LS	70	East	Lake St	Chicago	60601
Metropolitan Family Services Legal Aid Bureau	LS	1	North	Dearborn	Chicago	60602
Apna Ghar Inc.	SVSE	4340	North	Broadway	Chicago	60613
Metropolitan Family Services	SVSE	3834	West	63rd Street	Chicago	60629
Mujeres Latinas en Accion	SVSE	2124	West	21st Place	Chicago	60608
Family Rescue Inc.	RIA	555	West	Harrison	Chicago	60607
Metropolitan Family Services	RIA	555	West	Harrison	Chicago	60607
Sarah's Inn	RIA	555	West	Harrison	Chicago	60607
CO = Counseling and Case Management						
LA = Legal Advocacy and Counseling						
LS = Legal Services						
SVSE = Supervised Visitation and Safe Exchange						
RIA = Resource and Information Advocate Services						

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EXHIBIT 2						
EVALUTION OF SERVICES SURVEYS PROGRAM CODES						
PROGRAM NAME	YEAR	AGENCY CODE	PROGRAM CODE	MODEL TYPE CODE	NUMBER SERIES	DOCUMENT NUMBER
Apna Ghar	2019	APNG	1	SV	10,000 - 10,999	1, 2, 3...
Apna Ghar	2019	APNG	2	LA	10,000 - 10,999	1, 2, 3...
Between Friends Women & Children Program	2019	BTWF	1	LA	10,000 - 10,999	1, 2, 3...
Centro Romero	2019	CTRM	1	CO	10,000 - 10,999	1, 2, 3...
Connections For Abused Women And Their Children	2019	CAWC	1	CO	10,000 - 10,999	1, 2, 3...
Domestic Violence Legal Clinic	2019	DVLC	1	LS	10,000 - 10,999	1, 2, 3...
Family Rescue	2019	FMRS	1	LA	10,000 - 10,999	1, 2, 3...
Family Rescue	2019	FMRS	2	CO	10,000 - 10,999	1, 2, 3...
HANA Center	2019	HACT	1	CO	10,000 - 10,999	1, 2, 3...
Healthcare Alternative Systems	2019	HALS	1	CO	10,000 - 10,999	1, 2, 3...
Heartland Human Care Services Violence Recovery Services	2019	HHCS	1	CO	10,000 - 10,999	1, 2, 3...
Howard Area Community Center	2019	HACC	2	LA	10,000 - 10,999	1, 2, 3...
Life Span Legal Services	2019	LSLC	1	LS	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services F.V.I.P. Calumet Center	2019	MPFS	1	CO	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services F.V.I.P.	2019	MPFS	7	CO	10,000 - 10,999	1, 2, 3...

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EXHIBIT 2						
EVALUTION OF SERVICES SURVEYS PROGRAM CODES						
PROGRAM NAME	YEAR	AGENCY CODE	PROGRAM CODE	MODEL TYPE CODE	NUMBER SERIES	DOCUMENT NUMBER
Englewood Services						
Metropolitan Family Services F.V.I.P. Midway	2019	MPFS	3	CO	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services North Believe In Yourself	2019	MPFS	4	CO	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services Criminal Legal Advocacy Jane Addams	2019	MPFS	6	LA	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services F.V.I.P. Legal Aid Society	2019	MPFS	2	LS	10,000 - 10,999	1, 2, 3...
Metropolitan Family Services Child Visitation Center	2019	MPFS	5	SV	10,000 - 10,999	1, 2, 3...
Mujeres Latinas En Accion Domestic Violence Program	2019	MLEA	1	LA	10,000 - 10,999	1, 2, 3...
Mujeres Latinas En Accion Parent Support Program	2019	MLEA	2	SV	10,000 - 10,999	1, 2, 3...
Polish American Association	2019	POAA	1	LA	10,000 - 10,999	1, 2, 3...
Sarah's Inn Legal Services Project	2019	SAIN	1	LA	10,000 - 10,999	1, 2, 3...
Sarah's Inn Legal Services Project	2019	SAIN	2	CO	10,000 - 10,999	1, 2, 3...
The Resurrection Project (f/k/a Catholic Bishop St Pius V. Parish)	2019	TRRP	1	CO	10,000 - 10,999	1, 2, 3...
Universal Family Connections	2019	UNFC	1	CO	10,000 - 10,999	1, 2, 3...

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EXHIBIT 3 – DDV REQUIRED CLIENT DEMOGRAPHIC DATA POINTS	
ADULT AND CHILD	ADULT ONLY
GENDER IDENTITY	SEXUAL ORIENTATION
Female	Heterosexual/Straight
Genderqueer/Gender non-conforming	Homosexual/Gay/Lesbian
Male	Bisexual
Transgender	Queer
Other	Other
Not known/not asked	Not known/not asked
ETHNICITY	VETERAN STATUS
Hispanic/Latina	Yes
Non-Hispanic/Latina	No
RACE	Not known/not asked
American Indian/ Alaskan Native	EMPLOYMENT STATUS
Asian	Full-time
Black/ African American	Part-time
Native Hawaiian/ Other Pacific Islander	Not employed
White	Not known/not asked
American Indian/ Alaskan Native & White	EDUCATION
Asian & White	College grad or more
Black/ African American & White	Some college
American Indian / Alaskan Native & Black/ African American	High school grad or GED
Other Multi-Racial	Some high school
AGE	Not known/not asked
17 or younger	HEALTH INSURANCE
18-29	Medicaid
30-39	Medicare
40-49	Private health insurance
50-59	State's children's health insurance
60-64	Veteran's Administration medical services
65 or older	No health insurance
Not known/not asked	Not known/not asked

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EXHIBIT 3 – DDV REQUIRED CLIENT DEMOGRAPHIC DATA POINTS	
ADULT ONLY	ADULT ONLY
MARITAL STATUS	NON-CASH BENEFITS
Single	Food benefits card/LINK card
Married	Other source
Common law marriage	Other TANF funded services
Legally separated	Section 8/ Public Housing/Rental assistance
Divorced	Special Supplemental Nutrition (WIC)
Widowed	TANF child care services
Not known/not asked	TANF transportation
PREGNANT	None
Yes	Not known/not asked
No	PRIMARY INCOME SOURCE
Not applicable	No financial resources
Not known/not asked	Alimony or other spousal support
NUMBER OF CHILDREN	Child support
None	Earned income
One	General assistance
Two	Pension from a former job
Three	Private disability insurance
Four	Retirement income from Social Security
Five	Social Security
Six	TANF
Seven	Unemployment insurance
Eight or more	Veteran's disability payment
Not known/not asked	Veteran's pension
PRIMARY LANGUAGE SPOKEN AT HOME	Worker's compensation
English	Other source
Spanish	Not known/not asked
Polish	MONTHLY INCOME RANGE
Chinese	Service is limited to victims of domestic violence, who are presumed eligible by HUD to be low/moderate income. No data collection.
Other	HOUSING STATUS
Not known/not asked	Own
	Rent
	Homeless
	In temporary housing
	Not known/not asked