

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES    PO # \_\_\_\_\_**  
**HUMAN SERVICES DELIVERY**  
**DIGITAL LITERACY PROGRAM**  
**EXHIBIT B**  
**SCOPE OF SERVICES**

**SECTION 1 – GOALS AND OBJECTIVES**

**Program Goals**

Basic workplace skills are core skills that employees need to do their jobs successfully. Such basic skills include: understanding and ability to use reports and letters; communicating effectively; understanding and ability to use documents (instructions, maps, directions); understanding the use of numbers by themselves or in charts and tables; thinking critically and logically; ability to build and work in teams, positive attitude toward change; willingness and ability to learn for life; and, finally, the ability to use computers, technology, and tools and information systems effectively.

This last skill or phrase referring to computer knowledge and technology has morphed into digital literacy. Being digital literate means having some level of comfort around computers and its applications. With the internet and a variety of computer applications and platforms, we have greater access to information and knowledge, greater understanding of culture and people of diverse backgrounds, and more information on current or emerging trends.

The goals of the Digital Literacy Program is to provide basic instruction in the following: 1) basic computer skills such as what a computer will allow me to do; 2) internet search; 3) sending and receiving emails to include setting up an email account; 4) word processing program to include letters and reports; and 5) spreadsheet program highlighting formulas and charts. Additional sources for instruction will be provided.

**Target Population**

The Target Population is any Chicago resident that wants to enroll in Digital Literacy Training Program or participate in a Digital Literacy Workshop.

**SECTION 2 – PERFORMANCE MANAGEMENT**

**Performance Measures**

To track progress toward achieving our goals as outlined in Section 1 and assess success of the program, DFSS will monitor a set of performance indicators that include, but not limited to:

- Number of individuals enrolled in Digital Literacy Workshop
- Number of individuals completed a Digital Literacy Assessment
- Number of individuals passed a Digital Literacy Assessment.
- Number of individuals placed in subsidized employment
- Number of individuals placed in unsubsidized employment

Workshops include Computer Basics, Spreadsheet/Calculations, Word Processing, and Email content.

## **Data Reporting**

Delegate agency is expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data in a format specified by DFSS.

- Delegate agency to provide brief, year-end program report highlighting performance strengths, weaknesses, and recommendations to DFSS to improve program goals.
- Delegate agency to meet annually with DFSS staff.
- Delegate agency to provide monthly status reports.

## **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) in periodic meetings described below to review program performance and develop strategies to improve program quality throughout the term of the contract; and
- b) to guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.

## **Meetings**

Regular reviews of and conversations around program performances, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS to employ real-time information to track performance, identify good practices, and swiftly, collaboratively, and effectively address any challenges experienced by the target population.

At such meetings, the data will be reviewed to:

- a) Monitor progress, highlight accomplishments, and identify concerns;
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes; and
- c) Develop strategies to broader system changes to improve service delivery and coordination between services.

Meetings shall include at a minimum the DFSS Human Services Division Deputy Commissioner, or designee, and the delegate agency's chief executive officer, or designee. Delegate agency and DFSS may be represented by additional representatives as each party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS.

## SECTION 3 – CORE ELEMENTS

### Program Requirements

- Delegate agency must be a not-for-profit organization, as evidenced by incorporation in the State of Illinois, and must have federal 501(c)(3) tax-exempt designation.
- Overall fiscal soundness is required as evidenced by the financial history and record of the delegate agency, as well as the most recent audited financial statements (or the equivalent).
- Delegate agency must provide services to Chicago residents within the City of Chicago.
- Delegate agency and staff will have the qualifications, aptitude, and willingness to work with diverse populations in order to provide Digital Literacy training components.

**SECTION 4 – PROGRAM AND DELEGATE INFORMATION**

**Program Overview**

Program Name:

Total Budget for this Program (Including other share):

Funding Allocation:

Funding Source:

Contract Term:

Program Staff Contact Name:

Staff Contact Phone #:

Staff Contact Fax #:

Staff Contact Email Address:

**Delegate Information**

Delegate agency Name:

Delegate agency Address:

City, State, Zip Code

Executive Director (ED):

ED Phone #:

ED Fax #:

ED Email Address:

Office Hours:

Provide the name and addresses of sites where services are to be performed:

<b>Site Name</b>	<b>Address</b>	<b>Days of Operation</b>	<b>Hours of Operation</b>

Provide the Program Staff Contact (if applicable), telephone number, and email address for each site:

Site Name	Program Staff Contact	Phone Number	Email Address

In what Ward(s), Community Area(s), and Census Tract(s) are the site(s) providing the services located

Ward(s):

Community Area(s):

Census Tract(s):

Indicate Program Service Area:

This program will provide services citywide to all eligible individuals.

This program will primarily serve the following Ward(s), Community Area(s), and Census Tract(s):

North:

South:

East:

West:

Number of staff positions supported by this contract:

Full-time:

Part-time:

Number of new staff positions created by this contract:

Full-time

Part-time



## **Description of Program**

After reviewing the Core Elements detailed in Section 2, provide a brief and concise program summary describing activities not addressed in the Core Elements to both address the needs of the target population and maximize performance outcomes. If relevant, describe coordination/interface with other partners and/or programs. The intent of this section is to describe the Digital Literacy Program operating at optimal functional capacity.





**Work Program**

- A. Delegate agency:
- B. Program Name:
- C. Department Strategy/Program Name:
- D. Work Program for Year 2019

(1) Program/Sub-Program Activities	(2) Program Deliverables	(3) 2019 Planned Output by Quarter & Year Total List of Projected quantifiable units for each Program Deliverable.					(4) Performance Measures
Elements which describe the activities that will accomplish program Objectives	State what quantifiable units will be used to measure the progress of the proposed project i.e. clients screened, pounds delivered, etc.	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	Total (5)  Total clients, pounds, etc.	

Signature of Delegate Agency Official/Date

Signature of Department Official/Date

---



---