

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES PO # \_\_\_\_\_**  
**HUMAN SERVICES DELIVERY**  
**UNACCOMPANIED IMMIGRANT CHILDREN (UIC) PROGRAM**  
**EXHIBIT B**  
**SCOPE OF SERVICES**

**SECTION 1 – GOALS AND OBJECTIVES**

**Program Goals**

The Unaccompanied Immigrant Children (UIC) program specifically addresses those children migrating from Central American countries. The seven countries that make up Central America are Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama. Central America remains in a state of political transformation with widespread poverty, social injustice, and violence. Nicaragua is the second poorest nation in the western hemisphere. Volcanic eruptions and earthquakes, occur frequently due to active geologic faults and the Central America Volcanic Arc. Major hurricanes have impacted Central America since 2001. The physical and social environment has led both adults and children to migrate north through Mexico to the United States seeking Temporary Protection Status (TPS). The fate of the Central American immigrant is complicated and, in particular, the unaccompanied child. When reaching the United States, the principal grounds for remaining in the United States are “Refugee Asylum” fear of persecution due to race, nationality and membership in a particular group and “Special Immigrant Juvenile Status” granted to children who can establish that they were abused, neglected or abandoned by one or both parents. Yet, the principal causes that send children to the United States are family reunification (parent or close relative), poverty and fear of violence. If not apprehended and immediately deported to their home country when entering the United States, children have their cases heard in a federal immigration court. Children are not considered refugees and their care is overseen by the Office of Refugee Resettlement (ORR) which assesses their needs and places them with a sponsor such as a family member or foster care as they wait for the immigration court hearing. The average wait in 2014 for a court hearing was 578 days and an estimated that 40% of unaccompanied children have humanitarian claims recognized in U.S. and international courts according to The Vera Institute.

The goal of this program is to screen and represent unaccompanied Central American children and, if applicable, adult family members by applying all applicable immigration laws and protections to maintain and obtain legal residency.

**Target Population**

The Target Population is those children directed to the Immigration Court at 525 W. Van Buren Street.

**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 and ONA will monitor a set of performance indicators that include, but not limited to:

- Number of children/adults screened for services
- Number of children/adults retained for legal representation
- Notification/ summaries of trends, laws, rules, and/or procedures impacting the Target Population

## **Data Reporting**

Delegate agency is expected to collect and share data with DFSS and ONA according to the format, frequency, and submission protocol specified by DFSS and ONA. 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 and ONA reserve 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 and ONA.

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

## **Uses of Data**

DFSS and ONA reserve 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 and ONA 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 and ONA 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 and ONA 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, the Director of ONA, and the delegate agency’s chief executive officer, or designee. Delegate agency, DFSS, and ONA may be represented by additional representatives as each party deems appropriate. DFSS and ONA may request the attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS and ONA.

### **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 have all necessary qualifications necessary to provide free legal services.
- Delegate agency must provide services to Chicago residents within the City of Chicago.
- Delegate agency must attend to those clients referred to the Chicago Immigration Court.
- Delegate agency will implement outreach and case management services.
- Delegate agency and staff will have the qualifications, aptitude, and willingness to work with diverse populations in order to obtain services for immigrant populations.
- Delegate agency will have established partnerships and relationships with organizations that serve immigrant populations.

### **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:

Site Name	Address	Days of Operation	Hours of Operation

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

List the positions supported and/or assigned to this contract:

Title	Percent of time dedicated to Program

For each position title listed in the table above, describe the services to be provided (i.e. screen clients, conduct events, register clients, deliver pounds of food, etc.):

Title	Description of Services

**The Delegate agency is required to comply with all Program Guidelines as outlined by DFSS.**

**Submittal and approval:**

a) Applicant Signature:	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff Signature:	
e) Name (typed)	
f) Date approved:	

## **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 Unaccompanied Immigrant Children (UIC) 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

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