

CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES  
 DIVISION ON DOMESTIC VIOLENCE  
 RESOURCE AND INFORMATION ADVOCATE SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE  
 2020 SCOPE OF SERVICES

SECTION ONE – GENERAL INFORMATION

<b>DELEGATE INFORMATION</b>	
Delegate Agency Name	
Project Name	
Agency Website Address	
2020 Award Amount	
2020 P.O. Number	
Executive Director Name	
Executive Director Address	
Executive Director Phone	
Executive Director Email	
Program Contact Name	
Program Contact Address	
Program Contact Phone	
Program Contact Email	
Fiscal Contact Name	
Fiscal Contact Phone	
Fiscal Contact Email	
Board of Directors Chairperson	
Address	
Phone	
Email	

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Hours during which domestic violence services are provided:							
Mon.		Tues.		Wed.		Thurs.	
Fri.		Sat.		Sun.			
<b>Program Location/Site (List Site Location where services listed on the Scope of Services are performed)</b>							
<b>MAIN LOCATION</b>							
Address							
Phone							
Ward where this site is located							
Community Area where this site is located							
Clients seen at this location come from the following wards:							
Clients seen at this location come from the following community areas:							
Program Service Hours:							
PO# (please indicate PO on each page)							

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Projected total number of enrolled clients in 2020	
List all languages in which RIA services are offered	
What specialized populations do you serve? (Neighborhood, cultural group, etc.)	
PO# (please indicate PO on each page)	

## SECTION TWO – DFSS PROGRAM DESCRIPTION

### **A. Program Goals**

Resource and Information Advocate 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 Chicago’s Central Domestic Violence Courthouse, reviewing options available to victims, and assisting victims to determining which options to pursue inside and outside the courthouse.

### **B. Target Population**

Any Chicago resident (and their children) who has been the victim of intimate partner or teen dating violence and is seeking services at the City of Chicago’s central domestic violence courthouse is eligible for services. Delegates must be able to offer services to underserved populations including undocumented victims, those whose do not speak English, male victims, those who are disabled, and LGBTQIA victims.

## SECTION THREE – REQUIRED CORE PROGRAM ELEMENTS

Delegates must deliver, at a minimum, all of the following services:

- Provide brief services (average of 15 minutes) to a large number of victims (average of 1000 or more per year) at the central Domestic Violence Courthouse at 555. Harrison

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- Serve as an entry point guide at the Central Domestic Violence Courthouse at 555 W. Harrison for victims who are not familiar with services available to victims of domestic violence
- Proactively engage victims at various locations throughout the Domestic Violence Courthouse such as the courthouse entrance, the pro se clerk desk, the Help Desk, and the inside and outside of all courtrooms
- Direct victims to services inside and outside the courthouse
- Review options available to victims and assist victims in determining which options to pursue
- Provide victims with information about no-contact orders
- Assist victims in completing petitions for Orders of Protection
- Educate victims about next steps before and after court proceedings
- Link victim to available court advocates within the courthouse
- Provide victim with other services such as assistance to obtain a copy of court documents, accompanying victim to court, providing emotional support, etc.
- Accept referrals from and provide referrals to the Illinois Domestic Violence Hotline
- Provide victims with information about their rights and legal options under the Illinois Domestic Violence Act
- Coordinate with other RIA service providers to ensure:
  - RIA coverage during court operating hours
  - Distribution of bi-lingual advocates during court operating hours
  - Geographic coverage of the courthouse to assist victims in varied locations
- Provide referrals to the Illinois Domestic Violence Hotline
- Create a confidential process for victims receiving brief service module to complete outcome questions.
- Offer services to underserved populations including undocumented victims, those whose do not speak English, male victims, those who are disabled, and LGBTQIA victims
- Maintain victim confidentiality
- Report changes in staff, staff hours, agency operating hours, agency and program location
- Ensure that all staff providing services listed in this Scope of Services have, at minimum:
  - earned a 40 Hour Domestic Violence training certificate from an accredited training provider; and
  - experience providing legal advocacy to victims of intimate partner violence and teen dating violence

## SECTION FOUR – PERFORMANCE MEASURES

Agencies are required to track progress towards achieving the stated program goals in Section Two. To assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

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

### **Data Reporting**

Delegate agency will be 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 on a format specified by DFSS.

Delegate agency agrees to the following reporting requirements:

- Quarterly Reports detailing services provided. Format will be provided.
- Monthly Meetings with DFSS staff, if required.
- Narratives in the quarterly report that may highlight a particular case or services provided to victims of domestic violence, intimate partner violence, and teen dating violence that demonstrate value in the ongoing services or a gap in services.

### **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 and the delegate agency 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:

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- 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 Deputy Commissioner for Domestic Violence, or designee, and the delegate agency’s executive director, or designee. Delegate agency or 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 FIVE –PLANNED ACTIVITIES

Please complete the highlighted cells to indicate the program’s planned activities for the contract period.

<b>A.</b>	<b>PROVIDE RESOURCE AND INFORMATION ADVOCATE SERVICES</b> regarding available services to victims of intimate partner violence seeking services at Chicago’s central domestic violence courthouse at 555 W. Harrison	Q1	Q2	Q3	Q4	Total
1.	Number of clients receiving brief service module					
2.	Number of clients <b>encountered</b> ( did not receive brief service model)					
PO# (please indicate PO on each page)						

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<b>B.</b>	<b>PROVIDE RESOURCES AND INFORMATION</b> regarding services available <b>inside</b> 555 W. Harrison	Q1	Q2	Q3	Q4	Total
1.	Number of victims receiving individual overview of options available at the court					
2.	Number of victims receiving individual IDVA explanation					
3.	Number of victims receiving overview of stalking no-contact order					
4.	Number of victims receiving overview of civil no-contact orders					
5.	Number of victims receiving linkage to available court advocate for services					
6.	Number of victims who would have received linkage to court advocate if an advocate had been available					
7.	Number of victims receiving post-hearing information					
8.	Number of victims receiving form completion assistance					
9.	Number of victims receiving translation services					

<b>C.</b>	<b>PROVIDE RESOURCES AND INFORMATION</b> regarding services available <b>outside</b> 555 W. Harrison	Q1	Q2	Q3	Q4	Total
1.	Number of victims receiving referral to the Domestic Violence Hotline					
2.	Number of victims receiving other referrals					

PO# (please indicate PO on each page)	
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<b>D.</b>	<b>PROVIDE OTHER ADVOCACY SERVICES</b>	Q1	Q2	Q3	Q4	Total
1.	Number of victims receiving other services (i.e. assistance with obtaining a copy of an Order of Protection, accompaniment to court, providing emotional support, etc.)					

<b>E.</b>	<b>CLIENT OUTCOME SURVEYS</b>	Q1	Q2	Q3	Q4	Total
1.	Number of victims who agree or strongly agree with the statement, "I feel better informed about my legal options."					
2.	Number of victims who agree or strongly agree with the statement, "I better understand the court process."					
<b>PERFORMANCE MEASURE</b>						
75% of victims receiving brief service module will indicate that they strongly or somewhat agree with statement E.1						
<b>PERFORMANCE MEASURE</b>						
75% of victims receiving brief service module will indicate that they strongly or somewhat agree with statement E.2						
PO# (please indicate PO on each page)						



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Please review the **Required Core Program Elements in Section 3** and **Performance Measures in Section 4**. Please describe activities to be performed to address the needs of the target population and achieve Performance Measures, focusing on activities not captured in the listed Core Elements.

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PO# (please indicate PO on each page)	
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**SECTION SIX –PROGRAM FUNDING**

Please list all funding sources that comprise the other share listed in your program budget. Total of this chart should equal the other share listed in the program budget.	
\$ AMOUNT	FUNDING SOURCE
\$	FUNDING SOURCE
PO# (please indicate PO on each page)	

**SECTION SEVEN –REQUIRED ADDITIONAL DOCUMENTATION**

The Division on Domestic Violence requires the following documentation to be submitted to [meera.raja@cityofchicago.org](mailto:meera.raja@cityofchicago.org) within the first 30 days of the contract start date:

1. Current **job description** for every staff person providing services to victims of domestic violence in this program. A job description should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff’s salary. Job descriptions should follow the format of the job description posted along with other contract documents at: [www.cityofchicago.org/fsscontracts](http://www.cityofchicago.org/fsscontracts)
2. Current **resume** for every staff person providing services to victims of domestic violence in this program. A resumes should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff’s salary.
3. **Proof of 40 hour domestic violence training** from an accredited training provider for every staff person providing services to victims of domestic violence in this program. Proof of training should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff’s salary. Proof of training is required regardless of staff’s other professional training, certificates, and education.

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**Failure to submit these documents will result in an audit finding against the program.**

**SECTION EIGHT –DDV DELEGATE GUIDEBOOK**

The Division on Domestic Violence has created a guidebook to provide additional instruction and information on program requirements. The 2020 guide is available at: [www.cityofchicago.org/fsscontracts](http://www.cityofchicago.org/fsscontracts)

**Please review this guide as it is part of your contract.**

**SECTION NINE –SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

By checking this box, your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL**

Applicant signature in blue:	
Name typed:	
Title:	
Date of signature:	
DDV staff signature:	
Title:	
Date approved:	
PO# (please indicate PO on each page)	