

DEPARTMENT OF FAMILY AND SUPPORT SERVICES PO # _____
HUMAN SERVICES DELIVERY
COMMUNITY NAVIGATOR PROGRAM
EXHIBIT B
SCOPE OF SERVICES

SECTION 1 – GOALS AND OBJECTIVES

History

With residents from over 140 countries and more than 100 languages spoken in the city of Chicago, Mayor Rahm Emanuel created the Office of New Americans (ONA) in July of 2011. Months later, with a commitment to improving the day-to-day experiences of the city's 560,000 foreign-born residents, an Advisory Committee was established: The Office of New Americans Advisory Committee. Separately, in the Fall of 2016, after the Presidential Election, Mayor Emanuel launched the Chicago is With You Task Force (CWYTF). Comprised of 30 leaders representing Chicago's business, academic, civic, and philanthropic communities, CWYTF's goal was to identify challenges unique to immigrants, recommend initiatives, and develop a detailed implementation plan for the ONA and its partners. The Chicago New Initiatives Plan was developed and released December 4, 2012 outlining 27 new programs and initiatives to build a thriving, diverse and welcoming international city. The Advisory Committee ensures that Chicago delivers comprehensive support to immigrants, refugees, and other disenfranchised communities by collaborating on legal services, mental health, employer diversity training, and education. DFSS provides contract administrative services to the Legal Protection Fund.

Program Goals

In response to the imminent threat and fear of deportation following the 2016 Presidential election, \$1.3 million of unused property tax rebate funds was redirected in the FY2017 Budget to create the Chicago Legal Protection Fund (Fund) to support the critical need of legal services to keep immigrant populations safe, secure, and supported by the city. There are two complementary delegate agency programs to support this critical need: 1) the Legal Protection Fund Program; and 2) the Community Navigator Program. The goals of the Legal Protection Fund Program are to provide free legal services: 1) application for immigration status, 2) access protections available under law, 3) uphold residents' due process rights in the wake of immigration enforcement actions; 4) provide overall legal screenings; 5) provide legal representation to include courtroom representation; and 6) track rules, laws, and trends impacting this population in the city of Chicago. The complementary goals of the Community Navigator Program are to: 1) train Community Navigators. 2) educate attendees at immigration related workshops, 3) provide referrals, 4) create curricula/information alerts on immigration policy, and 5) accompany immigrants. From FY2017 (January 1 through December 31, 2017) through July 31, 2018 of FY2018, the Legal Protection Fund program agencies have assisted 47,016 individuals. It is anticipated that the two programs will assist an additional 20,000 individuals in FY2020 (January 1 through December 31, 2020).

Target Population

The Target Population of the Legal Protection Fund programs is immigrants, refugees, and other disenfranchised communities particularly those that are undocumented that live in the city of Chicago.

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 new community navigators
- Number of Immigrant Education Presentations
- Number of attendees at Immigrant Education Presentations
- Number of Referrals for Legal Services
- Total Number of Referrals to Other Organizations for housing, health, mental health, employment/training, and educational services
- Total Number of Clients Accompanied

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.
- Delegate agency to provide monthly status reports.
- Delegate agency expected to work with other partners of the CSYTF as required.

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 provide services to Chicago residents within the City of Chicago.
- 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

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 Community Navigator Program operating at optimal functional capacity.

Work Program

- A. Delegate agency:
- B. Program Name:
- C. Department Strategy/Program Name:
- D. Work Program for Year 2020

(1) Program/Sub-Program Activities	(2) Program Deliverables	(3) 2020 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 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total (5) Total clients, pounds, etc.	

Signature of Delegate Agency Official/Date

Signature of Department Official/Date
