

DEPARTMENT OF FAMILY AND SUPPORT SERVICES PO # _____
HUMAN SERVICES DELIVERY
PUBLIC BENEFITS OUTREACH AND EDUCATION (PBOE)
EXHIBIT B
SCOPE OF SERVICES

SECTION 1 – GOALS AND OBJECTIVES

Program Goals

The objective of the Public Benefits Outreach and Enrollment (PBOE) program is to conduct outreach, education, screening, application assistance, and follow-up support between the applicant household and government agencies to access federal, state and/or local government issued public benefits or programs. Screening individuals for eligibility can result in obtaining such benefits as medical coverage to include Medicare and Medicaid, TANF (Temporary Aid to Needy Families), and SNAP (Supplemental Nutrition Assistance Program). Benefits translate into dollars. For example, in one scenario a single eligible person can obtain \$192 in SNAP benefits and have Medicare premiums paid by Medicaid resulting in a minimum of \$100 deducted from the monthly social security pension payment. Within the Department of Family and Support Services (DFSS) Strategic Plan, a goal for the PBOE program is for 33% of eligible households to obtain one or more benefits.

Target Population

The Target Population consists of those individuals/families that meet eligibility requirements of public benefit programs.

SECTION 2 - PERFORMANCE MEASUREMENT

Performance Measures

- To track progress toward achieving goals discussed in Section 1 and assess success of the program, DFSS will monitor a set of performance indicators that include but are not limited to:
- Number of clients/households assessed.
- Number and name of public benefits received.
- Number of outreach activities.
- Dollar value of benefits received.

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:

- Delegate agency must agree to enter data information in either or both of the following data systems: STARS (Single Tracking And Reporting System) and HMIS, and if screening homeless individuals or families, (Homeless Management Information System) and/or any other funder's required systems. If required, training will be provided.
- Monthly and/or Quarterly Reports detailing services provided. Format will be provided.
- Monthly Report summarizing where clients/households learned of the availability of PBOE services at respective location (Center/Outreach Site).
- Monthly Meetings with DFSS staff, if required.
- Participant Recruitment Plan including broad geographic areas as well as specific outreach sites within the specific DFSS Community Service Centers' service area.
- Brief, End-of-Year Report highlighting delegate agency's strengths, weaknesses, and suggestions to DFSS to increase program goal.

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:

- 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 Deputy Commissioner, or designee, and the delegate agency's chief executive officer, 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 3 – CORE ELEMENTS

Program Requirements

Delegate agency will perform the following services, provide and/or maintain the described information:

- Provide PBOE Services at the DFSS' six Community Service Center locations listed below:
 - Englewood Center, 1140 W. 79th Street, Chicago, IL 60620
 - Garfield Center, 10 S. Kedzie Avenue, Chicago, IL 60612
 - King Center, 4314 S. Cottage Grove, Chicago, IL 60653
 - North Area, 845 W. Wilson Avenue, Chicago, IL 60640
 - South Chicago, 8650 S. Commercial Avenue, Chicago, IL 60617
 - Trina Davila, 4312 W. North Avenue, Chicago, IL 60639
- Plan for participant recruitment including broad geographic target areas as well as specific outreach sites within that geography, including specific DFSS Community Service Centers.
- Maintain method of assessing families to determine the type of public benefits that are applicable.
- Maintain a list of public benefit programs to include tax credits, child care benefits, nutritional programs, health insurance programs, or cash benefits that will be part of the screening.
- Plan for maintaining contact with the household while public benefits applications are pending.
- Method of assessing and referring individuals/families to additional supportive services and other City, state or federally-funded programs.
- Serve Limited English proficiency households, including specific language capacity targeted by community service centers.
- Describe public relations approaches to reach eligible participants.
- Provide a program budget that reflects the cost per participant and the total number of households/individuals that will be assisted between January 1, 2020 and December 31, 2020.
- Plan to document the dollar value of benefits received through this program.
- Provide staffing pattern to address coverage of six Community Service Centers
- Conduct and report on Outreach and Education events that include holding community events, distributing informational materials, and networking with local government offices such as Aldermanic Offices.

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

Description of Program

After reviewing the Core Elements detailed in Section 3, 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 Public Benefits Outreach and Enrollment 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 Official/Date

Signature of Department Official/Date
