

Agency Name: \_\_\_\_\_

PO#: \_\_\_\_\_

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES**  
**WORKFORCE SERVICES DIVISION**  
*Industry-Specific Training Program*  
**2020 Scope of Services**

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the Industry-Specific Training program model. The goal of the Industry-Specific Training Program is to provide high-need individuals with the opportunity to enter in demand industries that offer placements with career pathways to progressively gain more skills and better livable wages.

The delegate agency's program should provide intensive training that will better prepare individuals for the targeted in demand industries of; Healthcare, Hospitality and Tourism, Information Technology, Manufacturing Transportation and Logistics. The training curriculum should be customized and include; active participation and extensive collaboration from industry employers in order to effectively address the needs of Chicago's businesses.

Participants will complete training that will be directly linked to placement into full-time permanent employment (minimum 20 hours per week) with an expected retention of at least 90 days of employment at or above the Standard City Minimum Wage.

**Target Population**

To be eligible for DFSS Workforce Programs, individuals must be unemployed or underemployed, be low-income, and be limited in employability skills. These are defined as high-need individuals. Additionally, DFSS prioritizes individuals who are part of the following groups that face additional barriers to employment:

- a. Returning citizens with or who have had some justice-involvement
- b. Persons who are homeless or at risk of homelessness
- c. Persons with limited-English proficiency

**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, life skills, job placement assistance, financial coaching, and case management services through a wide network of community-based delegate agencies.

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**Performance Indicators**

To track progress toward achieving our goals outlined in Section A and assess success of the Industry-Specific Training program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 60, 90, and 180 days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants receiving employment counseling.
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants completing Industry-Specific Skills Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that hired program graduates.

**Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions.

As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to use ECM.

Requirements include:

Enter data into ECM within 24 hours of client interaction and adhere to required data standards based on program model as outlined in ECM v6.0. Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic,

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performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Client employment outcomes at the 30, 60, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

**Meetings**

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate agency's Chief Executive Officer, or designee DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s) Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

**Data Usage**

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:

To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.

- 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.
- c.) Any other purposes identified by DFSS.

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**SECTION C – CORE ELEMENTS**

**Program Requirements**

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Intake such as outreach, eligibility determination, orientation, and initial assessment.
- Comprehensive Assessment and Case Planning such as academic testing i.e. TABE, career interest and aptitude testing, Individualized Employment Plan (IEP), and career counseling.
- Case Management Services include providing referrals for supportive services such as child care, transportation, legal assistance, mental health and substance use counseling, etc. Case notes must be added to a participant's case file in ECM to show the work services and progress for program participants.
- Contact Participant should be contacted every 15-30 days. A case note should include the type of contact made; via email, text, social media, face to face or phone. Agency representatives should case note if unable to contact any program participants after attempting a minimum of 3 contacts.
- Job Readiness Training should include activities such as completing a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication.
- Participants should have access to the Internet for employment services including; job search techniques, job clubs and job fairs. Each successful participant is required to have a completed resume on file and a professional email address.
- Basic Skills Training such as life skills workshops including financial literacy, English-as-a-Second-Language (ESL) classes and literacy instruction.
- Industry-Specific Training through a customized curriculum designed with an identified employer or group of employers. This may also include a paid work experience or internships with an employer.
- Placement Services such as implementation of a plan to address specific industry/occupation workforce needs, placing participants in jobs with employers, and identification of other resources that would benefit businesses such as assistance in applying for tax credits. It is strongly encouraged that delegate agencies identify employers that agree in advance to hire individuals upon successful completion of the training.
- Follow-up and Retention Services provide ongoing case management to include; contacts, and follow-up activities to ensure retention and career advancement (i.e. supportive services, participant development workshops and on-going job coaching).

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**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Under the CDBG performance-based contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based **eProcurement** system. All new and existing delegate agencies are required to register under the **iSupplier portal** at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted 15 calendar days after the end of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Submit ECM report(s) with voucher. Vouchers submitted after the monthly deadline will result in a delayed payment.

There will be four (4) payment points:

1. Enrollments
2. Placements (30-day employment verification required – Form II Placement) – Full placement funding will be awarded by achieving a minimum 60% placement rate for the enrollments.
3. Target Population -- 75% of total enrollments must be target population clients. Target population clients are defined as high-need individuals, as previously discussed in this Scope of Services in Section A.
4. 90-day Retention -- 40% of 30-day placements must reach 90-day retention benchmark (90-day employment verification required – Form III Retention)

Here is an illustration on how the payment structure will look:

- Based on \$100,000 Total Award
- 62% of baseline is for enrollments = \$62,000 for 35 enrollments @ \$1,771.00 ea.
- 35% of baseline is for placements = \$35,000 for 21 placements @ \$1,666.66 ea.
- 75% of enrollments = 26 priority population clients as the annual goal. Agencies can receive a maximum reimbursement of \$1,500 in this payment category, payable in \$500 increments as 1/3 of goal milestones are met. Submit voucher and verification of priority population.
- 40% of placements at 90 days = 8 clients that reach 90 days retention as the annual goal. Agencies may receive a maximum reimbursement of \$1,500 in this payment category, payable in \$500 as 1/3 of goal milestones are met increments. Submit voucher and verification of 90 days of employment.

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**SECTION E – PROGRAM AND DELEGATE INFORMATION**

*Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2020 program year.*

**Program Overview**

Program Model: **Industry-Specific Training Program**

Program Name:

PO Number:

Grant Amount:

Contract Term: **January 1, 2020 through December 31, 2020**

**Delegate Agency Contact Information**

Agency Name:

Agency Address:

City, State, Zip Code:

Program Staff Contact Name:

Program Staff Title:

Program Staff Contact Phone:

Program Staff Contact Email:

Executive Director Name:

Executive Director Phone:

Executive Director Email:

Fiscal Contact Name:

Fiscal Contact Phone:

Fiscal Contact Email:

Administrative Office Hours:

**Facility/Site Information**

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site

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In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s):

Community Area(s):

Census Tract(s):

Indicate Program Service Area:

- This program will provide services citywide to all eligible individuals. Or,
- This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s):

Community Area(s):

Census Tract(s):

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North:

South:

East:

West:

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**Description of Program**

*Provide a brief narrative statement of this program including the scope, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.*



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**WORK PROGRAM**

Delegate Agency Name: \_\_\_\_\_

Program Name: \_\_\_\_\_

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: classes held	(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
(5) Total Unduplicated Clients/Units:		1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Total	
1. Recruitment							# of clients recruited to industry-specific program
2. Enrollment							# of clients enrolled in industry-specific program
3. Training							# of clients trained in industry-specific program
4. Placement							# of clients placed in jobs
5. Retention 30 Days							# of clients that reached 30 days of employment
6. Retention 90 Days							# of clients that reached 90 days of employment
7. Retention 180 Days							# of clients that reached 180 days of employment
8.							
9.							

Signature of Authorized Agency Official and Date: \_\_\_\_\_

Signature of DFSS Official and Date: \_\_\_\_\_

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**SECTION F – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

- By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

**Source Documents**

Provided below are hyperlinks to source documents. Please read and understand funding source rules and regulations:

**U.S. Department of Housing and Urban Development (HUD)**

<https://www.hudexchange.info/>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207- ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>