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

**Department of Family and Support Services-Workforce Services Division  
Community Service Block Grant (CSBG) *Transitional Jobs Program*  
2020 CARES Act Scope of Work**

**FUNDING OVERVIEW**

**Coronavirus Aid, Relief and Economic Security Act (CARES) Funding**

The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners,
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the Transitional Jobs program model. Transitional Jobs Programs (TJP) provide time-limited subsidized employment opportunities coupled with intensive wraparound services and skills development to high-need individuals who lack competitive work history and/or knowledge of the workplace. The goal of the program is to help these participants overcome multiple challenges to obtain and sustain employment with wages at or above the Standard City Minimum Wage.

Contracted agencies receiving CARES Act funding to serve job seekers through this program model will have the following program requirements:

- Participants enrolled in the agencies TJP will work a minimum of 25 hours per week-maximum of 300 hours per participant
- Transitional Jobs Program work experience will be no longer than 12-weeks in length
- Subsidized wages for all participants enrolled in TJP will be at \$13.50 per hour.

**Target Population**

DFSS provides workforce services to individuals facing barriers to employment and are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago residents, low-income, and authorized to work in the United States.

In addition, DFSS focuses on, and provides a portion of reimbursement for, serving the following **three priority populations**:

- Homeless Individuals
- Individuals with limited English proficiency
- Returning Citizens

Providers may also provide services to additional populations with significant barriers to employment, such as Veterans and individuals with disabilities who meet eligibility guidelines

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**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 Workforce Services Division at DFSS 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 its network of community-based delegate agencies.

**Performance Indicators**

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

- Percentage and number of participants who enter subsidized employment.
- 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 career coaching.
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that provide subsidized training opportunities for program participants.
- 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 active 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

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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 participant-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.

DFSS will collect performance data from all data systems; the **Enterprise Case Management System (ECM version 6.0) and STARS**. Delegate Agencies are expected to utilize ECM and STARS required data outlined by the State of Illinois for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 24 hours of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

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

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

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

### **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) 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.

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c) Any other purposes identified by DFSS.

### **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.

### **Training**

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

## **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:

- Outreach and Recruitment community outreach recruitment strategy customized to effectively reach the priority population, and referral process
- Program Orientation eligibility requirements, provide an overview of the program and expectations and intake assessment
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed for all enrolled participants, i.e. O'NET Career Interest Profile, academic

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Assessment such as Test of Adult Basic Education (T.A.B.E.) for training programs that require an assessment of basic skill levels, and aptitude testing. Development of an Individualized Employment Plan (IEP) for all participants enrolled in a workforce training program

- Case Management Services providing advocacy, career coaching, mentoring, assessment supportive services, linkages to community resources, and more.
- Contacts Participant should be contacted every 15-30 days. Program staff should secure a main contact and an alternate contact number for program participants and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address entered in ECM.
- Job Readiness Training to include activities on how to complete a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Building Social Capital and Effective Communication. Each successful participant is required to have a completed resume on file.
- Basic Skills Training such as life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, referrals to adult learning programs.
- Transitional Jobs (TJP) that provide subsidized employment opportunities by partnering with employers that lead to full-time unsubsidized employment. Must have a worksite agreement between employers, clients and contracted agency. See Funding Overview for requirements
- Supportive Services-in the form of transportation assistance, work related items, vital records, referrals for legal assistance, and personal protective equipment (PPE).
- Placement Services outreach and recruit employers from in demand industries willing to collaborate on affording participants employment opportunities, implementation of a plan to address specific industry/occupation workforce needs, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Follow-up and Retention Services providing ongoing case management and follow-up activities to ensure retention and career advancement

**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Under the CSBG 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

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The following is the formula by which to calculate payment for this program model:

1. 100% of planned participants must be budgeted for the TJP
2. Minimum 30% allocated for subsidized wages
3. Hourly wage @ \$13.50

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

- o *Based on \$100,000 Total Award*
- o *Minimum 30% allocated for subsidized wages. This means the baseline for payment equals total budget minus subsidized wages or \$70,000 in this example.*

**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: **Transitional Jobs 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: \_\_\_\_\_ Fiscal Contact Name: \_\_\_\_\_  
Executive Director Phone: \_\_\_\_\_ Fiscal Contact Phone: \_\_\_\_\_  
Executive Director Email: \_\_\_\_\_ Fiscal Contact Email: \_\_\_\_\_

Administration Office Hours: \_\_\_\_\_

**Facility/Site Information**

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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

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**

*Answer the questions presented below as a part of the development of the workplan. Provide a brief narrative statement of this CSBG-funded 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.*

What employers is your agency partnering with to provide a hands-on work experience opportunity for enrolled participants?

What industry/sector(s) are the employers your agency is partnering with representing?



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**Plan for meeting performance**

Instructions: Agency will develop a “block” schedule that will incorporate when program orientations, enrollment appointments, walk ins, case management will be done with job seekers. Agency should allow time for data entry into ECM and STARS, staff meetings, etc.

<b>Time</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
8:00AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
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2:30					
3:00					
3:30					
4:00					
4:30					
5:00PM					

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(1) Program Activities: List 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.	(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 transitional jobs program
2. Enrollment							# of clients enrolled in transitional jobs program
3. Training							# of clients trained in transitional jobs program
4. Subsidized Placement							# of clients placed in subsidized jobs <i>(MUST be all clients indicated on the budget form)</i>
5. Unsubsidized Placement							# of clients placed in unsubsidized jobs
6. Retention – 30 days							# of clients that reached 30 days of unsubsidized employment
7. Retention – 60 days							# of clients that reached 60 days of unsubsidized employment
8. Retention - 90 days							# of clients that reached 90 days of unsubsidized employment
9. Supportive Services							For all newly enrolled clients in this program will have access to supportive services at \$350 per person <i>(January 1 through Dec 31<sup>st</sup>)</i>

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	