



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
YOUTH SERVICES DIVISION
Enrichment Portfolio

2020 Scope of Services

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

Delegate Agency Cover Page

Program Model: Enrichment Out-of-School-Time

Delegate Agency Name:

Program Name:

PO Number:

Grant Amount:

Programming: *(Please check one of the following)*

Year Round ___ School Year ___ Summer ___ Summer & School Breaks ___

Number of Youth Served: _____

Out-of-School Time *(select one primary focus from the subcategories)*

Subcategory: Arts & Culture ___ Sports & Fitness ___ Health & Nutrition ___ Academic acceleration, Career exploration and Vocational Support ___ Science, Technology, Engineering, Math (STEM) ___

Is this program housed at a school location? Yes ___ No ___

Program Information *(Please initial your selection):*

DFSS Youth Services Division funding as a primary source for your program site (>50% of funding): ___

DFSS Youth Services Division funding is supplemental funding for your program site: ___



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SECTION A – GOALS AND OBJECTIVES

Program Goals

Research and evaluation studies have shown that youth and young adults who participate in OST programs can obtain positive outcomes in academic, social and emotional, prevention, and health and wellness. Increased participation in OST programs directly relates to a youth's increased school attendance and influences for their desire to stay in school, which prepares them to be college and career ready. The Enrichment Portfolio is designed to address the following social issues in youth development:

1) Promote pro-social behavior among youth and reduce social isolation; 2) Increase youth engagement with school. In addition to achieving these goals, the DFSS Youth Division aims to address key disparities in access to high quality programming that undermine the well-being of youth in under-resourced communities by more intentionally directing investments to these areas.

Target Population

The Youth Division serves youth between the ages of 6 and 21 who are Chicago residents and are economically disadvantaged and at-risk defined by one of more of the following:

- Low income/living below the poverty line
- Engaged in school
- Unemployed but seeking employment

DFSS's Youth Services Division is particularly interested in youth engaged in alternative educational settings who demonstrate a need or desire for educational and/or vocational career guidance and attainment, and who live in low income, high crime, underserved communities.

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.

Performance Indicators

To track progress toward achieving this goal and assess success of the program, DFSS will monitor a set of performance indicators that may include but are not limited to:

- Percentage and number of youth reporting positive relationship with an instructor and or mentor in their program.
- Percentage and number of youth who reported learning a new skill or improving on existing skills.



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- Percentage and number of youth and young adults who report their ability to avoid dangerous behaviors and engage in more pro-social behavior.
- Decrease chronic school absence among participants in DFSS – sponsored youth programs, as compared to school-based peers.

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 (Agency will input into Cityspan)
- Average daily attendance at 80% (Agency will input into Cityspan)
- The number of youth engaged in effective programs developed through youth voice and input.

In addition to the performance indicators and output metrics listed above, DFSS encourages applicants to seek additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

Data Reporting

As part of DFSS' commitment to become more outcomes-oriented, Youth Services Division seeks to actively and regularly collaborate (such as Learning Cohort meetings) with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. DFSS will regularly review data to actively manage each contract toward the achievement of desired outcomes. In year 1 of the new contract, each delegate will be expected to participate in a quarterly data meeting as part of a learning cohort. **Delegates are required to participate in quarterly learning cohort meetings at the Executive Director and Program Director levels.** Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results.

Upon contract award, delegate agencies will be expected to collect, and report client-level demographic, performance, and service data as stated in any resulting contract. These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS. Delegate agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. Delegate agencies must have the ability to submit reports electronically to DFSS. The City's Information Security and Information Technology Policies are located at:

https://www.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html.

Meetings

Meetings and Trainings

Delegates are required to participate in quarterly learning cohort meetings where they will participate in a shared



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learning experience that features discussions of youth development issues, best practices in the out of school time field, staff professional development, cultivation of professional and personal networks, support around data use and analysis, and training on City of Chicago processes and procedures. **Agency attendance at DFSS delegate agency meetings and learning cohort meetings are mandatory** for the organization's Executive Director and the Program Director. Staff attendance is also mandatory at community planning network meetings as scheduled by DFSS. DFSS may also request and identify additional staff participation in professional development trainings, meetings and conferences, etc.

Uses of Data

DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data in a format specified by DFSS. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS. 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 Program Improvement Plan (PIP) 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.

SECTION C – CORE ELEMENTS

Program Requirements

The department seeks to align organizations with best practices and a better integration of afterschool programs and additional supports for families in communities of concentrated poverty. Organizations should capitalize on opportunities to provide comprehensive afterschool programs to meet the needs of children and families during the afterschool hours. We realize that afterschool programs play a central role in helping coordinate a wide variety of supports for families in need and they have served as a platform for and/or a connector to such services as mentoring programs, access to nutritious meals, healthcare and wellness check-ups etc.

1. Program cycle:

Enrichment programs operate in one of five possible programming types: year-round, school-year (CBO), school year (school based), summer and school breaks or summer only.

Programs are most often designed to operate in one of the following ways and can operate in community and or



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school settings and will be funded at the following cost per youth calculations:

- Year-round, 48 to 52 weeks
- School-year-Community Based Organizations including winter and spring breaks and other non-school days, 42 weeks
- School-year only- School Based, and does not include winter, spring, summer breaks or other non-school days approximately 39 weeks
- Summer and School Breaks only, 9 to 11 weeks during scheduled school breaks
- Summer only, 6 to 9 weeks

2. *Program components:*

- Dosage - Enrichment programming during the school year: 5 days per week, 3 hours per day equaling 15 hours per week.
- Staff to Youth Ratio - 10:1 for youth ages 9 and under, 20:1 for youth ages 10-12, and 25:1 for youth ages 13-21.
- Curriculum – incorporating the “SAFE” program curriculum concept; Sequenced, Active, Focused, and Explicit
- Youth Voice – demonstrate youth involvement such as; youth survey’s, youth councils, youth leadership committees.

3. *Data reporting and use:*

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 key data and metrics from delegate agencies, including client-level demographic, performance, and service data in a format specified by DFSS. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

4. *Data entry:*

Agencies are responsible for entering youth and program information into the Cityspan database system.

(www.youthservices.net/chicago).

- Data entry includes but is not limited to: youth enrollment and daily youth attendance, which is required monthly. Agencies are strongly encouraged to enter attendance weekly. The following documents are required in the data system: Work Plan, DFSS youth Intake Forms, Monthly Calendars, Contractual Certification information, and outcomes.
- **Use of the database system is a contract requirement. Failure to maintain accurate information in the database may impact future funding.** Training and technical assistance on the use of the database will be provided by DFSS. Agencies are required to attend database trainings. Traditionally these trainings have been offered within the first quarter of the contract period.



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5. *Recommendation of Physical Fitness and Nutritious Snacks*

If snacks are provided, they should be nutritious according to USDA standards which can be found at (<https://www.fns.usda.gov/cacfp/meals-and-snacks>). Programs that allow youth to bring snacks shall encourage families to make nutritious choices. Physical fitness should be an important component of daily activity among youth to enhance brain activity and reduce obesity. Respondents are encouraged to develop components within their programs that plan and allow for physical activity to take place at least twice a week. Activities should be supervised, fun and engaging.

6. *Staff*

Staff must:

- have a current CPR and First Aid certification additionally, all staff and volunteers must have completed a Federal Fingerprint Background check, online Mandated Reporter certificate, Mandated Reporter Acknowledgement Form, Child Abuse and Neglect Tracking System (CANTS), and the National Sex Offender Registry prior to employee start date. The CANTS, Mandated Reporter Certificate, and the National Sex Offender Registry should be conducted on a yearly basis. This documentation must be current and entered in Cityspan for verification prior to program start date. **Staff/volunteers cannot work with children until background checks are completed. Staff and volunteers can only work with youth in the presence of a staff person who has a cleared Federal Fingerprint Background check. Background checks are required every five years from date of initial background check.**
- participate in DFSS-sponsored professional learning cohort meetings and deliver all necessary training to staff who interface directly with youth. Learning cohort meetings will provide delegate agencies with a shared learning experience that features discussions of pertinent youth development issues/challenges, best practices in the youth development and out of school time fields, staff professional development, support around data use and analysis, cultivation of professional and personal networks, and training on City of Chicago processes and procedures. **Cohort convenings will take place once a quarter and attendance must include Executive Directors and other key program staff.** DFSS may also request and identify additional staff participation in professional development trainings, meetings and conferences, etc.

7. *Expenditure Rate:*

Agencies are required to voucher monthly via eProcurement. Agency staff is expected to attend vouchering training and, if needed, is expected to meet the October budget revision deadline. The table below illustrates what percentage of the awarded grant should be expended quarterly. Note that organizations can only bill for personnel if they have submitted documentation which shows programming has the enrollment and/or attendance numbers to support submission.

First quarter 20% (January – March) Second quarter 50% (April – June)

Third quarter 75% (July – September) Fourth quarter 100% (October – December)



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8. Meetings and Trainings

Delegates are required to participate in quarterly learning cohort meetings where they will participate in a shared learning experience that features discussions of youth development issues, best practices in the out of school time field, staff professional development, cultivation of professional and personal networks, support around data use and analysis, and training on City of Chicago processes and procedures. **Agency attendance at DFSS delegate agency meetings and learning cohort meetings are mandatory** for the organization's Executive Director and the Program Director. Staff attendance is also mandatory at community planning network meetings as scheduled by DFSS. DFSS may also request and identify additional staff participation in professional development trainings, meetings and conferences, etc.

9. Programmatic Changes

Agencies are required to notify the DFSS Enrichment Youth Services Coordinator and the Director of the Youth Services Enrichment Portfolio of any changes to staff, facility, facility location, or work plan in writing within seven (7) business days of the change. These changes must be updated in your work plan in Cityspan within thirty (30) days of the change.

10. Program Written Procedures

Agencies are required to have a written procedure for identifying and reporting suspected child abuse or neglect. Agencies are also required to have written emergency procedures for a lost child and major/minor injuries and written safety/facility evaluation procedures. Staff should be trained on these procedures.

11. Program Close-Out Procedures

DFSS Close-Out Procedures must be followed if a DFSS-funded agency program is closing for any reason.

12. Safe Environments

Maintaining a safe and healthful environment is the responsibility of all agencies. Please see the attached Safe Environment checklist, which is a part of our program monitoring.

13. Cross-service area Coordination

DFSS is interested in new strategies to improve coordination across service delivery siloes to better support families. As such, DFSS reserves the right to convene cross-service-area collaboration efforts with delegate agencies to better serve high-need populations.



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SECTION D – PROGRAM AND DELEGATE INFORMATION

All information must be completed

Executive Director Contact Information:

Name:
Address:
Phone:
Ward:
Community Area:
Zip:
Fax:
E-mail:

Program Contact Information:

Name:
Address:
Phone:
Ward:
Community Area:
Zip:
Fax:
E-mail:

Administration Location: (if different)

Name:
Address:
Zip:
Phone:
E-mail:

Board of Director Chairperson:

Name:
Address:
Zip:
Phone:
E-mail:

Contract Staff Person:

Name:
Phone:
Fax:
E-mail:

Fiscal Staff Person: (if different)

Name:
Phone:
Fax:
E-mail:



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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 Mon. – Fri. If applicable list weekend days	Hours of Operation If applicable list weekend hours	Amount of Contract allocated for this site	Number 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):

Police District:

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):

Police District:



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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.

Please provide a summary of your Recruitment Plan for the Ward(s) and Community areas you are targeting.



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WORK PROGRAM

Delegate Agency Name:

Program Name:

Dosage:

Please list the number of hours you will operate weekly:

Staff to youth ratio:

Please state the number of staff and the number youth will serve in each age group:

Youth ages 9 and under: # of Staff _____ # of Youth _____

Youth ages 10-12: # of Staff _____ # of Youth _____

Youth ages 13-18: # of Staff _____ # of Youth _____

Curriculum – please list the SAFE program curriculum you will incorporate as part of your “SAFE” program curriculum concept:

Youth Voice: - Please list the youth involvement you will utilize, check all that apply:

- youth survey’s:
- youth councils:
- youth leadership committees:
- Other, please list:

Community Project:

Agencies must plan community service project (s) in collaboration with the youth enrolled in their OST program(s). The project should benefit the community at large. The project should be facilitated by program staff, volunteers, parents, and youth. Please note documentation must be available to verify event.

- Agencies delivering OST-Year-Round: 3 Community Projects.
- Agencies delivering OST-School Year: 2 Community Projects.
- Agencies delivering OST-Summer and School Breaks Only: 1 Community Project

Project Name	Project Description	Jan.-Mar.	Apr. - May	Jun. – Sept.	Oct. – Dec.	Outcome



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Performance Indicators

To track progress toward achieving this goal and assess success of the program, DFSS will monitor a set of performance indicators that may include but are not limited to:

	OUTCOME	INDICATOR (S)	DATA COLLECTION METHOD
1	75% of youth reporting positive relationship with an instructor and or mentor in their program.	Enduring healthier relationships and life style choices.	DFSS will provide a survey and or a data assessment Agency will report findings in Cityspan on a quarterly basis.
2	75% of youth who reported learning a new skill or improving on existing skills.	Enhanced self-esteem and self-confidence.	DFSS will provide a survey and or a data assessment Agency will report findings in Cityspan on a quarterly basis.
3	75% of youth and young adults who report their ability to avoid dangerous behaviors and engage in more pro-social behavior.	Improved behavior both at home and at school. Sense of community pride.	DFSS will provide a survey and or a data assessment Agency will report findings in Cityspan on a quarterly basis.
4	Decrease chronic school absence among participants in DFSS – sponsored youth programs, as compared to school-based peers.	Decreased absenteeism, stronger ties to pers in school, reduced suspensions, expulsions, increased engagement in school and out of school time activities.	DFSS will collaborate with CPS to obtain data.

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 (Agency will input into Cityspan)
- Average daily attendance at 80% (Agency will input into Cityspan)
- The number of youth engaged in effective programs developed through youth voice and input.

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____



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SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

Agency Name:

Agency PO#:

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	

- **This document must be printed in portrait format and single sided only**