



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

Youth Services Division

Juvenile Intervention Support Center (JISC)

2020 Scope of Services

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

Program and Delegate Information

Program Model: **Juvenile Intervention Support Center**
 Program Name:
 PO Number:
 Grant Amount:
 Number of youth:

Delegate Agency Information

Agency Name: Ward:
 Agency Address: Community Area:

Executive Director Name: Fiscal Contact Name:
 Executive Director Phone: Fiscal Contact Phone:
 Executive Director Email: Fiscal Contact Email:

Program Staff Contact Name:
 Program Staff Title:
 Program Staff Contact Phone:
 Program Staff Contact Email:

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.

Site Name	Address Number	Direction	Street	Ward	Days of Operation	Community	Hours of Operation	Estimated Amount of Contract allocated for this site	Clients Served



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Description of Program Services:



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SECTION A – GOALS AND OBJECTIVES

Program Goals

SGA will manage the comprehensive case management system for the Juvenile Intervention Support Center (JISC) which will consist of the following services: personnel management which includes hiring, training and supervising of case management personnel: case management system operations which includes performing intake, screening, assessments, individual service planning, referrals, follow-up and case closure for JISC youth and families: collection and reporting of data: ongoing consultation and communication with the Department of Family and Support Services including regularly scheduled meetings to review program performance including goals, objectives and outcomes. SGA will be required to use the DFSS electronic case management system. DFSS will provide training to the SGA personnel on the system. SGA will also be responsible for record keeping and will be responsible for generating program reports on individual clients as well as in the aggregate.

Target Population/Eligibility

Any youth, between the ages of 10-17 years old who have been charged and arrested in 10 Chicago police districts (1,2, 3, 7, 8, 9, 10, 11, 12 and 15.)

SECTION B – PERFORMANCE MEASUREMENT

Case Management Services:

SGA will provide the following services:

- Personnel management which includes hiring, training, and supervising of case management personnel;
- Case management which includes obtaining program consents, performing intake, assessments, individual service planning, referrals, follow-up, and case closure for JISC youth and families
- Referral, management and coordination of service providers;
- Collection and reporting of data using the electronic case management system required by DFSS; and
- Ongoing consultation and communication with the Department of Family and Support Services, the Chicago Police Department (CPD), and other agencies in monthly scheduled meetings to review program performance including goals, objectives and outcomes

Service Referrals and Service Delivery Phases

SGA will be responsible for processing JISC-referred youth and coordinating case management services including but not limited to the activities listed in the following four phases:



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- Enrollment
 - Phone calls placed
 - Consent forms signed
 - Appointments scheduled
- Information Collection and Assessment
 - Family needs assessment
 - YASI
 - Any other assessment or tool that will aid the case manager in creating a case plan for the youth (and family)
 - Develop individual case plan
- Case Plan Implementation
 - Any and all activities related to successfully implementing the case plan
 - E.g., providing services in-house, referring to outside services, mentoring, regular contact, etc.
- Case Closure
 - Review plan and program
 - Check-in/Follow up
 - Close out (with JISC Program Coordinator approval)

Client Process

Outlined below is the anticipated and established JISC client process:

- Accept referral from CPD for case management services
- Explain case management services and obtain consent from youth and family for participation in case management for data collection
- Complete intake process/forms with youth and families
- Assign youth to case manager
- Determine goals and objectives, complete case plan, and schedule additional assessments as needed
- Begin case management. Monitor services continuously and adjust plans/goals as necessary
- Close case upon goal completion. The majority of cases should be closed between 90-180 days of referral from CPD.

Personnel

- SGA will be responsible for staffing, training and supervising JISC case management personnel



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- The respondent will be responsible for providing all case management staff with the necessary technology to provide services. The Program Coordinator will provide overall program management and supervisory responsibility of JISC Case Managers and any other staff.
- There should be 5 full time Case Managers that will provide assessments, referrals, and support to youth and families.
- Case Managers should have a degree in Social Work or related field and will have a caseload ratio of no more than 1:45.
- SGA will provide the City and CPD with copies of monthly staffing schedules, staffing patterns, contact information for staff, and any changes to operational policies and procedures, before implementation.

Staff training

- SGA will arrange for continuing education for staff to ensure their competencies in the provision of enhanced case management.
- The training schedule will be submitted to DFSS for input prior to the selection of outside organizations to conduct any of the continuing education training.
- SGA shall participate in meetings and/or trainings provided by DFSS.

Program Staff

Positions:

- SGA will be responsible for hiring 5 case managers and Data Specialists.
- The case managers will provide direct case management services to program participants.
- The Data Specialist will maintain Cityspan and produce all data requests made by SGA and DFSS.
- SGA will be responsible for providing all case management staff with the necessary technology to provide services (e.g, laptops, cell phones).
- SGA will be responsible for training and supervising the JISC case managers.

Staffing:

- SGA will provide the City copies of bi-monthly staffing schedules, staffing patterns, and any changes to operational policies and procedures.

Data Collection and Reporting Requirements

SGA will specifically collect the JISC Performance measures as defined and agreed upon definitions for each data item. SGA must ensure that all participants sign and understand Deferred Prosecution Agreement provided by DFSS. The data items include:



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Referrals

- Number of referrals from JISC CPD
- Number of referrals from non-JISC CPD
- Number of referrals from Probation (if applicable)
- Number of referrals from community referrals or
- Number of referrals from walk-ins

Enrollment

- Total number of youth referred to case management
- Total number of phone calls placed to youth and family
- Total number of consent forms signed
- Total number of appointments scheduled
- Percentage of scheduled appointments that were completed
- Length of time in this phase

Information Collection and Assessment

- Percentage of youth referred to case management who enter Information Collection and Assessment Phase
- Total number of Family Needs Assessments completed
- Total number of VASI assessments completed
- Total number and types of additional assessments performed
- Total number of case plans created
- Length of time in this phase

Case plan implementation

- Percentage of youth in Information and Collection and Assessment to Case Plan Implementation
- Length of time in this phase
- Total number of youth who receive services internally (from SGA JISC staff)
- Total number of youth who are referred to outside agencies and outcome of services

SGA is also expected to track the following:

- Mental Health
 - Psychologist
 - Psychiatrist
- Drug/Alcohol/Substance Abuse
- Physical Health
 - Education



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- Educational tutoring
- School Counselor
 - Recreation
 - Service Learning
 - Family Support
 - Employment Assistance
 - Legal
 - Homeless/Runaway
 - Gang Intervention
 - LGBT
 - Housing
 - Victim Offender Conferences
 - Restorative Justice program
 - Peer Mediation
 - Anger Management
 - Family Mediation

Completions

- Total number of no-contacts
- Number of youth not able to be located after initial CPD referral
- Number of attempts (by type of attempt: phone, text, email, house visit) made in order to reach youth
- Disposition at closure
- Number of youth that successfully completed case plans and closed out of the program
- Number of youth that discontinued services/closed unsuccessful
- Number of cased closed due to placement in long-term treatment
- Number of youth participants re-arrested
- Total number of cases closed

Reasons for Closures

Completed

- Goals/Objectives on-track or showing progress toward goals or showing progress toward goals
- Goals/Objectives Completed

Non-Compliance

- Guardian refused enrollment in diversion



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- Youth Refused enrollment in diversion
- Did not complete/comply with assigned service provider
- Non responsive after arrest
- Non responsive after enrollment/agreeing to participate in diversion

Other

- Youth moved out of area

Performance Outcomes

Program Deliverables & Outcomes

Upon completion of the initial screening by the Chicago Police Department, youth classified as informal or formal station adjustment, rated by Chicago Police Department detectives, located at the Juvenile Intervention Support Center, as moderate or high risk will be referred to SGA for case management intake.

- Enrollment –SGA staff will obtain consents for services and arrange for an appropriate time to conduct screening, assessment and begin the case plan. If the parents/guardian agrees, these can be completed at the time of enrollment.
- Information Collection and Assessments –SGA will prepare the Individual Service Plan to develop a historical picture of youth including family members past and present behavior, using the most current version of the SGA Intake Assessment form the YASI Pre- Screening form. SGA will make a determination as to whether further assessments and in which domains assessments will be completed.
- Case Plan Implementation -SGA Case Management Services will process cases that will range from 750 -900 for the 2020 program year. All youth referred to SGA case management services are considered to be enrolled in case management. Case management lasts a minimum of 90 days and can last as long as 180 days. In addition to youth remaining in case management until closure, the following options are also available:
 1. Option A –Youth cases where mental health services or psychiatric care is required, SGA case managers will refer to the appropriate services, hospitals, clinics, and organizations. During this time the youth remains in case management. Estimated percentage 5% of the cases.
 2. Option B –Youth cases will be referred to specific interventions with a network of agencies. SGA case managers will make the referral to the organization that best meets the youth's need and geographic location. During this time, youth remains in case management.
 3. Estimated percentage is at least 50% of the cases, and at most, 100%.

SGA case managers will carry a caseload of 45 per quarter. Caseload is not to exceed 45 cases. In the case that all Case Managers are maxed out at 45 active cases, SGA will contact DFSS for guidance.



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Cases that are processed that cannot be located, no contact, not an appropriate referral will be counted as a 'No Serve' client.

Outcomes:

- 100% - Percent of youth referred by any source (including walk-ins) that SGA contacts
- 90% - Percent of youth referred by any source (including walk-ins) that are enrolled and enter the Information Collection and Assessment Phase
- 85% - Percent of youth who move on to the Case Plan Implementation Phase
- 75% - Percent of youth who's Case Closure Phase will end with a "Successful" closure.

Data Reporting

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. 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, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

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.

SGA will comply with all City data management requirements, assisting DFSS with documenting and when necessary collecting all necessary data from partners (on a weekly, monthly or quarterly basis). This may include but is not limited to:

- JISC service arrest and referral data
- Client enrollment and profile data
- Client assessment and service data
- Client walk-in data
- Client recidivism data
- Any other information that may be required by the Department to compile reports
- Client program referral data



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Reporting Requirements and Performance Outcomes

- SGA will prepare monthly and quarterly status reports for DFSS and CPD
- Other reports may be requested on an ad hoc basis
- The following measures will be used to determine programmatic and contractual success
- 100% of youth referred by any source (including walk-ins) that SGA contacts
- 90% of youth referred by any source (including walk-ins) that are enrolled and enter the information Collection and Assessment Phase
- 85% of youth who move on to the Case Management Implementation Phase
- 75% of youth whose Case Closure Phase will end with a “Successful” closure

Compliance Visits

SGA and JISC CPD Partner approach to engage and reengage non-compliant youth and families into case management services

- An overflow referral is scheduled for compliance visit after:
 - 3 phone calls
 - 1 home visit
 - 1 letter
- A direct referral is scheduled for compliance visit after:
 - 1 phone call
 - 1 letter
- If family is home for compliance visit, a second compliance visit will be scheduled. If family is not home for second visit, SGA will close the case

DFSS-SGA Coordination

SGA will prepare status reports for DFSS monthly. Unless changes are mutually agreed upon, this will include the current reports for Enrollment, Information Collection and Assessments, Case Plan Implementation, Case Closure, Disposition at closure and other information provided by the Chicago Police Department when available:

- Enrollment summary
- Re-arrest cumulative report

SGA will also maintain an enrollment log and walk-in log. SGA will prepare ad hoc reports at the request of DFSS as needed.

SGA will participate in progress meetings with DFSS to review program activities and outcomes, operational issues as well as policies and procedures that may need to be added and/or adjusted.



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At the request of DFSS, SGA will also be available to attend and participate in other JISC-related meetings.

SGA will also participate in and cooperate with DFSS in all investigations, mediation, or arbitrations that may be conducted pursuant to grievance procedures adopted in accordance with JISC funding guidelines.

University of Chicago Crime Lab Evaluation for JISC

- Ensure program is delivered with fidelity to the systems provided by
- DFSS and the University of Chicago Crime Lab. Attend meetings as needed to report findings.
- Work closely with DFSS and the University of Chicago Crime Lab in collecting necessary data.

Meetings

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practices, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to: a) Monitor progress, highlight accomplishments, and identify concerns b) Collaboratively design and implement operational changes to continuously improve processes and outcomes c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates. Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. 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.

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.

SECTION C – CORE ELEMENTS

Program core requirements:

- Work with youth and their families involved in the juvenile justice system and youth at great risk of involvement in the system through intense case management services;
- Provide comprehensive around case management services including assessment, referrals, service coordination and youth advocacy;
- Collecting data and coordinating data management for the entire program in collaboration with DFSS (e.g. collection, storage, analysis and report writing);
- Communicating, coordinating and working in partnership with governmental, community based and other civic organizations.

SECTION D – PAYMENT STRUCTURE

Method of Payment

Agencies should be aware that the City will make payments for services on a reimbursement basis. Payment will be made 30 days after voucher approval. Agencies must be able to proceed with program operations upon award notification. Agencies must be able to demonstrate a **minimum 15% percent in-kind match** within the mentoring budget and administrative costs will be capped at 15% percent. Vouchers must be submitted 15 calendar days after the end of the month in which services were performed.



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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 (Printed/ typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (Printed/ typed)	
f) Date approved	

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