



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

Youth Services Division

Thrive Chicago Reconnection Hub Workplan

2020 Scope of Services

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

Program and Delegate Information

Program Model: Reconnection Hub
 Program Name:
 PO Number:
 Grant Amount:
 Number of youth:

Delegate Agency Information

Agency Name: Ward:
 Agency Address: Community Area:
 City, State, Zip Code:

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 1- Goals and Objectives

Program Goals

Through a \$500,000 investment from the City of Chicago, Thrive is committed to supporting its partners to connect Opportunity Youth to school or work through:

- First Reconnection Hub in Roseland: is designed to help Opportunity Youth (16-24) navigate and access the complex systems of social and city services to connect them with jobs, skill training, education and other opportunities. Launched in October 2018, this Hub plans to serve 300 youth in its first year (2018-2019) and 700 more youth in its second year (2019-2020).
- Second Reconnection Hub: Seed financing to launch in the Little Village community in 2019 to reach 300 youth in its first year of operation. This Hub will also help Opportunity Youth (16-24) navigate and access the complex systems of social and city services to connect them with jobs, skill training, education and other opportunities.

Thrive will provide technical assistance in 2020 to support the continued roll out of Reconnection Hubs in the two communities:

1. Thrive will coordinate efforts to share best practices with partners across neighborhoods to leverage learnings from the Roseland Hub.
2. Thrive will provide guidance on developing a financial sustainability plan to maintain the cost of operating the Hub in future years.
3. Thrive and its research partners will collect and analyze data on Hub implementation.
4. Thrive will continue helping Hub partners raise resources from private philanthropy to augment the City of Chicago's investments in 2018 and 2019.

Target Population

The Roseland Reconnection Hub at Phalanx Family Services is providing services both onsite and at the Metropolitan Family Services Calumet Center for youth who require mental health and counseling services. The service area for the Hub is inclusive of but not limited to the following Far South Side communities: Chatham, Morgan Park, Pullman, Riverdale, Roseland, Washington Heights, and West Pullman.



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The Little Village Reconnection Hub will provide services both onsite at the operator and through community partnerships with other organizations. A more defined structure, staffing plan, and defined service area for the Hub will be defined once the operator is selected but would be inclusive of communities that reside within the South Lawndale community. The operator of the Hub will be selected based on submissions made to a Thrive RFI published in 2018.

Section 2- PERFORMANCE MEASUREMENT

Performance Measures

To track progress toward achieving the goals outlined in Section 1 and assess success of the model, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Demographics of Hub participants
- Hub participants reconnected to education or employment opportunities
- Hub participants referred for services, enrolled in services, and discharged from services

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:

- Roseland Reconnection Hub will
 - Serve 700 youth
- Little Village Reconnection Hub will
 - Serve 300 youth in its pilot year (In the pilot year of the Hub the only metric we account for is number of youths served. We utilize the data received during the pilot year and work with partners at University of Chicago Urban Labs to develop additional metrics and research questions for the first year of full operation.)

Data Reporting

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, Thrive Chicago will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. DFSS reserves the right to request/ collect other key data and metrics from delegate agencies, including performance, spending, and service data in a format specified by DFSS.

Thrive Chicago Reconnection Hub will be tracking partner youth data in a unified fashion through NowPow, a digital referral platform that will also enable consistent data collection across partners including Thrive for reporting, monitoring, and outcome tracking. This system will provide a



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comprehensive understanding of what successful reconnection entails. In addition, the system will provide a closed loop communication between service organizations and participants.

Uses of Data

DFSS reserves the right to use data related to performance, including but not limited to data submitted by Thrive Chicago, for the following:

- a) In periodic meetings to review program performance and develop strategies to improve program quality throughout the term of the contract.
- 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 3- CORE ELEMENTS

Program Requirements

All Reconnection Hubs must adhere to the following:

- Serve 100 opportunity youth from targeted community areas (both Hub sites)

Thrive Chicago will also collect data and conduct research in partnership with the University of Chicago Poverty Lab to better understand opportunity youth served by the Hub model including:

1. What is the demographic profile of Hub participants?
2. What outreach methods were most successful?
3. What are the different routes taken to reconnection? How long does the reconnection process typically take?
4. What is the impact of partners using a shared digital platform on the “stickiness” of referrals?

In addition, Thrive will survey both staff and participants to generally understand how the Hub is serving youth and what could be improved.



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SECTION 4 – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

Agency Name:

Agency PO#:

___ By checking this box your agency certifies that it has read and understands Sections 1, 2, and 3 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**