



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

Youth Services Division

Strong Futures

2020 Scope of Services

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

Program and Delegate Information

Program Model: **Strong Futures**

Program Name:

PO Number:

Grant Amount:

Number of youth:

Delegate Agency Information

Agency Name:

Agency Address:

City, State, Zip Code:

Executive Director Name:

Executive Director Phone:

Executive Director Email:

Fiscal Contact Name:

Fiscal Contact Phone:

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

Strong Futures is a workforce initiative that is aimed at providing stability to opportunity youth, severely disconnected youth, and/or justice-involved youth by providing connection to full-time employment and employment retention, as the primary goal of the initiative; the secondary goal of the initiative is to help participants continue to address a variety of potential needs that prevent them from building a stable life. Some examples of additional needs are: helping youth to enroll into school or a GED program; expunging or sealing a criminal record; helping the youth find stable housing; or, connecting the youth to mental health services.

Target Population/Eligibility

Services will be provided to youth and young adults between the ages of 18-24 for the 18-month program. Additionally, at least 30% of participants should be without a high school credential (High school diploma or GED), and at least 50% of the participants should have a consistent history of arrests and/or convictions. Specifically, DFSS is targeting youth who have been out of work and out of school for at least one year.

Agencies will be able to recruit youth through their own networks and are responsible for recruiting youth that live in the community in which they plan to provide services. Youth who are between the ages of 18-24 are eligible to participate in Strong Futures as long as they meet at least one of the following:

- Justice-Involved Youth: Youth who have a consistent history of arrests, and/or have been incarcerated.
- Opportunity Youth: Youth who are not currently connected to school or to work.
- Chronically Unemployed or Underemployed Youth: Youth who have not worked longer than 6 months continuously, within the past 2 years.

SECTION B – PERFORMANCE MEASUREMENT

Overview

The program model for Strong Futures looks to quickly connect youth who have barriers in obtaining and retaining employment to full-time jobs. In order to achieve this, it is important for Strong Futures participants to have a strong desire to obtain employment before joining the program. Strong Futures is designed to help youth reach their primary goal of being trained and placed into full-time jobs; deliver a comprehensive wrap-around model that looks to not only addresses issues related to employment, but also secondary goals that aim to address other critical barriers that might hinder employment and other markers of stability; and provide supportive services to youth in order to maintain their jobs. The youths' desire to find employment and address their secondary goals will drive the delegate agency's ability to connect with and convene partner agencies to provide services to the youth.



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The following programmatic activities must take place to ensure a successful program:

1. Delegate Agencies will:

- Hire the appropriate staff to run the Strong Future's program
- Train, supervise, and provide ongoing professional development for the case managers and program coordinator
- Actively collaborate with other community partners and organizations and refer Strong Futures participants to their programs, where appropriate

2. Coach/Case Manager Responsibilities

Strong Futures is an intensive 18-month program. As such, the Coach/Case Manager position is an integral part of the success of youth participation in the Strong Futures initiative. For the duration of the program, the Coach/Case Manager will be a reliable, caring adult in the life of the youth or young adult.

The Coach/Case Manager to youth ratio in Strong Futures is 1:17. Coaches/Case Managers are expected to be highly qualified with previous experience as mentors or case managers.

They should be able to both relate well to the youth as well as demonstrate strong administrative capabilities for the purposes of keeping extensive case notes with clear and up-to-date documentation. Coaches/Case Managers should be comfortable working with many different people in service of the youth. For example, they should be able to work with a youth's employer, their probation officer, their parents/guardians, and any other adult or person that plays a role in successfully keeping the youth employed and stable. They should be comfortable coordinating schedules between the youth and outside agencies, for the purposes of enrollment as well as ensuring youth make scheduled appointments, etc. Coaches/Case Managers should be staffed to the Strong Futures program on a fulltime basis, for the term of contract.

The following list is not exhaustive but lists a few key coach/case manager responsibilities:

- Recruiting the cohort of fifty (50) youth ☐ Conducting extensive intake and assessments
- Establishing strong relationships with the youth ☐ Coordinating services for the youth, e.g., job fairs and workshops, or clothing supports
- Ensuring the youth gets connected to a full-time job
- Work with the youth to increase job retention

3. Cohort Demographics

The overall Strong Futures cohort should represent the following demographic profile:

- 50% should have been incarcerated or have a criminal record
- 75% should identify as male
- Up to 25% of the cohort may identify as female or another gender

4. Program Meetings



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Orientation

Agency will provide youth with detailed information on program requirements and expectations, timelines, and goals, through an orientation and in writing to each enrolled participant and, where applicable, their families or guardians.

Individual Meetings

Coaches/Case Managers are expected to meet one on one with youth weekly. This time will be dedicated to completing and revising individual action plans as well as strengthening the relationship between the youth and Coach/Case Manager.

Group Meetings

Coaches/Case Managers will conduct group meetings for the entire cohort to come together, at least once per month, and smaller group meetings at the coaches’ discretion.

Youth Stipends and Supports

Successful Agencies will be responsible for managing all aspects of youth stipends.

For Strong Futures, youth receive a \$100/week stipend while unemployed as long as they are actively searching for employment. Because the Strong Futures Initiative is meant to transition youth from instability to stability, stipends should mirror these efforts. As such, youth will not receive a stipend while employed full-time, part-time, in a summer job, or in a paid internship or apprenticeship. For the purposes of this program, stipends may or may not be considered wages subject to withholding tax.

Strong Futures participants will receive transportation assistance while they are actively searching for employment and/or addressing secondary goals that are identified in their individual action plan. Youth will not be eligible to receive transportation assistance once they begin working and receive their first paycheck.

Agencies will also be required to provide services and access to services through partner collaboration, to help youth address secondary goals that may hinder their ability to obtain or retain employment and begin to lead stable lives.

Performance Outcomes

Each individual client plan will guide performance outcomes due to the personalized education track of program participants. To track progress toward achieving individual client plans DFSS will monitor the following:

Outcome	Data Collection Method
90% of youth will achieve full-time employment by the end of the program	Cityspan
80% of youth will retain their job for at least 180 days	Cityspan
75% or more, of youth with prior justice-involvement, will not recidivate while enrolled in Strong Futures	Cityspan



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75% of youth will report a positive relationship with their coach	Cityspan
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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.

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



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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.

SECTION C – CORE ELEMENTS

Program core requirements:

- Recruitment 50 eligible youth within first 3 months of the program
- Complete intake, orientation and initial assessments on all participants
- Individual and group weekly meetings for all participants
- Develop Individual action plan
- Provide participant stipends
- 90% of participants employed by end of program

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 (Original must be signed in blue ink)	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

****This document must be printed in portrait style and single sided****