



**CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES  
DIVISION ON DOMESTIC VIOLENCE**

**Emergency Financial Assistance for Gender-Based Violence and Human Trafficking Survivors  
2023 SCOPE OF SERVICES – January 1, 2023 through December 31, 2023**

**INSTRUCTIONS:** Agency receiving an award by the City of Chicago Department of Family and Support Services (DFSS) Division on Domestic Violence must complete and submit all required documents as requested in the DFSS Award Notice letter.

Submit completed forms to

Program Manager:

1. Scope of Services
2. Budget
3. Indirect Letter, if applicable.
4. Program staff documentation, if not already submitted during application.

Submit completed forms to

Contract Liaison:

1. Agreement Signature Page
2. Current Certificate of Insurance
3. Economic Disclosure Statement (EDS) Certificate of Filing

**SECTION ONE – AGENCY INFORMATION**

Program Administrator:			
Project Name:			
Administrative Agency Address:			
Phone:		Ward:	
Agency website:			

**Budget Allocation**

PO Number	Award Amount	Funding Source



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**Executive Director**

Name:	
Phone:	
Email	

**Fiscal Contact**

Name:	
Phone:	
Email	

**Program Director**

Name:	
Phone:	
Email	

**Data/Reporting Contact**

Name:	
Phone:	
Email	

**Program Staff Titles and Positions**

Name	Title	Percent of Time Spent on Program	Phone	Email

**Subcontractors**

Name of Subcontractor	Amount of Subcontract

**Other Project Funding Sources**

Please list all funding sources for your total program budget.

Funding Source	Amount
<b>TOTAL PROGRAM BUDGET</b>	



**Program Site Location(s), Hours, Languages and Survivors Served**

Please provide the required information by corresponding Site number.

**Location(s)**

Site No.	Project Site Name	Address	Phone	Ward	Community Area
1					
2					
3					
4					
5					

Provide the languages spoken by staff available to survivors at site.

Site No.	Languages Services Provided at Site
1	
2	
3	
4	
5	

**SECTION TWO – DFSS PROGRAM DESCRIPTION**

**A. Program Goals**

The City of Chicago has authorized a \$5 million emergency financial assistance program for survivors of gender-based violence and/or human trafficking within the Chicago Recovery Plan (CRP), providing a one-time \$1,000 payment for emergency financial assistance for roughly 4,600 survivors. The purpose of the Program is to support economic stability of survivors who have also been hard hit by the COVID-19 pandemic.

Objectives include:

- **Provide Financial Relief:** Mitigate economic hardships for survivors and improve their economic stability which can support their ability to seek safety more immediately.



- **Improve Residents’ Wellbeing:** Improve the financial stability, health, and wellbeing of program participants and their families through financial relief as well as referrals to other essential services that survivors may need
- **Transform City’s Human Services:** Improve and promote the City's capacity to create and deliver impactful, inclusive, people-centered anti-poverty programs that build on the existing safety net
- **Evaluate and understand:** Design strong data collection plans and participate in evaluation activities, if applicable, to determine if the program is meeting stated goals and objectives

## B. Focus Population

The Emergency Assistance program targets survivors of gender-based violence and/or human trafficking who live in Chicago and who have experienced economic hardship as a result of the COVID-19 pandemic. Applicants (survivors) who are currently living in or fleeing violence from High or Medium Vulnerability Community Areas per the Chicago Department of Public Health’s COVID-19 Community Vulnerability Index (CCVI) will be prioritized.

[https://www.chicago.gov/content/dam/city/sites/covid/reports/012521/Community\\_Vulnerability\\_Index\\_012521.pdf](https://www.chicago.gov/content/dam/city/sites/covid/reports/012521/Community_Vulnerability_Index_012521.pdf)

The City will work to allow for a variety of options to provide proof of eligibility so that survivors can select what feels the most safe and comfortable for them. For example, survivors will have options to provide proof of victimization in several ways including, but not limited to self-attestation, affidavits from professionals (e.g. therapist, advocate, attorney), police report, or copy of an order of protection.

Similarly, proof of economic hardship experienced as a result of the COVID-19 pandemic can be proven in a variety of ways including, but not limited to tax documentation, proof of enrollment in public benefits (e.g. Medicaid, SNAP, TANF), receipt of unemployment insurance, self-attestation of unemployment or under-employment, pay stubs, etc. Specific thresholds and proof of eligibility will be based on federal Treasury guidelines, and finalized in partnership with DFSS, the program administrator and evaluator, if applicable.

## SECTION THREE – REQUIRED CORE PROGRAM ELEMENTS

The Program Administrator, in collaboration with identified partners, will own all resident-facing touchpoints, and collaborate closely with DFSS. In this role, the Program Administrator will:

- **Design and execute an outreach and application support strategy** that must include partnerships and coordination with subcontractors and community-based partners, including a plan to reach survivors from the High or Medium Vulnerability Community Areas indicated above.
- Design and manage tech-enabled processes for application, selection, and ongoing program communications and support that **minimizes participant burden and delivers a positive, empowering experience.**
- Manage and oversee participant enrollment and compliance with program requirements, including eligibility
- **Manage timely and accurate data collection and payment disbursement activities.**
- Communicate regularly with DFSS to troubleshoot challenges, elevate successes, and demonstrate progress on the implementation of the overall program.



DFSS expects that the agency manages the program’s end-to-end participant experience. The Program Administrator should partner with trusted community-based organizations via subcontracts in conjunction with this award to conduct outreach to survivors and help them to connect to the Fund.

Services for “Program Management & Coordination Administration” and “Application Verification” shall be provided solely by the Program Administrator through its own employees, not subcontractors. If the Program Administrator proposes using one or more subcontractors for services described in the RFP under the headings “Technology Platform,” “Outreach and Engagement” and “Payments Distribution and Management”, each subcontract shall provide that the Program Administrator, not the subcontractor, is solely responsible for determining whether applicants are eligible to receive payments under the program. This restriction shall apply to all subcontractors, whether or not they are a nonprofit charitable organization. Subcontractors are not required to be nonprofit charitable organizations.

### Service Component Array

The agency is required to perform these program components:

1. Program Management & Coordination Administration
2. Technology Platform
3. Application Verification
4. Outreach & Education
5. Payment Distribution & Management

The Program Administrator must carry out the following components of the program:

### **1 – Program Management & Coordination Administration**

The Program Administrator will manage the program’s end-to-end participant application and program experience by coordinating specific program functions to ensure a seamless, empowering, and positive user experience. The Program Administrator will work with DFSS to structure the flow and prioritization of applications upon receipt of the contract. Specifically, the Program Administrator will need to implement and manage a complex program and work with multiple partners to:

- Design and manage tech-enabled processes for application, selection, and ongoing program communications and supports that minimize participant burden and deliver a positive, empowering experience.
- Ensure that all participant-facing materials are available in English, Spanish, Polish, Arabic, Tagalog, and Chinese (traditional and simplified) at a minimum.
- Manage timely and accurate data collection and payment disbursement activities.
- Streamline and execute high-quality, responsive communication to all participants throughout the program experience, including multi-platform (e.g., email, text, phone) correspondence during application. Communication plans must take safety of survivors into consideration.
- Serve as the lead agency on all in-program technical assistance to participants, such as payment updates, and trouble-shooting or resolving problems and concerns as required.
- Work with DFSS, and the program evaluator, if applicable, to design and build an application that collects critical program information in a clear, accessible, trauma-informed and culturally appropriate way.



- Support DFSS with federal reporting requirements associated with the program.
- The selected Respondent must have a physical presence within Chicago city limits and be available for in-person meetings on a schedule to be determined.

## 2 – Technology Platform

The Program Administrator or subcontractor will provide and maintain a technology platform that can centralize applications, safely secure participant-provided data and documentation, and participant-facing communications, and offer a public-facing program website. The Program Administrator must also demonstrate a plan to reach individuals who lack digital access.

Specifically, the Program Administrator must:

- Build and manage a public website that provides key program information to potential applicants, participants, parties not selected to participate, organizational partners, the interested public, and the media. The website should be kept up to date as developments occur and provide additional resources for those not selected to receive payment.
- Develop and manage a secure Client Relationship Management (CRM) system for data collection, monitoring, and program communications.
- Collect and securely host data and documentation from applicants, including eligibility verification documentation.
- Propose and develop approaches to automate verifications, leverage administrative data, and minimize participant burden whenever possible
- Be optimized for broad usability on computers, tablets, and smartphones (iOS and Android).

## 3 – Application Verification

The Program Administrator will work with DFSS to design and execute a verification process that minimizes participant burden, controls for application fraud, and leverages the existing administrative data provided by applicants. Nevertheless, DFSS anticipates that some level of application verification will be necessary for more than 10,000 applications. DFSS is, therefore, expecting the Program Administrator to:

- Design and execute a process to review applicant documentation and approve participation based on program's eligibility requirements.
- Work with participants, in-person as necessary, to update document submissions when deemed incomplete or insufficient.
- Invalidate duplicate or erroneous applications.
- Where possible and with DFSS, develop alternative pathways to verification for potential participants who lack key documentation.
- Collaborate with DFSS to execute the selection lottery(ies), and ensure necessary documentation is validated and survivors from High and Medium Vulnerability Community Areas are prioritized.

Application verification may include, but is not limited to, reviewing submitted documents to confirm:

- Identity
- Household and/or individual income
- Proof of address



- Proof of victimization
- Signed self-attestations

#### 4 - Outreach & Education

**The Program Administrator or subcontractor(s) should have the ability to quickly obtain the staff time, expertise and experience necessary to perform the following functions:**

- Create and implement an outreach and recruitment plan to provide information about the pilot to potential applicants, and to identify and support complete applications for the desired number of eligible participants. This plan should:
  - Promote the program across the city’s many geographies and demographics, while identifying high-impact opportunities to reach survivors who disproportionately experienced harm both from gender-based violence/human trafficking and from the COVID-19 pandemic
    - Disproportionately impacted people include low-income people, people with disabilities, undocumented residents, housing insecure, and non-native English speakers
  - Plan and execute outreach events, including town halls, webinars, or other events.
  - Include specific proposals for how to efficiently reach the focus populations
  - Include specific plans to reach individuals who do not have access to internet or technology and demonstrate how these individuals will be supported to apply for the financial assistance
  - Ensure that all participant-facing materials and support are available at a minimum in English, Spanish, Polish, Arabic, Tagalog, and Chinese (traditional and simplified).
- The Program Administrator will work with DFSS to adjust outreach strategies as needed once the program launches.
- Support survivors’ financial literacy through on-going support and education to selected participants and/or through referrals to trauma-informed, financial literacy programs (letters of support should be included for these identified partners)

Promote a positive, empowering participant experience to encourage high program uptake and build long-term trust and connection.

#### 5 – Payments Distribution & Management

The Program Administrator or subcontractor will administer one-time payments to program participants and provide seamless customer services for any participants having difficulty using or accessing their payments. Specifically, DFSS seeks proposals for:

- Providing payments of \$1,000 dollars to survivor households
- Provide one-time advance payment options that are accessible and flexible to participants’ needs to ensure that participants receive the full impact of their financial assistance. DFSS is prioritizing the capacity to provide no-fee online banking direct deposit, mailed checks and/or pre-paid debit card.
- Create a system to safely and securely deliver payments to participants based on contact information provided.
- Provide customer service to support participant usage of payment cards and work with participants to replace damage/lost cards as necessary (if applicable).
- Collaborate with DFSS to support the City’s learning goals as necessary, including:



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- Tracking and providing usage statistics and aggregated spending data as necessary.
- Engaging with the program evaluator to surface any process or implementation lessons learned.

The Project Administrator and subcontractor(s) are expected to participate in frequent performance management meetings with the City to ensure that critical processes (such as outreach, recruitment, enrollment, and execution of financial assistance) are occurring as planned, with a particular focus on ensuring equity at all stages of the program. DFSS reserves the right to adjust the program implementation plan if challenges arise or data identifies a need to amend the program.



## **SECTION FOUR – PERFORMANCE MEASURES**

Reaching the hard-hit focus population and delivering a positive experience are the top objectives for the Program Administrator. To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of applications successfully submitted (as a proxy for applicant burden)
  - Demographic information of all applicants, both verified and non-eligible
- Program uptake (percentage of approved applicants who successfully enroll)
- Percentage and number of participants successfully enrolled receive their one-time payment
- Reported participant satisfaction
- Number of survivors reached through outreach efforts

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:

- Program Administration
  - Service blueprint finalized within 2 weeks of selection
  - Participant communications strategy and content by application launch
  - Clean datasets to meet City and Federal reporting requirements and for program evaluation, if applicable
- Technology platform and application development
  - Number of user tests completed
  - Application design finalized within 3 weeks of selection
  - Customized CRM and application management system within 1 month of selection
- Application verification
  - Percentage and number of applications in need of additional verification support successfully contacted
  - Average application processing time
  - Percentage and number of applicants meeting the eligibility threshold
  - Percentage and number of applicants deemed ineligible
- Payment distribution and management
- Customer satisfaction measured by survey responses through the online platform

For all outcome and output measures listed above, DFSS intends to measure performance for key demographic groups including (but not limited to) populations described in the focus population section above, income level groups, racial and ethnic groups, and geographic groups.

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

### **Data Reporting**



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As part of DFSS' commitment to become more outcomes-oriented, DFSS seeks to actively and regularly collaborate (such as periodic meetings) with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data are 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 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](https://www.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html).

**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) In periodic meetings described below to review program performance and develop strategies to improve program quality throughout the term of the contract; and
- 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.

**Meetings**

Regular reviews of and conversations around program performances, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agency to employ real-time information to track performance, identify good practices, and swiftly, collaboratively, and effectively address any challenges experienced by the target population. Meetings will likely be held weekly at the onset of the program, subject to change dependent on program progress.

At such meetings, the data will be reviewed to:

- a) Monitor progress, highlight accomplishments, and identify concerns.
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes; and
- c) Develop strategies to broader system changes to improve service delivery and coordination between services.

Meetings shall include at a minimum the Supervisor for the Division on Domestic Violence, or designee, and the delegate agency's executive director, or designee. Delegate agency or DFSS may be represented



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by additional representatives as each party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Program Administrator and subcontractors will attend all meetings as requested by DFSS.

**Outside Communications and Media**

DFSS expects the Program Administrator to notify DFSS of any planned media communications or requests from the media. DFSS and the Program Administrator will create a communications strategy together, so as to establish consistent messaging across all communications with the public and media.





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Please describe how your program will intentionally perform outreach and recruitment efforts to high and medium CCVI communities and the anticipated outcomes from these efforts.



**SECTION SIX – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

By checking this box, your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

Authorized agency signature:	
Name typed:	
Title:	
Date of signature:	
PO #	

DFSS Approval (to be completed by DFSS):	
Authorized DDV signature:	
Name typed:	
Title:	
Date approved:	