



**GENDER BASED VIOLENCE / HUMAN TRAFFICKING – Youth Impacted Services
2025 SCOPE OF SERVICES – January 1, 2025 THROUGH DECEMBER 31, 2025**

INSTRUCTIONS: The agency receiving an award by the City of Chicago Department of Family and Support Services (DFSS) Division on Gender-based Violence (DGBV) must complete and submit all required documents as requested in the DFSS Aware Notice letter.

Submit completed forms to:
Project 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

Agency Name:	
Project Name:	
Administrative Agency Address	
Project Name(s) in InfoNet:	
Phone	
Agency Website	

Budget Allocation

PO Number	Award Amount (\$)	Contract Type/Funding Source

Executive Director:

Name:	
Phone:	
Email:	

Program Director:

Name:	
Phone:	
Email:	



Fiscal Contact:

Name:	
Phone:	
Email:	

Data/Reporting Contact:

Name:	
Phone:	
Email:	

Other Project Funding Sources

Please list all funding sources for your total program budget

Match Funding Source	Amount
Total Program Budget	\$

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

Please provide the required information by corresponding site number

IMPORTANT DIRECTION: If Delegate Agency has more than one site, enter the information in the same order of site number throughout the document.

Site	Program/Site Name	Address	Zip	Ward	Community Area
1.					
2.					
3.					
4.					
5.					



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Hours of Operation

If site is open 24-hours per day, 7-days per week, check the box 24-hrs / 7-days. If not, for each day, list the start time and

Site	24-hrs / 7-days	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1.								
2.								
3.								
4.								
5.								

Community Areas and Wards Survivors Served Residency

Please provide the number of survivors served per site and Community Area(s) or Ward(s) survivors served are from, or their residency.

Site	Total No. of Survivors to be Served in 2024 per site	Survivor Community Area(s) Served	Survivor Ward(s) Served
1.			
2.			
3.			
4.			
5.			

Provide the language spoken by staff available to survivors at site. Please use one line per language. Add an attachment if necessary.

Site No.	Language	Number of Fluent Staff	Hours of Fluent Staff Availability
1.			
2.			
3.			
4.			
5.			



SECTION TWO – PROGRAM DESCRIPTION

The goal of this program is to provide youth that have witnessed or experienced violence in the home or in their household services to address and prevent long-term negative behavioral and physical outcomes. When an adult household member and/or caregiver is the primary victim of the violence, the children or youth of the household often lack access to comprehensive services for their experiences or trauma. DFSS seeks to close this gap through services that provide outreach, engagement, and case management or other services to youth who are currently experiencing or have experienced GBV/HT in their household.

The GBV/HT Youth Services program targets youth between the ages of 14 and 24 who live in Chicago and who have recently witnessed and/or experienced gender-based violence and/or human trafficking in the home.

Delegates must offer youth participants trauma-informed, supportive services at a cadence acceptable and necessary for the youth participant or member of the survivor household. This includes but may not be limited to knowledge and understanding of local, state, and federal laws that protect the rights and benefits of GBV/HT survivors such as the Illinois Domestic Violence Act, VAWA, Trafficking Victims Protection Act (TVPA), and others.

PROGRAM REQUIREMENTS

1– Administer and Coordinate Services

All delegates will:

- a. Engage and accept GBV/HT impacted youth by conducting outreach and provide referrals to engage youth who have witnessed or are experiencing GBV/HT.
- b. Respond to youth in crisis by calls or other engagement sessions, assist youth to create an emergency plan, and provide youth with emotional support as needed.
- c. Provide one or more specialized service: 1. Low-barrier drop-in services; 2. peer-to-peer support services and/or mentoring; 3. ongoing individual or group counseling that may include family therapy, art therapy, etc.; 4. case management services; 5. clinical mental health services; 5. counseling, case management and/or clinical mental health services for youth participating in court ordered Supervised Visitation and Safe Exchange.

Delegates that selected a specialized service that does not include a low-barrier, drop-in service and includes an enrollment process must conduct an assessment and develop a service plan with the individual. Assessments should be framed through a trauma-informed and strength-based lens and should be used to develop service plans and determine areas of strength and priorities based on youth’s self-established benchmarks and available resources.

Ongoing services must include:

Service planning: Assist survivors to create a service plan led by survivor priorities and document youth progress towards goals identified through the service planning process via case notes.

Ongoing service provision: Conduct an ongoing assessment of youth needs and update service plans as goals are achieved or youth goals change.

Emotional support and guidance: Provide education and information about the dynamics of GBV/HT, problem solving and discussion of options.

Provide referrals to age-appropriate services: Such as medical or healthcare, education, workforce, or other services.

Services must incorporate tenets of harm reduction, trauma-informed care, and strengths-based practices. Any services must be made available in person unless it is unsafe. Services to youth may occur in a location that provides enhanced



safety to youth. Services may also be provided in locations that reduce the burden on the youth due to lack of resources, such as transportation.

2 - Community Education and Outreach

Delegates must:

- Provide community education workshops and/or outreach events to educate community stakeholders about the impacts of GBV/HT on young people and to share available resources to support individuals and families.
- Collaborate with and receive referrals from GBV/HT community-based organizations.
- Conduct outreach and engagement to young people within the focus populations and high CCVI areas.

3 – Partnerships

Delegates may partner or subcontract with trusted community-based organizations that serve GBV/HT survivors to ensure the proposed project has the necessary expertise, experience, and capacity to engage youth experiencing/impacted by GBV/HT. DFSS encourages partnering or subcontracting with culturally specific and community-based organizations that serve youth.

4 – Data Collection

To safely maintain participant-provided data/documentation and track participant experience, delegates must:

- Enter data in InfoNet and submit quarterly data through DFSS template on youth demographic and services, including tracking zip code or community area data to ensure program is targeting youth from High CCVI areas.
- Use youth outcome data from either InfoNet or SurveyMonkey to inform program improvement including outcome achievements for under-served youth.
- Assist youth to complete DFSS-issued Evaluation of Services Surveys (ESS), where copies of written surveys will be submitted to DFSS
- Participate in regular cohort meetings with DFSS to determine performance measurement outcomes to ensure services are occurring as planned, with a focus on ensuring equity at all stages of the program.

Under the Illinois Bill of Rights of Children¹ effective as of January 1, 2022, every child reported to the Department of Children and Family Services or law enforcement to be a victim of sexual assault or sexual abuse whose case is accepted at either agency for investigation has the right to have that child's forensic interview conducted by a trained forensic interviewer at a children's advocacy center. In Chicago, the Chicago Children's Advocacy Center (CCAC) conducts these interviews. Therefore, delegates must demonstrate that they:

- Are compliant with all mandated reporter laws, including training requirements and
- Will communicate this right to all young people served

DFSS reserves the right to adjust the program implementation plan if challenges arise or data identifies a need to amend the program. Additionally, selected agencies will be required to participate in a learning cohort with the other selected agencies to share best practices, lessons learned, and to help identify trends.

SECTION THREE – PERFORMANCE MEASURES

Providing services to young people impacted by GBV/HT and delivering a positive experience are the top objectives for the funded agencies. 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:

¹ <https://www.ilga.gov/legislation/publicacts/fulltext.asp?Name=102-0477>



Participant Outcomes

Youth Participant Outcomes	
25%	of low-barrier drop-in and peer-to-peer program participants will enroll into ongoing services.
80%	of enrolled youth will receive an assessment for service needs. <i>*Not applicable for low-barrier drop-in services</i>
60%	of youth that show progress towards a service plan goal. <i>*Not applicable for low-barrier drop-in services</i>
50%	of youth will have a sense of increased safety for person(s), family and community
75%	of youth will report growth in sense of personal agency/self-efficacy
75%	of youth will agree that the services they have received have been impactful and that they would recommend the program to other youth experiencing GBV/HT violence.

Delegates will propose additional performance measures for their proposed program in the application and work with DFSS to develop and refine performance measurements throughout the contract period. Delegates will be required to participate in regular cohort meetings with DFSS to determine performance measurement outcomes to ensure services are occurring as planned, with a focus on ensuring equity at all stages of the program.

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 outreach efforts to reach young people and percentage that came into services
- Number of young people enrolled and served
- Percentage of young people served by direct victimization (e.g., sexual abuse, domestic violence, human trafficking)
- Percentage of young people served by exposure to violence/victimization (e.g., sexual abuse, domestic violence, human trafficking)
- Percent of youth connected to services as identified by their assessment
- Percent of youth that show progress towards one goal in their service plan
- Percent of youth that achieve all their goals in their service plan
- Number of coordinated community response activities including but not limited to referrals to/from and meetings attended in service of the goals of the proposed program
- Number of community outreach, education or awareness events or workshops

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.



CONTRACT MANAGEMENT AND DATA REPORTING

Active Contract Management (Meetings)

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.

Reporting

Upon contract award, delegate agencies will be expected to collect and report aggregate-level demographic, performance, and service data as stated in any resulting contract. These reports must be submitted in a format specified by DFSS, including but not limited to InfoNet, and by the deadlines established by DFSS.

DFSS reserves the right to adjust the program implementation plan if challenges arise or data identifies a need to amend the program. Delegate agencies will also be required to participate in regular cohort meetings with DFSS to determine performance measurement outcomes to share best practices, lessons learned, help identify trends and ensure that services are occurring as planned, with a focus on ensuring equity at all stages of the program.

Delegate agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases as specified by local, state, or federal law. Delegate agencies must have the ability to submit reports electronically to DFSS through InfoNet or other submission processes. 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.

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) Monitor performance progress, highlight accomplishments, and identify concerns.
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes.
- c) Develop strategies on a broader system to improve delivery and coordination between services.
- d) Discuss any other items pertaining to program goals, performance measures, or requirements to be adhered to.

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 the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies



SECTION FOUR – PLANNED ACTIVITIES

Please complete the following table to indicate the program’s planned activities for the contract period.

A. ADMINISTER AND COORDINATE SERVICES						
		Q1	Q2	Q3	Q4	Total
1.	Please enter the number of youths projected to receive these services:					
	<i>Low-barrier drop-in services**</i> <i>Not required to complete an assessment or service plan</i>					
	# of low-barrier drop-in program participants who enroll into ongoing services* <i>Only required if you provide low-barrier drop-in services</i>					
	<i>Peer-to-peer support services and/or mentoring</i>					
	<i>Ongoing individual or group counseling that may include family therapy, art therapy, etc.</i>					
	<i>Case management services</i>					
	<i>Clinical mental health service</i>					
4.	Number of youth that received an assessment for service needs**					
5.	Number of youth connected to services as identified by their assessment**					
6.	Number of youth that have created a service plan**					
7.	Number of youth that have completed their service plan**					
8.	Number of youth that have completed at least one goal in their service plan**					
9.	Number of referrals to age-appropriate services such as medical or healthcare, education, workforce, or other services					
10.	Number of current enrollees that were referred from a CBO, school, etc.					
11.	Number of young people served by direct victimization (e.g., sexual abuse, domestic violence, human trafficking)					
12.	Number of young people served by exposure to violence/victimization (e.g., sexual abuse, domestic violence, human trafficking)					



COMMUNITY EDUCATION AND OUTREACH						
		Q1	Q2	Q3	Q4	Total
1.	Number of community education workshops and/or outreach events to educate community stakeholders about the impacts of GBV/HT on young people					
3.	Number of individuals attending community education/awareness workshops on the impacts of GBV/HT					

PARTNERSHIPS						
		Q1	Q2	Q3	Q4	Total
1.	Number of partnerships established with culturally specific and community-based organizations that serve youth					



Please provide a summary of your plan to fulfill the requirements of the program outlined in the sections above. The summary should describe your program operating at full capacity and should include your plan to engage with and address the needs of the focus population and maximize performance outcomes. Describe how coordination and interface with other partners and programs will look like. Describe current partnerships with culturally specific and community-based organizations that serve youth and any goals to increase the number of partnerships each quarter.



SECTION FIVE – REQUIRED ADDITIONAL DOCUMENTATION

The Division on Gender-Based Violence requires the following documentation ***that was not submitted during or has since been updated the application for funding process*** to be submitted to yesenia.galvan@cityofchicago.org within the first 30 days of the contract budget period start date:

1. Current **job description** for every staff person providing services to victims of gender-based violence/human trafficking in this program. A job description should be provided for every staff person providing services to victims of gender-based violence/human trafficking in this program, regardless of whether this grant pays the staff's salary.
2. Current **resume** for every staff person providing services to victims of gender-based violence/human trafficking in this program. A resume or job description should be provided for every staff person providing services to victims of gender-based violence/human trafficking in this program, regardless of whether this grant pays the staff's salary.
3. Respondents must provide proof of certification or training from an accredited training institute, including but not limited to domestic violence/sexual assault and/or human trafficking training, for every person providing services to program participants or supervising program staff.

Failure to have these documents on file will result in a monitoring finding against the program.



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. Your agency certifies that documentation described in Section 6 of this Scope of Services not provided during the application process or that has been updated since will be submitted within 30 days of this contract or update.

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

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