

Department of Family and Support Services
Human Services Division
2025 Scope of Services
Legal Protection Fund 2.0: Community Navigator Program
January 1, 2025 – December 31, 2025

A Delegate Agency receiving an award from the City of Chicago Department of Family and Support Services (DFSS) Human Services Division must complete and submit all required documents as requested in the Award Notice letter:

Submit to Program Coordinator:

- 1) Scope of Services
- 2) Budget
- 3) Indirect Cost Letter
- 4) Lease Agreement(s)

Submit to Contract Liaison:

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

PROGRAM MODEL: COMMUNITY NAVIGATOR PROGRAM
AGENCY INFORMATION

ADMINISTRATIVE CONTACT INFORMATION

Agency: _____ Ward: _____

Administrative Office Site Address: _____

Program Director

Name: _____

Phone # (ext): _____

Email: _____

Executive Director

Name: _____

Phone # (ext): _____

Email: _____

Reporting Contact

Name: _____

Phone # (ext): _____

Email: _____

Fiscal Contact

Name: _____

Phone # (ext): _____

Email: _____

BUDGET ALLOCATION

Budget Term: January 1, 2025 – December 31, 2025

Program Name: _____

PO Number: _____

Grant Amount: _____

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PROGRAM OPERATIONS

List of Program Sites

Site Name	Address	Zip	Ward	Community Area
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

List the positions supported and/or assigned to this contract:

Title	% of time dedicated to Program

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SECTION A – GOALS AND OBJECTIVES

Background

The Office of New Americans, now named the Office of Immigrant, Migrant, and Refugee Rights (IMRR), was established in July of 2011 with a commitment to improving the day-to-day experiences of the city's then 560,000 foreign-born residents. The IMRR is dedicated to improving services and engaging Chicago's diverse immigrant and refugee communities through enhanced collaboration with community organizations, academic institutions, and the private sector.

The Chicago Legal Protection Fund 2.0: Legal Services for Immigrants program aims to provide Chicagoans who are immigrants with legal services to maintain and obtain legal residency, without regard to refugee status, documented residency, or citizenship status.

Program Goals

There are two complementary programs to support this critical need: 1) the Legal Protection Fund Program; and 2) the Community Navigator Program. The goals of the Legal Protection Fund Program are to provide free legal services: 1) application for immigration status, 2) access protections available under law, 3) uphold residents' due process rights in the wake of immigration enforcement actions; 4) provide overall legal screenings; 5) provide legal representation to include courtroom representation; and 6) track laws impacting this population in the city of Chicago.

The complementary goals of the Community Navigator Program are to: 1) train Community Navigators. 2) educate attendees at immigration related workshops, 3) provide referrals, 4) create curricula/information alerts on immigration policy, and 5) accompany immigrants.

Target Population

The Target Population of the Community Navigator Program is Chicagoans who are immigrants with legal services to maintain and obtain legal residency, without regard to refugee status, documented residency, or citizenship status.

SECTION B – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicago residents are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, improve decision-making, and encourage greater collaboration.

Performance Measures

To track progress toward achieving our goal and assess success of the program, DFSS will monitor a set of performance measures that may include but are not limited to:

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- 240 community navigators trained each year (new and returning)
- 300 Immigrant Education Presentations provided
- 20,000 attendees present at in-person Immigrant Education Presentations
 - 480 referrals for the selected Chicago Legal Protection Fund 2.0 Legal Services provider
 - 1,440 total referrals and accompaniments for housing, health, mental health, employment/training, educational services, and other supports
- 12 presentations to the Chicago Welcomes You Taskforce

Data Reporting

Delegate agency is expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. 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, DFSS reserve the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data in a format specified by DFSS.

- Delegate agency to provide brief, year-end program report highlighting performance strengths, weaknesses, and recommendations to DFSS to improve program goals.
- Delegate agency to meet annually with DFSS staff.
- Delegate agency to provide monthly status reports.
- Delegate agency to work with other partners of the CWYTF as required.

Data Usage

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.

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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.

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 DFSS Human Services Division Deputy Commissioner, or designee, and the delegate agency's chief executive officer, or designee. Delegate agency, DFSS may be represented by additional representatives as each party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS.

SECTION C – CORE ELEMENTS

Program Requirements

Delegate agency must meet the following requirements:

- Delegate agency must be a not-for-profit organization, as evidenced by incorporation in the State of Illinois, and must have federal 501(c)(3) tax-exempt designation.
- Overall fiscal soundness is required as evidenced by the financial history and record of the delegate agency, as well as the most recent audited financial statements (or the equivalent).
- Delegate agency must provide services to Chicago residents within the City of Chicago.
- Delegate agency will implement outreach and case management services.
- Delegate agency and staff will have the qualifications, aptitude, and willingness to work with diverse populations in order to obtain services for immigrant populations.
- Delegate agency will have established partnerships and relationships with organizations that serve immigrant populations.

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DESCRIPTION OF PROGRAM AND ACTIVITIES

Provide a program summary describing your Community Navigator Program operating at full capacity to both address the needs of the target population and maximize performance outcomes. If relevant, describe coordination and interface with other partners and programs.

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Auditing Requirements

A. Is your agency (check only one)?

- Not-for-profit
- Educational institution
- Government
- For profit

B. What is your agency's fiscal year? _____

Planned Performance Outcomes

Work Program for Year January 1, 2025 – December 31, 2025

(1) Program/Sub-program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: classes held	(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
		1 st Q	2 nd Q	3 rd Q	4 th Q	Total	

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____

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SECTION D – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

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