



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: **January 1, 2023 through December 31, 2023**

PROGRAM: SERVICE COORDINATION AND NAVIGATION (SCaN)

DELEGATE AGENCY INFORMATION

PO Number			
Agency Name			
Agency Address			
City		Zip Code	
Program Funding		Number of Youth	

Program Contact Information		Executive Director Contact Information	
Name		Name	
Address		Address	
City, State, Zip		City, State, Zip	
Phone		Phone	
Fax		Fax	
Email		Email	

Fiscal/Finance Contact Information	
Name	
Phone	
Fax	
Email	

Facility/Site Information:

List name of facility(ies) and address(es) where youth services are provided, including the estimated number of youth 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



YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)

Contract Term: January 1, 2023 through December 31, 2023

SECTION A – GOALS AND OBJECTIVES

Program Goals

The Service Coordination and Navigation for Youth at Highest Risk of Violence (SCaN) program model is aimed at stabilizing eligible youth in their current environment, increase their self-efficacy, and assist in their transition to adulthood. Ultimately, DFSS hopes that these interventions can help reduce their involvement in violence and contribute to a reduction in violence at the community-level. In addition, organizations will be required to participate in enhanced capacity building that will strengthen their understanding and interaction with the target population and increase their exposure to best practices in violence reduction strategies.

Target Population/Eligibility

Youth that are 14-24 years old who reside in one of the priority or eligible adjacent communities below. This delegate agency will serve the priority community area of _____ .

Priority Community Area	Eligible Adjacent Community Area(s)
Auburn Gresham	Chatham, Washington Heights
Austin	Belmont Cragin, Montclare
Englewood	Chicago Lawn, West Englewood
Humboldt Park	Hermosa, Logan Square, West Town
North Lawndale	East Garfield Park, West Garfield Park, Near West Side
Roseland	Pullman, West Pullman



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: January 1, 2023 through December 31, 2023

Secondarily, youth must meet two of the following criteria (at least one from Criteria 1 AND at least one from Criteria 2).

Criteria 1:

- Active street engagement/ gang involvement
 - Actively engaged in street violence (e.g., clique, gang, group)
 - Reputation of key role in group
- Historical or active justice involvement
 - Multiple arrests, charges, and convictions for violent felonies
 - Recently released from Illinois Department of Corrections
 - Recently released from Illinois Department of Juvenile Justice
 - Recently released from Cook County Jail
 - Recently released from Juvenile Temporary Detention Center
 - Currently on Cook County juvenile or adult probation
 - Currently on mandatory supervised release/parole or Aftercare

Criteria 2:

- Previous involvement in violence
 - Recent victim/perpetrator of violence
 - Recent witness/exposure to violence
 - Close family/friend was recent victim of violence
- Disconnected from school or work
 - Not currently enrolled in school or chronically absent more than 50% in the last quarter
 - Out of work for at least 6 months
- Documented online violent behavior (e.g., instigating or threatening violence, accepting credit for violence)

SECTION B – PERFORMANCE MEASUREMENT

DFSS hopes that success across the following outcome goals *will contribute to a reduction in violence* at the community-level and collecting information on these performance measures will help the City build a wider evidence base on its impact to reduce occurrences of community violence.

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

Outcome	Data Collection Method
40% of youth will be less likely to engage in violence based on intake criteria	Research partnership



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: January 1, 2023 through December 31, 2023

50% of youth will have a sense of increased safety for person(s), family, and community	DFSS selected survey or assessment
75% of youth will report growth in sense of personal agency/self-efficacy and feeling safe in their environment	DFSS selected survey or assessment
Percent of youth that engage in, sustain, complete support programming identified during assessment/intake	Cityspan
Enhanced physical and emotional wellness (engagement in best practices in trauma-informed and/or healing-centered engagement)	DFSS selected survey or assessment

To monitor and recognize intermediate progress towards the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of youth recruited and enrolled in program
- Percent of youth that meet the target population criteria
- Percent of youth connected to services as identified by their assessment/intake
- Average length of time between referral for services and beginning of services
- Attendance at data driven and learning experience sessions by delegate

Data Reporting

As part of DFSS’ commitment to become more outcomes oriented, DFSS will regularly collaborate (such as quarterly 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 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. DFSS currently utilizes Cityspan for our data collection. **Respondents will be required to provide regular data updates and run reports as needed per 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.chicago.gov/city/en/depts/dgs/supp_info/is_policy.html.



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: January 1, 2023 through December 31, 2023

Uses of Data

DFSS reserves the right to request/collect critical data and metrics from delegate agencies, including client-level demographic, performance, and service data, in a format specified by DFSS. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS. 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.
- 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.

Human Resources Compliance

All program staff and volunteers working with youth must be properly trained and have cleared a background check on file with their agency and DFSS prior to the start of programming, as detailed below. Prior to the program start date, staff must have:

- 1. Federal Fingerprint Background Check (required every five years from date of initial check)
- 2. Illinois Mandated Reporter Training Certificate & Acknowledgment of Mandated Reporter Status Form (every five years)
- 3. Cardiopulmonary resuscitation (CPR) and First Aid Certification (every two years)

All documentation must be current and entered in the database system for verification prior to the program start date. Staff/volunteers cannot work with youth until background checks are completed. Staff and volunteers can only work with youth in the presence of a staff person who has a cleared Federal Fingerprint Background Check.

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; and
- c. Develop strategies on broader systems changes to improve service delivery and coordination between services.



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: January 1, 2023 through December 31, 2023

Periodic meetings will take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates. Meetings shall include, at least, the DFSS Youth Services Division Director, Project Manager, or designee, and the delegate agency’s Program Manager, 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 (e.g., Navigators, Executive Directors, etc.). Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

Compliance and Underperformance

In the event of an agency being in non-compliance and/or under-performance at the end of the first, second, or third quarter (as deemed appropriate by the DFSS Program Manager/Director), the delegate agency will meet with the Prevention and Intervention team and will be placed on a Performance Improvement Plan (PIP) to track how they will improve performance by the next quarter.

SECTION C – CORE ELEMENTS

Via the Service Coordination and Navigation (SCaN) program model, delegate will provide the following services and supports to eligible youth:

A. Outreach and engagement with referral partners to identify eligible youth. **Engagement and outreach services should be up to three months to assess if a youth is willing to move to an onboarding/assessment stage.** Key referrals partners include but are not limited to:

- Chicago Police Department
- Chicago Department of Public Health and street engagement teams
- Chicago Public Schools
- Chicago DFSS divisions
- Cook County Juvenile Court and Probation
- Cook County Juvenile Temporary Detention Center
- Cook County Sheriff’s Office and Cook County Jail
- Illinois Department of Juvenile Justice and Department of Corrections
- Community based organizations

B. Administer a validated assessment tool. Provider will use the following assessment tool(s) for case planning and goal setting for each youth:

Name of assessment	Purpose/goal	Link/attachment



YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)

Contract Term: January 1, 2023 through December 31, 2023

- C. Complete a case plan with youth with three identified target goals that move the youth towards stability, safety, and less involvement in violence.
D. Review youth case plans at least every three months to evaluate youth's progress.
E. Provide services directly to youth or through a comprehensive connection network including but not limited to: transportation supports; housing/rental supports, mental health/substance use assessments and services; childcare and family services; reengagement back into school, training or job readiness programs; connection to employment; GED completion; career exploration activities; application/ access to TANF/SNAP/WIC benefits; food pantries; childcare; legal services; health and wellness connections to services for youth, children or family and ancillary supports (transportation, phone service and access, Wi-Fi and technology access; financial literacy and income supports).
F. Connect youth to services and follow up communication within seven (7) business days from initial referral dates from Cityspan.
G. Program Manager will provide weekly oversight and monthly reflective supervision of Navigators.
H. Program Managers and Navigators will develop, cultivate, and maintain community collaborations and network referral processes.
I. Navigators will enter data daily (recommended) or weekly (required) into Cityspan and review Cityspan reports monthly to ensure data and program quality.
J. Navigators and Program Manager will participate in regular data driven meetings and learning opportunities to review program outcomes as well as build capacity among and between delegates.

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 administrative costs will be capped at 20% percent. Vouchers must be submitted 15 calendar days after the end of the month in which services were performed. Failure to submit timely vouchers could result in nonpayment.

Expenditure Rate

Agencies are required to voucher monthly via eProcurement. Agency staff is expected to attend vouchering training and, if needed, is expected to meet the October budget revision deadline. The table below illustrates what percentage of the awarded grant should be expended quarterly. Note that organizations can only bill for personnel if they have submitted documentation that shows programming has the enrollment numbers to support submission.

1st Quarter (January – March): 25%
3rd Quarter (July – September): 75%

2nd Quarter (April – June): 50%
4th Quarter (October – December): 100%



**YOUTH SERVICES DIVISION
2023 SCOPE OF SERVICES
SERVICE COORDINATION AND NAVIGATION (SCaN)**

Contract Term: January 1, 2023 through December 31, 2023

SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

PROGRAM MODEL: SERVICE COORDINATION AND NAVIGATION (SCaN)

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) Executive Director	
b) Name (typed)	
c) Date submitted	
d) DFSS staff signature	
e) DFSS staff name (typed)	
f) Date approved	

*** This document must be printed in portrait format and single sided only**