



**YOUTH SERVICES DIVISION**  
**2023 SCOPE OF SERVICES**  
**YOUTH EMPLOYMENT: CHICAGO YOUTH SERVICE CORPS**  
 Program Term: January 1, 2023 through December 31, 2023

**PROGRAM: CHICAGO YOUTH SERVICE CORPS**

**DELEGATE AGENCY INFORMATION**

|                |  |          |  |
|----------------|--|----------|--|
| PO Number      |  |          |  |
| Agency Name    |  |          |  |
| Agency Address |  |          |  |
| City           |  | Zip Code |  |

| 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                              |  |

**PROGRAM PROFILE**

|                                      |   |                      |  |
|--------------------------------------|---|----------------------|--|
| Program Name                         |   |                      |  |
| Program Model                        | Chicago Youth Service Corps   |                      |  |
| Address                              |   | Zip Code             |  |
| Healthy Chicago Equity Zone          | <input type="checkbox"/> Far South <input type="checkbox"/> Northwest<br><input type="checkbox"/> Near South <input type="checkbox"/> Southwest<br><input type="checkbox"/> North/Central <input type="checkbox"/> West |                      |  |
| Community Area                       |   | Ward                 |  |
| Program Funding                      |   | Program Slots Funded |  |
| Total number of weekly program hours |   |                      |  |



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**Description of Program**

*Provide a brief narrative statement of this program, including the scope of services, target population, problems addressed, and anticipated outcomes. Please include coordination and referral sources with other partners. This section is expected to describe the program at full operational capacity.*



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**Target Population**

The Chicago Youth Service Program serves youth ages 16-24 who reside in Chicago and are seeking service-learning opportunities focused on local/civic engagement in the City of Chicago. Agencies will be responsible for recruiting and enrolling 60 percent of the youth into CYSC. DFSS will provide the other 40 percent of enrolled youth through the lottery from the citywide application portal with prioritization given to youth who are in the underrepresented populations as described below. Out of the total enrolled youth, recruited by either the agency or citywide lottery, **minimally <sup>1</sup>40 percent of youth participants per agency must identify with at least ONE of the following underrepresented populations outlined below:**

- Individuals with disabilities (i.e., physically impaired, visually impaired)
- Individuals attending high schools that are categorized as Level 2, Level 3, or Options High School based on the current Chicago Public School Quality Rating Policy (SQRP) (<https://www.cps.edu/about/district-data/metrics/accountability-reports>). DFSS will assign the schools and facilitate the linkage agreements to awarded Respondents to ensure they enroll youth from these schools.
- Individuals who are English as a Second Language learners
- Individuals that are experiencing homelessness/unstably housed
- Individuals placed in the foster care system
- Individuals that have been touched by the justice system (i.e. Parole, probation)
- Opportunity youth as defined as out-of-school and/or out-of-work

**Recruitment and Referral Sources**

Agency will recruit youth attending high schools that are categorized as Level 2, Level 3, and Options high schools. Agencies will participate in recruitment events onsite and partner with school personnel on attaining referrals. In addition, DFSS will facilitate collaborations with stakeholders from institutions such as Child Welfare agencies, Chicago Public Schools, Chicago Police Department, Parole and Probation departments, homeless services providers, community-based organizations, faith-based organizations, and mental health organizations that provide wrap around services for youth and their families

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<sup>1</sup> DFSS is striving for all Youth Services Division: Youth Employment programs to serve 50 percent of the Target Population.



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*Please provide a summary of your Recruitment Plan and Referral Sources for the Healthy Chicago Equity Zone you are targeting.*

**Agency sites and/or Partner sites**

*List the name of your agency and/or partners and address(es) where the leadership training and education, project design, planning and implementation will occur., including the estimated number of youth to be served at each site. Note: All the agency sites and partner sites must be entered in Cityspan YES prior to the start of the program. If this is still pending, include your agency site with your contracted enrollment. **At the end of the summer and fall, DFSS will pull the Employer Report to confirm the agency sites and partner sites including the number of youth at each site.***

| Site Name | Address | Number of youth to be served at this site | Work site or training program | Days of Operation<br>Mon. – Fri.<br>(If applicable, list weekend days) | Hours of Operation<br>(If applicable, list weekend hours) |
|-----------|---------|---|-------------------------------|--|---|
|           |         |   |                               |  |   |
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**Projects and Workshops**

Please provide a summary of your proposed projects and workshops in alignment with the Guiding Principles:

1. **Shape Chicago:** Strengthen our neighborhoods, communities, and our City through civic leadership
2. **Learn to Lead:** Learning and reflecting on what good leadership looks like and is composed of
3. **Elevate Your Voice:** Explore identities, passions, and goals by providing tools for a successful future
4. **Lead to Learn:** Improve programming through continuous feedback and leadership
5. **Build Your Community & City:** Collaborate to accomplish goals and broaden each other's impact
6. **Celebrate Yourself & Others:** Celebrate diverse backgrounds, experiences, and traditions every young person brings



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**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

The goal of the Chicago Youth Service Corps (CYSC) is to support youth development in the city of Chicago by developing young Chicagoans ages 16-24 as local leaders through the creation of paid, service-learning opportunities focused on local/civic engagement. Youth participants will earn money in a diverse service corps while also building transferable leadership skills for workforce development and 21st century skill-building. This model aspires to promote safe and vibrant communities by empowering youth through civic-minded service while dually providing employment.

The Youth Employment Portfolio seeks to provide the right resources at the right time for the right youth. Many youth are seeking paid opportunities during the summer and fall to gain leadership skills, work experience and broaden their personal skillset. In recent years, funders and service providers alike have recognized the importance of youth employment, civic and social engagement as it enhances leadership skills, promotes professional development, and increases financial capability. DFSS seeks to maximize the availability and access to meaningful leadership and job opportunities for Chicago’s youth to provide them with 21st century skill-building and keep them learning all year long.

**SECTION B – PERFORMANCE MEASUREMENT**

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

|   | <b>OUTCOME</b>  | <b>INDICATOR (S)</b>  | <b>DATA COLLECTION METHOD</b>  |
|---|---|---|--|
| 1 | 75% of youth participants will demonstrate a growth in civic-minded attitudes and behaviors | Enhanced civic engagement and project management skills.      | Youth will complete the CYSC play lists on My CHI. My Future. DFSS will provide a survey at the end of the program and share the agency level aggregate data with the delegate agency. |
| 2 | 75% of youth will report a growth in personal and leadership development                    | Enhanced leadership skills and personal development.          | Youth will complete the CYSC playlists on My CHI. My Future. DFSS will provide a survey at the end of the program and share the agency level aggregate data with the delegate agency.  |
| 3 | 100% of youth will be connected with additional information,                                | Demonstrate employable, work readiness skills for longer term | Agency will track youth’s goals in education, employment, support  |



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|---|--|--|---|
|   | support, or services during and after program completion                           | employment placement and meet personal goals.        | and wrap around services throughout the program to ensure program completion.   |
| 4 | 90% of youth will complete the Leadership/Personal Development tasks and playlists | Enhanced leadership skills and personal development. | Youth will complete the CYSC playlists on My CHI. My Future. My CHI. My Future. will share the agency level aggregate data with DFSS. |

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:

- 90% of enrolled participants will complete a capstone project
- 100% of participants will be recruited and enrolled in CYSC by agency via Cityspan YES
- 75% of youth will complete the entire year-round program
- 80% of participants will sign up for direct deposit by agency’s payroll provider
- 100% of youth will be paid on time by agency’s payroll system
- 100% complete their entrance and exit youth survey captured by Praxis survey which will be administered by Praxis and agency
- 40% of youth identify with target population criteria and be enrolled by agency in Cityspan YES
- By the end of program, youth will complete 95% of the total available program hours
- Youth will work a minimum of 75% of the weekly available program hours

**Data Reporting**

As part of DFSS’s commitment to becoming more outcomes-oriented, the Youth Services Division seeks to actively and regularly collaborate with delegate agencies to review program performance. DFSS will regularly review data to actively manage each contract toward the achievement of desired outcomes. 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. 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. DFSS will be sharing aggregate delegate data via Cityspan YES reports for enrollment, time -sheet report, employer report and eligibility on a weekly basis. Reports may be shared with City Council, posted on our website or other public facing entities to ensure transparency.



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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 client records privacy and confidentiality 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 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**

To create efficient systems to support agency compliance of contracts, delegates will provide HR documentation in a Staff Compliance database for program staff associated with DFSS funded contracts within 30 days of completion/clearance. The documents required are listed below:

- Mandated reporter certificate: Yearly certification
- Fingerprint Background Check: Renewable every 5 years

### **Meetings**

#### *Meetings and Trainings*

Each delegate agency will be expected to participate in regularly scheduled meetings and trainings in preparation for Chicago Youth Service Corps. **Delegate agencies are required to participate in these meetings and trainings at the Executive Director and Program Director levels.** In these meetings and trainings, delegate staff will participate in a shared learning experience that features discussions of youth employment issues, best practices in youth employment, staff professional development, cultivation of professional and personal networks, support





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around data use and analysis, and training on City of Chicago processes and procedures. **Agency attendance at these meetings and trainings are mandatory** for the agency's Executive Director, Program Director, and other key program staff.

**Compliance and Underperformance**

This initiative is administered by DFSS through American Rescue Plan Act Funds (ARPA). Consequently, all guidelines and requirements of DFSS and ARP must be met. Monthly Health Reports summarizing monthly performance status on various programmatic requirements will be shared with agencies to ensure compliance.

Agencies must attend these meetings and complete the requirements to meet expectations. In the event of an agency being in non-compliance and/or under-performance at the end of the program, (as deemed appropriate by the DFSS Program Manager/Director), the delegate agency will meet with the Youth Employment team and will be placed on a Performance Improvement Plan (PIP) to track how they will improve performance by the next program year.

**SECTION C – CORE ELEMENTS**

**Program Requirements**

*Chicago Youth Service Corps payment and schedule*

The Chicago Youth Service Corps Program will operate from January 23, 2023 through December 31, 2023 providing youth an hourly wage of \$15.40 an hour for the maximum of 460 program hours, service-learning opportunities focused on local/civic engagement during the summer. Agencies must maintain general liability insurance and Workman's Compensation coverage for all youth participants. They must provide youth participants with tax forms at the end of the calendar year. Youth participants must complete the Form I-9 and Form W-4. Agencies must respond to inquiries or issues from youth participants relating to payroll during the program period. In addition, agencies must update Cityspan with youth's latest hours at minimum every two weeks to ensure records are accurate and up to date. In addition, agencies are required to submit their payroll schedule to CYSC's program manager before program start date. Agencies must report any payroll issues immediately to DFSS.

*Chicago Youth Service Corps special events*

Agencies are expected to participate in special program events, such as the Symposium and Showcase. These key events are intended to expand the program experience for participants far beyond learning by *celebrating and acknowledging* the youth's project successes and victories. Agencies are responsible for ensuring youth are prepared to participate in all event related activities, in addition to attending special events themselves.

*My CHI. My Future. five requirements*

1) Agency must create a My CHI. My Future. Account for their organization to post opportunities on the website



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and app (resources and guides can be found at [partners.mychimyfuture.org](https://partners.mychimyfuture.org)). 2) Agency will post youth-related opportunities (events, jobs, programs, resources) for youth ages 2-24 offered by their agency on the MCMF platform on the first day of each month. 3) Inform all their youth participants ages 13 and older who have smartphones (Android and iPhone) about the My CHI. My Future. App to get access to opportunities throughout the year. 4) Agency will lead a warm-handoff exercise with youth participants to help them find their next opportunity through the MCMF app two weeks before a scheduled program concludes. 5) Agency will participate in citywide and local MCMF convenings and networks. Information on these meetings will be posted in MCMF's weekly newsletters. Delegates can sign up for this newsletter at [partners.mychimyfuture.org](https://partners.mychimyfuture.org).

*Data reporting and use*

Reliable and relevant data is necessary to create a shared understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions. As such, 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.

*Data entry*

Agencies are responsible for entering youth and program information into the Cityspan database system (<https://www.youthservices.net/chicagoyes>)

- Data entry includes but is not limited to youth enrollment and daily youth attendance, which is required bi-weekly. **Agencies must enter attendance after processing the youth payroll biweekly in Cityspan YES.**
- Reporting includes but is not limited to Cityspan YES generated reports, final program reports and additional reporting when applicable.
- **Use of the database system is a contract requirement. Failure to maintain accurate information in the database may impact future funding.** DFSS will provide training and technical assistance on the use of Cityspan YES. Agencies are required to attend Cityspan YES trainings.

*Program Staff*

Agencies are responsible for entering staff contractual certification documentation into the Cityspan database system (<https://dfssstaff.cityspan.com/>).

Youth Coordinators and/or Instructors must:

- Have completed a Federal Fingerprint Background check, online Mandated Reporter Certificate, and Mandated Reporter Acknowledgement Form prior to employment start date. The Mandated Reporter Certificate training should be conducted yearly. This documentation must be current and entered in



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Cityspan 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. Background checks are required every five years from the date of initial background check.** They should be positive, enthusiastic, civic minded individuals with connections to both their community and the world outside their community. Youth Coordinators and Youth Leader Coaches will ensure learning objectives are met for the overall program while also providing individual and group support, instruction and coaching to youth participants in a culturally competent environment. **Duties also include administrative functions such as entering time into Cityspan YES and ensuring the completion of My CHI. My Future. workshops and the assessments post program survey(s) by all your youth.**

- Participate in DFSS-sponsored professional development trainings and meetings. These professional development trainings and meetings will provide delegate agencies with a shared learning experience; that features discussions of pertinent youth employment issues/challenges, best practices in youth employment, and youth development fields. Staff professional development, support around data use and analysis, cultivation of professional and personal networks, and training on City of Chicago processes and procedures. **Professional development training and meetings occur during the months of January through December, and attendance must include Executive Directors, Program Directors, and other key program staff.** DFSS will host additional professional development trainings for the Youth Coordinators and Youth Leadership Coaches in June and again in the fall.

*Programmatic Changes*

Agencies are required to notify the DFSS Youth Employment Youth Services Coordinator and the Director of the Youth Employment Portfolio of any changes to staff, facility, facility location, or work plan in writing within seven (7) business days of the change. These changes must be updated in Cityspan within seven (7) days of the change.

*Program Written Procedures*

Agencies are required to have a written procedure for identifying and reporting suspected child abuse or neglect. Agencies must also have written emergency procedures for a lost child and major/minor injuries and written safety/facility evaluation procedures. Staff should be trained on these procedures.

*Program Close-Out Procedures*

DFSS Close-Out Procedures must be followed if a DFSS-funded agency program is closing for any reason.



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*Cross-service area Coordination*

DFSS is interested in new strategies to improve coordination across service delivery siloes to better support families. As such, DFSS reserves the right to convene cross-service-area collaboration efforts with delegate agencies to serve high-need populations better.

*Eligibility*

- Youth must be a resident of Chicago (Chicago Public Schools I.D., State Identification card, Driver's License or Government Issued ID).
- Youth must be 16 years old by the start of the Chicago Youth Service Corps program.
- Proof of a valid Social Security Card.
- A signed consent form, release form, emergency contact and photography, social media & video form. If under the age of 18, parental/guardian signature required.

*COVID Vaccination*

The health and safety of young people is our top priority. Delegate agencies are strongly encouraged to have youth participating in their programs vaccinated prior to starting their summer employment opportunities as many work sites, including the City of Chicago buildings, require individuals to be fully vaccinated before starting their job. Delegate agencies should participate in vaccination events, remind youth to get vaccinated throughout the application/onboarding process and provide information on where youth can be vaccinated before the start of the program.

**This program adheres to the requirements of 31 C.F.R. §35.6. In compliance with these requirements, the program has policies and procedures in place to ensure that all youth will qualify as directly and/or disproportionately impacted beneficiaries and does so in one of the following ways:**

- Individuals with disabilities (*i.e. located on CYSC online application*)
- Youth must attend DFSS identified high school that are <sup>2</sup>high poverty and fall under the Level 2, Level 3 or Options High School based on the current Chicago Public School Quality Rating Policy (SQRP) (<https://www.cps.edu/about/district-data/metrics/accountability-reports>) (*i.e. located on CYSC online application*)
- English as a Second Language (ESL) (*i.e. located on CYSC online application*)
- Foster Care (Group home) (*i.e. self-attestation, located on CYSC online application*)
- Homeless/Unstably housed (*i.e. self-attestation, located on CYSC online application*)
- Involved with justice system (*i.e. self-attestation, located on CYSC online application*)

**Additional documentation for the file folder:**

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<sup>2</sup> High Poverty rationale is defined as high schools who meet 50% of the Free and Reduced-priced meal.



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- Chicago Youth Service Corps Checklist
- A printed copy of the CYSC Application
- A signed agency consent form, release of information form, emergency contact and photography, social media & video form. This can be a combined form. If under the age of 18, parental/guardian signature required.
- Payroll documents for participant wages (*see CYSC checklist*)
- Proof of Age (*see CYSC checklist*)
- Proof of Chicago residency (*see CYSC checklist*)
- Proof of Identification (*see CYSC checklist*)
- Proof of a valid Social Security number (*see CYSC checklist*)

**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. **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 minimally on a monthly basis via eProcurement. Agencies are encouraged to submit vouchers based on youth and staff payroll to ensure cash flow to the agency. Agency staff is expected to attend vouchering training. The table below illustrates what percentage of the awarded grant should be expended quarterly. Note that agencies can only bill for personnel if they have submitted documentation that shows employment and training has the enrollment and attendance numbers to support submission.

**1<sup>st</sup> Quarter (January – March): 25%**

**2<sup>nd</sup> Quarter (April - June): 50%**

**3<sup>rd</sup> Quarter (July-September) 75%**

**4<sup>th</sup> Quarter (October-December) 100%**

*Bus Cards and Gas Cards Documentation*

Agencies will administer bus cards to the participants in accordance with the designated budget during the program youth participants' employment placements. Agencies must maintain a hard copy of the weekly bus log with the participant's signature and bus card number. Agencies must provide a bus card or ensure the bus card is loaded with transportation for round-trip travel to work site. Ensure to provide supporting documentation such



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as receipts and bus logs to DFSS Finance Unit as a part of the voucher. If the bus log documentation is not maintained, it will be a disallowed cost to the assigned delegate agency. ***Only exception, if youth participants drive their own vehicles, they can provide a gas card if the agency maintains a hard copy of a gas card log with the participant's signature and gas card number.*** If gas card log documentation is not maintained, it will be a disallowed cost to the assigned delegate agency. Review the Acknowledgement of the Gift Card and CTA transit card Policy (*see attachment*).

**SECTION E – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

**PROGRAM MODEL: CHICAGO YOUTH SERVICE CORPS**

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 signature                     |                |
| b) Name (typed)                                     |                |
| c) Date submitted                                   |                |
|   |                |
| d) DFSS Youth Employment Director<br>Eshawn Spencer |                |
| e) Name (typed)                                     | Eshawn Spencer |
| f) Date approved                                    |                |

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