



**YOUTH SERVICES DIVISION
2023-2024 SCOPE OF SERVICES
ENRICHMENT CHA PROGRAMS**

Contract Term: January 1, 2023, through December 31, 2024

INSTRUCTIONS

Agencies will complete this Scope of Services (workplan) via Cityspan and will receive a link to the website. This document is a template so agencies can gather information and be prepared to input into Cityspan upon request. Agencies are required to notify the DFSS Enrichment Youth Services Coordinator and the Director of the Youth Services Enrichment Portfolio of any changes to staff, facility, facility location, or workplan in writing within seven (7) business days of the change. These changes must be updated in the agency’s Cityspan workplan within thirty (30) days of the change being approved by DFSS.

PROGRAM TYPE: ENRICHMENT Chicago Housing Authority (CHA) Programs

DELEGATE AGENCY INFORMATION

PO Number			
Agency Name			
Agency Address			
City		Zip Code	

PROGRAM CONTRACT INFORMATION

Program Model	Summer	Year-Round				
Community Area	Douglas	Grand Boulevard	Near West Side	Riverdale	Roseland	Washington Park
Program Name						
Funding Amount		Youth Slots Funded				

CONTACT INFORMATION

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	



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PROGRAM DESCRIPTION

Program Goals

1. Clearly state the goal(s) of the program. How will your agency measure if those goals have been met?

Program Description

2. Describe the activities you will be implementing. What will youth be doing and how does it connect with your program's goals? What do you hope to achieve? If relevant, describe coordination with other sources/partners.
3. Describe how you will ensure that activities are developmentally appropriate for the youth in the age groups that will be served.

Program Outcomes

4. What are the intended outcomes of the program?
5. How will those outcomes be measured?
6. By when will those outcomes be achieved?

Recruitment & Retention

7. Provide your Recruitment Plan. If youth leave the program, how do you plan on recruiting additional youth?

S.A.F.E. (Sequenced, Active, Focused, Explicit) Elements

8. Describe how the activities in your program will be designed and implemented using S.A.F.E. elements.

Youth Voice

9. How will you integrate youth voice in your program? **(Select all that apply)**

Youth surveys (complete below if selected)

- a. How many youth will be surveyed?
- b. Describe the information your agency collects through surveys and how often you will collect it.

Youth councils (complete below if selected)

- a. How many youth will participate in youth council?
- b. Describe what the goal of the council is and how often it will meet.



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Youth leadership committees (complete below if selected)

- a. How many youth will participate in youth leadership committees?
- b. Describe what the goal of the committee is and how often it will meet.

Other, please describe (complete below if selected)

- a. How many youth will participate in other youth voice input?
- b. Describe what other ways you will collect youth input and how often you will collect it.

Staff Onboarding and Training Opportunities

10. Describe your onboarding plan as well how your program will provide consistent training opportunities to your program staff.

Parent/Family Engagement

11. Describe how your program will provide consistent and intentional opportunities for parent, family, and community engagement throughout the duration of the program cycle.

SITE LOCATION(S)

Complete each site location's information where youth services are provided using DFSS funding.

SITE LOCATION 1 INFORMATION*

Site Location Name							
Site Location Address	Street Number	Street Direction	Street Name	Street Suffix	Apt #	Zip Code	
Community Area				Ward			
Is this location a school?	Yes	No	If Yes, Name of School				
Days and Hours of Operation							
Program Specialty Area (Select Primary)	<input type="checkbox"/> Arts, Culture & Music <input type="checkbox"/> Health & Wellness <input type="checkbox"/> College & Career Readiness		<input type="checkbox"/> Academic Tutoring & Support <input type="checkbox"/> Science, Technology, Engineering, Math (STEM)				
Age group(s) of youth served at this location (may select more than one)	<input type="checkbox"/> 6 to 10 <input type="checkbox"/> 11 to 13 <input type="checkbox"/> 14 to 17 <input type="checkbox"/> 18 to 21						



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Number of youth to be served at this location		Number of program hours per year at this location	
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DFSS Youth Services Division funding is (select only one): <input type="checkbox"/> primary funding source for this program site (>50% of funding) <input type="checkbox"/> supplemental funding for this program site (<50% of funding)
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***Please complete the above Site Location Profile for each DFSS-funded Enrichment program site.**

SECTION A – GOALS AND OBJECTIVES

Program Goals

Research has found that out-of-school time programs promote protective factors in several ways, including providing children and youth with access to caring adults and by promoting their health and well-being. Participation in out-of-school time programs fosters the development of young people, resulting in a more positive self-concept, better problem solving and decision-making, more interpersonal skills, higher sense of belonging and connectedness, competence, self-efficacy, and agency.

The goal of Enrichment programs is to implement safe, supportive, interactive, and engaging positive youth development activities reflective of the needs, interests, and goals of young people.

Target Population

Enrichment programs serve youth between the ages of 6 and 21 who are Chicago residents and who have a signed consent form from a parent or guardian for youth under the age of 18. Eligibility for this program is restricted to youth who are current residents of CHA (as demonstrated by a CHA Client ID number). The Enrichment CHA programs intend to serve CHA youth from the following priority community areas: Douglas, Grand Boulevard, Near West Side, Riverdale, Roseland, and Washington Park.

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 from youth, parents/guardians, and staff that may include but are not limited to:

	OUTCOME	DATA COLLECTION METHOD	FREQUENCY
1	85% of youth will report feeling safe and supported after their program experience	DFSS will provide surveys that agency will administer to youth, parent/guardians, and staff	<u>Youth</u> Year-Round: Beginning, middle, and end of program cycle
2	85% of youth will report learning a new skill or	DFSS will provide surveys that agency will administer to youth, parent/guardians, and staff	



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	improving an existing skill after their program experience		<i>Summer: End of program cycle</i>
3	85% of youth will report a positive relationship with adult(s) and peers after their program experience	DFSS will provide surveys that agency will administer to youth, parent/guardians, and staff	<u>Parents/Guardians & Staff</u> End of program cycle
4	85% of youth will report feeling a sense of connectedness and belonging after their program experience	DFSS will provide surveys that agency will administer to youth, parent/guardians, and staff	

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 youth slots will be filled at any given time
- 50% of youth will meet the target population criteria
- 80% average daily program attendance
- 85% of youth will complete the program (Year-Round: 288 hours a year; Summer: 96 hours a year)

DFSS will also monitor the above metrics by race, ethnicity, gender, age, and other characteristics as appropriate to track equity in outcomes and outputs.

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

DFSS will regularly review this data to actively manage each contract toward the achievement of desired outcomes. 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 Enrichment team and will be placed on a Performance Improvement Plan (PIP) to track how they will improve performance by the next quarter.

Data Reporting & Uses of Data

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,



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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 reports for dosage, enrollment, and eligibility quarterly. Reports may be shared with City Council, posted on our website or other public facing entities to ensure transparency.

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. Data entry includes but is not limited to DFSS Youth Intake Forms, youth attendance, contractual certification information, outputs, and outcomes. 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.chicago.gov/city/en/depts/dgs/supp_info/is_policy.html.

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 all program staff and volunteers associated with DFSS funded contracts within 30 days of completion/clearance.

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.

The documents required are listed below:

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



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Meetings

Program staff will be required to participate in active contract management meetings and DFSS-sponsored professional development. Active contract management meetings are designed to 1) identify key data, 2) generate insights, 3) drive action, and 4) review progress.

These meetings will provide respondents with a shared learning experience that features discussions of pertinent youth development issues/challenges, best practices, support around data use and analysis, cultivation of professional and personal networks, and training on City of Chicago processes and procedures. DFSS may also request and identify additional staff participation in these meetings as needed.

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 DFSS 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

Program Requirements

PLEASE REVIEW THE FOLLOWING PROGRAM REQUIREMENTS AND ACKNOWLEDGE YOUR UNDERSTANDING AND COMMITMENT TO THESE REQUIREMENTS BY CHECKING THE BOX.

Age Groups

Enrichment programs serve youth ages 6 to 21.

Staff to Youth Ratio

Programs must adhere to a 2:20 staff to youth ratio (1 adult for each 10 youth in programming).

Program Recruitment

Eligibility for this program is restricted to youth who are current residents of CHA (as demonstrated by a CHA Client ID number). The Enrichment CHA programs intend to serve CHA youth from the following priority community areas: Douglas, Grand Boulevard, Near West Side, Riverdale, Roseland, and Washington Park.

Program Dosage

Enrichment CHA programs operate in one of two programming types: Year-Round and Summer. Programming must occur during out of school hours and can include evenings and weekends.

Programs can operate in community and or school settings and will be funded at the following cost per youth calculations:

- Year-Round (\$1,800 per youth): 360 hours of programming per year, which includes school breaks, such



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as spring breaks, winter break, and summer break

- Summer (\$1,200 per youth): 120 hours of programming per year for at least 6 weeks in the summer

Best Practices in Out-of-School Time

Agencies should follow best practices in out-of-school time when designing programs and developing activities to meet the needs of the young people in the communities they serve, collaborating with schools, other organizations, parents/guardians, and community members (e.g., [National Afterschool Association Standards for Quality School-Age Care](#), [Whole School, Whole Community, Whole Child \(WSCC\) Framework](#), [Illinois Statewide Afterschool Quality Standards](#), etc.)

Enrichment Coordinator/Group Leader Roles and Responsibilities

The following is a non-comprehensive list of roles and responsibilities of program staff:

- Facilitate, direct, and supervise all programmatic activities with youth
- Build strong, positive relationships with youth participants and facilitate team building between groups, giving youth a sense of dignity, and belonging
- Develop and implement creative strategies to retain youth participants throughout the program
- Engage youth in wrap around services within the agency and work with external partners to provide additional support services to youth who may need it
- Act as the liaison to participants, agency, families, and DFSS personnel
- Assist with data collection and entry into Cityspan and other DFSS-designated platforms
- Implement performance measurement tools with youth participants and ensure completion
- Attend mandatory trainings and learning meetings per request of DFSS, including but not limited to trainings for Cityspan and a DFSS-designated technology platform

Agency and Program Staff HR Compliance

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

Cityspan and Data Entry

Agencies are responsible for entering youth and program information into the Cityspan database system.

- Data entry includes but is not limited to youth enrollment and daily youth attendance, which is required monthly. Agencies are strongly encouraged to enter attendance weekly. The following additional components are required in the data system: Work Plan, DFSS Youth Intake Forms completed in hard copy or via the DFSS Parent Portal, activity entry and attendance, contractual certification information, outputs, and outcomes.
- **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 the database. Agencies are required to attend database trainings.



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Programmatic Changes

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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.

Safe Environment

Maintaining a safe, supportive, and engaging environment is the responsibility of all delegates. Program monitoring and site visits will include an assessment of the program space. Agencies will be provided with a program quality checklist once programming begins.

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 monthly 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 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 and attendance numbers to support submission.



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Program Model	Quarter	Timeline	Percent Expended
Year-Round	1 st	January-March	25%
	2 nd	April-June	50%
	3 rd	July-September	75%
	4 th	October-December	100%
Summer	1 st	April-June	20%
	2 nd	July-September	100%



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SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

PROGRAM: ENRICHMENT CHA

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 Staff signature	
e) Name (typed)	
f) Date approved	