



**YOUTH SERVICES DIVISION
2023 & 2024 SCOPE OF SERVICES
MENTORING**

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 Prevention & Intervention Youth Services Coordinator and the Director of the Youth Services Prevention & Intervention Portfolio of any changes to the work plan in writing within seven (7) business days of the change. These changes must be updated in the agency’s workplan in Cityspan within thirty (30) days of the change.

PROGRAM TYPE: MENTORING

DELEGATE AGENCY INFORMATION

PO Number			
Agency Name			
Agency Address			
City		Zip Code	

PROGRAM PROFILE

Program Model	Mentoring					
Equity Zone	Far South	Near South	North/Central	Northwest	Southwest	West
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 Description

1. Provide a brief description of your Mentoring program, including the scope, target population, problems addressed, and anticipated outcomes. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.
2. Please provide a summary of your Recruitment Plan for the Equity Zone and community areas you are targeting.

Trauma-Informed Curriculum

3. Name of curriculum
4. Please provide a description of your mentoring curriculum. Include a quarterly outline of topics and activities.
5. Please upload a copy of the curriculum map, goals/outcomes, and a sample lesson plan.

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 Program Operation						
Target Population (Please select a primary, secondary and tertiary target population)	<input type="checkbox"/> Youth with a disability <input type="checkbox"/> Youth who are English as a Second Language learners (English Language Learners/English Learners)		<input type="checkbox"/> Youth in the foster care system and/or transitioning out of care <input type="checkbox"/> Youth who are pregnant and/or parenting <input type="checkbox"/> Youth who are justice involved (e.g., parole, probation) <input type="checkbox"/> Opportunity Youth (ages 16-24 who are out of school and not working) <input type="checkbox"/> Youth Exposed to violence or trauma (victim or perpetrator)			
	<input type="checkbox"/> Youth who are enrolled in Chicago Public Schools Option schools					



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	<input type="checkbox"/> Youth who are experiencing homelessness or are unstably housed
Age Group(s) of youth served at this location	<input type="checkbox"/> 12 to 15 <input type="checkbox"/> 16 to 17 <input type="checkbox"/> 18 to 24
Number of youth to be served at this location	
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)	

***Please complete the above Site Location Profile for each DFSS-funded Mentoring program site.**

SECTION A – GOALS AND OBJECTIVES

Program Goals

The goal of the DFSS Mentoring program is to provide youth with safe, supportive, and age-appropriate activities that foster a strong relationship with a mentor, a sense of community among/between peers, and increase their social and emotional competence that results in better decision making and responsibility.

The DFSS mentoring program serves youth ages 12-24 in Chicago who are at risk of not transitioning successfully into adulthood. Youth who engage in mentoring will experience a safe space, a strong relationship with a caring mentor, and understand and grow their social and emotional competence.

Target Population

At least 70% of program youth must identify with at least ONE of the following populations as described below:

- Youth with disabilities (e.g., physically impaired, visually impaired, developmentally, neurodivergent)
- Youth who are English as a Second Language learners
- Youth who are enrolled in Chicago Public Schools Option schools
- Youth who are experiencing homelessness or are unstably housed
- Youth in the foster care system and/or transitioning out of care
- Youth who are pregnant and/or parenting
- Youth who are justice involved (e.g., parole, probation)
- Opportunity Youth (ages 16-24 who are out of school and not working)
- Youth Exposed to violence or trauma (victim or perpetrator)



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SECTION B – PERFORMANCE MEASUREMENT

Performance Indicators

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

- 80% of youth will report a positive relationship with their mentor.
- 80% of youth will report a strong relationship with peers and mentoring community.
- 80% of youth will report growth in their social and emotional competencies.
- 85% of youth will report feeling safe in program.

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

- 90% of youth slots will be filled at any given time
- 70% of youth will meet the target population criteria
- 90% of youth will attend 45 hours of group mentoring annually. Agencies should provide approximately 11.25 hours per quarter:
 - By March 31 – 11.25 hours
 - By June 30 – 22.5 hours
 - By September 30 – 33.75 hours
 - By December 31 – 45 hours
- Percentage of youth that are referred to other services. For example, mental health/behavioral health referrals employment, school reengagement, childcare, food access/public benefits.

DFSS will regularly review this data in order to actively manage each contract toward the achievement of desired outcomes.

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, 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.



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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. 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)

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.



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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

The DFSS mentoring program serves youth ages 12-24.

Program Hours

DFSS requires agencies to offer programming year-round, including during the summer months. Programming can occur during in-school or out of school hours, including evenings and weekends.

Staff to Youth Ratio

Programs must adhere to a 2:30 staff to youth ratio (1 adult for each 15 youth in programming).

Program Recruitment

At least 70% of youth participants must identify with at least one of the target populations listed in “Target Population” (Section A).

Trauma- Informed Curriculum

Implement age-appropriate cohort-based, mentoring program that is culturally appropriate, gender responsive and understanding of the effects of trauma.

Program Dosage

45 hours annually of group mentoring, including programming during summer.



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Mentor Roles and Responsibilities

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

- Mentors will provide mentoring in a cohort style program using a trauma base curriculum. The ratio is 1:15 staff to youth ratio per cohort group.
- Facilitate, direct, and supervise all programmatic activities with youth
- Build strong, positive relationships with youth and facilitate team building between groups, giving youth a sense of dignity, and belonging
- Develop and implement creative strategies to retain youth throughout the program
- Engage youth in wrap around services within their agency and work with external partners to provide additional support services to youth who may need it
- Act as the liaison to youth, agency, families, and DFSS personnel
- Assist with data collection and entry into Cityspan and other DFSS-designated platforms
- Implement performance measurement tools with youth 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, curriculum, agendas and topics for mentoring groups, 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.

Programmatic Changes

Agencies are required to notify the DFSS Mentoring Youth Services Coordinator and the Director of the Youth Services Prevention and Intervention 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 the agency's Cityspan work plan within thirty (30) days of the change being approved by DFSS.



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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 Environments

Maintaining a safe and healthful environment is the responsibility of all agencies. Please see the [Safe Environment](#) checklist, which is a part of our program monitoring.

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 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 and attendance numbers to support submission.

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



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SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

PROGRAM: MENTORING

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	