



**YOUTH SERVICES DIVISION  
2023 SCOPE OF SERVICES  
PREVENTION AND INTERVENTION JISC**

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

**PROGRAM: PREVENTION AND INTERVENTION JUVENILE INTERVENTION SUPPORT CENTER**

**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 sites.

Site Name	Address Number	Direction	Street	Ward	Days of Operation	Community	Hours of Operation	Estimated Amount of Contract allocated for this site	Clients Served



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**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

As part of ongoing Juvenile Intervention and Support Center (JISC) reforms with the Chicago Police Department (CPD), the Mayor's Office (contract management) is working with Department of Family Support and Services (administrative management) and Lawndale Christian Legal Center (LCLC) to complement and expand the services provided to young people that have contact with the police to better support young people and improve follow up. The goal of the youth diversion is to reduce the harms of the juvenile justice system for young people arrested in Chicago by promoting diversion opportunities, making station adjustments to send young people home without charges, and connecting youth and families to needed services.

LCLC and community-based service provider subcontractors will work in collaboration with CPD to provide limited legal representation and diversion advocacy and serve young people with comprehensive services. LCLC will manage the comprehensive case management system for youth diversion which will consist of the following services:

- personnel management which includes hiring, training and supervising of case management personnel and legal personnel.
- limited legal representation which includes meeting with young person and advocating for the opportunity for diversion.
- case management system operations which include performing intake, screening, assessments, individual service planning, referrals, follow-up, and case closure for diverted young people and families.
- collection and reporting of data.
- ongoing consultation and communication with the Mayor's Office and DFSS including regularly scheduled meetings to review program performance including goals, objectives, and outcomes.

LCLC will provide case management services to at least **135 young people**, contingent on referrals from CPD for the period of January 1, 2023, through May 31, 2023. If case managers reach capacity, LCLC will work with DFSS and the Mayor's Office to identify appropriate service options for young people through alternate funding streams or via warm handoffs to external partners. LCLC will also be responsible for record keeping and will be responsible for generating program reports. Refer to attached protocol, which has been agreed upon by LCLC, CPD, and the Mayor's Office, for further detail.

**Target Population/Eligibility**

**Any youth, between the ages of 10-17 years old who have been arrested in 10 Chicago police districts (1,2, 3, 7, 8, 9, 10, 11, 12 and 15.) and eligible for station adjustment.** All initial services will be provided on site at CPD Area 1 (District 2) at 5101 S. Wentworth Ave., Chicago, 60609.

According to CPD Special Order, charges cannot involve the following for a formal station adjustment: A death or great bodily harm; Shots fired at or by police; Possession or use of a firearm; Any sex offense; Charges requiring adult processing; Child protection warrants and Traffic citation, warrants or DUIs.

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**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

**LCLC will provide the following services:**

- Personnel management which includes hiring, training, and supervising of case management personnel.
- Limited legal representation which includes hiring, training, and supervising of legal staff who represent young people brought to the Area 1 and advocate for the opportunity for diversion.
- Case management which includes obtaining program consents, performing intake, assessments, individual service planning, referrals, follow-up, and case closure for diverted young people and families
- Referral, management and coordination of service providers.
- Collection and reporting of data using an approved electronic case management system; and
- Ongoing consultation and communication with the Mayor’s Office, Department of Family and Support Services, the Chicago Police Department (CPD), and other agencies in regular meetings to review program performance including goals, objectives and outcomes

**Limited Legal Representation**

- LCLC will provide limited legal representation for all young people who are at Area 1 while LCLC is on site through the life of this contact term (May 31, 2023).
- LCLC will meet privately with young people who have agreed to receive limited legal representation for LCLC to:
  - share a Letter of Engagement which explains the scope of limited legal representation that LCLC offers,
  - gather information to present to CPD to advocate for the young people to be granted the opportunity for diversion if youth is an eligible for informal station adjustment.
- When operationally appropriate, the LCLC diversion attorney will meet with the detective to advocate for diversion or a non-custodial referral to court before a disposition decision (i.e., diversion, referral to court, or detention) is made.

**Service Referrals and Service Delivery (see attached Interim JISC Protocol 1.4.22)**

LCLC will be responsible for the following:

- Provide a case manager to support young people with intake and referral to community-based case management up to 120 days depending on when a young person is referred.
- **After March 31, 2023**, all youth referred to LCLC for case management services will receive case management services for a period of **60 days only**.
- An LCLC team consisting of an attorney and case manager ("LCLC Team") will be on site at 5101 S Wentworth Monday through Friday for six hours each day from 3:00pm- 9:00pm. Two additional hours (from 2pm-3pm and 9pm-10pm) are used to complete administrative tasks. The purpose of the LCLC Team's presence at Area 1 is to provide youth with limited legal representation and advocate for more youth to be offered diversion (i.e., to be referred to services or sent home as an option of an informal station adjustment).
- **Starting April 1, 2023**, LCLC will create an individual weekly transition plan for each youth being served. The transition plan should include the following:
  - How many days a young person has been in services
  - Expected close date

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- Referrals provided
- Status of referrals
- During times when either LCLC's attorney or case manager cannot be onsite at Area 1, LCLC will attempt to identify additional LCLC attorneys and case managers to serve as back up.
- Should an LCLC case manager not be available for back up, LCLC's attorney will be on site to provide limited legal representation for youth consistent with the protocols stated herein.
- Should an LCLC attorney not be on site, LCLC's case manager cannot provide limited legal representation alone, but will be on site to meet with the youth that CPD has decided to divert and their family.
- Should neither the LCLC attorney or case manager be available, LCLC Team will notify a designated CPD official that LCLC Team is not available for that shift.
- CPD should make all diversion referrals directly to the LCLC onsite personnel when they are on site and to [jisc@lclc.net](mailto:jisc@lclc.net) when LCLC Team is not on site.
- Subcontract case managers at community-based sites to provide ongoing community-based case management for young people and designate a geographic coverage region to each community-based site in order to ensure follow up for young people from all JISC districts.
- Coordinate community-based services for young people offered formal and informal station adjustment for all eligible young people arrested or living in all JISC districts and community areas.
- Given the importance of community competence and local services, LCLC will subcontract with providers for community-based case management services to ensure services are provided to all young people who receive station adjustments at Area 1. LCLC and subcontractors will utilize a needs assessment to create individualized treatment plans for each youth, consisting of various wraparound supports that address the client's unique needs. If assessment indicates young people does not need services, young people will not engage in service plan in order to avoid net widening. This could include services such as, but not limited to:
  - Connections with basic social services (e.g., SNAP, TANF, Medicaid, housing assistance, tutoring, health clinics)
  - Behavioral health services such as cognitive behavioral therapy (CBT) and substance use disorder treatment
  - Mentoring, adventure therapy, recreation
  - Legal services and legal advocacy
  - Employment referrals (DFSS Employment programming, My Chi, My Future, etc.)
  - Education support and school-based advocacy
- Refer young people to services based on their assessment results and corresponding individualized service plan. Recognizing there is not funding for wraparound supports, it is possible that young people will be placed on waiting lists at external organizations in order to access services (or denied services if capacity does not exist). LCLC will give best effort to find alternate services.
- Conduct ongoing community-based case management with young people after they leave Area 1 to build relationships and ensure youth's success in continuing service plan. Caseloads for the community-based case managers will be 1 case manager to 18 youth.
- When possible, engage with youth's network (school, family, probation officer, etc.).
- Conduct relentless follow up and engagement with clients who may be unresponsive to ensure adherence to service plan up to 30 days. This may include phone calls, home visits, and other methodology for connecting with the young person.

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**Personnel**

- LCLC will be responsible for staffing, training and supervising diversion case management and legal personnel.
- LCLC will be responsible for providing all case management staff with the necessary technology to provide services.
- LCLC staff will provide overall program management and will supervise diversion Case Managers and any other relevant staff.
- There should be at least one full time attorney and case manager on site for an 8-hour shift, five days a week, to provide limited legal representation and advocate for diversion opportunities.
- There should be enough full-time case managers to support 1:12 caseload (floater caseload) and serve all community areas in the JISC jurisdiction (including subcontracted service providers) that will provide assessments, referrals, and support to young people and families, which amounts to at least six personnel.
- Case managers should have a bachelor's degree in Social Work or related field or equivalent experience and will have a caseload ratio of 1 case manager to 18 young people and will work with each person up to 120 days. Extension for services will be reviewed by the Mayor's office and DFSS.
- Upon request or following any changes, LCLC will provide the City and CPD with copies of staffing schedules, staffing patterns, contact information for staff, caseload figures, and any changes to operational policies and procedures before implementation.

**Staff training**

- LCLC will arrange for relevant training for staff to ensure their competencies in the provision of best practice case management.
- LCLC and subcontractors will participate in relevant trainings for young people interactions and a trauma-informed approach with CPD.

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**Data collection and performance management**

LCLC will keep track of and share process measures to promote accountability with the Mayor's Office and DFSS. LCLC will collect metrics outlined in the Monthly JISC Report document, attached.

**Performance Outcomes**

**Program Deliverables & Outcomes**

Upon completion of the initial screening by the Chicago Police Department, CPD will then discuss with LCLC legal team whether there are any additional factors LCLC sees that favor diversion. Once an agreement for diversion is completed, these young people will be referred to LCLC for case management intake.

- Enrollment – LCLC staff will communicate with parents and guardians regarding service plan and arrange for an appropriate time to conduct screening and assessment and to begin the case plan
- Information Collection and Assessments - LCLC will prepare the Individual Service Plan to develop a historical picture of young people using a validated assessment tool. LCLC will decide based on the needs assessment if the young people should be referred to additional services such as mental health, substance use, tutoring, etc.
- Case Plan Implementation – All young people referred to LCLC for case management services from January 1, 2023-March 31, 2023, are considered to be enrolled in case management. Case management is anticipated to last around 120 days but can shorter based on the individual's specific needs and progress. All request for services past 120 days must be approved by DFSS.
- All referrals starting April 1, 2023, will be eligible for 60 days of services only

**Outcomes:**

- 100% - Percent of young people referred by CPD that LCLC contacts. LCLC will record if these contacts are successful or unsuccessful.
- 75% - Percent of young people referred by CPD that meet with a case manager to complete a needs assessment within 30 days and are given an individualized service plan.
- 85% - Percent of young people who have completed a needs assessment begin individualized service plan implementation.
- 75% - Percent of young people who begin service plan implementation complete individualized service plan.

**External evaluation and analytical partners:**

The City of Chicago may secure support from an external analytical partner to analyze data on the outcomes for young people at JISC in order to understand how program design changes and inclusion of limited legal representation may be associated with disposition decisions and overall young people outcomes. LCLC will be expected to:

- Ensure program is delivered with fidelity and relevant data is accurately collected and recorded
- Attend meetings as needed to report findings; and
- Work closely with the Mayor's Office, DFSS and an identified analytical partner in collecting necessary data.



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**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, the Mayor's Office, CPD, 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. Meetings with all on-site partners will occur at least quarterly.

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

Periodic meetings may take place according to a schedule to be established by the Mayor's Office or DFSS, with reasonable notice provided for delegates. Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, 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. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

**Uses of Data**

DFSS reserves the right to use deidentified and aggregated 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. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.

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) Share externally with stakeholders and post publicly to promote transparency for JISC and young people diversion on the City's website [JISC Reform \(chicago.gov\)](https://www.chicago.gov/jisc-reform)

d) Any other purposes identified by Mayor's Office or DFSS and agreed to by LCLC.



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**SECTION C – CORE ELEMENTS**

**Program core requirements:**

- Provide limited legal representation for young people that includes diversion advocacy.
- Work with young people involved in the juvenile justice system and young people at great risk of involvement in the system through case management services; include family members and other members of client’s support system as appropriate.
- Provide comprehensive case management services including assessment, referrals, service coordination and young people advocacy.
- Collect data and coordinate data management for the entire program in collaboration with DFSS (e.g., collection, storage, analysis and report writing).

Communicate, coordinate and work in partnership with governmental, community based and other civic organizations.

**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: Renewable every 5 years
- Fingerprint Background Check: Renewable every 5 years

Additional contractual certifications and documentation:

- CPR Certification: Renewable every 2 years
- First Aid Training: Renewable every 2 years

CANTS: Yearly if not licensed by DCFS

**\*Please note – LCLC is exempt from the mandated reporter requirement**

**Compliance and Underperformance**

In the event of under-performance at the end of the first, second, or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison), the delegate agency must submit a Program Improvement Plan (PIP) in writing to indicate how they will improve performance by the next quarter





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**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, and 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 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%

**\*Expenditure rate requirements will be modified due to a 5-month contract period.**



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SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

PROGRAM MODEL: PREVENTION AND INTERVENTION JUVENILE INTERVENTION AND SUPPORT CENTER

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

Table with 2 columns and 6 rows for signature and date approval. Row 4 is shaded grey.

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