

**\*\*This online copy is for reference purposes only. Delegate agencies will upload their workplans directly into Cityspan using login credentials provided by DFSS.\*\***

## 2023 YOUTH INTERVENTION PATHWAYS WORK PLAN

### 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. Please detail your work plan through December 31st, 2023.

### PROGRAM TYPE: YOUTH INTERVENTION PATHWAYS

#### DELEGATE AGENCY INFORMATION

PO Number			
Agency Name			
Agency Address			
City		Zip Code	

#### PROGRAM PROFILE

Program Model	Youth Intervention Pathways							
YIP Service Area	1A	1B	2A	2B	3	4A	4B	5
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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**SITE LOCATION(S)**

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

**SITE LOCATION 1 INFORMATION\* (Required)**

Site Location Name						
Site Location Address	Street Number	Street Direction	Street Name	Street Suffix	Apt #	Zip Code
Community Area				Ward		
Days and Hours of Program Operation						

**\*Please complete the above Site Location Profile for each DFSS-funded Youth Interventions Pathways program site.**

**SITE LOCATION 2 INFORMATION (Optional)**

Site Location Name						
Site Location Address	Street Number	Street Direction	Street Name	Street Suffix	Apt #	Zip Code
Community Area				Ward		
Days and Hours of Program Operation						

**SITE LOCATION 3 INFORMATION (Optional)**

Site Location Name						
Site Location Address	Street Number	Street Direction	Street Name	Street Suffix	Apt #	Zip Code
Community Area				Ward		
Days and Hours of Program Operation						

## SECTION A--GOALS AND OBJECTIVES

### PROGRAM GOALS

The goal of the DFSS Youth Intervention Pathways program is to engage with youth that have had contact with law enforcement. YIP aims to do this by offering youth citywide up to 90 days of coordinated community services based on risk and need factors. The Youth Intervention Pathways program requires an individualized approach based on a needs assessment and case planning with youth and their families.

The program targets youth aged 10-17 who, once referred by the Chicago Police Department (CPD), will be assessed for risk, needs, and strengths and match supervision and intervention strategies with the youth's levels of risk and motivation. With the support of DFSS, awarded agencies will facilitate services through comprehensive, hyper-local community networks, and encourage CPD citywide to refer youth to services in lieu of continued action through the legal system. In addition, awarded agencies will provide restorative justice opportunities to increase accountability for youth and increase public safety. The long-term goal is to limit youth interaction with law enforcement, increase youth access to services, increase youth sense of accountability and safety, decrease their likelihood of continuing criminal activity, and provide youth the tools and resources to achieve positive outcomes.

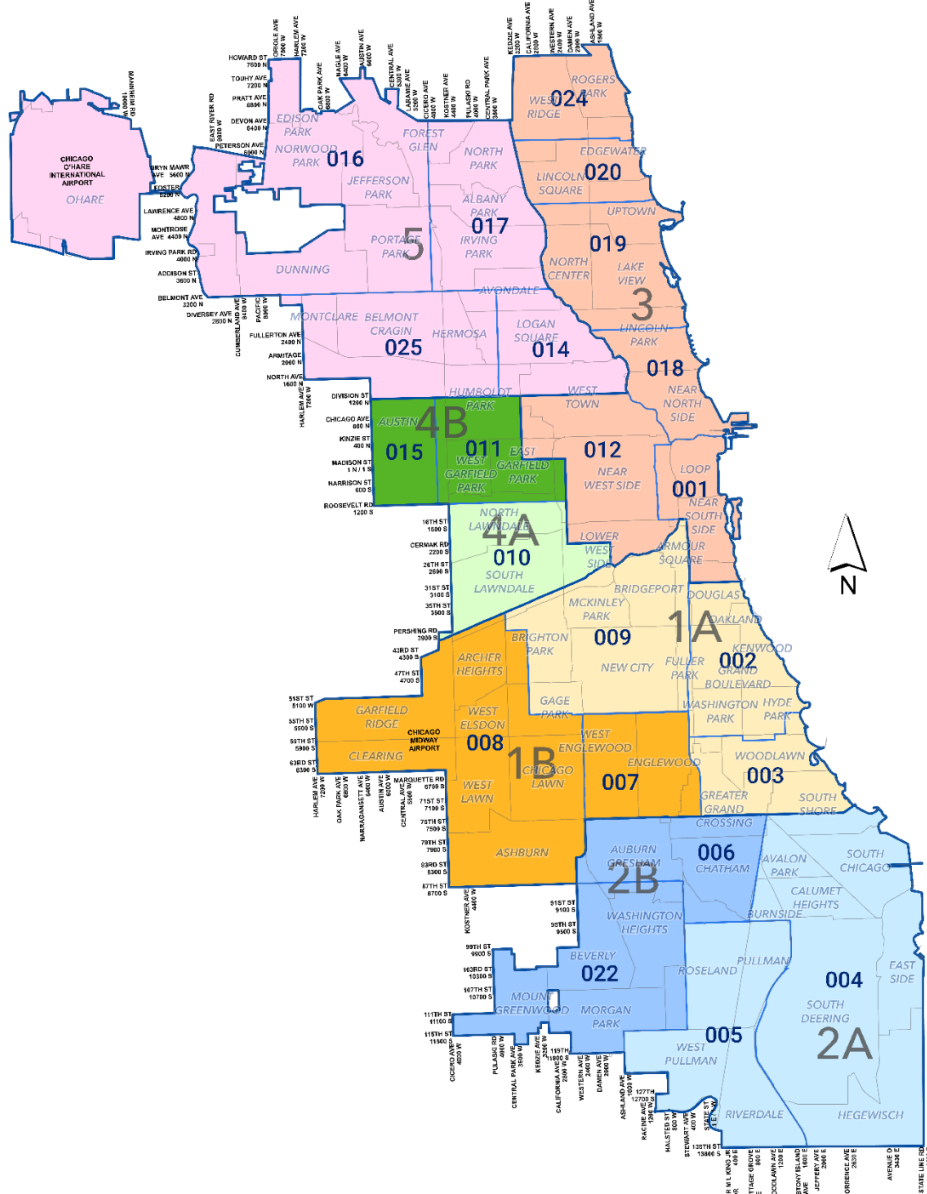
### TARGET POPULATION

Eligibility for this program is restricted to youth who reside in the City of Chicago who meet the referral criteria of the CPD youth intervention policy (which is informed by state law), and who have signed consent forms for services.

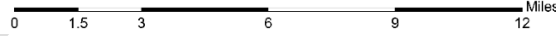
Referrals will be based on where youth currently reside. If the youth-police interaction occurs in a police area that is different from where youth reside, the referring CPD officer/staff will refer youth to an awarded agency in the youth's area. Youth referred by CPD may be:

- Youth who have an in the field interaction with police
- Youth who are referred in lieu of arrest
- Youth who are formally/informally station adjusted (arrest)

# Youth Interventions Pathways Service Areas by Police District



Map Created: November 2022



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## SECTION B – PERFORMANCE MEASUREMENT

### PERFORMANCE INDICATORS

A primary outcome of importance is reduction in arrests, convictions, and incarcerations. This will be measured through a research evaluation, but not used as a performance measure for selected delegates.

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

- 75% of youth will demonstrate increases in social emotional skills (e.g. conflict management, seeking/building healthy relationships, concern for others, and collaboration) as measured on the assessment tool
- 85% of youth will engage in and sustain education supports if identified in their assessment as a targeted goal (this may include but is not limited to school enrollment, tutoring, GED, credit recovery)
- 85% of youth will engage in and sustain employment or employment supports if identified in their assessment as a targeted goal (this may include but is not limited to direct employment, resume building, workforce training)
- 75% of youth will be able to identify a positive adult/mentor (beyond service coordinator)
- 75% of youth will report feeling more knowledgeable about and confident accessing resources and services available in their community (including education and employment resources)
- 75% of youth will report feeling more optimistic about their future

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:

- 75% of referred youth are contacted in 48 hours
- 80% of enrolled youth will have completed needs assessment
- 80% of enrolled youth will develop a youth-driven service plan with Service Coordinator
- 70% of enrolled youth will successfully complete service plan (case management is closed, post assessment is complete, transition plan is made) within 90 days
- 75% of enrolled youth will be connected to additional supportive services (lasting beyond YIP engagement)

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

### DATA REPORTING & USES OF DATA

*This initiative is administered by DFSS through American Rescue Plan Act funds. Consequently, all guidelines and requirements of DFSS, the American Rescue Plan Act, and Uniform Guidance (2 CFR part 200) must be met. This includes but is not limited to requirements related to allowable activities and costs, cash management, reporting, and eligibility, including maintaining a valid SAM.gov registration.*

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 on a quarterly basis. 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](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.

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 & 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 Youth Intervention Pathways program serves youth ages 10-17.

#### *Program Hours & Location*

DFSS requires agencies to operate an 8-hour day at least 5 days a week, including at least one weekend day in order to maximize their ability to engage in service connections.

Agencies should provide services at the delegate's primary site location within the specified area of their award, but should maintain a high level of flexibility to engage with youth and their families in a variety of settings within their designated Police Area (e.g., area libraries, youth's school, respondent's office, park district sites, or other provider's location in the same Police Area). Delegates will not be expected to work on site at CPD locations.

#### *Staff to Youth Ratio*

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

#### *Initial Referral Follow-Up*

Agencies will receive referrals directly from CPD via email. Agencies will have 48 hours from receipt of referral to connect with the youth and parent/guardian and schedule a time for in-person meeting. In addition to consistent phone referral information for each agency, a designated email address will need



to be created for CPD to submit referrals (e.g., [CPDreferral@awardedagency.org](mailto:CPDreferral@awardedagency.org))

### *Assessment and Case Planning*

Agencies will utilize a DFSS selected needs assessment tool that must be administered within 7-10 days of referral and initial contact made with youth. The assessment tool will be used to develop a youth-driven plan based on youth/family identified needs. Based on the level of risk and need, service plan developed will span from 30 to 90 days after the case plan is developed.

### *Service Coordination and Transition Planning*

Agencies will ensure youth and their families have access to coordinated prevention services that are culturally competent, trauma-informed, and gender-responsive. Both internal and external service referrals should be for mental health, behavioral health, substance abuse, and other social supports as indicated through the assessment process.

- All service connections will be documented weekly in DFSS's Cityspan database.
- All services should be planned with a sense of safety for the youth and family to ensure attachment to services long term and stronger connections to services.

Respondents should have a plan for effectively developing and executing a transition plan for youth reaching the end of their short-term (up to 90 day) engagement with awarded delegates.

### *Communication*

Agencies will contact the youth and/or their family, caretaker, and/or guardian on a weekly basis (via phone, email, or in person) to ensure service connection and mitigate any issues between the youth and family that impact their ability to connect to services. Agencies will build a communication network with their local CPD staff to ensure monthly communication regarding services available to youth, follow up with referred youth (station adjusted youth only), and discuss challenges and continued collaboration, including training support.

### *Restorative Justice Opportunities*

Agencies should provide restorative justice services to youth focused on healing and accountability. Awarded agencies will provide restorative justice opportunities for youth to build their accountability towards public safety and increase their sense of community while avoiding legal consequences. Restorative justice opportunities may require training of staff and youth and should be offered as part of the case planning and service connections. Delegates will be expected to determine if there is an appropriate restorative justice practice for each youth. These may include, but are not limited to peace circles, peer mediation, and conflict resolutions. For more information on restorative justice practices, please visit <https://rjhubs.org/>.

### *Hire Trauma-Informed YIP Service Coordinators and a YIP Program Manager*

**YIP Service Coordinators** will act as a convener, advocate, and organizer of broader community resources to support youth that have been referred by CPD. The following is a non-comprehensive list of roles and responsibilities of YIP Service Coordinators:

- Administering risk assessment tool, conducting intakes with youth and family, case planning, referrals, follow-up, and case closure.

- Contacting youth through phone calls, home visits, school visits, or meeting in a neutral location to encourage engagement in services.
- Utilize the YASI and work with youth to identify their strengths, needs, and a pathway to connecting them to support and services
- Empower youth in decision-making and work from a strengths-based perspective that emphasizes agency to develop youth plans that will be completed over a 90-day period.
- Engage families, as appropriate, and pursue family service connections (e.g., to healthcare, housing supports, etc.) that support youth well-being.
- Enter data into Cityspan to track and monitor youth outcomes
- Communicate with referral partner within 7-10 business days of services
- Inform referral partners of any changes to youth's circumstances that impact service delivery

The YIP **Program Manager** will play a key role in promoting visibility, trust, and context for the program by visiting and communicating with CPD and community referral partners as well as administrative oversight for Service Coordinators. DFSS requires the Program Manager role to be a full-time position to ensure all deliverables are met. The following is a non-comprehensive list of roles and responsibilities of a YIP Program Manager:

- Develop, cultivate, and maintain community collaborations and referral processes with DFSS-awarded agencies, other service providers (regardless of funding source), violence reduction organizations, and City of Chicago Departments. This will include conducting a site visit of program site and programming offered, review of eligibility requirements (if applicable), and updating primary contact.
- Coordinate monthly communication with community and referral partners to ensure service delivery access for youth (e.g., no waiting list), changes in staffing or program requirements, etc., and share information frequently (at least weekly) with Service Coordinators.
- Conduct monthly reflective supervision with Service Coordinators to ensure well-being of staff as well as youth.
- Ensure that data is entered into Cityspan weekly and reviewed to assess program quality and gaps in services.
- Provide clear and consistent opportunities for youth feedback and engagement regarding programming, community referral partners, and family engagement.
- Assess opportunities within the organization for leadership roles for youth who have lived experienced and/or have positive outcomes towards their goals.
- Work with designated Police Areas and its corresponding police districts to build a relationship with key staff: Youth Liaison Officer, Community Policing and Youth Detectives to develop communication plans and encourage officers to refer youth to service opportunities.
- Engage in monthly engagement with CPD (attending roll calls, providing ongoing training on youth intervention program and services) and address any communication challenges directly or refer to DFSS.
- Utilize all City funded website, inventories, and directories to explore potential services in designated Police Area.

### *Agency and Program Staff HR Compliance*

Agencies are responsible for entering staff contractual certification documentation into the Cityspan database system.

### *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 contact information
  - Youth school information if applicable
  - Results of YASI
  - Case details
  - Youth goals
- The Work Plan is also required in the data system.
- **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 Youth Intervention Pathways 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.

### *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.

## 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
Youth Intervention Pathways	1 <sup>st</sup>	April-June	25%
	2 <sup>nd</sup>	July-September	50%
	3 <sup>rd</sup>	October-December	75-100%

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**SECTION E – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

**PROGRAM: YOUTH INTERVENTION PATHWAYS**

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	

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