



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
CITY OF CHICAGO

Service Coordination and Navigation (SCaN)
Frequently Asked Questions

What are the goals of SCaN?

The *Service Coordination and Navigation* program model seeks to stabilize eligible youth in their environment, increase their self-efficacy (confidence in the ability to exert control over one's own motivation, behavior, and social environment), and assist in their transition to adulthood. Ultimately, DFSS hopes that these interventions can help reduce their involvement in violence and contribute to a reduction in violence at the community-level.

Who is eligible for SCaN?

The target population is youth ages 14-24 years old at the highest risk of violence involvement who live in one of the following 8 communities: Auburn Gresham, Austin, East Garfield Park, Englewood, Humboldt Park, North Lawndale, Roseland, West Garfield Park. The highest risk of violence of involvement is defined as meeting two of the following criteria (at least one from Criteria 1 AND at least one from Criteria 2)

- Criteria 1:
 - Active street engagement
 - Actively engaged in violence, gang, or clique
 - Historical or active justice involvement
 - Multiple arrest, charges or convictions for violent offenses
 - Recently releases from prison (Illinois Department of Corrections or Illinois Department of Juvenile Justice)
 - Recently released from Cook County Jail
 - Recently released from Juvenile Temporary Detention Center
 - Currently on Cook County juvenile probation
 - Currently on mandatory supervised release/parole or Aftercare
- Criteria 2:
 - Previous victimization
 - Recent victim of violence or recent close family/friend was victim of violence
 - Symptoms of trauma as indicated by responses on a trauma screening tool
 - Disconnected from school
 - Not currently enrolled in school or chronically absent more than 50% in the last quarter
 - Violent online behaviors



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How were those community areas selected?

The City of Chicago Mayor’s Office of Violence Reduction has identified 15 communities that have experienced the highest levels of violence between 2017-2019 as indicated by total serious fatal and non-fatal victimizations rates, along with per capita shootings and quality of life indicators. DFSS selected the top 8 community areas (Austin, North Lawndale, Humboldt Park, East Garfield Park, Englewood, Auburn Gresham, West Garfield Park, Roseland) that were determined by the Mayor’s Office for this program model.

Who are the delegate agencies recommended for funding in 2021?

COMMUNITY AREA	ORGANIZATIONS RECOMMENDED FOR FUNDING	Wards
Austin	BUILD, Inc. Catholic Charities of the Archdiocese of Chicago Healing Hurt People-Chicago/Hektoen Institute for Medical Research	28, 29,37
North Lawndale	Lawndale Christian Legal Center	24
Humboldt Park	Alternative School Network BUILD, Inc. The Puerto Rican Cultural Center	26, 27, 28, 37
<i>East Garfield Park</i>	No recommendations	-
Englewood	Children’s Home & Aid Precious Blood Ministry of Reconciliation Youth Advocate Programs	6,15, 16, 17,20
Auburn Gresham	The Catholic Bishop of Chicago St. Sabina	6, 15, 16, 17, 20
<i>West Garfield Park</i>	No recommendations	-
Roseland	Metropolitan Family Services Phalanx Family Services SGA Youth & Family Services, Inc.	9, 21, 34

Why are there no delegate agencies in East or West Garfield Park?

DFSS did not receive any eligible submissions for those community areas.

How many youth will be served?

Each delegate agency is expected to serve 48 youth in 2021 for a total of 672 youth.



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What outcomes will SCaN track to determine program outcomes goals and success?

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:

- 40% of youth will be less likely to engage in violence based on intake criteria
- 50% of youth will have a sense of increased safety for person(s), family, and community
- 75% of youth will report growth in sense of personal agency/self-efficacy and feeling safe in their environment (belief in his or her capacity to execute behaviors necessary to produce specific performance attainments):
 - Percent of youth that engage in and sustain support programming identified during assessment/intake, for example:
 - 40% of youth will engage in and sustain employment supports (employment or skills training), if identified in their assessment as a targeted goal
 - 40% of youth will engage in and sustain education supports (GED, credit recovery, high school enrollment, post-secondary enrollment, WIOA), if identified in their assessment as a targeted goal
 - 40% of youth will engage in and sustain housing stability supports, if identified in their assessment as a target goal
- Enhanced physical and emotional wellness (engagement in best practices in trauma-informed and/or healing-centered engagement)

Additionally, to monitor and recognize intermediate progress towards the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of youth recruited/enrolled in program
- Percent of youth that meet the target population criteria
- Percent of youth connected to services as identified by their assessment/intake
- Average length of time between referral for services and follow up from the Navigator(s)
- Number of learning cohort sessions attended by staff

Does SCaN replace R.I.S.E. and Strong Futures?

Funding for SCaN is a repurposing of the funding for 6 DFSS programs that will end December 31, 2020. Those programs include: Behavioral Health Services, Bridges to Pathways, JISC, R.I.S.E., Strong Futures, and the Thrive Reconnection Hubs.

How long are youth in the program?

SCaN is not a cohort model, nor does it have a set “dosage”. Youth will work closely with their Navigator to develop goals that guide their individual service/case plan. Client success is determined by the completion of their goals and meeting the needs identified in the service plan. DFSS acknowledges that



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youth at the highest risk for violence involvement will also have complex needs that may take longer to meet in a set time frame.

What is a Navigator?

Navigators are the primary contact for youth beginning at outreach. They provide coordinated care intervention for youth utilizing a strong community-based network of services. Navigators connect and coach youth to services and provide feedback around youth's short- and long-term goals through a trauma-informed and equity lens.

What is the caseload of a Navigator?

Navigators have a recommended caseload of 10-15 youth.

Who can refer to SCaN delegate agencies?

DFSS has identified likely referral partners as Chicago Police Department, Cook County Juvenile Probation, Illinois Department of Juvenile Justice, Chicago Department of Public Health street outreach teams, Illinois Department of Children and Family Services, Chicago Public Schools, homeless shelters, and other street outreach organizations. This list is not exhaustive or exclusive. Community referrals are welcome, if the youth meet the eligibility requirements.