



**CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES
DIVISION ON GENDER-BASED VIOLENCE**

**SUPERVISED VISITATION AND SAFE EXCHANGE SERVICES
2024 SCOPE OF SERVICES – January 1, 2024 through December 31, 2024**

INSTRUCTIONS: Agency receiving an award by the City of Chicago Department of Family and Support Services (DFSS) Division on Gender-Based Violence must complete and submit all required documents as requested in the DFSS Award Notice letter.

Submit completed forms to

Program Manager:

1. Scope of Services
2. Budget
3. Indirect Letter, if applicable.
4. Program staff documentation, if not already submitted during application.

Submit completed forms to

Contract Liaison:

1. Agreement Signature Page
2. Current Certificate of Insurance
3. Economic Disclosure Statement (EDS) Certificate of Filing

SECTION ONE – AGENCY INFORMATION

Agency Name:			
Project Name:			
Project Name(s) in InfoNet:			
Administrative Agency Address:			
Phone:		Ward:	
Agency website:			

Budget Allocation

PO Number	Award Amount	Funding Source

Executive Director

Name:	
Phone:	
Email	

Program Director

Name:	
Phone:	
Email	



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Fiscal Contact

Name:	
Phone:	
Email	

Data/Reporting Contact

Name:	
Phone:	
Email	

Other Project Funding Sources

Please list all funding sources for your total program budget.

Match Funding Source	Amount
TOTAL PROGRAM BUDGET	\$

Program Site Location(s), Hours, Languages and Survivors Served

Please provide the required information by corresponding Site number.

Location(s)

Site No.	Project Site Name	Address	Phone	Ward	Community Area
1					
2					

Hours of Operation in English

Site No.	SUN [From-To]	MON [From-To]	TUES [From-To]	WED [From-To]	THUR [From-To]	FRI [From-To]	SAT [From-To]
1							
2							

Hours of Operation in Spanish

Site No.	SUN [From-To]	MON [From-To]	TUES [From-To]	WED [From-To]	THUR [From-To]	FRI [From-To]	SAT [From-To]
1							
2							



Program Staffing

For each site number, list the staff titles budgeted to the grant. For additional lines, please attach addendum.

Site No.	Staff Title Budgeted to Grant	Number of Staff

Community Areas and Wards Survivors Served Residency

Please provide the number of survivors served per site and Community Area(s) or Ward(s) survivors served at the location are from or their residency.

Site No.	Total No. Persons To Be Served in 2024 per site	Survivor Community Area(s) Served	Survivor Ward(s) Served
1			
2			

Provide the languages spoken by staff available to survivors at site.

Site No.	Languages Services Provided at Site other than English and Spanish
1	
2	



SECTION TWO – DFSS PROGRAM DESCRIPTION

A. Program Goals

The purpose of the Supervised Visitation and Safe Exchange (SVSE) program is to increase victim safety by providing SVSE services to custodial parents, visiting parents, and their children in a safe environment.

The SVSE program's highest priority is to be the safety of children and adult victims when providing visiting parents with opportunities to visit with their children. Therefore, the target population for this program is victims of intimate partner violence and their children. SVSE services are court-ordered based on findings by a judge of intimate partner violence by the visiting parent. SVSE services protect the safety of the custodial parent and the children during a supervised visit between the visiting parent and the children through staff-monitoring of the visit and separating the parents before, during, and after the visit. Safe Exchange services protect the safety of the custodial parent during the transfer of children to the visiting parent for an unsupervised visit, and by separating the parents before, during, and after the exchange and monitoring the return of the children from the visit.

B. Target Population

The program is targeted to those who have been court-ordered for SVSE services, based on findings from a judge that visitation or exchange between the visiting parent and children must be monitored by third party social services. The program targets intimate partner violence victims and persons with whom they have children in common. Only one parent must be a city of Chicago resident. Selected Respondents must be able to offer services to underserved populations including undocumented individuals, those who do not speak English, male victims, those who are disabled, and LGBTQIA victims.

SECTION THREE – REQUIRED CORE PROGRAM ELEMENTS

Delegates must deliver the following services.

Accepting Participants

- Respond to service requests within 48 hours of their referral from court.
- Conduct individual intake/orientation sessions with new participants. Develop a visitation plan and facilitate court-ordered visitation between visiting parent and children.
- Provide culturally competent supervised visitation services that accommodate individuals who speak languages other than English; offer services to underserved populations including undocumented individuals, male victims, visitation units comprised of same-sex parents, those who are disabled, and LGBTQ individuals.



Advising Participants

- Each staff person providing services must have 40 hours of domestic violence training from an agency authorized by the Illinois Certified Domestic Violence Professional Board. For new or untrained staff, training must be completed within 90 days of hire or contract start date.
- Each staff person providing services must comply with the State of Illinois Mandated Reporter Training requirement.
- Conduct an assessment with the custodial parent, visiting parent, and children to assess their safety during services and ability to comply with court order.
- Provide explanation of victim rights and legal protections under the IDVA as needed.
- Provide explanation of how to obtain or modify an Order of Protection as needed.
- Ongoing assessment of the custodial parent and children to provide comprehensive services such as crisis intervention counseling, parental support, and training, as well as individual and group counseling. The selected Respondents may provide these services directly or through a formal linkage agreement.

Facility

In order to ensure the physical, auditory, and visual separation of custodial and visiting parents while on-site, facilities must adhere to the following structural and safety elements in place as provided in the U.S. Department of Justice, Office on Violence Against Women “Guiding Principles for Safe Havens: SVSE Grant Program”:

- Provide **separate entrance and exits** for custodial and visiting parents to decrease the likelihood that parents will come into contact with one another while traveling to and from the center.
- Coordinate **staggered arrival and departure times**. DFSS recommends at least a 15-minute gap between the time visiting and custodial parents arrive as an added precaution. If the visiting parent is running late, DFSS recommends that the delegate call the custodial parent to delay their arrival time.
- **Allow custodial parents to wait on- or off-site**, based on the safety needs, age, and developmental stage of the visiting children. The waiting area must be secure and not in a location accessible to the visiting parent. DFSS requires that the selected Respondents’ facilities have separate waiting areas for custodial and visiting parents. DFSS recommends that the visiting parent should not be able to hear the custodial parent or determine where he/she is waiting in the facility as additional safety precaution.
- **Maintain security cameras**. DFSS recommends that security cameras are installed in strategic locations, including entrances for custodial and visiting parents, on elevators, stairwells, and throughout the facility to ensure the safety of the children, custodial parent, and visiting parent.



- In circumstances where the above mentioned structural and safety elements are not available, the Respondent must provide as part of their application enhanced procedures to ensure the safety of all clients and that custodial and visiting parents do not come in contact with one another.
- Services may be provided remotely via telephone, video, or other methods if extenuating circumstances preclude the use of in-person visits and the services do not violate the court order for services where deemed appropriate.

Minimizing Victim Risk

- Where applicable, create a victim-led plan for ongoing safety for the custodial parent and children from the visiting parent.
- Facilitate safe exchanges of children from custodial parent to visiting parent, monitoring compliance with time allotted for visit, and facilitating the safe exchange of children back to custodial parent.
- Facilitate safe exchanges and visits while maintaining victim and child safety and confidentiality.
- Develop and keep current program policies and procedures for ongoing safety for the custodial parent and children from the visiting parent for both in-person and remote services.
- Develop and keep current security policies and protocols that meet the safety needs of the community and individuals using the facility including the use of security personnel and security devices.
- Develop criteria by which cases are rejected, suspended, or terminated if the safety needs of custodial parent, visiting parent, or children cannot be met.
- End visits or monitored virtual visits, or do not allow exchanges to take place, if parents engage in behavior that compromises or endangers the emotional or physical safety of children, the custodial parent, program staff, or other individuals. Prior to terminating a visit and if it is safe to do so, the program staff must attempt to redirect or stop a parent's behavior.
- Report incidents to DFSS immediately and provide written incident reports within 24 hours.

Provide Referrals

- Coordinate victim care within the agency and with other agencies to expand the range of services available to victims, children, visiting parent, or persons that do harm.
- Provide referrals to the Illinois Domestic Violence Hotline.
- Provide referrals to survivors in need of services beyond SVSE, including, but not limited to DFSS coordinated social services, including domestic violence, housing, food,



transportation, public benefits, job training, and others such as case management, medical care, and behavioral health services as needed.

- Provide information and referral for the visiting parent for comprehensive services as needed, including referral to an Illinois Department of Human Services accredited Partner Abuse Intervention Program (PAIP) or other services for persons that do harm.
- Provide information and/or referral for legal advocacy, if needed, for any *ongoing* abusive behavior by either party.

Maintain Confidentiality

- Maintain confidentiality of custodial and visiting parents' and their children's information as required in the IDVA. Ensure staff expertise that prevents disclosure of confidential parent data or information.

Quality Improvement

- Facilitate victim completion of DGBV-issued Evaluation of Services surveys and submission of surveys to the DGBV.
- Ensure that custodial and visiting parents complete the victim outcome survey.
- Use victim outcome data to inform program improvement.
- Collect victim feedback on satisfaction with services.
- Use victim feedback to inform program improvement.
- Provide staff with training opportunities during the contract period intended to enhance victim services.

Community Education and Outreach

- Provide ongoing public education workshops to educate the community about the nature, dynamics, and impact of domestic violence.
- Provide ongoing trainings to stakeholders and court personnel to educate about the benefits of the SVSE model and the availability of services to all races, gender identities, and sexual orientations.
- Participate and collaborate as needed with the Justice for Families (JFF) Initiative in a consulting or advisory role.

SECTION FOUR – PERFORMANCE MEASURES

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 is not limited to:

- 80% of scheduled supervised visits are attended by both custodial and visiting parents.
- 80% of scheduled safe exchanges are attended by both custodial and visiting parents.
- 80% of victims surveyed agree they know more about available community resources.



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- 80% of victims surveyed agree that they felt supported in making their own decisions.
- 80% of victims surveyed agree that they felt safe from their abuser while at the center.

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:

- Number of participants enrolled.
- Number of participants who discuss safety options with their worker.
- Number of participants who receive an explanation of their rights under the IDVA.
- Number of community education/awareness workshops presented by delegate that educate attendees about the dynamics of domestic violence and highlight the benefits of the SVSE model.
- Number of visiting parents referred to PAIP or other services through an approved linkage agreement with the selected Respondent.
- All adult clients will be requested to complete an Evaluation of Services Survey.

In addition to race and ethnicity (demographic data required by CDBG), DFSS may also track victim outcomes as a factor of sexual orientation, gender identity, and other underserved groups for the purpose of ensuring equity in services and outcomes through data collected by DFSS or in InfoNet.

In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress toward being able to obtain and sustain employment.

Delegate agencies will be expected to collect and share data with DFSS in a format specified by DFSS. DGBV seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies and set expectations for what this collaboration will look like in any resulting contract.

Data Reporting

The agency will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect other key data and metrics



from delegate agencies including client-level demographic, performance, and service data om a format specified by DFSS.

The agency agrees to the following reporting requirements:

- Quarterly Reports detailing services provided. Data provided will include work plan services funded through this contract and all other funding sources. Format will be provided.
- InfoNet data detailing services provided. Data provided will include work plan services funded through this contract and all other funding sources. Format is the InfoNet database.
- Monthly Meetings with DFSS staff, if required.
- Narratives in the quarterly report that may highlight a particular case or services provided to victims of intimate partner violence or teen dating violence that demonstrate value in the ongoing services or a gap in services.

Uses of Data

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) In periodic meetings described below to review program performance and develop strategies to improve program quality throughout the term of the contract; and
- 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.

Meetings

Regular reviews of and conversations around program performances, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agency to employ real-time information to track performance, identify good practices, and swiftly, collaboratively, and effectively address any challenges experienced by the target population.

At such meetings, the data will be reviewed to:

- a) Monitor progress, highlight accomplishments, and identify concerns.
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes; and
- c) Develop strategies to broader system changes to improve service delivery and coordination between services.

Meetings shall include at a minimum the Supervisor for the Division on Gender-Based Violence, or designee, and the delegate agency's executive director, or designee. Delegate agency or DFSS may be represented by additional representatives as each party deems appropriate. DFSS may request the



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attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS.



SECTION FIVE –PLANNED ACTIVITIES

Please complete the following tables to indicate the program’s planned activities for the contract period.

A.	ENROLL CLIENTS via starting an intake or needs assessment form. Form must be signed and dated by client and worker to verify client enrollment unless services are provided remotely. Remote clients must be documented in your files with an InfoNet number.	Q1	Q2	Q3	Q4	Total
1.	Number of custodial parents carried over from Q4 2023 to Q1 2024					
2.	Number of visiting parents carried over from Q4 2023 to Q1 2024					
3.	Number of children carried over from Q4 2023 to Q1 2024					
4.	Number of newly enrolled custodial parents in 2024					
5.	Number of newly enrolled visiting parents in 2024					
6.	Number of newly enrolled children in 2024					
7.	Total number of clients served in 2024					
8.	Total number of visitation units served in 2024					



PERFORMANCE MEASURE						
<ul style="list-style-type: none"> 80% of scheduled supervised visits will be attended by custodial parent, visiting parent, and child (ren) 80% of scheduled safe exchanges will be attended by custodial parent, visiting parent, and child (ren) 						
B.	Provide a safe and clean environment in which trained staff supervise court-ordered visits and safe exchanges of children between custodial and visiting parents	Q1	Q2	Q3	Q4	Total
1.	Number of scheduled supervised visits between visiting parent and child					
2.	Number of supervised visits attended by custodial parent, visiting parent, and child(ren)					
2a.	Number of supervised visits conducted where visiting parent and child are both on-site at the agency					
2b.	Number of supervised visits conducted where either visiting parent, child, or both are attending remotely					
3.	Number of scheduled safe exchanges between visiting parent and child					
4.	Number of safe exchanges attended by custodial parent, visiting parent, and child(ren)					



PERFORMANCE MEASURES						
<ul style="list-style-type: none"> 80% of clients taking the Client Outcome Survey will indicate that they strongly or somewhat agree with A.2 of the survey, indicating that their children had a positive visitation experience because of the services. 80% of clients taking the Client Outcome Survey will indicate that they strongly or somewhat agree with B.2 of the survey, indicating that staff was supportive of their decision making. 80% of clients taking the Client Outcome Survey will indicate that they strongly or somewhat agree with C.2 of the survey, indicating that the client felt safer from abuse while at the center. 						
C.	CLIENT OUTCOME SURVEYS (adult clients only)	Q1	Q2	Q3	Q4	Total
1.	Number of adult clients completing the Client Outcome paper survey.					
2.	Number of adult clients completing the Client Outcome online survey.					



DFSS

Department of Family
and Support Services

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Please review the **Required Core Program Elements in Section 3** and **Performance Measures in Section 4**. Please describe activities to be performed to address the needs of the target population and achieve Performance Measures, focusing on activities not captured in the listed Core Elements.

Empty response area for describing activities to address the needs of the target population and achieve Performance Measures.



SECTION SIX – REQUIRED ADDITIONAL DOCUMENTATION

The Division on Gender-Based Violence requires the following documentation ***that was not submitted in 2023 or has since been updated*** to be submitted to latoya.hester@cityofchicago.org within the first 30 days of the contract budget period start date:

1. Current **job description** for every staff person providing services to victims of domestic violence in this program. A job description should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff's salary.
2. Current **resume** for every staff person providing services to victims of domestic violence in this program. A resume or job description should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff's salary.
3. **Proof of 40-hour domestic violence training** from an accredited training provider for every staff person providing services to victims of domestic violence in this program. Proof of training should be provided for every staff person providing services to victims of domestic violence in this program, regardless of whether this grant pays the staff's salary. Proof of training is required regardless of staff's other professional training, certificates, and education.

Failure to have these documents on file will result in an audit finding against the program.



SECTION SEVEN – SUBMITTAL AND APPROVAL

CERTIFICATIONS:

By checking this box, your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services. Your agency certifies that documentation described in Section 6 of this Scope of Services not provided during the application process or that has been updated since will be submitted within 30 days of this contract or update.

Authorized agency signature:	
Name typed:	
Title:	
Date of signature:	
PO #	

DFSS Approval (to be completed by DFSS):	
Authorized DGBV signature:	
Name typed:	
Title:	
Date approved:	