



**YOUTH SERVICES DIVISION
2022 SCOPE OF SERVICES
CHICAGO HOUSING AUTHORITY (CHA) ENRICHMENT**
Contract Term: January 1, 2022 through December 31, 2022

Indicate Program Service Area: (select one)

- This program will provide services citywide to all eligible individuals or,
- This program will primarily serve the following Ward(s), Community Area(s), and Census Tract(s).

Description of Program

Provide a brief narrative statement of this 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.

Please provide a summary of your Recruitment Plan for the Ward(s) and Community areas you are targeting.



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Program Sites

List name of facility(ies) and address(es) where youth services are provided, including the estimated number of youth to be served at each site.

Site Name	Address	Number of youth to be served at this site	Is this location a school?	Days of Operation Mon. – Fri. (If applicable, list weekend days)	Hours of Operation (If applicable, list weekend hours)

WORK PROGRAM

Staff to Youth Ratio: *Please indicate the number of staff and the number of youth to be served in each age group at this program.*

Group	Number of Staff	Number of Youth
Youth ages 9 and under		
Youth ages 10-12		
Youth ages 13-18		

Skill-Building Curriculum/Elements: *Please upload any materials your program will use to ensure your activities incorporate SAFE (Sequenced, Active, Focused, Explicit), including any curricula you plan to use, into the Cityspan system.*

Youth Voice: *Please select the youth involvement you will utilize in your program (select all that apply)*

Youth surveys (complete below if selected)

How many youth will be surveyed?	
Describe the information your agency collects through surveys and how often you will collect it.	



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Youth councils (complete below if selected)

How many youth will participate in youth council?	
Describe what the goal of the council is and how often it will meet.	

Youth leadership committees (complete below if selected)

How many youth will participate in youth leadership committees?	
Describe what the goal of the committee is and how often it will meet.	

Other, please describe (complete below if selected)

How many youth will participate in other youth voice input?	
Describe what other ways you will collect youth input and how often you will collect it.	

Community Project: Agencies must plan a community service project (s) in collaboration with the youth enrolled in their OST program(s). The project should benefit the community at large. The project should be facilitated by program staff, volunteers, parents, and youth. Agencies will submit documentation for the event in the Events Module in Cityspan.

- Agencies delivering OST-Year-Round: 3 Community Projects.
- Agencies delivering OST-School Year: 2 Community Projects.
- Agencies delivering OST-Summer and School Breaks Only: 1 Community Project



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Project Name	Project Description	Applicable Quarter (select one)	Goal
		<input type="checkbox"/> Q1 <input type="checkbox"/> Q3 <input type="checkbox"/> Q2 <input type="checkbox"/> Q4	
		<input type="checkbox"/> Q1 <input type="checkbox"/> Q3 <input type="checkbox"/> Q2 <input type="checkbox"/> Q4	
		<input type="checkbox"/> Q1 <input type="checkbox"/> Q3 <input type="checkbox"/> Q2 <input type="checkbox"/> Q4	
		<input type="checkbox"/> Q1 <input type="checkbox"/> Q3 <input type="checkbox"/> Q2 <input type="checkbox"/> Q4	



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SECTION A – GOALS AND OBJECTIVES

Program Goals

DFSS and CHA are in partnership to expand or complement existing programming already serving CHA youth by either extending the hours of service, enrolling additional CHA youth, or deepening programmatic offerings.

Target Population

- CHA youth 6 to 18 years of age
- Children and youth of CHA residents from traditional public housing, non-traditional sites, mixed-income developments, or households that have temporarily relocated to the private market with a Housing Choice Voucher (HCV).

Overview

This program is a collaborative effort between the Chicago Department of Family and Support Services (DFSS) and the Chicago Housing Authority (CHA). The program is intended to provide CHA youth ages 6-18 with quality youth programs through one of three program types and program models. It is a response to the critical needs of creating additional opportunities for youth who live in the Chicago housing developments.

Program Model One:

Environmental Responsibility & Stewardship: this program model is to foster youth to understand their important role in building healthy social and natural communities. By inviting youth to assess the community's health, they take a leadership role in ensuring; access to a clean and safe environment, access to healthy food, and opportunities for safe recreation and physical activity.

Agency should develop a timeline that lists, the major Environmental Responsibility & Stewardship project dates & activities. The project should be youth-driven, guided by adult expertise, and youth should be able to measure the benefits of their project to the community.

Examples of engaging activities: Chicago's city-wide Clean & Green, tree planting, assisting in agency or neighborhood gardens. Field trips to the local zoo, aquarium, and forest preserve, nature reserve, recycling materials, and attending the Environmental Awareness Day.

Program Model Two:

Peace/Non-violence: this program model transforms the culture and conditions that lead to youth violence. Addressing the issue of violence and its effects on preventing youth violence, including programs offering physical activity that helps contribute to positive mental health. Agency should connect youth in meaningful ways to promote community peace and non-violence.



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Examples of engaging activities: lead a peace march with community and youth input, various workshops that enhance the peace building knowledge and skills of youth, building trust with youth, and creating spaces for youth to express their opinions. Provide workshops on bullying prevention, conflict resolution, and host sports events. Participation in Anti-Bullying Awareness Month in October, International Day of Non-Violence, and or International Day of Peace, which occurs in September. Agency should develop a timeline that lists, dates, and activities of one Peace/Non-Violence project. The project should be youth-driven, guided by adult expertise, and youth should be able to measure the benefits of their project to the community.

Program Model Three:

Arts and Culture: this program encompasses everything from standard studio offerings to digital media. Youth are provided with instruction in one or more of the following art mediums; drawing, painting, performing, ceramics, photography, illustration, printmaking, graphics, web design, sculpture, etc.

Examples of engaging activities: field trips to local art museums and galleries, art fair, tours of community murals, workshops with guest artist exposing them to art techniques in their chosen art mediums.

Agency should develop and create an exemplary art project for CHA to display at one of their locations at the end of the program cycle. All projects should be youth-driven and guided by adult expertise.

SECTION B – PERFORMANCE MEASUREMENT

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

Program Model One: Environmental Responsibility and Stewardship

	OUTCOME	INDICATOR (S)	DATA COLLECTION METHOD
1	85% of youth will participate in an assessment of its community’s environmental needs	Youth will use the assessment to determine their community project i.e., creating a garden and learn about healthy eating, participate in a community event, tree planting, etc.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.
2	85% of youth will create a recycling activity/project	Youth will assist in neighborhood beautification i.e., clean and green project, create a project from recycled materials, etc.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.
3	75% of youth report a positive relationship with an instructor and/or mentor in their program	Enduring healthier relationships and lifestyle choices.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.



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Program Model Two: Peace/Non-Violence

	OUTCOME	INDICATOR (S)	DATA COLLECTION METHOD
1	85% of youth will gain practical knowledge on how to resolve conflicts without aggression	Youth will be able to explain how conflicts are resolved using positive feedback.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.
2	85% of youth will complete anti-bullying and non-violence workshops	Youth will participate in peace circles, neighborhood/community peace marches, anti-bullying campaigns, etc.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.
3	75% of youth report a positive relationship with an instructor and/or mentor in their program	Enduring healthier relationships and lifestyle choices.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan quarterly.

Program Model Three: Arts & Culture

	OUTCOME	INDICATOR (S)	DATA COLLECTION METHOD
1	85% of youth will work with an art consultant to create artwork for CHA project; and or 85% of youth will participate in a performing art production	Youth will create a variety of art portfolios that demonstrate their creative expression, imagination, and heighten their performing art skills.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan on a quarterly basis.
2	85% of youth will develop knowledge of art mediums and performing art skills	Youth will be able to discuss their exposure/experience from attending art museums, video art/productions and attending art/performing art workshops held by guest and outside activities, etc.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan on a quarterly basis.
3	75% of youth report a positive relationship with an instructor and/or mentor in their program	Enduring healthier relationships and life style choices.	DFSS will provide a survey and or a data assessment. Agency will report findings in Cityspan on a quarterly basis.

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 (Agency will input into Cityspan)
- Average daily attendance at 80% (Agency will input into Cityspan)



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In addition to the performance indicators and output metrics listed above, DFSS encourages applicants to seek additional indicators and metrics, including those that demonstrate success and indicate participants' progress.

Data Reporting

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.

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. 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 client records privacy and confidentiality 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.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html.

Uses of Data

DFSS reserves the right to request/collect critical data and metrics from delegate agencies, including client-level demographic, performance, and service data, in a format specified by DFSS. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS. 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.



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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 program staff associated with DFSS funded contracts within 30 days of completion/clearance. The documents required are listed below:

- Mandated reporter certificate: Yearly certification
- National Sex Registry Clearance: Yearly certification
- 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

Meetings

Meetings and Trainings

Each delegate agency will be expected to participate in a quarterly data meeting as part of a learning cohort.

Delegates are required to participate in quarterly learning cohort meetings at the Executive Director and Program Director levels. In these quarterly learning cohort meetings, delegate staff will participate in a shared learning experience that features discussions of youth development issues, best practices in the out of school time field, staff professional development, cultivation of professional and personal networks, support around data use and analysis, and training on City of Chicago processes and procedures. **Agency attendance at DFSS delegate agency meetings and learning cohort meetings are mandatory** for the organization’s Executive Director and the Program Director. Staff attendance is also mandatory at community planning network meetings as scheduled by DFSS. DFSS may also request and identify additional staff participation in professional development trainings, meetings, and conferences, etc.

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 Enrichment 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

PLEASE REVIEW THE FOLLOWING PROGRAM REQUIREMENTS AND ACKNOWLEDGE YOUR UNDERSTANDING AND COMMITMENT TO THESE REQUIREMENTS BY CHECKING THE BOX.



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The following definitions are intended to provide consistency in program implementation and documentation of activities and services:

- Eligible Youth: CHA children and youth of the CHA residents from traditional public housing and non-traditional sites (mixed-income developments, or households that have temporarily relocated to the private market with a Housing Choice Voucher (HCV)).
- Enrolled Youth: Youth who have completed the application with a signed consent form and have a verified CHA number.

Program Requirements

Program Eligibility for youth participants

- Proof of Chicago residency
- A verified CHA I.D. number
- Complete CHA Intake Form

Program cycle

The CHA youth programming model offers programming either year-round, school year only or summer only.

- Year-round – This program operates for 48 to 52 weeks year-round. Programs operating the entire year must include programming on non-school days when school is not in session, including but not limited to, school holidays, federal holidays, teacher institute days, etc. Afterschool programming should operate two-three hours per day, five days a week. All programming during school breaks and non-school days should be for six hours a day.
- School Year - This program operates for approximately 42 weeks a year when school is in session for two to three hours per day, five days a week.
- Summer - This program model operates from six to nine weeks during the summer. All summer programs should operate a minimum of five days per week. Saturdays and Sundays can be an option. These programs will operate for six hours per day.

Program components

- Staff to Youth Ratio – 1:20

Data reporting and use

Reliable and relevant data is necessary to create a shared 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 critical data and metrics from delegate agencies, including client-level demographic, performance, and service data, in a format specified by DFSS. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol



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specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

Data entry

Agencies are responsible for entering youth and program information into the Cityspan database system (<https://chicagoenrichment.cityspan.com>)

- 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 documents are required in the data system: Work Plan, DFSS youth Intake Forms, Monthly Calendars, Contractual Certification information, 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. Traditionally these trainings have been offered within the first quarter of the contract period.

Recommendation for Physical Fitness and Nutritious Snacks

If snacks are provided, they should be nutritious according to USDA standards which can be found at (<https://www.fns.usda.gov/cacfp/meals-and-snacks>). Programs that allow youth to bring snacks shall encourage families to make nutritious choices. Physical fitness should be an important component of daily activity among youth to enhance brain activity and reduce obesity. Respondents are encouraged to develop components within their programs that plan and allow physical activity to take place at least twice a week. Activities should be supervised, fun, and engaging.

Program Staff

Agencies are responsible for entering staff contractual certification documentation into the Cityspan database system (<https://dfsstaff.cityspan.com/>).

Staff must:

- Have a current CPR and First Aid certification. Additionally, all staff and volunteers must have completed a Federal Fingerprint Background check, online Mandated Reporter certificate, Mandated Reporter Acknowledgement Form, Child Abuse and Neglect Tracking System (CANTS), and National Sex Offender Registry prior to employment start date. The CANTS, Mandated Reporter Certificate, and the National Sex Offender Registry should be conducted yearly. This documentation must be current and entered in Cityspan for verification prior to the program start date. **Staff/volunteers cannot work with children until background checks are completed. Staff and volunteers can only work with youth in the presence of a staff person who has a cleared Federal Fingerprint Background check. Background checks are required every five years from the date of initial background check.**



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- Participate in DFSS-sponsored professional learning cohort meetings and deliver all necessary training to staff who interface directly with youth. Learning cohort meetings will provide delegate agencies with a shared learning experience; that features discussions of pertinent youth development issues/challenges, best practices in youth development, and out of school time fields. Staff professional development, support around data use and analysis, cultivation of professional and personal networks, and training on City of Chicago processes and procedures. **Cohort convenings occur once a quarter, and attendance must include Executive Directors and other key program staff.** DFSS may also request and identify additional staff participation in professional development trainings, meetings, conferences, etc.

Programmatic Changes

Agencies are required to notify the DFSS Enrichment Youth Services Coordinator and the Director of the Youth Services Enrichment 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 your work plan in Cityspan within thirty (30) days of the change.

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.

Cross-service area Coordination

DFSS is interested in new strategies to improve coordination across service delivery siloes to better support families. As such, DFSS reserves the right to convene cross-service-area collaboration efforts with delegate agencies to serve high-need populations better.

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**



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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.

1st Quarter (January – March): 25%

2nd Quarter (April – June): 50%

3rd Quarter (July – September): 75%

4th Quarter (October – December): 100%



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SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

PROGRAM MODEL: CHA ENRICHMENT OUT-OF-SCHOOL-TIME

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	

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