



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

**RESOURCE AND INFORMATION ADVOCATE 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
<b>TOTAL PROGRAM BUDGET</b>	<b>\$</b>

**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		Cook County DV Courthouse, 555 West Harrison		N/A	N/A
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. Survivors 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

Resource and Information Advocate Services for Victims of Domestic Violence programs increase safety and enhance well-being for victims (and their children) of intimate partner and teen dating violence by proactively engaging victims at various locations throughout Chicago’s Central Domestic Violence Courthouse, reviewing options available to victims, and assisting victims to determining which options to pursue inside and outside the courthouse.

### B. Target Population

Any Chicago resident (and their children) who has been the victim of intimate partner or teen dating violence and is seeking services at the City of Chicago’s central domestic violence courthouse is eligible for services. Delegates must be able to offer services to undocumented victims, those whose 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.

- Serve as an entry point guide at the DV Courthouse for victims who are not familiar with services available to victims of domestic violence:
  - Proactively engage victims at various locations through the DV Courthouse (as allowed by court protocol) such as the pro-se clerk desk, the help desk, and inside and outside of the courtrooms and
  - Provide adaptability of program operations in the event of an interruption of in-person court sessions.
  
- Provide brief services (15 to 30 minutes) to victims at the DV Courthouse:
  - Provide an overview of legal options available to victims of domestic violence, both inside and outside of the courthouse, including Orders of Protection, stalking no-contact orders, and civil no-contact orders at the DV Courthouse or such as child support, divorce, or immigration, at other courthouses;
  - Assist victims in determining which options to pursue, including those listed above;
  - Provide victims with an overview of their rights and legal options under the IDVA;
  - Educate victims about next steps before and after court proceedings;
  - Assist victims as needed with form completion;
  - Provide victims with other services such as assistance to obtain a copy of court documents, accompanying victim to court, or providing emotional support; and
  - Support Legal Advocacy programs during prolonged courtroom closures to ensure that victims continue to have the ability to file for an Order of Protection.



- Direct victims to other DV and social services outside of the DV Courthouse:
  - Provide victims with resources and referrals for other services as needed such as but not limited to shelter, housing, DV counseling;
  - Link victims to available court advocates as needed; and
  - Accept referrals from and link victims to the Illinois DV Hotline.
- Provide updated DV Courthouse and program information to the Illinois DV Hotline as needed;
- Offer services to undocumented victims, non-English speakers (primarily Spanish), male victims, those who are disabled, and LGBTQIA victims;
- Maintain victim confidentiality and confidentiality of victim files;
- Collaborate with other RIA providers and court personnel:
  - Coordinate with other RIA service providers at the courthouse to provide RIA coverage during court operating hours to accommodate lunches, breaks, and other coverage matters;
  - Coordinate with other RIA service providers at the courthouse to provide Spanish-speaking RIA coverage during court operating hours;
  - Develop and maintain a relationship with key court personnel including the Chief Judge's Office; and
  - Provide support to other court programs on continuation of services during prolonged court closures.
- Implement quality improvement:
  - Create a system by which victims can respond to DGBV-specified outcome questions in a confidential manner and
    - Use victim outcome data to inform program improvement.
- Provide staff with training opportunities during the contract period intended to enhanced client services.

#### **SECTION FOUR – PERFORMANCE MEASURES**

Agencies are required to track progress towards achieving the stated program goals in Section Two. To assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- 80% of victims who receive brief domestic violence services agree that they are better informed about their legal options



- 80% of victims who receive brief domestic violence services agree that they better understand the court process

### **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 in 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:



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- 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 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.	<b>PROVIDE RESOURCE AND INFORMATION ADVOCATE SERVICES</b> regarding available services to victims of intimate partner violence seeking services at Chicago’s central domestic violence courthouse at 555 W. Harrison.	Q1	Q2	Q3	Q4	Total
1.	Number of clients receiving brief service module					
1a.	Number of clients receiving brief service module entirely face-to-face at 555 W. Harrison					
1b.	Number of clients receiving brief service module remotely					
2.	Number of clients <b>encountered</b> (did not receive brief service model)					

<b>PERFORMANCE MEASURE</b>						
<ul style="list-style-type: none"> <li>80% of victims receiving brief service module will indicate that they strongly or somewhat agree with statement E.1</li> <li>80% of victims receiving brief service module will indicate that they strongly or somewhat agree with statement E.2</li> </ul>						

B.	<b>CLIENT OUTCOME SURVEYS</b>	Q1	Q2	Q3	Q4	Total
1.	Number of victims who agree or strongly agree with the statement, “I feel better informed about my legal options.”					
2.	Number of victims who agree or strongly agree with the statement, “I better understand the court process.”					





**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.



### 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](mailto: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:	