



**YOUTH SERVICES DIVISION
2022 SCOPE OF SERVICES
MENTORING**

Contract term: January 1, 2022 through December 31, 2022

PROGRAM MODEL: MENTORING PROGRAM

DELEGATE AGENCY INFORMATION

PO Number			
Agency Name			
Agency Address			
City		Zip Code	
Program Funding		Number of Youth	

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	

Facility/Site Information:

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Site Name	Is this a school? Y/N	Address with zip code	Ward	Days of Operation	Hours of Operation	Community	Estimated amount of Contract allocated for this site	Clients Served



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Provide a brief description of your Mentoring program: (only use the space below)



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SECTION A – GOALS AND OBJECTIVES

Program Goals

The DFSS mentoring program seeks to ensure that at-risk youth who live in communities that have experienced high rates of gun violence and homicides receive the support they need to remain in and graduate from high school and engage in pro-social behavior. The mentoring program will provide high quality mentoring to youth in grades 6th through 12th in 36 communities throughout the City of Chicago. DFSS mentoring consist of programs that are curriculum-driven, trauma-focused and/or include a conflict-resolution lens and employ a cohort approach that consists of 12-15 youth. The program must minimally operate throughout the school year with the option of twelve-month programming. Recruitment will focus on youth who are academically off track, have low school attendance, have 1-3 in school disciplinary infractions, limited police involvement (less than three arrests) and/or heightened exposure to violence.

Target Population

Delegate agencies will recruit youth who are determined to be at-risk because of one or more of the following factors:

- deemed academically off track according to CPS;
- have low school attendance (missed more than 40% of the academic year);
- have 1-3 in-school disciplinary infractions.
- have limited police involvement (less than three arrests) and
- have heightened exposure to violence/trauma based on their residency in community areas that have experienced high rates of gun violence and homicides

Youth mentoring program youth must reside in or attend neighborhood elementary and high schools within the 36 targeted communities in the City of Chicago and be currently enrolled in the 6th through 12th grades. Priority will be given to youth who currently attend a rated level 2 or 3 and/or Option neighborhood elementary and High Schools according to the Chicago Public School Quality Rating Policy (SQRP).

Communities:

1.Albany Park	2.Austin	3.Auburn Gresham
4.Avalon Park	5.Avondale	6.Belmont Cragin
7.Brighton Park	8.Chatham	9.Chicago Lawn
10. Douglas	11. East Garfield	12. Englewood
13. Gage Park	14. Grand Boulevard	15. Greater Grand Crossing
16. Humboldt Park	17. Hyde Park	18. Morgan Park
19. Near Westside	20. New City	21. North Lawndale

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22. Pullman	23. Riverdale	24. Rogers Park
25. Roseland	26. South Chicago	27. South Lawndale
28. South Shore	29. Washington Heights	30. Washington Park
31. West Englewood	32. West Garfield Park	33. West Pullman
34. West Ridge	35. West Town	36. Wood Lawn

SECTION B – PERFORMANCE MEASUREMENT

Performance Indicators

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

Outcome	Indicator	Data Collection Method
75% of youth will be on track to graduate and/or participate in post-secondary education.	Youth will be academically at grade level to graduate or promotion to the next grade level	Self-report DFSS Survey (September, January, and June) DFSS will collaborate with CPS to obtain data.
85% of youth will strengthen and improve their school connectedness.	Youth feel stronger connections to teachers, peers and can seek out resources and activities	Search Institute Survey (June, November, and May)
90% of youth will report a positive relationship with their mentor.	Youth can make positive healthy choices for themselves	Search Institute Survey (June, November, and May)



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60% of youth will report improvements with school attendance & truancy.	Decreased absenteeism, reduced suspensions, expulsions, increased engagement in school activities and mentoring program	Self-report DFSS Survey (September, January, and June) DFSS will collaborate with CPS and ULABS to obtain data.
75% of youth will not recidivate (re-arrested) while enrolled in the program	Youth will decrease delinquency behavior and be able to identify positive choices within their peer circle, community, and family	Self-report DFSS Survey (September, January, and June) DFSS will collaborate with CPD and ULABS to obtain data

Data Reporting

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. 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, 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 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.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html

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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.
- c) Any other purposes identified by DFSS.

Human Resources Compliance

To create efficient systems to support agency compliance of contracts, delegates will upload 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

DFSS will regularly review data in order to actively manage each contract toward the achievement of desired outcomes. In year 1 of the new contract, each delegate 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 leadership and management levels.** Learning cohort meetings will provide delegate agencies with a shared learning experience that features discussions of youth development issues, best practices in the youth development and mentoring 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. DFSS intends to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

1. In periodic meetings to review program performance and develop strategies to improve program quality throughout the term of the contract.
2. 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.
3. Any other purposes identified by DFSS.

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DFSS may also request and identify additional staff participation in professional development trainings, meetings, and conferences, etc. Additionally, agencies are required to notify the DFSS 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 your work plan in City span within thirty (30) days of the change.

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

Program Requirements

Utilize Effective Best Practices

Mentoring programming will demonstrate integration of the best practices outlined below.

Specifically:

- Sustained contact for at least 5 hours a month
- Group or cohort component
- Focus on developing skills or training
- Addressing student’s socio-emotional needs
- Incorporating positive values, principles, and practice

Agencies will:

- **Operate** minimally throughout the school year with the option of twelve-month programming.
- **Train** mentors in best practices, curriculum, and youth development.
- **DFSS Intake form** complete an intake form on every youth participating in program (**electronic and Hard copy**)
- **Collaborate** with partners and obtain memorandum of understanding (MOU) agreements when needed.
- **Enter** data weekly in the City Span System.
- **Complete** written mentor and mentee applications and have them on file.
- **Prioritize community-based mentoring** – agencies are strongly encouraged to implement mentoring outside of the school day, afterschool, and on weekends.
- **Implement** evidence-based and trauma- and/or conflict resolution-based curriculum and utilize effective practices in mentorship to support desired outcomes and goals.
- **Participate** in DFSS-sponsored professional learning cohort and deliver all necessary training to mentors and mentees. Cohort convenings will take place once a quarter and include executive directors and other program staff as desired.
- **Match youth and mentee based on youth and mentee interests**, proximity, availability, age, race (if a preference is expressed), ethnicity, personality, other expressed preferences of mentor, mentee, and parent or guardian, goals, and strengths.
- **Provide** on-going assessment of the quality and safety of the mentor/mentee relationship.
- **Adhere** to the data collection and evaluation methods outlined below including the use City Span and the department’s participant intake form.

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- **Expenditure:** Agencies will invoice **minimally** monthly for mentoring programming.
- **Assessment** Utilize an approved assessment tool for each youth participant.

Mentoring Training

Agencies will provide training and professional development to 100% of mentors. Agencies will utilize the 5% budget allocations to conduct mentoring trainings to include but not limited to the following:

- Mentoring Program requirements
- City span
- Mentors' goals and expectations for the mentee and mentoring relationship
- Mentors' obligations and appropriate roles
- Relationship development and maintenance
- Ethical and safety issues, including appropriate physical contact; money spent on mentees; discipline; and digital and social media use.
- Mandatory reporting requirements associated with suspected child abuse or neglect, suicidal and homicidal ideations.
- Initiating the mentoring relationship
- Effective closure of the mentoring relationship
- Sources of assistance available to support mentors
- Developing an effective positive relationship with mentee's family, if relevant
- Cultural competency
- Curriculum training
- Trauma training/Conflict resolution training

Mentors will:

- Be mandated reporters under Illinois law protecting children against abuse. The Mentors are required to make all reports of abuse required under Illinois law before program the starts.
- Be at least 21 years old.
- Engage in and support recruitment activities.
- Be available to mentor youth for a total of five hours a month. Mentors can be volunteer or paid.
- Federal fingerprint background check and be screened under the National Sex Registry. No Mentor, Program Administrator, or other Respondent staff member may have any direct contact with any student until that person has undergone and satisfied these requirements. This grant will cover the costs associated with background checks.
- Reside in the same community as the youth that he or she serves, if possible.
- Complete a letter of commitment for program participation for the duration of the program.
- Implement trauma- and conflict resolution-based curriculum for at-risk youth.
- Be responsible for data collection in City span.
- Be responsible for collecting DFSS intake forms from each mentee in program.
- Participate in DFSS-sponsored professional learning cohort and deliver all necessary training to mentors and mentees. Cohort convenings will take place once a quarter and include executive directors and other program staff as desired.



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Mentees will:

- Be at-risk youth Chicago residents who are enrolled in 6th- 12th grades who experience one or more of the following: academically off track, have low school attendance, have 1-3 in school disciplinary infractions, limited police involvement, and heightened exposure to violence.
- Attend school and/or live in one of the 36 targeted communities. Priority enrollment will be given to those attending level 2, 3 and Option neighborhood elementary and high schools.
- Mentees may receive a stipend for program participation. All stipends must conform to applicable legal requirements and DFSS policy.

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 better serve high-need populations.

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 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: MENTORING

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) DFSS Staff name (typed)	
f) Date approved	

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