

**Department of Family and Support Services**  
**Human Services Division**  
**2024 Scope of Services ~ Community Navigator Program**  
**January 1, 2024 – December 31, 2024**

**A Delegate Agency receiving an award from the City of Chicago Department of Family and Support Services (DFSS) Human Services Division must complete and submit all required documents as requested in the Award Notice letter:**

Submit to Program Coordinator:

- 1) Scope of Services
- 2) Budget
- 3) Indirect Cost Letter
- 4) Lease Agreement(s)

Submit to Contract Liaison:

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

**PROGRAM MODEL: COMMUNITY NAVIGATOR PROGRAM**  
**AGENCY INFORMATION**

**ADMINISTRATIVE CONTACT INFORMATION**

Agency: \_\_\_\_\_ Ward: \_\_\_\_\_

Administrative Office Site Address: \_\_\_\_\_

**Program Director**

Name: \_\_\_\_\_

Phone # (ext): \_\_\_\_\_

Email: \_\_\_\_\_

**Executive Director**

Name: \_\_\_\_\_

Phone # (ext): \_\_\_\_\_

Email: \_\_\_\_\_

**Reporting Contact**

Name: \_\_\_\_\_

Phone # (ext): \_\_\_\_\_

Email: \_\_\_\_\_

**Fiscal Contact**

Name: \_\_\_\_\_

Phone # (ext): \_\_\_\_\_

Email: \_\_\_\_\_

**BUDGET ALLOCATION**

**Budget Term: January 1, 2024 – December 31, 2024**

Program Name: \_\_\_\_\_

PO Number: \_\_\_\_\_

Grant Amount: \_\_\_\_\_

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**PROGRAM OPERATIONS**

**List of Program Sites**

Site Name	Address	Zip	Ward	Community Area
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

**Number of staff positions supported by this contract:**

Full-time: \_\_\_\_\_

Part-time: \_\_\_\_\_

**Number of new staff positions created by this contract:**

Full-time: \_\_\_\_\_

Part-time: \_\_\_\_\_

**List the positions supported and/or assigned to this contract:**

Title	Percent of time dedicated to Program

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**SECTION A – GOALS AND OBJECTIVES**

**History**

The Office of New Americans (ONA) was established in July of 2011 with a commitment to improving the day-to-day experiences of the city's 560,000 foreign-born residents. To support the ONA, an Advisory Committee was established: The Office of New Americans Advisory Committee. The Chicago New Americans Plan: Building A Thriving and Welcoming City was developed and released December 4, 2012, outlining 27 new programs and initiatives to build a thriving, diverse and welcoming international city. The Plan was designed to ensure that Chicago delivers comprehensive support to immigrants, refugees, and other disenfranchised communities by collaborating on legal services, mental health, employer diversity training, and education.

In 2016, after the Presidential Election, the Chicago is With You Task Force (CWYTF) was established. Comprised of 30 leaders representing Chicago's business, academic, civic, and philanthropic communities, CWYTF's goal was to identify challenges unique to immigrants, recommend initiatives, and develop a detailed implementation plan for the ONA and its partners. The Legal Protection Fund was established in the FY2017 Budget to create the Chicago Legal Protection Fund (Fund) to support the critical need of legal services to keep immigrant populations safe, secure, and supported by the city. DFSS provides contract administrative services to the Legal Protection Fund.

**Program Goals**

There are two complementary programs to support this critical need: 1) the Legal Protection Fund Program; and 2) the Community Navigator Program. The goals of the Legal Protection Fund Program are to provide free legal services: 1) application for immigration status, 2) access protections available under law, 3) uphold residents' due process rights in the wake of immigration enforcement actions; 4) provide overall legal screenings; 5) provide legal representation to include courtroom representation; and 6) track laws impacting this population in the city of Chicago.

The complementary goals of the Community Navigator Program are to: 1) train Community Navigators. 2) educate attendees at immigration related workshops, 3) provide referrals, 4) create curricula/information alerts on immigration policy, and 5) accompany immigrants.

**Target Population**

The Target Population of the Community Navigator Program is immigrants, refugees, and other disenfranchised communities particularly those that are undocumented that live in the city of Chicago.

**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicago residents are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, improve decision-making, and encourage greater collaboration.

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### **Performance Measures**

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

- Number of new community navigators
- Number of Immigrant Education Presentations
- Number of attendees at Immigrant Education Presentations
- Number of Referrals for Legal Services
- Total Number of Referrals to Other Organizations for housing, health, mental health, employment/training, and educational services
- Total Number of Clients Accompanied.

### **Data Reporting**

Delegate agency is expected to collect and share data with DFSS and ONA according to the format, frequency, and submission protocol specified by DFSS and ONA. 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 and ONA reserve 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 and ONA.

- Delegate agency to provide brief, year-end program report highlighting performance strengths, weaknesses, and recommendations to DFSS and ONA to improve program goals.
- Delegate agency to meet annually with DFSS and ONA staff.
- Delegate agency to provide monthly status reports.
- Delegate agency to work with other partners of the CWYTF as required.

### **Data Usage**

DFSS and ONA reserve 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 and ONA for goods or services.

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**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 DFSS Human Services Division Deputy Commissioner, or designee, the Director of ONA, and the delegate agency's chief executive officer, or designee. Delegate agency, DFSS, and ONA may be represented by additional representatives as each party deems appropriate. DFSS and ONA may request the attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS and ONA.

**SECTION C – CORE ELEMENTS**

**Program Requirements**

Delegate agency must meet the following requirements:

- Delegate agency must be a not-for-profit organization, as evidenced by incorporation in the State of Illinois, and must have federal 501(c)(3) tax-exempt designation.
- Overall fiscal soundness is required as evidenced by the financial history and record of the delegate agency, as well as the most recent audited financial statements (or the equivalent).
- Delegate agency must provide services to Chicago residents within the City of Chicago.
- Delegate agency will implement outreach and case management services.
- Delegate agency and staff will have the qualifications, aptitude, and willingness to work with diverse populations in order to obtain services for immigrant populations.
- Delegate agency will have established partnerships and relationships with organizations that serve immigrant populations.

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**DESCRIPTION OF PROGRAM AND ACTIVITIES**

Provide a program summary describing your Community Navigator Program operating at full capacity to both address the needs of the target population and maximize performance outcomes. If relevant, describe coordination and interface with other partners and programs.

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**Auditing Requirements**

**A. Is your agency (check only one)?**

- Not-for-profit
- Educational institution
- Government
- For profit

**B. What is your agency's fiscal year?** \_\_\_\_\_

**C. Using the form below, please list all contracts and grants your agency anticipates receiving during the 2024 fiscal year. Please identify the source and the amount.**

Contracts/Grants	Federal	Other	Total Amount Requested

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**Planned Performance Outcomes**

Work Program for Year January 1, 2024 – December 31, 2024

(1) Program/Sub-program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: classes held	(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
		1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Total	

Signature of Authorized Agency Official and Date: \_\_\_\_\_

Signature of DFSS Official and Date: \_\_\_\_\_



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**SECTION D – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	