



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

**COUNSELING AND ADVOCACY 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>	\$

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

Please provide the required information by corresponding Site number.

**Location(s)**

Site No.	Project Name	Site	Address	Phone	Ward	Community Area
1						
2						
3						
4						
5						



**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							
3							
4							
5							

**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							
3							
4							
5							

**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			
3			
4			
5			

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	
3	
4	
5	



## SECTION TWO – DFSS PROGRAM DESCRIPTION

### A. Program Goals

Counseling and Advocacy Services increases the self-determination and safety of domestic violence victims by providing safety planning, emergency and long-term emotionally supportive counseling, explanation of victim rights under the IDVA, explanation of how to file for an Order of Protection, and legal and victim advocacy, including accompaniment to court. Legal advocacy includes assistance with completion of paperwork to petition of an Order of Protection or other steps necessary to petition for an Order of Protection, and accompaniment to court for emotional support, advocacy, and clarification of information such as law and court processes. Victim advocacy includes assistance with other services or remedies such as but not limited to victim compensation, children services, financial or housing assistance, immigration.

### B. Target Population

Any Chicago resident (and their children) who has been the victim of intimate partner violence, teen dating violence, or domestic violence as defined under the Illinois Domestic Violence Act 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:

### Accepting Victims

- Ensure that incoming crisis calls are answered immediately by a 40-hour trained domestic violence professional, 24 hours a day, 7 days a week. Crisis calls during non-business hours must either be connected to the agency's own domestic violence hotline or referred to the Illinois Domestic Violence Hotline.
- Respond to non-crisis requests for counseling and legal advocacy services within 48 hours.
- Any services must be made available in-person unless it is unsafe.
- Any services to victims may occur in a location that provides enhanced safety to the victim and their children.
- Any services to victims may also be provided in locations that reduce the burden on the victim due to lack resources such as but not limited to transportation or childcare.
- Respondent must address in proposal the program capacity to offer victims services in-person, virtual, offsite, or a combination thereof.
- Offer services to undocumented victims, those who do not speak English, male victims, those who are disabled, and LGBTQIA victims.
- Take referrals from the Illinois Domestic Violence Hotline, from legal advocates, or from law enforcement.
- Provide services without charging victims fees.
- Assist victims to create an emergency safety plan for himself/herself and his/her child(ren).



### **Provide Crisis Victim Services**

- Provide the following initial services to victims, as needed:
  - Provide victims an explanation of victim rights and legal protections under the Illinois Domestic Violence Act;
  - Explain how to file for an Order of Protection;
  - Assist victims with creating or modifying their safety plan for himself/herself and his/her child(ren);
  - Provide victims with emotional support as needed; and
  - Refer clients to appropriate domestic violence services such as but not limited to legal representation or shelter.

### **Ongoing Supportive Counseling and Case Management**

Provide ongoing, individual interaction between a 40-hour trained domestic violence worker and victim. These interactions should include at a minimum the following services.

- Service planning:
  - Assisting survivor to create a service plan led by survivor priorities (A service plan is defined as a written statement that includes victim-driven, achievable and time-defined goals towards, but not limited to, self-determination, enhanced safety or independence) and
  - Documentation of survivor progress towards goals.
- Ongoing service provision:
  - Ongoing assessment of victim needs and
  - Updating service plans as goals are achieved or victim goals change.
- Coordinating victim care within the agency and with other agencies to expand the range of services available to victims such as legal services, shelter and/or housing programs specific to victims of domestic violence, entitlement income, and medical services.
- Emotional support and guidance:
  - Ongoing emotionally supportive counseling that supports victim's self-determination and choices;
  - Education and information about the dynamics of domestic violence; and
  - Problem solving and discussion of options.
- Each staff person providing services must comply with the State of Illinois Mandated Reporter Training requirement unless waived in writing to DGBV.

### **Legal Advocacy**

- Assist victim with completion of paperwork to petition for an Order of Protection from the Domestic Violence Court of Cook County and/or other steps necessary to petition for an Order of Protection.
- Accompany victim to court for emotional support, advocacy, and clarification of information such as law and court process.
- Assist victims with petitioning for Stalking No Contact Orders (SNCO) or Civil No Contact Orders (CNCO).
- Advocate on victim's behalf in family court and other court activity related to the domestic violence case.



- Advocate on victim’s behalf with other civil or criminal court or law enforcement.

#### **Victim Advocacy**

- Advocate on a victim’s behalf with a third party after execution of necessary release of information, including advocacy with Department of Children and Family Services, victim’s employer, housing provider, Illinois Department Human Services, etc.
- Assist victims seeking legal resolutions available under the Violence Against Women Act (VAWA) such as but not limited to U-Visas for crime victims, T-Visas for victims of trafficking, Every Student Succeeds Act (ESSA), or the Victims’ Economic Security, and Safety Act (VESSA).

#### **Survivor Confidentiality**

- Maintain victim confidentiality and confidentiality of victim files as required by the IDVA.

#### **Community Education and Outreach**

- Provide community education workshops and/or outreach events to educate the general public and allied service providers about domestic violence and available services.
- Conduct outreach to engage victims in the community, especially those under-served victims that have experienced inequities based on gender, race, and ethnicity.

#### **Quality Improvement**

- Collect victim surveys on evaluation of services to inform program improvement.
- DFSS encourages respondents to provide staff with training opportunities during the contract period intended to enhance and improve victim services.

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

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

- Percentage of survivors who show progress towards a service plan goal (target of 60%)
- Percentage of survivors seeking an Order of Protection with the assistance of the program who are granted an Order of Protection (target of 50%)
- Percentage of survivors who know more ways to plan for their safety
- Percentage of survivors who felt supported in making their own decisions
- Percentage of survivors who understand that they are not responsible for the abuse
- Percentage of survivors who felt supported in court

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:

#### **Target Population**

- Number of survivors receiving services who are victims of Intimate Partner Violence (IPV)
- Number of survivors receiving services who are victims of non-IPV domestic violence, if applicable



### **Crisis Victim Services**

- Number of survivors who receive crisis services and support about domestic violence (e.g. safety planning, explanation of victim rights under IDVA, crisis counseling).

### **Counseling and Case Management Services**

The following outcomes are required from programs that offer ongoing counseling services directly.

- Number of survivors who develop a service plan
- Number of survivors who receive supportive counseling and case management
- Number of supportive counseling and case management sessions held

### **Legal Advocacy**

The following outcomes are required from programs that offer legal advocacy services directly.

- Number of survivors accompanied to court
- Number of times survivors were accompanied to court
- Number of survivors receiving intervention with civil or criminal legal systems
- Number of survivors seeking an Order of Protection receiving legal remedy other than an Order of Protection such as a continuance, restraining order, etc.

### **Victim Advocacy**

The following outcomes are required from programs that offer victim advocacy services directly.

- Number of survivors receiving interventions with systems such as but not limited to DCFS or IDHS, survivor's employer, housing provider, or family, law enforcement.

### **Community Education and Outreach**

- Number of community education/awareness workshops on domestic violence presented
- Number of victims enrolled into services

### **Data Reporting**

Delegate 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 from a format specified by DFSS.

Delegate 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 domestic violence, intimate partner violence, and 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 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. For those planned activities that are not applicable to your program, please enter zero.

A. ENROLL CLIENTS via starting an intake or needs assessment. Intake forms must be signed and dated by survivor and staff to verify client enrollment unless services are provided remotely. Remote clients must be documented in your files with an InfoNet client ID number.		Q1	Q2	Q3	Q4	Total
1a.	Number of intimate partner violence ( <b>IPV</b> ) <b>adults</b> carried over from Q4 2023 to Q1 2024					
1b.	Number of <b>non-IPV adults</b> carried over from Q4 2023 to Q1 2024					
1c.	Number of <b>IPV children</b> carried over from Q4 2023 to Q1 2024					
1d.	Number of <b>non- IPV children</b> carried over from Q4 2023 to Q1 2024					
2a.	Number <b>IPV adults</b> newly enrolled in 2024					
2b.	Number of <b>non-IPV adults</b> newly enrolled in 2024					
2c.	Number of <b>IPV children</b> newly enrolled in 2024					
2d.	Number of <b>non-IPV children</b> newly enrolled in 2024					
3.	Total number <b>carried over</b>					
4.	Total number <b>newly enrolled</b>					
5.	Total number of <b>adults</b> served					
6.	Total number of <b>children</b> served					
7.	<b>Total</b> number served					



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<b>PERFORMANCE MEASURE</b>						
60% of clients who develop a service plan will show progress towards at least one goal listed on the service plan						
B.	PROVIDE COUNSELING through the development of a service plan created by the client and the worker	Q1	Q2	Q3	Q4	Total
1.	Number of newly enrolled clients who develop a service plan consisting of at least one measurable goal with a target accomplishment date					
2.	Number of clients who show progress towards at least one goal listed on the service plan					

<b>PERFORMANCE MEASURE</b>						
50% of clients seeking an Order of Protection with the program’s assistance will be granted an Order of Protection						
C.	PROVIDE COURT ADVOCACY (including intervention on client’s behalf or preparing client to speak with representatives of civil/criminal legal systems and law enforcement personnel)	Q1	Q2	Q3	Q4	Total
1.	Number of clients filing for an Order of Protection with the assistance of the program					
2.	Number of clients who are granted an Order of Protection with the assistance of the program					
3.	Number of clients seeking an Order of Protection receiving a legal remedy other than Order of Protection (i.e. continuance, restraining order, etc.)					



**PERFORMANCE MEASURES**

- 80% of clients taking the Client Outcome Survey will indicate that they strongly or somewhat agree with **A.2** of the survey, indicating that she was helped to find many ways to keep her safer.
- 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 her 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 knows she is not responsible for the abuse.
- 80% of clients taking the Client Outcome Survey will indicate that they strongly or somewhat agree with **D.2** of the survey, indicating that the client felt more supported in court.

D.	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.



**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:	