

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
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: LEGAL SERVICES FOR UNACCOMPANIED IMMIGRANT CHILDREN (UIC)
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: _____

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

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

Department of Family and Support Services
Human Services Division

2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024

SECTION A – GOALS AND OBJECTIVES

Program Goals

The Legal Services for Unaccompanied Immigrant Children (UIC) program specifically addresses those children migrating from Central American countries. The seven countries that make up Central America are Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama. Central America remains in a state of political transformation with widespread poverty, social injustice, and violence. Nicaragua is the second poorest nation in the western hemisphere. Volcanic eruptions and earthquakes, occur frequently due to active geologic faults and the Central America Volcanic Arc. Major hurricanes have impacted Central America since 2001. The physical and social environment has led both adults and children to migrate north through Mexico to the United States seeking Temporary Protection Status (TPS). The fate of the Central American immigrant is complicated and, in particular, the unaccompanied child. When reaching the United States, the principal grounds for remaining in the United States are “Refugee Asylum” fear of persecution due to race, nationality, and membership in a particular group and “Special Immigrant Juvenile Status” granted to children who can establish that they were abused, neglected, or abandoned by one or both parents. Yet, the principal causes that send children to the United States are family reunification (parent or close relative), poverty and fear of violence. If not apprehended and immediately deported to their home country when entering the United States, children have their cases heard in a federal immigration court. Children are not considered refugees and their care is overseen by the Office of Refugee Resettlement (ORR) which assesses their needs and places them with a sponsor such as a family member or foster care as they wait for the immigration court hearing. The average wait in 2014 for a court hearing was 578 days and an estimated that 40% of unaccompanied children have humanitarian claims recognized in U.S. and international courts according to The Vera Institute.

The goal of the UIC program is to screen and represent unaccompanied Central American children and, if applicable, adult family members by applying all applicable immigration laws and protections to maintain and obtain legal residency.

Target Population

The Target Population is those children directed to the Immigration Court at 525 W. Van Buren Street.

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

Performance Measures

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

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 children/adults screened for services
- Number of children/adults retained for legal representation
- Notification/ summaries of trends, laws, rules, and/or procedures impacting the Target Population

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, if required.
- Delegate agency to provide monthly status reports.

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.

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:

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

- 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 have all necessary qualifications necessary to provide free legal services.
- Delegate agency must provide services to Chicago residents within the City of Chicago.
- Delegate agency must attend to those clients referred to the Chicago Immigration Court.
- 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.

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

DESCRIPTION OF PROGRAM AND ACTIVITIES

Provide a program summary describing your program providing Legal Services for Immigrant Families and Children 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.

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

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 st Q	2 nd Q	3 rd Q	4 th Q	Total	

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____

**Department of Family and Support Services
Human Services Division**

**2024 Scope of Services ~ Legal Services for Unaccompanied Immigrant Children (UIC)
January 1, 2024 – December 31, 2024**

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	