



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

**DOMESTIC VIOLENCE LEGAL SERVICES  
2025 SCOPE OF SERVICES – January 1, 2025 through December 31, 2025**

**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 Site Name	Address	Phone	Ward	Community Area
1					
2					
3					
4					
5					



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**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 2025 per site	Survivor Community Area(s) Served	Survivor Ward(s) Served
1			
2			
3			
4			
5			

Provide the language spoken by staff available to survivors at site. Please use one line per language. Add an attachment if necessary.

Site No.	Language	Number of Fluent Staff	Hours of Fluent Staff Availability
1			



## SECTION TWO – DFSS PROGRAM DESCRIPTION

### A. Program Goals

This RFP seeks to increase domestic violence victim safety by providing legal services and representation for victims who may not otherwise have access to these services. Respondents will educate victims about their rights under the IDVA and provide legal advice and representation.

Through legal protections offered under the IDVA, victims can be awarded Orders of Protection, sole custody of the residence and dissolution of the marriage, and child support. Legal representation under this program will offer legal remedies to victims who would otherwise not be able to afford legal representation. Legal services and representation will be provided to all victims seeking assistance regardless of gender, race, ethnicity, sexual orientation, income status, or language ability. In addition, legal service providers will provide emotionally supportive crisis counseling and safety planning as needed.

### B. Target Population

Any Chicago resident (and their children) who has been the victim of domestic violence seeking legal representation is eligible for services. Respondents should be able to offer services to undocumented victims, those who do not speak English, all genders, those who are disabled, and LGBTQIA victims.

## SECTION THREE – REQUIRED CORE PROGRAM ELEMENTS

Legal Services program agencies will provide legal representation and assistance with completing the paperwork when seeking an Order of Protection, child custody, child support, dissolution of marriage, and immigration issues in domestic violence and family courts. Legal service providers will aid victims seeking legal resolutions available under the Violence Against Women Act (VAWA), including Stalking No Contact Orders (SNCO), U-Visas for crime victims, and T-Visas for victims of trafficking. In addition, Respondents must demonstrate the ability to deliver, at a minimum, all the following services:

### Accepting Victims

- Triage service requests immediately, 24 hours per day, and seven days per week, and connect to crisis care. Respondents must either have an internal 24/7 hotline or can refer callers to the Illinois Domestic Violence Hotline during non-business hours.
- Respond to a request for legal services within 48 hours.
- Provide services that are responsive to the background, circumstances, and cultures of the communities and individuals they serve.
- Take referrals from the Illinois Domestic Violence Hotline, from legal advocates, or from law enforcement.
- Provide services without charging victims fees for representation; and
- Assist victims to create a safety plan for themselves or their child(ren).



### Advising Victims

- Provide victims an explanation of victim rights and legal protections under the IDVA.
- Provide victims with legal advice and legal counseling.
- Refer clients to emotionally supportive crisis counseling if ongoing supportive counseling is needed.
- Refer clients to appropriate domestic violence services, including counseling, legal advocacy and legal representation, shelter, etc.
- Ensure that all legal services are provided by an attorney with a license to practice in Illinois.
- At a minimum, each staff person providing services must have 40 hours of domestic violence training from an authorized agency listed with the Illinois Certified Domestic Violence Professional Board as the accrediting agency. For new or untrained staff, training must be completed within 90 days from date of hire or contract start date.
- Each staff person providing services must comply with the State of Illinois Mandated Reporter Training requirement; and
- Respondents must accept referrals from and provide referrals to the Illinois Domestic Violence Hotline.

### Representing Victims

- Assist victims with completion of paperwork or other steps necessary to petition for an Order of Protection.
- Represent victims in family court and other court activity related to domestic violence case.
- Represent victims seeking legal resolutions available under VAWA such as SNCOs, U-Visas for crime victims, T-Visas for victims of trafficking, Every Student Succeeds Act (ESSA), the Victims' Economic Security, and Safety Act (VESSA), etc.
- Intervene with civil or criminal court or law enforcement on victim's behalf.
- Advocate on victim's behalf with civil or criminal court or law enforcement.
- Advocate on victim's behalf with a third party with the Department of Children and Family Services, victim's employer, housing provider, Illinois Department of Human Services, etc. and
- If any court where the selected Respondent is required to appear ceases or restricts in-person appearances, selected Respondents must provide court representation remotely accordingly.

### Data Collection

- Assist victim to complete DGBV-issued Evaluation of Services Surveys (ESS). Electronic surveys will be completed and submitted by program participants directly into surveymonkey.com. Copies of written surveys will be submitted to DGBV.
- Maintain victim confidentiality and confidentiality of victim data and files in accordance with the Illinois Domestic Violence Act.

### Community Education and Outreach

Provide community education workshops and/or outreach events to educate the general public and allied service providers about domestic violence victim rights, remedies, and services available.

## SECTION FOUR – PERFORMANCE MEASURES

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

- 50% of victims seeking an Order of Protection with the assistance of the program will be granted an Emergency Order of Protection.
- 33% of victims seeking an Order of Protection with the assistance of the program will be granted a Plenary Order of Protection.
- 80% of ESS Respondents know more about available community resources.
- 80% of ESS Respondents felt supported in making their own decisions and
- 80% ESS Respondents better understand what happens at court.

In order 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:

- Number of participants enrolled.
- Number of participants who receive safety planning options.
- Number of participants who receive an explanation of their rights under the IDVA.
- Percentage of victims that agreed they were given information on how laws can provide protection.
- Number of participants represented in family court.
- Number of participants receiving assistance with legal resolutions other than Orders of Protection.
- Percentage of participants who agree that the program and staff were helpful and that they received the legal assistance they needed; and
- Number of community education/awareness workshops presented by delegates that educate attendees about the dynamics of domestic violence and highlight available resources.

DFSS also reserves the right to conduct analysis on data to ensure services are offered and provided to victims equitably by gender, race, and ethnicity.

- In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

### 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:

- 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





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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.

<b>A. ENROLL CLIENTS</b> 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
1.	Number of adults carried over from Q4 2024 to Q1 2025					
2.	Number of newly enrolled adult survivors in 2025					
3.	Total number of clients served in 2025					

<b>PERFORMANCE MEASURE</b>						
<ul style="list-style-type: none"> <li>50% of victims seeking an Order of Protection with the assistance of the program will be granted an Emergency Order of Protection.</li> <li>33% of victims seeking an Order of Protection with the assistance of the program will be granted a Plenary Order of Protection.</li> </ul>						
<b>B. PROVIDE LEGAL REPRESENTATION</b> such as assistance with obtaining an Order of Protection. Also includes legal counseling and representation in court		Q1	Q2	Q3	Q4	Total
1.	Number of clients filing for Protective Order with the assistance of the program					
a.	Number of clients filing for a Protective Order in-person					
b.	Number of clients filing for a Protective Order remotely					
c.	Number of clients filing for an Order of Protection					
d.	Number of clients filing for a Civil No Contact Order					
e.	Number of clients filing for a Stalking No Contact Order					



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2.	Number of clients who are granted an Emergency Protective Order with the assistance of the program					
a.	Number of clients who are granted an Emergency Order of Protection					
b.	Number of clients who are granted an Emergency Civil No Contact Order					
c.	Number of clients who are granted an Emergency Stalking No Contact Order					
3.	Number of clients who are granted a Plenary Protective Order with the assistance of the program					
a.	Number of clients who are granted a Plenary Order of Protection					
b.	Number of clients who are granted a Plenary Civil No Contact Order					
c.	Number of clients who are granted a Plenary Stalking No Contact Order					

**PERFORMANCE MEASURES**

- 80% of clients taking the Client Outcome Survey will indicate that they know more about available community resources.
- 80% of clients taking the Client Outcome Survey will indicate that they felt supported in making their own decisions.
- 80% of clients taking the Client Outcome Survey will indicate that they better understand what happens at court.

C.	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.					



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 2024 or has since been updated*** to be submitted to [latoya.hester@cityofchicago.org](mailto:latoya.hester@cityofchicago.org) and [Elizabeth.meyer@cityofchicago.org](mailto:Elizabeth.meyer@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:	