

Department of Family and Support Services
Human Services Division
2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 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:

- 5) Agreement Signature Page
- 6) Current Certificate of Insurance
- 7) Economic Disclosure Statements (EDS)
Certificate of Filing

PROGRAM MODEL: CRIMINAL JUSTICE LEGAL SERVICES INITIATIVE

SECTION A – GOALS AND OBJECTIVES

History

In November 2017, DFSS began collaborating with the Chicago Aldermanic Black Caucus (CABC) to create an initiative aimed at addressing the legal obstacles faced by many residents in the eighteen CABC wards. In 2018, DFSS launched the Criminal Justice Legal Services Initiative with \$1 million in funding secured by the CABC. Initially, the program focused on individuals in police custody, facing criminal charges, on probation or parole, returning residents, or individuals advocating on behalf of this population. Thirteen subcontractor organizations provided outreach and education services, Know Your Rights” workshops and made referrals to legal service providers for legal representation in each CABC ward.

Program Goals

The program’s principal objective is to provide legal aid services consisting of consultation and direct legal representation for specific matters, as well as comprehensive supportive services for both youth and adults.

Target Population

The target demographic is limited to residents of Chicago living within the specified five zones: Far South, Near South, North Central & Northwest, Southwest, and West Zone, covering a total of 56 community areas.

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 accessing legal information and services. To support this approach, DFSS has implemented a Strategic Framework to guide the measurement, reporting, and review of priorities and outcome goals within the department. This framework serves to drive contracting, enhance decision-making, and promote greater collaboration.

Performance Measures

The DFSS Human Services division is committed to improving access to legal services and raising community resident’s awareness of and access to criminal justice and civil legal education and resources. By monitoring specific metrics such as service quantity, outcomes quality, and participant satisfaction, the division seeks to gain a comprehensive overview of the program's performance. Regular evaluation of these indicators facilitates informed decision-making, promotes accountability, and drives ongoing improvement, ultimately resulting in more effective and impactful outcomes.

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

**2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024**

To track progress toward achieving our goal and assess the success of the program DFSS will monitor the following set of performance metrics:

- Number of Know Your Rights workshops and presentations
- Number of attendees at workshops and presentations
- Number of referrals for Legal Services
- Total Number of referrals to Other services
- Total Number of new cases retained
- Total Number of ongoing cases

DFSS will also be tracking the following outcomes:

- **Expungement/Sealing Success Rates:**
 - Calculate the success rate of juvenile records expunged (target: 60% of eligible records).
 - Calculate the success rate of adult cases resolved, ending in sealing or expungement (target: 40% of eligible cases)
- **Number of Legal Screenings Completed**
 - Track the total number of legal screenings conducted, segmented by the type of legal issue (e.g., juvenile, adult, cannabis-related)
- **Number of Legal Services Provided by Type**
 - Measure the number of legal services provided, broken down by specific service categories such as:
 - Juvenile expungement
 - Adult expungement
 - Adult sealing
 - Cannabis expungement
 - Warrants and bond relief
 - Other criminal records relief for adults
- **Number of Non-Legal Services/Consultations Provided by Type**
 - Track the total number of non-legal services or consultations provided, with data categorized by service type, including:
 - School suspension and expulsion cases
 - Wage theft and wrongful termination
 - Truancy and curfew violations
 - Healthcare background check waivers
 - Child support issues
 - Assistance in obtaining public benefits and public housing
- **Court Fees/Legal Cost Averted by Client**
 - **Total Court Fees Averted:**
 - Measure the total dollar amount of court fees that clients have been able to avoid through program interventions
 - **Total Legal Costs Averted:**
 - Track the overall savings in legal costs for clients, including attorney fees, filing fees, and other related expenses.
- **Average Cost Savings Per Client:**
 - Calculate the average amount of court fees and legal costs averted per client served by the program.
- **Comparison Against Expected Costs:**
 - Compare the total averted costs to the typical or expected costs clients would have incurred without the program's support.

Data Reporting

The Delegate Agency is expected to collect and share data with DFSS according to the format frequency, and submission protocol specified by DFSS. The parties recognize that reliable, relevant data is necessary to

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

**2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024**

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 other key data and metrics not listed here, including client-level demographic, performance, and service data in a format specified by DFSS.

- Delegate agency will provide a brief, quarterly and year-end program report highlighting performance strengths, weaknesses, and recommendations to DFSS to improve program goals
- Delegate agency to meet quarterly with DFSS staff
- Delegate agency to provide monthly status reports

Data Usage

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 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:

- 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, and the delegate agency's chief executive officer, or designee. DFSS and the Delegate agency may be represented by additional representatives as each party deems appropriate.

Department of Family and Support Services
Human Services Division
2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024
SECTION C – AGENCY INFORMATION

ADMINISTRATIVE CONTACT INFORMATION

Agency: _____

Ward: _____

Address: _____

Executive Director

Name: _____

Phone: _____

Email: _____

Fiscal Contact

Name: _____

Phone: _____

Email: _____

Program Director

Name: _____

Phone: _____

Email: _____

Reporting Contact

Name: _____

Phone: _____

Email: _____

BUDGET ALLOCATION

Budget Term: September 1, 2024 – December 31, 2024

Program Name: _____

PO Number: _____

Grant Amount: _____

BUDGET NARRATIVE:

Use this space to detail how the budget will be allocated to support program and activities detailed below.

Department of Family and Support Services
Human Services Division
2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024

DESCRIPTION OF PROGRAM AND ACTIVITIES:

Provide a program summary describing your Criminal Justice Initiative program activities operating at full capacity to both address the needs of the target population and maximize performance outcomes.

**Department of Family and Support Services
Human Services Division
2024 Scope of Services ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024**

PLANNED PERFORMANCE OUTCOMES:

(1) 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 program.	(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
		1 st	2 nd	3 rd	4 th	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 ~ Criminal Justice Legal Services Initiative
September 1, 2024 – December 31, 2024
SECTION D – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

By signing below your agency certifies that it has read and understands Sections A – D of this document.

Authorized Agency Official signature	_____
Name	_____
Date submitted	_____
DFSS Staff signature	_____
Name	_____
Date approved	_____