

**Department of Family and Support Services  
Workforce Services Division  
2025 Scope of Services ~ Community Reentry Support Centers  
January 1, 2025 – December 31, 2025**

**A Delegate Agency receiving an award from the City of Chicago Department of Family and Support Services (DFSS) Workforce 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) Intake Screening and Assessment Tools and Protocols
- 3) Budget
- 4) Indirect Cost Letter
- 5) 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 REENTRY SUPPORT CENTERS**

**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, 2025 – December 31, 2025**

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.				

**Clients Served (Delegate Agencies must enroll a minimum of 120 new participants for reentry navigation per year.)**

Site	Clients	Jan – Mar (new)	Apr-Jun (new)	Jul-Sep (new)	Oct-Dec (new)	Total (new plus carryover)
1.	Enrollments					
2.	Enrollments					
3.	Enrollments					
4.	Enrollments					
5.	Enrollments					

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**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the City of Chicago’s Community Reentry Support Centers (CRSCs). CRSCs provide returning residents – individuals who have served prison terms, are transitioning from incarceration, or have an arrest or conviction record – with a central location where they can receive information about local reentry resources, access Reentry Navigation support services, and, be referred to a comprehensive set of programs and resources that will enhance their well-being and empower them to successfully fulfill their probation, parole, or electronic monitoring obligations.

**Target Population**

Reentry Navigation support services available through the City of Chicago’s CRSCs are intended for Chicago residents who are on probation, parole, or electronic monitoring.

**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.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, skills training, job placement assistance, and Reentry and Career Navigation support services through a diverse network of community-based, trauma-informed service delivery partners.

**Performance Indicators**

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, the:

- Number of participants who successfully complete probation, parole, or electronic monitoring obligation
- Number of participants that enroll in an education or job training program
- Number of participants who become employed in jobs at or above minimum wage

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, the:

- Number and type of incoming calls to the Clearing House phone line
- Number of residents on probation, parole, or electronic monitoring that
  - complete a risk assessment
  - complete a basic skills and career assessment

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- receive a referral for mental health screening
- receive a referral for housing
- receive a referral for State IDs and driver's licenses.
- receive a referral for education and/or job training
- Number of residents on probation, parole, or electronic monitoring enrolled for Reentry Navigation support services (450 per year)

### **Data Reporting**

As part of the Department's commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with CRSCs to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, the DFSS Workforce Services division reserves the right to request/collect key data and metrics from CRSCs, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance indicators and objectives, will look like.

Delegate agencies are expected to collect and share data **every month** with the DFSS Workforce Services division according to the format and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the fullest extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. CRSCs are expected to utilize ECM for monitoring of participants enrolled to receive Reentry Navigation support services.

Requirements include:

- Ensuring all participant information is entered into the ECM system within one week (5 business days) of enrollment for Reentry Navigation support services.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Number and percentage of participants referred for services, enrolled in Reentry Navigation support services, and discharged from services.
- Findings of assessments completed by the CRSC while delivering services.
- Reentry Navigation activities undertaken by the CRSC to service clients enrolled in the program as well as the timeliness of those activities.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

### **Data Usage**

DFSS reserves the right to use data related to delegate agency performance, including, but not limited to,

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data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract.
  - i. In the event of under-performance at the end of the first, second or third quarter (or as deemed appropriate by the DFSS Deputy Commissioner of Workforce Services) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS Workforce program development, inform policies and procedures, advise internal contract decisions such as payment rates, contract extensions or renewals, and appraise proposals submitted by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

### **Meetings**

Delegate agencies will be required to attend all DFSS Workforce Services quarterly meetings scheduled for the fiscal year. Representatives from CRSCs must attend virtually or in-person as appropriate.

Other meetings may take place according to a schedule to be determined by DFSS, with reasonable advanced notice provided for delegates. Meetings shall include, at a minimum, the CRSC's Executive Director, Program Director, and Reporting Contact listed above or an appropriate designee. In addition, the DFSS Workforce Division Deputy Commissioner, Supervisor, and Program Coordinator shall be in attendance. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Meetings may take place individually or jointly with other delegate agencies within the Department's portfolio.

At such meetings, agenda items may include, but will not be limited to, the:

- a.) Discussion of program data and reports related to the goals outlined in this agreement,
- b.) Review of best practices to effectively address any challenges experienced by CRSCs enrolling and referring returning residents,
- c.) Brainstorming to collaboratively design and implement operational changes to continuously improve processes and outcomes, and
- d.) Collection of input to inform strategies for broader systems changes to improve service delivery and coordination between service providers.

### **Training**

CRSC staff assigned to this contract will be required to attend trainings as they are scheduled. Trainings will take place according to a schedule to be determined by DFSS, with reasonable advance notice provided for delegates.

DFSS may request the attendance of additional parties as it deems appropriate. Training may occur virtually or in person and may be conducted in collaborative large or small group settings along with other DFSS delegate agencies as deemed appropriate by the DFSS Workforce Services division.

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**SECTION C – CORE ELEMENTS**

**Program Requirements**

**CRSCs will be responsible for providing three tiers of services:**

- **Tier I:** Service will usually consist of general information, such as a benefits department’s phone numbers that the caller will use independently.
- **Tier II:** Service may include a referral for specific support services, such as employment, education, access to state IDs, birth certificates, social security cards, mentoring, assistance with identifying potential child support arrearages, eligibility for record sealing or expungement, as well as transitional, affordable, or long-term housing. At this tier, the CRSCs will administer an initial assessment to ensure that the caller’s inquiry is appropriately addressed. The delegate agency will, for example, refer clients to internal education and employment programs, leverage partnerships with other service providers, refer clients to the appropriate community and governmental resources, or all of the above. CRSC clients receiving Tier II services will receive a monthly follow-up call to document progress.
- **Tier III:** Service is more comprehensively individualized and includes in-person Reentry Navigation. The Reentry Navigator will use the assessment from Tier II to identify and prioritize client needs and develop an initial action. Tier III clients may, for example, receive additional employment resources internally from the delegate agency or another service provider closer to home. Client follow-up, ideally in-person, will occur weekly to document progress. The Reentry Navigator will also follow up with other service providers if service responsibilities are shared.
- Clients may receive one or a combination of these three tiers of services.

**CRSCs should plan to receive a minimum of 200 calls per month and engage a minimum of 37 unique returning residents per month for Tier III reentry navigation services.**

CRSC Call Center

CRSCs will serve as a “Clearing House” of information and services available to returning residents. A CRSC phone number will be widely marketed throughout the city as well as in local jails and state prisons. Similar to dialing 3-1-1, returning residents will be able to call this number for information about reentry resources available in their community.

- A phone line with the technical capacity to receive a large volume of calls must be in operation from 8:30 am to 5:00 pm, Monday – Friday.
- Voice mail must be available for calls after 5:00 pm.
- CRSC staff must respond in a timely manner (within one business) day via phone, email, or in-person to requests from the public about services available to returning residents.

Outreach and marketing

Activities to inform returning residents of available resources may include, but are not limited to:

- Flyers and fact sheet distribution (specifically including hours of operation) throughout the community, including local law enforcement offices, community bulletin boards, Chicago Public Library facilities, and area retail stores.
- Monthly outreach to local justice-related and law enforcement offices, police districts, probation officers, aldermanic offices, area community-based organizations, and other community partners.
- Visible representation at such venues as job fairs, City of Chicago Violence Reduction Strategy events, and other public service events.

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Provide information and make referrals to support services.

Activities may include, but are not limited to:

- Using a screening or an initial assessment tool to determine a returning resident's specific needs and support services.
- Gathering and communication of available resources.
- Follow-up to ensure connection to resources.
- Maintaining a network of providers to assist in serving all participants.
- Maintaining working relationships with the Cook County Sheriff's Office, Community Support and Advisory Councils (CSACs), and the Illinois Department of Corrections (IDOC).
- Maintaining linkage and coordination with the larger Workforce Innovation and Opportunity Act (WIOA) funded workforce system administered by the Chicago Cook Workforce Partnership.
- Attending informational workshops (e.g., financial literacy, anger management, criminal record sealing, and expungement workshops) on, at minimum, a quarterly basis to stay current with the latest information.
- Follow-up with Tier II participants monthly and Tier III participants weekly.

Connect clients to reentry support services.

These services may be delivered directly by the delegate agency or through existing partnerships with other community-based organizations. These services may include, but are not limited to:

- Employment assistance and strategies for presenting a criminal record to future employers.
- Housing, including emergency housing.
- Substance use services.
- Mental health services.
- Legal assistance, including information on sealing or expunging criminal records.
- Family reunification and child support assistance.
- Public benefits assessment and enrollment.
- Mentoring, including support groups.
- Education and training.

Reentry Navigation Support Services

Reentry Navigators are the primary contact for returning residents on probation, parole, or electronic monitoring starting at outreach, and will facilitate connections to resources utilizing a strong community-based network of services. Reentry Navigators ensure that participants are served in a culturally competent, trauma-informed manner to help them define their goals and co-create a plan to achieve them. Reentry Navigators are active problem solvers in partnership with participants to help them address their barriers to advancement without judgment and should encourage their self-esteem. Reentry Navigators must have the cultural competence to communicate with individuals from a wide variety of backgrounds and experiences.

**CRSCs must enroll an average of 37 returning residents per month (450 per year) for Reentry Navigation Support Services.**

**Reentry Navigators** are responsible for the following activities:

- **Outreach and recruitment:** Reentry Navigators will execute the organization's outreach strategy that may include non-traditional, trauma-informed, proactive approaches that utilize "relentless engagement" with potential participants. Reentry Navigators will proactively follow up with callers to the Clearing House number to assess their eligibility and desire for reentry navigation services. Reentry Navigators may leverage technology and social media platforms to engage returning residents.

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- **Intake screening and risk assessment for case planning:** Reentry Navigators will administer in a trauma-informed way an approved intake and assessment. Intakes are completed to determine eligibility. Assessments are used to develop case plans and assess areas of strength and priorities based on the participant's career goals and need for resources (i.e., substance use treatment, cognitive behavioral therapy (CBT), and other mental health services).
- **Coaching:** With direction from the participant, Reentry Navigators will connect and coach their clients to services. Reentry Navigators will also help participants understand the opportunities available that will help them advance toward their goals.
- **Wrap around services and supports:** Reentry Navigators work with participants to ensure they have access to an array of services. Reentry Navigators make referrals for services using "warm handoffs" (i.e., Reentry Navigators provide essential details such as: organization name, primary contact person, contact information, time/date of appointment or screen, follow up expectations, etc. for successful acquisition of services, and may provide transportation assistance to and from appointments as needed).

## **SECTION D – PAYMENT STRUCTURE**

### **Method of Payment**

CRSCs shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted to the agency's DFSS Workforce Services Program Coordinator for review and approval prior to uploading into the iSupplier system. Delegates should allow a minimum of three business days for the review and approval process. All vouchers must be submitted within 15 calendar days after the end of the month in which program activities took place. All voucher submissions must include the monthly program activity log along with any other required support documents to receive compensation. Vouchers submitted after the monthly deadline may result in a delayed payment.



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**DESCRIPTION OF PROGRAM AND ACTIVITIES**

Provide a narrative of your CRSC program, including the activities, deliverables, and anticipated outcomes for your target population. The narrative must include all the previously discussed elements of Sections A, B, and C, describe the program at full operational capacity, detail how your agency plans to meet its goals during the program year, and, if relevant, describe coordination with other partners.

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**Plan for meeting performance**

Instructions: Agency will develop a “block” schedule that will outline the days and times program activities will occur. Examples may include the program orientation schedule, intake and assessment appointment schedule, walk-in hours of operation, etc. Other examples of program activities may include time scheduled for data entry, staff meetings, file reviews, monthly data reviews, etc.

<b>Time</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>8:00 AM</b>					
<b>8:30</b>					
<b>9:00</b>					
<b>9:30</b>					
<b>10:00</b>					
<b>10:30</b>					
<b>11:00</b>					
<b>11:30</b>					
<b>12:00</b>					
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<b>2:00</b>					
<b>2:30</b>					
<b>3:00</b>					
<b>3:30</b>					
<b>4:00</b>					
<b>4:30</b>					
<b>5:00 PM</b>					

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**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 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
(5) Total Unduplicated Clients/Units:		1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Total	
1. # of incoming calls to dedicated phone line.  2. # of enrollments for Reentry Navigation services.  3. # of							

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

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

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**SECTION F – 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	

**Source Documents**

Provided below are hyperlinks to source documents. Please read and understand funding source rules and regulations:

- ü **U.S. Department of Housing and Urban Development (HUD)-** <https://www.hudexchange.info/>
- ü CDBG Eligible and Ineligible Activities and Regulations: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>