



Department of Family and Support Services
Homeless Services Division
SCOPE OF SERVICES
January 1, 2024 – December 31, 2024

Delegate Agency receiving an award(s) by the City of Chicago Department of Family and Support Services (DFSS) Homeless Services Division must complete and email all required documents as requested in the Award Notice Letter.

Program Manager

- 1) Scope of Services
- 2) Budget(s) *(for each award)*
 - a) Lease Agreement(s) *(real property used to provide services)*
 - b) Indirect Cost Letter(s) *(if requesting reimbursement for indirect costs)*
 - c) Affidavit(s) *(if leasing property)*
- 3) ESG Certification *(if applicable)*

Contract Liaison

- 1) Agreement Signature Page
- 2) Current Certificate of Insurance
- 3) Economic Disclosure Statements (EDS) Certificate of Filing

PROGRAM MODEL

CENTRALIZED SHELTER INTAKE, TRANSPORTATION AND CRISIS RESPONSE

SECTION A – AGENCY INFORMATION

Agency Name:		Ward:	
Program Name:			
Program Name in HMIS:		Unique Service Point HMIS ID:	
Administrative Office Address:			

ADMINISTRATIVE CONTACTS FOR DELEGATE AGENCY

Executive Director

Name:		
Phone # (ext.):		
Email:		

Fiscal Contact

Name:		
Phone # (ext.):		
Email:		

Program Director

Name:		
Phone # (ext.):		
Email:		

Reporting Contact

Name:		
Phone # (ext.):		
Email:		

BUDGET ALLOCATION

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

P.O. Number	Contract Type / Funding Source	Award Amount (\$)
1.		\$
2.		\$
3.		\$
4.		\$
Total Program Amount: \$		



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INSTRUCTION: If Delegate Agency has more than one site, enter the information in the same order of site number throughout Scope.

PROGRAM OPERATIONS

List of Program Sites

Site	Program/Site Name	Address	Zip	Ward	Community Area
1.					
2.					
3.					

Hours of Operation

If site is open 24-hours per day, 7-days per week, check the box 24-hrs / 7-days. If not, for each day, list the start time and end time and/or indicate if the site is closed for that day.

Site	24-hrs / 7-days	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1.								
2.								
3.								

List Languages Staff Can Provide Service to Clients at the Site

Site	Languages
1.	
2.	
3.	

Subpopulations Served

Check all that apply.

Site	Single Adults			Families	Unaccompanied Youth - Aged 18-24		
	Only Females	Only Males	Females & Males		Only Females	Only Males	Females & Males
1.							
2.							
3.							

Number of Clients and Households to be Served

Consult numbers from previous years in making projections for this year.

Site	To Be Served (Unduplicated)	Carryover from Dec	Jan - Mar (new)	Apr - Jun (new)	Jul - Sept (new)	Oct - Dec (new)	Total (new plus carryover)
1.	# of clients						
	# of households						
2.	# of clients						
	# of households						
3.	# of clients						
	# of households						



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ACCESSIBILITY FOR PERSONS WITH DISABILITIES

DFSS is committed to ensuring that all individuals requesting program assistance provided by the Homeless Services Division have access to homeless shelters and any of its related services. To ensure this access, DFSS has listed policies that DFSS staff and the Delegate Agency must follow in working with persons with disabilities.

Check either Yes or No for each site location to inform DFSS if the Delegate Agency:

- a) is compliant with the **Americans with Disabilities Act (ADA)**. For more ADA information, refer to <https://www.ada.gov/>; and/or
- b) adheres to policies ensuring accessibility for persons with disabilities via **Section 504** which includes **Reasonable Accommodations**. For more information, refer to https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq

Section 504 requires DFSS and the Delegate Agency to take proactive steps to ensure equal access for homeless persons with disabilities, as long as such actions do not require a fundamental alteration of the program or impose an undue financial and administrative burden. This means that DFSS and Delegate Agency must ensure that homeless persons with disabilities are able to request shelter, access shelter, and benefit from services provided in shelters.

Adherence with Section 504 policies includes ensuring reasonable accommodation for persons with disabilities. A reasonable accommodation is a change, adaptation, or modification to a policy, program, or service that will allow a qualified person with a disability to participate fully in a program or take advantage of a service. For DFSS and its Delegate Agencies, this includes locating and accessing emergency shelters, including public and common use spaces, and participating in services offered to clients at these facilities.

Site	Accessibility for Persons with Disabilities for Each Site		
1.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
2.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
3.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations



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DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS

Review Section B – Program Goals within this Scope of Services, focusing primarily on the Core Elements to better serve the Target Population. In a brief statement, describe activities performed by your program to achieve the program model's goals and its Section C – Performance Measures. If relevant, describe coordination with other source(s)/partner(s). This section describes the program's actions at full and optimum operational capacity to meet requirements and outcomes.

[Empty text box for program description]



SECTION B – PROGRAM GOALS

INTRODUCTION

This program will provide centralized shelter intake, transportation, and crisis response to effectively meet the needs of vulnerable Chicagoans who are at risk of or experiencing homelessness. In partnership with this Agency, DFSS will work to design, implement, and continually improve an efficient and compassionate centralized access point to the shelter system. Working with Chicago's 311 City Services, this Agency will be the first point of contact for Chicagoans seeking shelter as well as other crisis response services. Critically, the services covered in this program need to be provided 24-hours a day, 7-days a week, 365-days per year, and across the entire City of Chicago.

DFSS HOMELESS DIVISION GOALS

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing. The Division does this by supporting a range of services and infrastructure for people experiencing (or at risk of) homelessness including prevention, shelter, outreach, and engagement, housing supports, and system planning/coordination efforts. The Division also works closely and collaboratively with the Chicago Continuum of Care (CoC), the CoC's designated Collaborative Applicant (All Chicago), the CoC's Coordinated Entry System (CES), other City agencies, and community-based organizations to coordinate across the broader ecosystem of homeless services in the City towards the ultimate aim of preventing and ending homelessness in Chicago.

DFSS is committed to working with its partners to build and advance equity goals, with the recognition that identifying and addressing systemic racism and inequity within homeless services, programs, and policy is critical to our goal of preventing and ending homelessness.

PROGRAM GOALS

The goal of this program is to quickly connect Chicagoans experiencing a housing crisis or domestic violence to shelter with a seamless, trauma-informed response. The program will also manage a real-time bed inventory and provide shelter referral, transportation, and outreach either in-house or through subcontracted partners and respond to non-life-threatening requests for assistance citywide.

TARGET POPULATION

The target population for this program is any Chicagoan experiencing a housing crisis, or domestic violence, in need of a wellness check, or who is a survivor of fire or other disasters. Services provided must be delivered in a way that is sensitive to each crisis and respectful and supportive to all individuals and households served, including:

- Diverse ethnic populations
- Non or limited English speakers
- LGBTQ+
- People with disabilities
- People with low incomes or who are unemployed
- People experiencing mental or behavioral health concerns
- Survivors of domestic violence
- All family compositions which include families with children who are 18 years of age or older, and are still enrolled in and attending high school
- People without documentation
- Youth and young adults
- Older adults



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CORE ELEMENTS

Services listed below must be provided 24-hours a day, 7-days a week, 365-days a year across the entire City of Chicago.

Maintain the citywide clearinghouse for shelter beds and respond to requests for shelter for all populations

- **Serve as the central clearinghouse for shelter beds and maintain a real-time inventory of available beds:** Maintain an up-to-date and accurate inventory of available beds across the homeless system for single individuals as well as coordinate family bed availability with the Emergency Homeless Assessment and Response Center (EHARC) operated by The Salvation Army. Update available bed inventory at least once every shift based on Shelter Provider response. Complete and send Daily Bed report to DFSS once every 24 hours.
- **Conduct intake and referrals to shelter:** Receive shelter requests from 311's Salesforce system, contact clients, conduct intake assessments, assist households in identifying any safe alternatives to shelter, match households to shelter (including domestic violence shelters) placements based on need and bed availability and updating the Salesforce system based on approved procedures. Current open requests should be contacted by phone once per shift to assess if shelter placement is still required.

Physical space for citywide intake for singles

- **Manage and staff a central intake point for singles:** Provide on-site, 24-hours a day, 7-days a week, crisis management, and a waiting area for singles seeking shelter at the Garfield Community Service Center located at 10 South Kedzie Avenue. See "Worksite requirements" in Section D for additional information about the costs associated with this site.
- **Provide shelter diversion for singles:** Shelter diversion is a brief intervention that takes place when a client first touches the homeless system. It empowers persons facing imminent homelessness to identify safe and appropriate housing options, thereby avoiding shelter and returning immediately to housing. The practice of diversion is built on experienced, well-trained staff (diversion experts) capable of facilitating a conversation that fosters creative solutions for alternative housing options outside of shelters. The Delegate must identify key staff that will be trained specifically for diversion conversations, create staffing schedules that provide time for staff to have one-on-one, in-depth conversations with individuals seeking shelter, and record diversion data in HMIS.

Transportation support

- **Dispatch and transportation to shelter:** Coordinate the transportation of clients from their location or designated locations to shelter or other placements.
- **Maintain vehicle fleet:** Delegate will be responsible for determining the number and type of vehicles needed to provide services. All vehicles will need to be labeled or marked as belonging to the Delegate and they will need to maintain Automobile Liability Insurance and Excess/Umbrella Liability Insurance. Additionally, the Delegate will need to ensure that all drivers have a valid driver's license and meet all driving requirements as required by the State of Illinois. DFSS suggests maintaining a minimum of seven 12-passenger vans. At least two vehicles must be able to accommodate persons in wheelchairs. The number of vans must be equal to or greater than the maximum number of teams on shift. The Delegate may conduct transportation dispatch activities at either 10 S. Kedzie or an alternate site proposed by the Delegate. DFSS can provide the Delegate with access to parking spaces at its Garfield Community Service Center (10 S. Kedzie). If the Delegate is proposing an alternate work site for dispatch, that location must have a secured on-site parking lot.
- **Other transportation needs:** As assigned by DFSS provide relocation assistance; support for outreach and engagement initiatives; and additional transportation for Crisis Response activities listed below.

Crisis response

- **Well-being checks:** Receive well-being check requests from 311's Salesforce system, visit homes of at-risk seniors and Chicagoans to verify that the resident is safe and well; follow up may include referrals to DFSS Senior Services Division depending on need or coordinate with Chicago Police Department as needed. Well-being check requests should be properly closed in 311's Salesforce system once completed.
- **Outreach Support:** Services outlined below are to supplement the City's Homeless Outreach and Prevention (HOP) team and to cover an emergency, overnight, and weekend service gaps in City outreach staffing.
 - 1) **Assistance for victims of fire or other disasters:** Assist with relocation and transportation to a temporary shelter as requested by relevant City agencies or partners.
 - 2) **Outreach and engagement:** Canvas areas of the City to offer homeless residents access to shelter placement and other facilities (e.g., substance abuse treatment) and transportation to these facilities as requested by DFSS.



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- 3) **Transportation in extreme weather:** Support the City's response to extreme weather events as requested by DFSS (e.g., increase staffing to provide additional transportation for residents to City and non-City operated warming and cooling centers, and to engage unsheltered residents).
- 4) **Staffing support in extreme weather:** The City's six community service centers operate as warming/cooling centers in extreme weather. Delegate will provide staff and coordination support during extreme weather events including:
 - a) Support the City's staff capacity for outreach
 - b) Manage client intakes at the Garfield Community Service Center's warming/cooling center during evening/night shifts and on the weekends during extreme weather events as requested by DFSS.
 - c) Coordinate with the other six Community Service Centers as needed.
- 5) **Mass care services:** Support the City's response to a citywide emergency as requested by DFSS and directed by the Office of Emergency Management and Communications (OEMC) (e.g., mass relocation of impacted residents to temporary emergency shelters).
- 6) **Emergency vacate orders:** Relocate households displaced by eviction and vacate orders to shelter or alternative residences as requested by DFSS and relevant City agencies.

SECTION C – PERFORMANCE MEASURES

OVERVIEW

DFSS is committed to moving beyond measuring how many people received services, to focusing on whether Chicagoans 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, reviews priorities, and outcomes to drive contracting, decision-making, and greater collaboration. The DFSS Homeless Services Division seeks to actively and regularly collaborate with Delegate Agencies to enhance contract management, improve results, adjust program delivery, and policy based on learning what works.

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 are not limited to:

- a) 75% of shelter placement requests will be completed within 3.5 hours (from notification by 311 of shelter requests to drop-off of client at shelter) and the remaining 25% within 5 hours.
- b) 75% of well-being checks will be completed within 3.5 hours (from notification by 311 to case closure) and the remaining 25% within 5 hours.
- c) 75% of other transportation requests will be completed within 3.5 hours and the remaining 25% within 5 hours.
- d) The Delegate is expected to complete and close 90% of the 311 City Service Requests within 24-hours and the remaining within 48-hours.

Additionally, DFSS is interested in gaining a better understanding of the factors driving the low placement rate and identifying the appropriate placement rate targets. DFSS is also interested in taking an equity-based approach to understanding and addressing disparities in the placement rate related to race, gender, age, sexual orientation, disability, neighborhood, or language.

Within this framework, DFSS is focused on continuous improvement against these metrics in pursuit of meeting or exceeding those targets over time. We are committed to working with Delegate Agencies to monitor performance against these indicators, including establishing relevant baselines or benchmarks and sharing data with Delegate Agencies to assess and understand our progress.



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DATA REPORTING

As part of DFSS' commitment to become more outcomes-oriented, the Homeless Services Division seeks to actively and regularly meet to collaborate with the Delegate Agency to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. As such, DFSS reserves the right to request/collect other key data and metrics from the Delegate Agency, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

The Delegate Agency will be expected to collect and report client-level demographics, performance, and service data. These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS. The Centralized Shelter Intake, Transportation and Crisis Response Delegate will submit daily, weekly, and quarterly reports to the DFSS Homeless Division.

Delegate must accurately collect, maintain, and report on clients served, demographic characteristics, services provided, and outcomes met. Program staff is required to enter data into the following information systems on a daily basis:

- Salesforce - 311 City Service Database
- Homeless Management Information System (HMIS) - Homeless client information

The Delegate Agency must implement policies and procedures to ensure the privacy and confidentiality of client records for both paper files and electronic databases. The City's Information Security and Information Technology Policies are located at https://www.chicago.gov/city/en/depts/dgs/supp_info/is_policy.html.

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:

- To review program performance and develop strategies to improve program quality throughout the contract term based on periodic meetings.
- 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.
- Any other purposes identified by DFSS.

ACTIVE CONTRACT MANAGEMENT (MEETINGS)

Monthly meetings may occur, as scheduled by DFSS, with reasonable notice to the Delegate Agency. The meetings will utilize program data, reporting, and other relevant information to actively manage the Delegate Agency's performance and progress toward goals set in the Scope of Service. Leading up to the meetings, Delegates should work with staff to better understand what may be affecting the main goals of the program. During these meetings, Agencies are encouraged to raise any concerns or challenges they have in serving their target population. DFSS intends to utilize Delegate Agency performance data in these meetings, with the goals of:

- Monitoring performance progress, highlighting accomplishments, and identifying concerns.
- Engaging in collaborative continual improvement processes regarding the outcomes and operations of delegates.
- Developing system-wide strategies that improve service delivery and coordination between program models.
- Discussing challenges and successes of program goals, performance measures, and requirements to be adhered to by the Delegate Agency.

Meetings shall include, at least, the DFSS Division Director or designee and the Delegate Agency's Chief Executive Officer or designee. Additional representatives may represent each party as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.



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SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

Worksite requirements

DFSS will provide office space for the Delegate to manage and staff the central clearinghouse for homeless single persons at its Garfield Community Service Center (10 S. Kedzie). The Delegate will be required to enter into a lease agreement with the Department of Asset and Information Services. The Agency will not be charged rent but will be responsible for a pro-rated portion of operating costs based on the square footage of the leasehold, 3,461 sq. ft., in relation to the 10 S. Kedzie building; the cost includes utilities, telecommunications, custodial, security, engineering services, landscaping, pest control, and other associated costs. Delegate staff will have access to an on-site office space that seats up to 35 people and is currently furnished with desks, chairs, etc. The Delegate may use any existing furniture but will be responsible for purchasing and/or providing any additional furniture, the purchase of which will not be considered as an allowable cost under this contract. The Delegate must receive prior permission from DFSS before performing any significant re-configuring/construction of the space.

Technology requirements

DFSS can provide computers, printers, internet access and configuration, and access to all specific databases necessary to complete the outlined tasks. Currently, computers are Dell Optiplex 7470 with a Windows 10 Operating System; Office Suite products will not be provided.

Staffing requirements

The Agency is responsible for determining the number and qualifications of staff required to provide services. Delegate must have staff with robust backgrounds in human services and experience with clinical issues including mental health and substance abuse. The proposed staffing model should provide 24-hours a day, 7-days a week coverage, and include both supervisory, service, and administrative positions to adequately manage the fleet of vehicles, operations, service provision, and placement of families or individuals that are in crisis. DFSS recommends a minimum staffing schedule as follows:

<u>Weekdays</u>	<u>Weekend</u>
1st shift (overnight) - 4 to 6 staff members	1st shift (overnight) - 2 to 4 staff members
2nd shift (day) - 8 to 10 staff members	2nd shift (day) - 4 to 6 staff members
3rd shift (evening) - 8 to 10 staff members	3rd shift (evening) - 4 to 6 staff members

ADDITIONAL REQUIREMENTS FOR ALL PROGRAMS

Program responsibilities

- Comply with the HEARTH Act, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the contract and revising policies and procedures as necessary.
- Adhere to the program services as defined by the Chicago Continuum of Care (CoC) in the Program Models Chart as well as its Essential Elements for the appropriate program model, see https://allchicago.org/continuum-of-care/standards-and-monitoring/?utm_source=Program%20Model%20Chart&utm_campaign=Program%20Model%20Chart%20Feedback%20Requested&utm_medium=email. Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
- Participate in the Coordinated Entry System (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>. Participate in Continuum of Care System Front Door Line of Action Leadership Team Activities and other system-wide coordination efforts as identified by CoC and DFSS leadership



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Must voucher monthly

The Delegate Agency must voucher monthly and meet the following quarterly expenditure targets:

- | | |
|----------------------|-----------------------|
| First quarter – 25% | Third quarter – 75% |
| Second quarter – 50% | Fourth quarter – 100% |

Vouchers must be submitted within 15 calendar days after the end of the month in which services were performed. Vouchers are to include the required supporting documentation to receive approval and reimbursement.

Health and safety

- Must protect clients and reduce the spread of COVID-19 through the implementation of CDPH guidance. The latest guidance can be found at: <https://www.chicago.gov/city/en/sites/covid-19/home/latest-guidance.html>.
- Facility(ies) must comply with applicable local building, fire, environmental, health, and safety standards and regulations which apply to the safe operation of the site(s).
- Must maintain facility(ies)/site(s) in a clean and sanitary condition.

Provide appropriate service to clients

- Inform participants of their rights, responsibilities, and expectations.
- Not discriminate based on race, religion, national origin, sexual orientation, disability, gender identity, or family composition.
- Provide placement and accommodation in accordance with the individual's gender identity.
- Not require clients to participate in any religious services or other forms of religious expression.

Programmatic written requirements

- Have written policies and procedures for intake, grievance, and how conflicts and other crises will be addressed and resolved. These policies and procedures must comply with any DFSS standard, baseline policies issued.
- Notify the DFSS program manager in writing of any changes to staff, facility, facility location, or scope of services.

Family preservation

- Practice family preservation. The Delegate Agency must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition, or marital status.
 - The Agency designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition, or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together, and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.
 - To reflect this family preservation policy, the Delegate Agency must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition, or marital status.

If requested, must participate in system activities

- Participate in DFSS Point-in-Time (PIT) Counts including associated activities and reporting requirements.
- Conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- Assist DFSS in responding to extreme weather emergencies.

If applicable, comply and keep records on file

- All Delegate Agencies that work and interact with children must:
 - Comply with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form.
 - Require background checks for staff and volunteers prior to interaction.
- All Delegate Agencies that handle food must have appropriate staff with a food handler certificate.



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SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: CENTRALIZED SHELTER INTAKE, TRANSPORTATION AND CRISIS RESPONSE

CERTIFICATIONS

By checking this box, the Delegate Agency certifies that all information provided in the Scope of Services document is correct and it will fulfill the activities announced, and comply with the program goals, performance measures, and program requirements listed within.

SUBMITTAL AND APPROVAL

To be completed by Delegate Agency		
a)	Agency Name	
b)	Type Applicant Full Name	
c)	Type Applicant Title	
d)	Applicant Signature <i>(signature required in blue ink; not electronic)</i>	
e)	Date Submitted	
To be completed by DFSS		
f)	Type Staff Member Full Name	
g)	DFSS Staff Signature	
h)	Date Approved	



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SOURCE DOCUMENTS

Provided below are hyperlinks to source documents. It is the Delegate Agency's due diligence to read and understand the funding source rules and regulations.

U.S. Department of Housing and Urban Development (HUD) <https://www.hudexchange.info/>

- Emergency Solutions Grant (ESG) Program Regulations: <https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>
- Emergency Solutions Grant (ESG) Eligible and Ineligible Activities: <https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>
- CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>
- CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207- ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

U.S. Department of Health and Human Services (HHS)

- CSBG Regulations: <https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>
Ineligible Activities-42 USC Ch. 106 § 9918

Illinois Department of Human Services (IDHS) <http://www.dhs.state.il.us>

- Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities): <https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>
- Illinois Department of Human Services Homeless Services Program Manual Emergency and Transitional Housing (includes Eligible and Ineligible Activities): <http://www.dhs.state.il.us/page.aspx?item=75395>

Accessibility for Persons with Disabilities

- Americans with Disabilities Act (ADA): <http://www.ada.gov>
- Section 504: https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq
- Reasonable Accommodations: https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq#_Reasonable_Accommodation