



**Department of Family and Support Services
Workforce Services Division
2024 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) Workforce Services Division must complete and submit all required documents as requested in the Award Notice letter:

Submit to Program Manager:

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

Submit to Contract Liaison:

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

PROGRAM MODEL: SPRING FORWARD HOUSING NAVIGATION

SECTION A – AGENCY INFORMATION

Agency Name:		Ward:	
Program Name:			
Administrative Office Address:			

DELEGATE AGENCY ADMINISTRATIVE PERSONNEL TO CONTACT

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 **Total Program Amount:** \$

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



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PROGRAM OPERATIONS

List of Program Sites

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

Hours of Operations

For each day, specify hours of operation or when the site is closed:

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.								

Number of Clients and Households to be Served

Applies to placement into permanent housing only:

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 placements						
2.	# of clients						
	# of placements						
3.	# of clients						
	# of placements						



SECTION B – PROGRAM GOALS

DFSS WORKFORCE DIVISION GOALS

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in securing and retaining a job and require additional support. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, skills training, job placement assistance, and career navigation services through a wide network of community-based delegate agencies.

DFSS views equity as the fair, just distribution of resources, explicitly targeting and prioritizing groups who have the greatest need due to being systematically disenfranchised – particularly based on the historic patterns of racial and economic exclusion – and using these resources to address present, past and future injustices and their consequential burdens. Equity requires a reimagination of everyday practices to ensure that one's identity does not determine one's life outcomes.

PROGRAM GOALS

In response to the COVID-19 pandemic, this program will provide housing navigation services to facilitate access to housing and supportive housing services to stabilize returning residents and mitigate the risk of recidivism for residents released from the Cook County Department of Corrections (CCDOC) and the Illinois Department of Corrections (IDOC) to the City of Chicago serving returning residents who are at highest risk of homelessness and recidivism.

TARGET POPULATION

Participants must meet the following criteria:

- must be a City of Chicago resident 18 or older,
- released within the past 18 months from CCDOC or IDOC,
- part of a household in which one or more individuals can demonstrate a risk of experiencing homelessness, homeless or recidivism, and
- be referred by the selected SPRING Forward Re-Entry & Employment Navigation Agency



SECTION C – PERFORMANCE MEASURES

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. It uses them to drive contracting, improve decision-making, and encourage greater collaboration.

PERFORMANCE INDICATORS

To track progress toward achieving our goals outlined in Section B and assess the success of the SPRING Forward Housing Navigation Program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who will be housed within 60 days of completion of housing eligibility assessment
- Percentage and number of participants with at least 30 days in housing will not be re-incarcerated for offenses committed after entry into the housing program.
- Percentage and number of participants remaining in good standing with lease agreements.
- Percentage and number of participants remaining stably housed after 90 days.
- Percentage and number of participants remaining stably housed after six months.
- Percentage and number of participants having a positive experience.
- Percentage and number of landlords report having a positive experience.
- Percentage and number of participants referred from the Re-Entry and Employment Navigation Agency will be assessed for risk of homelessness.
- Percentage and number of participants remaining stably housed six months after the rental assistance subsidy ends.

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 who receive a housing intake assessment.
- Number of participants referred by the Re-Entry and Employment Navigation Agency to receive rental assistance subsidies and housing navigation wrap-around support services.

In addition to the performance indicators and output metrics listed above, DFSS encourages delegates to propose additional indicators and metrics, including those demonstrating early success and indicating the delegate's progress.



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Within this framework, DFSS is focused on continuous improvement against these metrics to meet or exceed 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.

DFSS plans to track performance throughout the contract term and will use this information (including absolute and relative performance on metrics and improvement over time) to inform future funding decisions. DFSS, therefore may add metrics in contracts as we continue to refine our approach to understanding and managing performance in upcoming contracts and over the years to come.

DATA REPORTING

As part of the Department's commitment to becoming more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies 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, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies are expected to collect and share data monthly with DFSS according to the format and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional performance-related data as DFSS requested. Reporting can include housing retention, stability, and services rendered every month. Reporting capacity needs to have the ability to define data by referral source.

DFSS will collect performance data from the Enterprise Case Management System (ECM version 6.0) to the fullest extent possible. Delegate Agencies are expected to utilize ECM to monitor participants enrolled in the SPRING Forward Re-Entry & Employment Navigation Program from enrollment to placement and retention.

Requirements include:

- Ensuring all participant information is entered into the ECM system within 24 hours of enrollment into the Housing Navigation Program.
- Adhering to required data standards based on the program model outlined in ECM v6.0.
- Ensuring participant's 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 to the delegate agency for services, enrolled in, and discharged from services.
- Findings of assessments completed by the delegate agency while delivering services.



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- Number and percentage of referred SPRING Forward program participants that achieve the 30, 60, and 180-day benchmarks.
- 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, data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the contract term.
 - 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 must attend all DFSS Workforce Services monthly meetings scheduled for the fiscal year. Representatives from the delegate must attend virtually or in person as appropriate.

Other meetings may occur according to a schedule determined by DFSS, with reasonable advanced notice provided for delegates. Meetings shall include, at a minimum, the Executive Director, Program Director, and Reporting Contact listed above or an appropriate designee. Additional representatives may represent each party as such party deems appropriate. DFSS may request the attendance of other parties as it believes appropriate. Meetings may occur 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 following:

- 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 improve processes and outcomes continuously, and
- d.) Collection of input to inform strategies for broader systems changes to improve service delivery and coordination between service providers.



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TRAINING

Delegate staff assigned to this contract must attend training as scheduled. Training will occur according to a schedule 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 be conducted in collaborative large or small group settings along with other DFSS delegate agencies as deemed appropriate by the DFSS Workforce Services Division.



SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

Key elements for service delivery should include, but are not limited to:

Landlord Outreach, Recruitment, and Screening

- Recruit and retain landlords, non-profit or for-profit owners, and housing providers in the City of Chicago willing to work with individuals with recent criminal histories and low or no credit histories.
- Screen landlords based on their experience with other subsidy-based programs and types/sizes of units available
- Determine acceptable rent rates based on HUD's Fair Market Rent (FMR) in the zip code where the property is located.
- Review and negotiate rents above the FMR limits on a case-by-case basis.

Housing Application Process

- Complete the intake and application process for potential tenants, including collecting required documentation (i.e., proof of identity, address, credit history, or income verification).

Minimum Habitability Standards Inspection Process

- Implement an inspection process that will include conducting a Minimum Habitability Standards (MHS) inspection of the unit(s) within five business of acquiring units for the pilot to ensure the dwelling is safe and ready before the move-in date.

Referrals, Eligibility, and Prioritization for Assistance

- Conduct a screening and housing assessment to assess participants' needs and identify potential housing and retention barriers.
- Development of an individualized housing support plan to identify housing-related services and support needs for the individual to obtain and sustain housing.
- Development of an individualized crisis plan that recognizes emergencies that could jeopardize housing and identifies interventions to address appropriately and timely.
- Screen all referrals from the Re-Entry and Employment Navigation Agency based on the guidance from DFSS. Prioritization will be determined via a randomized lottery accessed through ECM.

Processing of Rental Fees and Other Subsidies

- Management of financial assistance related to housing support includes security deposit, rental subsidies, other rental-related fees, and a \$50 furniture bank allowance.
- Ensuring monthly rental subsidies are paid to property owners/managers promptly within lease parameters.
- Payment of utility arrears is not a standard allowable cost and will be considered case-by-case.



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Housing Case Management & Tenancy Support Services

- Ensure access to a 24/7 crisis line for property owners/managers for tenant emergencies.
- Assist participants in the scheduling of various housing support services, which may include but are not limited to
 - Utility Activation
 - Change of address
 - Securing items that are normal accessories to furnish a unit.
 - Support completing program requirements, including program applications, to not jeopardize participants' housing or participation in SPRING Forward.
 - Assist participants in mitigating negative behaviors that can jeopardize their housing.
 - Provide coaching and methods of self-advocacy to foster positive landlord-tenant relationships.

Participant Feedback Tools

- Includes activities and systems utilized to collect, analyze, and make use of feedback from the participants and property owners/managers.



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DESCRIPTION OF PROGRAM AND ACTIVITIES

Provide a narrative of your Housing Navigation Program, including your target population's activities, deliverables, and anticipated outcomes. The narrative must include all the previously discussed elements of Sections A, B, C, and D. Describe the program at full operational capacity, detail how your agency plans to meet its enrollment, placement, and retention goals during the program year, and describe the coordination with other partners.



SECTION E – PAYMENT STRUCTURE

METHOD OF PAYMENT

Delegate Agencies shall request reimbursement 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

Vouchers must be submitted to the assigned DFSS Project Manager for review and approval before uploading into the iSupplier system. Delegates should allow at least three business days for the review and approval. All vouchers must be submitted within 15 calendar days after the end of the month in which program activities took place. To receive reimbursements, all voucher submissions must include the monthly program activity log and other required support documents. Vouchers submitted after the monthly deadline may result in delayed payment.

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%



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SECTION E – SUBMITTAL AND APPROVAL

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 listed and comply with the program goals, performance measures, and program requirements listed within.

SUBMITTAL AND APPROVAL

Program Model: SPRING Forward Housing Navigation Program

To be completed by Delegate Agency	
a)	Agency Name
b)	Type Applicant Full Name
c)	Type Applicant Title
d)	Applicant Signature <i>Original must be signed in blue ink</i>
e)	Date Submitted
To be completed by DFSS	
f)	Type Staff Member Full Name
g)	DFSS Staff Signature
h)	Date Approved

SOURCE DOCUMENTS

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

U.S. Department of the Treasury: <https://home.treasury.gov/>

- Coronavirus State and Local Fiscal Recovery Funds:
<https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/state-and-local-fiscal-recovery-funds>