



RAHM EMANUEL, MAYOR

2015 - 2016

**COMMUNITY DEVELOPMENT GRANT APPLICATION (CDGA)
REQUEST FOR PROPOSAL (RFP)**

**FOR SOCIAL SERVICE, HOUSING, AND ECONOMIC DEVELOPMENT PROGRAMS FUNDED WITH:
CITY OF CHICAGO LOCAL FUNDS, COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG),
EMERGENCY SOLUTIONS GRANT (ESG), FORECLOSURE PREVENTION FUNDS,
COMMUNITY SERVICES BLOCK GRANT (CSBG), EMERGENCY AND TRANSITIONAL HOUSING,
SAFE HAVENS-SUPERVISED VISITATION, AND OLDER AMERICANS ACT (OAA)**

CITY OF CHICAGO

OFFICE OF BUDGET AND MANAGEMENT (OBM)

APPLICATIONS MUST BE ENTERED AND SUBMITTED ONLINE

PAPER APPLICATIONS WILL NOT BE ACCEPTED

SYSTEM WILL OPEN AT 9AM ON THURSDAY, MAY 1, 2014

APPLICATIONS DUE AT 5 PM (CST), SATURDAY, MAY 31, 2014

OBM will host three Technical Assistance (TA) Sessions

To register for CDGA TA Sessions, go to: <http://www.cityofchicago.org/grants>

TRUMAN COLLEGE 1145 WEST WILSON ST. NOVAR HALL 3426 APRIL 14, 2014 AT 9 A.M.	MALCOLM X COLLEGE 1900 WEST VAN BUREN ST. CULTURAL CENTER EAST APRIL 15, 2014 AT 9 A.M.	KENNEDY KING-COLLEGE 740 WEST 63RD ST. BUILDING U, THEATER APRIL 16, 2014 AT 9 A.M.
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TABLE OF CONTENTS

General Information	1
Purpose of this RFP	1
Eligibility Requirements	1
Funding Sources	2
Anticipated Term of Contract and Funding Source	2
Compliance	2
CDGA Technical Assistance (TA) Sessions (“Pre-Bidders Conference”)	3
RFP, Program Specific, and CyberGrants Questions	4
General Content of the RFP	4
Program Specific	4
CyberGrants	4
Highlights and Key Dates on the CDGA Calendar.....	5
Evaluation and Selection Criteria	6
Compliance with Laws, Statutes, Ordinances, and Executive Orders.....	8
Insurance Requirements	12
Section 3.....	14
Sub-Recipient Financial Accountability in HUD-Funded Programs.....	16
Program Descriptions.....	18
MOPD Program: HomeMod.....	20
MOPD Program: Independent Living Program (ILP)	23
MOPD Program: Personal Assistance/Homemaker.....	26
DPD Program: Foreclosure Prevention and Housing Counseling Services	28
DPD Program: Housing Technical Assistance and Support (HTAS)	32
DPD Program: Local Industrial Retention Initiative (LIRI)	35
DPH Program: Crisis Intervention Pilot Project.....	37
DPH Program: HIV/AIDS Housing Program	39
DPH Program: STI/HIV Education and Screening for Adolescents and Young Adults	40
DPH Program: Violence Prevention Initiative (VPI)	42
DFSS Program: Home Delivered Meals.....	45
DFSS Program: Intensive Case Advocacy and Support for At-Risk Seniors.....	49

DFSS Program: Emergency Food Assistance for At-Risk Populations	51
DFSS Program: Public Benefits Outreach and Enrollment (PBOE)	54
DFSS Program: Tax Preparation Assistance	56
DFSS Program: Mobile Outreach Human Services.....	58
DFSS Program: Family Violence Prevention Initiative.....	63
DFSS Program: Homeless Services Overview.....	68
DFSS Program: HS – Age Appropriate Stable Housing for Unaccompanied Youth.....	75
DFSS Program: HS – Interim Housing.....	76
DFSS Program: HS – Legal Services	78
DFSS Program: HS – Outreach and Engagement: Daytime Support Services Centers.....	79
DFSS Program: HS – Outreach and Engagement: Youth Drop-In Centers	81
DFSS Program: HS – Outreach and Engagement: Mobile Outreach Engagement.....	83
DFSS Program: HS – Outreach and Engagement: Airport Outreach.....	85
DFSS Program: HS – Outreach and Engagement Coordinator	87
DFSS Program: HS – Overnight Shelter for Adults	89
DFSS Program: HS – Overnight Shelter for Youth	90
DFSS Program: HS – Permanent Support Housing Support Services.....	92
DFSS Program: HS – Permanent Housing with Short Term Support.....	93
DFSS Program: HS – Prevention Assistance	95
DFSS Program: HS – Safe Havens Program	96
DFSS Program: HS – Specialized Services: Employment	97
DFSS Program: HS – Specialized Services: SSI/SSDI	98
DFSS Program: HS – Specialized Services: Substance Abuse	99
DFSS Program: Workforce Services Overview	100
DFSS Program: WS – Community Re-Entry Support Centers.....	101
DFSS Program: WS – Employment Preparation and Placement.....	104
DFSS Program: WS – Industry-Specific Training and Placement.....	106
DFSS Program: WS – Transitional Jobs.....	108
DFSS Program: Youth Services Overview	110
DFSS Program: YS – Behavioral Health Support (At-Risk Youth)	113
DFSS Program: YS – Intensive Youth Services	115
DFSS Program: YS – Mentoring	118

DFSS Program: YS – Out-of-School Time Programming.....	120
BACP Program: Neighborhood Business Development Centers.....	123
BACP Program: NBDC Specialty Advisors.....	128
CyberGrants Registration Manual.....	137
CyberGrants Instruction Manual	138

GENERAL INFORMATION

Purpose of this RFP

On behalf of the Department of Family and Support Services (DFSS), the Mayor's Office for People with Disabilities (MOPD), the Department of Planning and Development (DPD), the Department of Public Health (DPH), and the Department of Business Affairs and Consumer Protection (BACP), OBM is releasing this request for proposal (RFP) to fund various social service, housing and economic development programs for fiscal years 2015 and 2016. OBM will host three technical assistance (TA) sessions to provide information and guidance for applicants interested in applying for funding under the programs listed in this RFP as well as training for the City of Chicago's (City) new online grant system application, CyberGrants. *For additional details see "CDGA Technical Assistance Sessions" in the following section of this RFP.*

Submitting this application does not ensure that you will receive an award. The City assumes no liability for costs incurred in submitting this application or for costs incurred in anticipation of receiving an award. If you receive an award, the award will not be final until you and the City have fully negotiated and signed a grant agreement. All payments of funds will be subject to the annual appropriation and availability of funds as well as the terms and conditions of the grant agreement. The City may, in its sole discretion, reduce the compensation payable under the grant agreement. The grant agreement will terminate on whichever date comes earlier, the last day of the fiscal period for which sufficient appropriation was made or when funds appropriated for payment under the grant agreement are exhausted, OR as otherwise provided under the grant agreement.

Applicants must follow the directions of this RFP and all responses must be complete, legible, and coherent. Applicants' conformity to the RFP instructions will facilitate the evaluation of all proposals. Non-responsiveness or incomplete responses to this RFP may be cause for the proposal to be disqualified from further consideration. The City reserves the right to accept any proposal or any part or parts thereof and reject any or all proposals.

Eligibility Requirements

This is a competitive process open to not-for-profit community-based organizations (unless specifically stated otherwise in the "Program Description" section of this document). Applicants must provide their federal 501(c)(3) tax-exempt designation and State of Illinois articles of incorporation as verification of their not-for-profit status. Applicants are required to deliver services within the city of Chicago and to Chicago residents only.

Applicants with existing contracts with the City that are not in good standing will not be considered for new funding. In addition, respondents that have had a City contract terminated for default, are currently debarred, or have been issued a final determination by a City, State, or Federal agency for performance of a criminal act, abridgement of human rights or illegal/fraudulent practices will not be considered for new funding.

Funding Sources

All final awards will be subject to the availability of funds from the sources identified below. For more information about the various rules and regulations that may govern the use of these funding sources, visit the specific web site referenced by each funding source.

- City of Chicago Local Funds
- [Illinois Department of Human Services \(IDHS\): Emergency and Transitional Housing](#)
 - (<http://www.dhs.state.il.us/>)
- [Illinois Department of Commerce and Economic Development: Community Services Block Grant \(CSBG\)](#)
 - (<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>)
- [Illinois Housing Development Authority \(IHDA\): Foreclosure Prevention Funds](#)
 - (<http://www.ihda.org/>)
- [U.S. Department of Housing and Urban Development \(HUD\): Community Development Block Grant \(CDBG\)](#)
 - (http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs)
- [HUD: Emergency Solutions Grant \(ESG\)](#)
 - (http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/homeless/programs/esg)
- [U.S. Department of Justice \(DOJ\): Safe Havens – Supervised Visitation Program](#)
 - (http://www.ovw.usdoj.gov/safehaven_desc.htm)
- [U.S. Department of Health and Human Services \(DHS\): Older Americans Act \(OAA\)](#)
 - (http://www.aoa.gov/AoARoot/AoA_Programs/OAA/Introduction.aspx)

Anticipated Term of Contract and Funding Source

The term of contracts executed under this RFP will be for a two year period. The first year funding award will cover the period of January 1, 2015 to December 31, 2015. Based on performance and availability of funds, the contract may be extended for an additional year, from January 1, 2016 to December 31, 2016. Additional extensions may be granted, not to exceed three (3) additional years. Programs may be funded with a combination of federal, state, or local funds. Final awards are contingent on the availability of funds from the various sources identified above.

Compliance

Applicants must comply with all applicable federal, state, and city requirements necessary to execute and perform services under a contract funded by this application.

CDGA TECHNICAL ASSISTANCE (TA) SESSIONS (“PRE-BIDDERS CONFERENCE”)

The Office of Budget & Management (OBM) will host three technical assistance (TA) sessions, also known as Pre-Bidders Conference, which will include brief presentations from Mr. Ray Willis, Regional Director of the U.S. Department of Housing and Urban Development (HUD), and Ms. Dovetta McKee, Chair of the Community Development Advisory Committee (CDAC). Staff from City departments that oversee the various programs included in this RFP will be in attendance to host informational sessions, respond to questions, and offer any other assistance needed. In addition, the City will use **a new online grant system, CyberGrants**, to accept responses to this RFP. Hands-on training sessions to assist in navigating the CyberGrants system will be provided at each of the three sessions. **Participation in the TA sessions is strongly encouraged. To sign up and register for a TA session visit: <http://www.cityofchicago.org/grants>**; click on the “2015 CDGA Technical Assistance Registration” link.

The content of the individual sessions will be identical. We encourage participants to attend only once due to limited seating capacity. See below for a TA session schedule by date and location.

NORTHSIDE: MONDAY, APRIL 14, 2014, AT TRUMAN COLLEGE, 1145 W. WILSON AVE

	NOVAR HALL 3426 (Capacity 170)	LECTURE HALL B 3440 (Capacity 95)	LECTURE HALL C 3641 (Capacity 95)	SATELLITE ROOM 3416 (Capacity 50)
9:00 - 9:30 am	Kick-off	---	---	---
9:45 - 11:45 am	DFSS - Youth	DPH	DPD– HTAS/Foreclosure	DFSS - Senior
12:00 - 2:00 pm	DFSS - Workforce	DFSS - DV	DPD - LIRI	MOPD
2:15 - 4:15 pm	DFSS-Human Services	DFSS - Homeless	BACP	---

CyberGrants one hour training will occur at 12, 2, and 3 pm in Computer Lab 3941 (Room Cap. 35)

WESTSIDE: TUESDAY, APRIL 15, 2014, AT MALCOLM X COLLEGE, 1900 W. VAN BUREN ST

	CULTURAL CENTER EAST (Capacity 250)	HALL 2505 (Capacity 80)	HALL 2535 (Capacity 80)	ROOM 2616 (Capacity 60)
9:00 - 9:30 am	Kick-off	---	---	---
9:45 - 11:45 am	DFSS-Youth	DPH	DPD– HTAS/Foreclosure	DFSS – Senior
12:00 - 2:00 pm	DFSS-Workforce	DFSS - DV	DPD – LIRI	MOPD
2:15 - 4:15 pm	DFSS-Human Services	DFSS - Homeless	BACP	---

CyberGrants one hour training will occur at 12, 2, and 3 pm in Computer Lab 2614 (Room Cap. 35)

SOUTHSIDE: WEDNESDAY, APRIL 16, 2014, AT KENNEDY-KING COLLEGE, 740 W 63RD ST, BLDG U

	THEATER (Capacity 250)	GREAT HALL (Capacity 250)	GREAT HALL - MINI (Capacity 100)	BLACK BOX (Capacity 100)
9:00 - 9:30 am	Kick-off	---	---	---
9:45 - 11:45 am	DFSS - Youth	DPH	DPD– HTAS/Foreclosure	DFSS – Senior
12:00 - 2:00 pm	DFSS - Workforce	DFSS - DV	DPD - LIRI	MOPD
2:15 - 4:15 pm	DFSS-Human Services	DFSS - Homeless	BACP	---

CyberGrants one hour training will occur at 12, 2, and 3 pm in Computer Lab Y109 (Room Cap. 24)

RFP, PROGRAM SPECIFIC, AND CYBERGRANTS QUESTIONS

General Content of the RFP

Questions regarding the general content of this RFP must be submitted in writing to CDGA@cityofchicago.org. OBM will compile all questions and post answers to commonly asked questions on its website. Questions will be answered within 24 hours and those received after regular business hours will be answered the following business day.

Program Specific

Program specific questions must be submitted in writing to the appropriate program liaison identified below:

- **DPH** – Ann Cibulskis: Ann.Cibulskis@cityofchicago.org
- **MOPD** – Kimberly Taylor: Kimberly.Taylor@cityofchicago.org
- **DPD** – Leona Barth: Leona.Barth@cityofchicago.org
- **BACP** – Gina Caruso: Gina.Caruso@cityofchicago.org
- **DFSS** – Julia Talbot: jtalbot@cityofchicago.org

CyberGrants

For technical questions regarding the CyberGrants online application, you must send an email to CyberGrants at cgsupport@cybergrants.com. CyberGrants customer service is available Monday through Friday, 8:00 AM – 8:00 PM Eastern Standard Time (EST), and will provide a response to your question within 24 hours. Before emailing CyberGrants, please refer to their online Frequently Asked Question (FAQ) section as it may provide an answer to your question.

Please Note: Any questions emailed to CyberGrants after 5pm on May 30th (24 hours prior to the close of the application period) may not be answered in time for you to submit the application. Please plan accordingly.

HIGHLIGHTS AND KEY DATES ON THE CDGA CALENDAR

CDGA RFP Release	April 7, 2014
CyberGrants Opens for Registration	April 7, 2014
Technical Assistance Sessions	April 14 -16, 2014
2015 CyberGrants Opens	May 1, 2014 at 9:00 AM CST
2015 CyberGrants Closes	May 31, 2014 at 5:00 PM CST
Applicants Notified of Funding Recommendations	October-November 2014
Public Hearing – 2015-2019 Consolidated Plan & 2015 Annual Appropriation Recommendations Released	Mid-October 2014
City Council Deliberates Proposed Budget	October-November 2014
City Council Votes on FY2015 Budget	November 2014
Final Award Notifications Sent to Organizations	December 2014
Program Year Begins	January 1, 2015
Sub-grant Agreements Executed	January/February 2015

EVALUATION AND SELECTION CRITERIA

Each lead department administering the programs listed in this RFP will evaluate and score all proposals based upon the criteria identified in the Program Description. During the evaluation process, lead departments reserve the right to consult with community advisory groups or committees, external experts, other City departments, and public and private funders.

The Applicant must show to the complete satisfaction of the lead department that it has the necessary facilities, ability, and financial resources to provide the services specified in the Program Descriptions in a satisfactory manner. The lead department may make reasonable investigations deemed necessary and proper to determine the ability of the Applicant to perform the work and the Applicant shall furnish to the lead department all information that may be requested. The lead department reserves the right to reject any application if the materials or information provided by the Applicant fail to satisfy the lead department that the Applicant is properly qualified to carry out the obligations of the contract and to complete the work described in the Program Description.

Evaluation of the Applicants qualifications shall include:

- The ability, capacity, skill, and the financial and other necessary resources to perform the work or provide the service required.
- The ability to perform the work or provide the service promptly or within the time specified, without delay or interference.
- The experience and efficiency of the agency.
- The quality of work and performance of previous contracts or services, as applicable.

Final department funding recommendations must be approved by the Chicago City Council (as appropriate) and are subject to the availability of funds.

Once submitted, no proposal may be amended or substituted, unless the amendment has been requested or permitted by the City. The City, at its sole discretion, reserves the right to contact an applicant if additional information is required.

The table on the following page lists the maximum score an applicant can receive, along with examples of the review criteria for each section.

APPLICATION REVIEW CRITERIA

The maximum points an application can receive is 100. There are additional requirements identified in the Program Descriptions section of this document.

Points	CRITERIA
25	<p>Organizational Capacity</p> <ul style="list-style-type: none"> • The Applicant identifies qualified staff responsible for program oversight, management, fiscal oversight, and evaluation and performance management methods. • The Applicant provides evidence of successful past program performance or success in initiating, maintaining, and completing a similar program, and consistently meeting program goals.
25	<p>Proposed Program</p> <ul style="list-style-type: none"> • The Applicant serves a high need community area (defined as an area of 51% low to moderate income residents); an area with a service gap; and/or serves an under or unserved population. • The Applicant clearly demonstrates quality experience and accomplishments in providing services to target population. • The Applicant clearly defines the activities to be undertaken or the services to be provided. • The Applicant’s proposed goals and service delivery is appropriate based on agency capacity and past experience.
20	<p>Reasonable Costs, Budget Justification, and Leverage of Funds</p> <ul style="list-style-type: none"> • The Applicant demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan. • Overall, the Applicant is fiscally sound, as evidenced by the financial history and record of the organization, as well as audited financial statements (or the equivalent) from the current fiscal year. • The Applicant proposes a reasonable cost per person or per unit and provides justification for the level of funding requested. • The Applicant leverages other non-local funds to support total program cost.
20	<p>Program Quality and Impact</p> <ul style="list-style-type: none"> • The Applicant has documented collaborations or partnerships with other public and private agencies that support or enhance resources for the target population.
10	<p>Overall Responsiveness</p> <ul style="list-style-type: none"> • The Applicant completed the application in an accurate manner, answers all questions with sufficient detail to demonstrate knowledge and capacity to carry out the proposed program(s), and submits all necessary information or documentation.

COMPLIANCE WITH LAWS, STATUTES, ORDINANCES, AND EXECUTIVE ORDERS

Grant awards will not be final until the City of Chicago (City) and the applicant have fully negotiated and executed a grant agreement (Agreement). All payments under Agreements are subject to annual appropriation and availability of funds. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the applicant in anticipation of a grant agreement. As a condition of a grant award, applicants must comply with the following and with each provision of the Agreement:

1. Conflict of Interest Clause: No member of the governing body of the City or other unit of government and no other officer, employee, or agent of the City or other government unit who exercises any functions or responsibilities in connection with the carrying out of the project shall have any personal interest, direct or indirect, in the grant agreement. The applicant covenants that he/she presently has no interest, and shall not acquire any interest, direct, or indirect, in the project to which the grant agreement pertains which would conflict in any manner or degree with the performance of his/her work hereunder. The applicant further covenants that in the performance of the grant agreement no person having any such interest shall be employed.
2. Governmental Ethics Ordinance, Chapter 2-156: All applicants agree to comply with the Governmental Ethics Ordinance, Chapter 2-156 which includes the following provisions: a) a representation by the applicant that he/she has not procured the grant agreement in violation of this order; and b) a provision that any grant agreement which the applicant has negotiated, entered into, or performed in violation of any of the provisions of [Governmental Ethics Ordinance, Chapter 2-156] shall be voidable by the City.
3. Drug-free Workplace: Selected applicants shall establish procedures and policies to promote a Drug-free Workplace. The selected applicant shall notify employees of its policy for maintaining a drug-free workplace and the penalties that may be imposed for drug abuse violations occurring in the workplace. The selected applicant shall notify the City if any of its employees are convicted of a criminal offense in the workplace no later than ten (1) days after such conviction.
4. Business Relationships with Elected Officials: Pursuant to Section 2-156-030(b) of the Municipal Code of Chicago as amended (Municipal Code), it is illegal for any elected official of the City, or any person acting at the direction of such official, to contact, either orally or in writing, any other City official or employee with respect to any matter involving any person with whom the elected official has a business relationship, or to participate in any discussion in any City Council committee hearing or in any City Council meeting or to vote on any matter involving the person with whom an elected official has a business relationship. Violation of Section 2-156-030(b) by any elected official with respect to the Agreement shall be grounds for termination of the Agreement. The term business relationship is defined as set forth in Section 2-156-080 of the Municipal Code. Section 2-156-080 defines a "business relationship" as any contractual or other private business dealing of an official, or his or her spouse or domestic partner, or of any entity in which an official or his or her spouse or domestic partner has a financial interest, with a person or entity which entitles an official to compensation or payment in the amount of \$2,500 or more in a calendar year; provided, however, a financial interest shall not include: (i) any ownership through purchase at fair market value or inheritance of less than one percent of the share of a corporation, or any corporate subsidiary, parent or affiliate thereof, regardless of the value of or dividends on such shares, if such shares are registered on a securities exchange pursuant to the Securities Exchange Act of 1934, as amended; (ii) the

authorized compensation paid to an official or employee for his office or employment; (iii) any economic benefit provided equally to all residents of the City; (iv) a time or demand deposit in a financial institution; or (v) an endowment or insurance policy or annuity contract purchased from an insurance company. A “contractual or other private business dealing” shall not include any employment relationship of an official’s spouse or domestic partner with an entity when such spouse or domestic partner has no discretion concerning or input relating to the relationship between that entity and the City.

5. Legal Compliance: Compliance with Federal, State of Illinois and City of Chicago regulations, ordinances, policies, procedures, rules, executive orders and requirements, including: Disclosure of Ownership Interests Ordinance (Chapter 2-154 of the Municipal Code); the State of Illinois - Certification Affidavit Statute (Illinois Criminal Code); State Tax Delinquencies (65ILCS 5/11-42.1-1); Governmental Ethics Ordinance (Chapter 2-156 of the Municipal Code); Office of the Inspector General Ordinance (Chapter 2-56 of the Municipal Code); Child Support Arrearage Ordinance (Section 2-92-380 of the Municipal Code); and Landscape Ordinance (Chapters 32 and 194A of the Municipal Code).
6. Economic Disclosure Statement: If selected for grant award, applicants are required to (a) execute the Economic Disclosure Statement and Affidavit and (b) indemnify the City as described in the Agreement between the City and the successful applicants.
7. Prohibition on Certain Contributions, Mayoral Executive Order 2011-4: Neither you nor any person or entity who directly or indirectly has an ownership or beneficial interest in you of more than 7.5% (Owners), spouses and domestic partners of such Owners, your Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5% (Sub-owners) and spouses and domestic partners of such Sub-owners (you and all the other preceding classes of persons and entities are together, the Identified Parties), shall make a contribution of any amount to the Mayor of the City of Chicago (the Mayor) or to his political fundraising committee during (i) the bid or other solicitation process for the grant agreement or Other Contract, including while the grant agreement or Other Contract is executory, (ii) the term of the grant agreement or any Other Contract between City and you, and/or (iii) any period in which an extension of the grant agreement or Other Contract with the City is being sought or negotiated.

You represent and warrant that since the date of public advertisement of the specification, request for qualifications, RFP or request for information (or any combination of those requests) or, if not competitively procured, from the date the City approached you or the date you approached the City, as applicable, regarding the formulation of the grant agreement, no Identified Parties have made a contribution of any amount to the Mayor or to his political fundraising committee.

You shall not: (a) coerce, compel or intimidate your employees to make a contribution of any amount to the Mayor or to the Mayor’s political fundraising committee; (b) reimburse your employees for a contribution of any amount made to the Mayor or to the Mayor’s political fundraising committee; or (c) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

The Identified Parties must not engage in any conduct whatsoever designed to intentionally violate this provision or Mayoral Executive Order No. 2011-4 or to entice, direct or solicit others to intentionally violate this provision or Mayoral Executive Order No. 2011-4.

Violation of, non-compliance with, misrepresentation with respect to, or breach of any covenant or warranty under this provision or violation of Mayoral Executive Order No. 2011-4 constitutes a breach and default under the grant agreement, and under any Other Contract for which no opportunity to cure will be granted. Such breach and default entitles the City to all remedies (including without limitation termination for default) under the grant agreement, under any Other Contract, at law and in equity. This provision amends any Other Contract and supersedes any inconsistent provision contained therein.

If you violate this provision or Mayoral Executive Order No. 2011-4 prior to award of the Agreement resulting from this specification, the Commissioner may reject your bid.

For purposes of this provision:

- “Other Contract” means any agreement entered into between you and the City that is (i) formed under the authority of Municipal Code Ch. 2-92; (ii) for the purchase, sale or lease of real or personal property; or (iii) for materials, supplies, equipment or services which are approved and/or authorized by the City Council.
- “Contribution” means a “political contribution” as defined in Municipal Code Ch. 2-156, as amended.
- “Political fundraising committee” means a “political fundraising committee” as defined in Municipal Code Ch. 2-156, as amended.

8. Hiring Practices:

- a. The City is subject to the May 31, 2007 Order entitled “Agreed Settlement Order and Accord” (the Shakman Accord) and the June 24, 2011 “City of Chicago Hiring Plan” (City Hiring Plan) entered in *Shakman v. Democratic Organization of Cook County*, Case No 69 C 2145 (United States District Court for the Northern District of Illinois). Among other things, the Shakman Accord and the City Hiring Plan prohibit the City from hiring persons as governmental employees in non-exempt positions on the basis of political reasons or factors.
- b. You are aware that City policy prohibits City employees from directing any individual to apply for a position with you, either as an employee or as a subcontractor, and from directing you to hire an individual as an employee or as a subcontractor. Accordingly, you must follow your own hiring and contracting procedures, without being influenced by City employees. Any and all personnel provided by you under the grant agreement are employees or subcontractors of you, not employees of the City of Chicago. The grant agreement is not intended to and does not constitute, create, give rise to, or otherwise recognize an employer-employee relationship of any kind between the City and any personnel provided by you.
- c. You will not condition, base, or knowingly prejudice or affect any term or aspect of the employment of any personnel provided under the grant agreement, or offer employment to any individual to provide services under the grant agreement, based upon or because of any political reason or factor, including, without limitation, any individual's political affiliation, membership in a political organization or party, political support or activity, political financial contributions, promises of such political support, activity, or financial contributions, or such individual's political sponsorship or recommendation. For purposes of the grant agreement, a political organization or party is an identifiable group or entity that has as its primary purpose the support of or opposition to candidates for elected public office.

Individual political activities are the activities of individual persons in support of or in opposition to political organizations or parties or candidates for elected public office.

- d. In the event of any communication to you by a City employee or City official in violation of paragraph (b) above, or advocating a violation of paragraph (c) above, you will, as soon as is reasonably practicable, report such communication to the Hiring Oversight Section of the City's Office of the Inspector General (IGO Hiring Oversight), and also to the head of the Department. You will also cooperate with any inquiries by IGO Hiring Oversight or the Shakman Monitor's Office related to the grant agreement.

INSURANCE REQUIREMENTS

Insurance requirements are applicable at the time of contract execution.

A) Required Insurance –The kinds and amounts of insurance required are as follows:

- 1) Workers Compensation and Employers Liability: Workers Compensation as prescribed by applicable law covering all employees who are to provide services under a grant agreement and Employers Liability coverage with limits of not less than \$100,000 each accident, illness, or disease.
- 2) Commercial General Liability (Primary and Umbrella): Commercial General Liability Insurance or equivalent with limits of not less than \$500,000 per occurrence for bodily injury, personal injury, and property damage liability. Coverage must include the following: all premises and operations, products/completed operations, separation of insureds, defense, and contractual liability (not to include Endorsement CG 21 39 or equivalent). The City is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work or services.
- 3) Automobile Liability (Primary and Umbrella): When any motor vehicles (owned, non-owned and hired) are used in connection with work or services to be performed, Sub-grantee must provide Automobile Liability Insurance with limits of not less than \$300,000 per occurrence for bodily injury and property damage.
- 4) Professional Liability: When any professional consultants perform work or services in connection with a grant agreement, Professional Liability Insurance covering errors, omissions, or negligent acts, must be maintained with limits of not less than \$500,000. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede start of work or services on a grant agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of 2 years.
- 5) Medical/Professional Liability: When any medical services are performed in connection with a grant agreement, Medical/Professional Liability Insurance must be provided to include coverage for errors, omissions and negligent acts related to the rendering or failure to render professional, medical or health services with limits of not less than \$1,000,000. When policies are renewed or replaced, the policy retroactive date must coincide with or precede the start of work or services on the grant agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of 2 years.
- 6) Builders Risk: When any Sub-grantee performs any construction, including improvement, betterments, and/or repairs, Sub-grantee must provide All Risk Builders Insurance to cover materials, supplies, equipment, machinery and fixtures that are part of the structure.

B) Related Requirements

- 1) If coverage has an expiration or renewal date occurring during the time for performance of the grant agreement, Sub-grantee must furnish renewal certificates to the Federal Funds Insurance Unit at the address listed in Section 2.5 of the grant agreement. The receipt of any certificate does not constitute agreement by the City that the insurance requirements in the grant agreement have been fully met or that the insurance policies indicated on the certificate are in compliance with all Agreement requirements. The failure of the City to obtain certificates or other insurance evidence from Sub-grantee is not a waiver by the City of any requirements for

sub-grantee to obtain and maintain specified coverage. Sub-grantee must advise all insurers of the grant agreement provisions regarding insurance. Non-conforming insurance does not relieve sub-grantee of your obligation to provide insurance as specified here. Nonfulfillment of the insurance conditions may constitute a violation of the grant agreement, and the City retains the right to stop work or services or terminate the grant agreement until proper evidence of insurance is provided.

- 2) The sub-grantee must provide for 30 days prior written notice to be given to the City in the event coverage is substantially changed, canceled or non-renewed.
 - 3) All deductibles or self-insured retentions on referenced insurance coverage must be borne by sub-grantee.
 - 4) Sub-grantee will waive and agree to require their insurers to waive their rights of subrogation against the City, its employees, elected officials, agents or representatives.
 - 5) The coverage and limit furnished by sub-grantee in no way limits sub-grantee's liabilities and responsibilities specified within the grant agreement or by law.
 - 6) Any insurance or self-insurance programs maintained by the City do not contribute to the insurance provided by sub-grantee under the grant agreement.
 - 7) The required insurance to be carried is not limited by any limitations expressed in the indemnification language in the grant agreement or any limitation placed on the indemnity in the grant agreement given as a matter of law.
 - 8) If sub-grantee is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a named insured.
 - 9) Sub-grantee must require all subcontractors to provide the insurance required in the grant agreement or sub-grantee may provide the coverage for sub-contractors. All subcontractors are subject to the same insurance requirements of sub-grantee unless otherwise specified in the grant agreement.
 - 10) If sub-grantee or sub-contractors desire additional coverage, the party desiring additional coverage is responsible for the acquisition and cost of such additional protection.
 - 11) Notwithstanding any provisions in the grant agreement, the City maintains the right to modify, delete, alter, or change these requirements.
- C) If you need additional information related to insurance, please call the Department of Finance (Finance) at (312) 744-7923.

SECTION 3

Section 3 is a provision of the Housing and Urban Development Act of 1968, as amended by the Housing and Community Development Act of 1992, with implementing regulations at 24 CFR Part 135. The legislation requires that employment, training and contracting opportunities generated by HUD financial assistance for housing and community development must, to the greatest extent feasible, be given to low- and very low-income persons, i.e., those under 80% of area median income (Section 3 residents). Section 3 applies to those projects (Section 3 projects) financed by the City in whole or in part with HUD funds and which involve housing construction, housing rehabilitation or other publicly-funded construction. There are minimum dollar thresholds for determining whether a Section 3 project is subject to Section 3 requirements. In order to demonstrate compliance with Section 3, recipients, contractors and subcontractors must meet specific hiring and contracting goals. Under these goals, there are resident and business preferences that dictate the order in which Section 3 residents and businesses are to be hired.

DOLLAR THRESHOLDS

If a project receives more than \$200,000 in HUD assistance, the developer must comply with Section 3. All of a developer's HUD-funded Section 3 projects with the City will be counted in determining whether the Section 3 threshold is met; if so, Section 3 applies to the Section 3 project causing the threshold to be exceeded and not to the earlier projects. In addition, if on the same Section 3 project there are contracts and subcontracts in excess of \$100,000, Section 3 applies to the contractor and those subcontractors. If the developer also acts as general contractor, the amount of assistance need only exceed \$100,000 for Section 3 to apply to the developer. If the dollar thresholds are met, Section 3 applies to the entire Section 3 project, regardless of whether the Section 3 project is fully or partially funded with HUD assistance.

NUMERICAL GOALS

Hiring: HUD has devised numerical standards for recipients of Section 3-covered housing and community development assistance, and for their contractors and subcontractors, to demonstrate compliance. For housing assistance, contractors and subcontractors can show compliance by committing to employ Section 3 residents as 10% of the total number of new hires needed to complete a particular project. For community development assistance, contractors and subcontractors must commit to employ Section 3 residents as 30% of the total number of new hires needed to complete the project. Recipients of the assistance have the responsibility of ensuring compliance in the operations of their contractors and subcontractors. These hiring goals also apply to entities that own or manage at least 500 units located in the Chicago metropolitan area that receive housing assistance from HUD.

Contracting: Numerical goals also exist for contracting activities. Section 3 business concerns must receive a minimum percentage (10% for building trades work; 3% for non-building trades such as architecture or engineering) or the total dollar amount of all contracts awarded in connection with Section 3 projects. A "Section 3 business concern" is defined as a business:

1. That is at least 51% owned by Section 3 residents;
2. Whose permanent, full-time employees include persons, at least 30% of whom are, or were within 3 years of the date of first employment with the business, Section 3 residents; or
3. That provides evidence of a commitment to subcontract more than 25% of the dollar amount of all subcontracts to be awarded to businesses that satisfy (1) or (2) above.

Training: Section 3 does not require recipients or contractors to create training programs. However, where training opportunities exist in connection with Section 3 projects, they must be in part directed to Section 3 residents.

PREFERENCES

Hiring: Hiring opportunities must be provided where feasible in the following order of priority:

1. Section 3 residents residing in the Section 3 project's service area;
2. Participants in HUD Youth build programs; and
3. All other Section 3 residents

For Section 3 projects receiving assistance under the Stewart McKinney Homeless Assistance Act, homeless persons residing in the Section 3 project's service area must receive the highest priority.

Contracting: Contracting opportunities must be provided where feasible in the following order of priority:

1. Section 3 business concerns that provide economic opportunities for Section 3 residents in the Section 3 project's service areas;
2. Applicants selected to carry out HUD Youth build programs; and
3. All other Section 3 business concerns.

SUB-RECIPIENT FINANCIAL ACCOUNTABILITY IN HUD-FUNDED PROGRAMS

CDBG sub-recipients are an indispensable part of the CDBG program. They provide the City and HUD with assurances that the diverse communities, groups, and individuals whom the CDBG program is intended to serve are in fact reached by the program. HUD and the City count on sub-recipients to make sure that needed services are delivered in a cost-effective manner. In the past, sub-recipients have encountered administrative problems in achieving their mission. The following are key regulations defining Federal administrative requirements for nonprofit sub-recipients:

- A. **OMB Circular A-110 “Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Nonprofit Organizations”**. This document specifies standards relative to cash depositories, bonding and insurance, retention and custodial requirements for records, financial management systems, monitoring and reporting on performance, property management, and procurement.
- B. **OMB Circular A-122 “Cost Principles for Non-Profit Organizations”**. This circular establishes principles for determining costs that are allowable to be charged to Federal grants, contracts, and other agreements with nonprofit organizations (except educational institutions). The principles are designed to ensure that the Federal government will bear its fair share of costs except where restricted or prohibited by law.
- C. **OMB Circular A-133 “Audits of State, Local Governments and Nonprofit Organizations”**. This circular defines audit requirements for state, local governments and nonprofit institutions receiving Federal funds. This document addresses mandated frequency and scope of audits, allowable audit costs, and the process of auditor selection.

The above referenced OMB Circulars are available via internet at <http://www.whitehouse.gov> and from the following sources: Superintendent of Documents (P.O. Box 371954, Pittsburgh, PA 15250-7954 or U.S. Government Printing Office Bookstore, One Congress Center, 401 South State Street, Suite 124 Chicago, IL 60605-1225).

The following is a more detailed explanation of audits that might be required in connection with OMB Circular A-133 or in entering into a grant agreement with the City.

If the sub-recipient is a nonprofit corporation and is expending federal funds totaling \$500,000 or more during its fiscal year, it must submit an audit conducted in accordance with the Single Audit Act Amendments of 1996 (31 U.S.C. 7501-07), OMB Circular A-133, the compliance requirements set forth in OMB Compliance Supplement, and any additional testing and reporting required by the City. If an A-133 audit is required, that audit must cover the time period specified by OMB Circular A-133 and its implementing regulations. Organization-wide audited financial statements must, at a minimum, cover the term of the grant agreement.

If the sub-recipient is a nonprofit corporation and is expending federal funds under this and other agreements totaling less than \$500,000 during its fiscal year, then it must submit a program-specific audit of the program(s) funded by the City under the grant agreement. This audit must be performed in accordance with program-specific audit requirements contained in Section .235 of OMB Circular A-133, applicable program-specific audit guides, and with generally accepted government auditing standards (Government Auditing Standards).

The audit must cover the time period specified by OMB Circular A-133 for program-specific audits. In addition to the audit opinion, reports, and schedules required by OMB Circular A-133, the program-specific audit shall include the following financial statements: (1) Statement of Financial Position (Balance Sheet) (if applicable) and (2) Statement of Activities (Revenue and Expenses). The City may

perform, or cause to be performed, various monitoring procedures relating to the sub-recipient's award(s) of federal funds, including, but not limited to, "limited scope audits" of specific compliance areas. The sub-recipients must submit the audit reports within 6 months after the end of the audit period. The sub-recipient will submit the audit, within this time frame, to their lead department and to Finance's Internal Audit Division.

If an OMB Circular A-133 audit is required, the sub-recipient will also send a copy of the audit, within the time frame indicated in Sec. 320 of OMB Circular A-133, to the Federal Audit Clearinghouse. Further, the sub-recipient must submit, with the audit, a report that comments on the findings and recommendations in the audit, including corrective action planned or taken. If no action is planned or taken, an explanation must be included. Copies of written communications on non-material compliance findings will be submitted to the sub-recipient's lead department and Finance's Internal Audit Division. The City also retains its right to independently audit the sub-recipient. If the sub-recipient is found in non-compliance with these audit requirements, by either the City or any federal agency, the sub-recipient may be required to refund financial assistance received from the City or any federal agency or agencies.

The City may in its sole discretion audit the records of sub-recipients or its subcontractors, or both, at any time during the term of the grant agreement or within 5 years after the City, and, if applicable, the federal government determines that sub-recipients has met all closeout requirements for the grant agreement in connection with the goods, work, or services provided under the grant agreement. Each calendar year or partial calendar year is considered an "audited period." If, as a result of such an audit, it is determined that the sub-recipient or any of its subcontractors has overcharged the City in the audited period, the City will notify sub-recipient. Sub-recipient must then promptly reimburse the City for any amounts the City has paid sub-recipient due to the overcharges and also some or all of the cost of the audit.

PROGRAM DESCRIPTIONS

Below is a list of all the programs that will be funded under this RFP. A detailed description of each program, including program requirements, performance measures or outcomes, and program-specific selection criteria follows on the ensuing pages.

Mayor's Office for People with Disabilities

- HomeMod
- Independent Living Program
- Personal Assistance/Homemaker

Department of Planning and Development

- Local Industrial Retention Initiative
- Housing Technical Assistance and Support
- Foreclosure Prevention & Housing Counseling

Department of Public Health

- Crisis Intervention
- HIV/AIDS Housing
- STI/HIV Education & Screening
- Violence Prevention Initiative

Department of Family and Support Services

Senior Services

- Home Delivered Meals
- Intensive Case Advocacy and Support For At-Risk Seniors

Human Services

- Emergency Food Assistance for At-Risk Populations
- Public Benefits Outreach and Enrollment
- Tax Preparation Assistance
- Mobile Outreach Human Services
- Family Violence Prevention Initiative

Homeless Services

- Homeless Services Overview
- Age Appropriate Stable Housing for Unaccompanied Youth
- Interim Housing
- Legal Services
- Outreach and Engagement: Daytime Support Service Centers
- Outreach and Engagement: Youth Drop-In Centers
- Outreach and Engagement: Mobile Outreach Engagement
- Outreach and Engagement: Airport Outreach Engagement
- Outreach and Engagement Coordinator
- Overnight Shelter for Adults
- Overnight Shelter for Youth
- Permanent Support Housing Support Services
- Permanent Housing with Short Term Support
- Prevention Assistance
- Safe Havens Program

- Specialized Services: Employment
- Specialized Services: SSI/SSDI
- Specialized Services: Substance Abuse

Workforce Services

- Workforce Services Overview
- Community Re-Entry Support Centers
- Employment Preparation and Placement Program
- Industry-Specific Training and Placement Program
- Transitional Jobs Program

Youth Services

- Youth Services Overview
- Behavioral Health Support (At-Risk Youth)
- Intensive Youth Services
- Mentoring
- Out-of-School Time Programming

Department of Business Affairs and Consumer Protection

- Neighborhood Business Development Centers (NBDC)
- NBDC Specialty Advisor Program

MOPD Program: HomeMod

PROGRAM DESCRIPTION:

The Home Mod Program will allow people with disabilities, under the age of sixty, to receive home modifications that make their living environment accessible. Services will be performed in accordance with federal, state, and municipal accessibility requirements.

- Areas of modifications and priorities under this program will include, but are not limited to: kitchen and bathroom modifications; ramps; exterior vertical platform lifts; and interior lifts.
- Specific modifications include, but are not limited to: installing grab bars and railings; lowering cabinets; re-hanging doors; widening doorways; and installing sinks and toilets.
- Subsequent work may include, but is not limited to: plumbing; electrical; carpentry; masonry; dry walling; and tiling and painting

The service provider must have expertise in accessibility rehabilitation, *see #8 under Selection Criteria*. The service provider will conduct in-home assessments of the client's home environment to determine what accessibility features will enhance the person's independence and safety. Renters as well as homeowners are eligible for this program. The service provider must submit recommendations for home modifications with costs, complete with specifications, preliminary plans, and narrative regarding the client's situation to MOPD for approval. The contractor must recommend modifications that are cost effective and feasible for the particular environment.

Households whose income does not exceed HUD's low to moderate income threshold for the Chicago area may qualify for a full grant. Those whose income exceeds the HUD threshold may have to contribute to the cost of the service. The formula for required financial contributions will be determined by MOPD. Tenants will be required to receive written permission for the provision of modifications from their landlords. MOPD's contractor will assist clients with this process.

PROGRAM PROCESS:

- Interested residents call MOPD or 311 and request a Home MOD application. They are mailed and application and are required to fill it out to determine eligibility for the HomeMod Program
- After a preliminary screening by MOPD's Program Director of the clients' application and the household has passed all necessary clearances, applicants are referred to MOPD's service provider who conducts a preliminary in-home assessment of the client. This report gives job specifications, general information regarding the client, and the stated accessibility modifications needed. The outcome of the assessments will be forwarded to MOPD. In addition, the service provider will assist the client in completing any documentation needed for the Home Mod program.
- MOPD's licensed Lead Inspector conducts a preliminary visual inspection of all painted surfaces on all anticipated jobs. The visual inspection will be conducted before the service provider conducts its in-home assessment.
- The service provider will conduct in-home assessments in the form of a face-to-face interview to determine the client's specific need for home modifications, which could include major home modifications, minor home modifications, or assistive technology.
- The service provider must complete initial assessments within 15 days of receiving the referral.

- The service provider will visually assess the interior and exterior of the home and document the modifications required for accessibility. The service provider will draft specifications, as well as provide plans, measurements and pictures when necessary.
- After the Contractor submits its evaluation report to MOPD, MOPD will make a determination of whether or not the Contractor’s proposal is approved.
- If MOPD approves the project for construction the Contractor must provide such services as recommended.

DIRECT AND INDIRECT PROGRAM BENEFITS:

- Allows people with disabilities to achieve maximum level of independence.
- Provides a safe and suitable living environment for people with disabilities.
- Enhances the independence of people with disabilities. With an accessible living environment one has greater opportunity to participate and become independent in other aspects of life such as employment, recreation, and education.
- Increases the housing stock for people with disabilities. Making apartments and single family homes accessible will help ensure that people with disabilities will have appropriate and safe housing. People without disabilities may also take advantage of accessible housing.

CLEARANCES THAT ARE SOUGHT:

- Environmental: MOPD submits the client’s information to the City of Chicago Department of Fleet and Facility Management for environmental clearance.
- Scofflaw: MOPD submits the client’s name to various city departments and to the county to determine whether or not the applicant owes the city any money; the main areas reported on are parking tickets, water bills, and property taxes.
- Lead Base Hazard: MOPD’s licensed Lead Inspector conducts a preliminary visual inspection of all painted surfaces on all anticipated jobs. The visual inspection will be conducted before the Contractor conducts its assessment. A visual inspection report is produced to determine exactly what work is needed to make the home lead safe. MOPD will cite areas of concern and indicate what type of remediation is needed to correct any hazardous conditions. MOPD will conduct a final inspection on all work performed and submit to the Department of Public Health.
- MOPD Contractor Assessment: This assessment is done to determine how the modifications will increase the client’s level of independence, if the client actually needs home modifications, or if the client only needs assistive technology.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE MEASURES:

The service provider must:

- Ensure that home modifications comply with the City of Chicago Building Code, Illinois Accessibility Code, and any other applicable codes and standards;
- Have the capacity to provide Home Mod service for a minimum of 50 individual Home Modifications per year; and

- Submit accurate voucher reimbursement requests to MOPD’s Home Mod Coordinator in a timely manner as jobs are completed.

SELECTION CRITERIA:

- 1) Not for profit as well as for profit agencies may apply.
- 2) The service provider will demonstrate the capability to serve Chicago residents with disabilities including non-English speaking clients.
- 3) At a minimum, the agency must demonstrate the ability to achieve the program objectives.
- 4) The agency must demonstrate the ability to perform or manage the performance of home modifications for accessibility.
 - a. Programmatic expertise is demonstrated through the provider’s ability to meet or exceed the program objectives which includes:
 - Experience of the service provider in providing proposed service including past performance and relevant experience.
 - Implement the program as per the program process and objectives;
 - Collaborate with other service providers when necessary to provide additional services;
 - Be appropriately and adequately staffed to provide services;
 - Maintain sufficient hours of operation;
 - Serve clients within time frame specified by MOPD;
 - Perform client evaluations on services rendered;
 - Serve a minimum of 50 individuals within one year;
 - Serve the public with advertised hours and in an accessible easy-to-reach location; and
 - Serve Chicago residents in all neighborhoods.
 - b. Administrative expertise is demonstrated by fiscal competency, ability to leverage other funds to support the program, and a sound budget.
- 5) The service provider must be responsive and follow the directions of this RFP. Responses must be completed, legible and coherent. The service provider’s conformity to the following instructions will facilitate the evaluation of all proposals. Non-responsiveness or incomplete responses to this RFP may be cause for the proposal to be disqualified from further consideration.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received: 2
Projects funded: 2
Range of funding: \$250,000 - \$865,000
Total funding: \$865,000 (\$750,000 from CDBG, \$115,000 from Meals on Wheels Chicago)

PROGRAM CONTACT:

Mark Nobriga, Program Director
Phone: 312-743-1523 | TTY: 312-744-7833
Email: Mark.Nobriga@cityofchicago.org

MOPD Program: Independent Living Program (ILP)

PROGRAM DESCRIPTION:

The Independent Living Program (ILP) is a comprehensive program that combines case management (Case Management), training in daily living skills (Daily Living Skills Training), assistive technology and other services either combined or separately with the objective of assisting people with disabilities achieve the maximum level of independence.

- Case Management empowers individuals by teaching skills and providing support services to assist individuals to attain their highest level of independence. The Case Management staff mobilizes, coordinates, and monitors the efforts of a variety of formal and informal service providers. Individuals are assessed and provided assistance in obtaining social services such as: transportation, housing education, employment, recreation, mental health counseling, and financial assistance.
- Daily Living Skills Training provides clients skills that assist them to achieve the highest level of independence possible. Training sessions are offered on a one-on-one basis and take place in a client's home, or in the community and may include but are not limited to cooking, washing and drying clothes, making and keeping appointments, personal care, and washing dishes.
- Assistive Technology provides personal devices or equipment (not to exceed \$1000.00) which will assist an Individual to become more independent. Recommendations for Assistive Technology are based on the individual characteristics of the person's disability and home environment.

Assessments must be conducted in the client's home by a team of professionals educated and experienced in determining the client's ability to perform daily living tasks, such as cleaning and personal care, as well as the client's need for assistive technology or social services or both. ILP staff must consist of evaluators who are credential in assessing the daily living skills of people with disabilities and case managers with a social service degree or background. ILP staff must be capable of responding to the training, social service, and assistive technology needs of the client.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Conduct in-home assessments to determine the client's level of functioning and the need for assistive technology, in-home daily living skills training, personal assistance/homemaker and case management services.
- Develop a Personal Action Plan (PAP) with the client. The PAP documents MOPD's and the client's obligation to adhere to plans designed to help the client achieve his or her highest level of independence.
- Document and maintain current client demographic information and service delivery status using standardized forms, Enterprise Case Management (ECM) and a Microsoft compatible database, as appropriate.
- Refer clients to appropriate services and programs, including making arrangements on behalf of the client and providing follow-up to assure service delivery.
- Provide information assistance, advocacy, and short-term counseling on services available to people with disabilities.

- Enroll clients in MOPD’s Independent Living Program Orientation class and encourage participation in MOPD’s employment training and other independent living programs, which offer alternatives to MOPD’s in-home service programs.
- Recommend assistive technology – not to exceed \$1,000 – that will help the client achieve their highest level of independence.
- Deliver and implement assistive technology equipment to the client’s place of residence.
- Train all clients and the clients’ caregivers (e.g., family member(s), personal assistant/homemaker, etc.) on the use of assistive technology on the day it is implemented. Staff will follow-up with client 1 month after implementation.
- Train clients to perform daily living tasks and train caregivers to provide support and training to clients.
- ILP staff will monitor a client’s progress on their PAP through case notes. If a client does not adhere to the service agreement documented via the PAP, the client will no longer receive ILP services. No clients will receive MOPD in-home services that are able to perform tasks: 1) independently; 2) through alternate methods such as assistive technology and training; or 3) have tasks performed through existing support systems (i.e., agencies, family, live-ins, etc.).
- All clients who express an interest in employment will be referred to MOPD’s Employment Service Unit
- Reassess current clients at least on a yearly basis to determine their continued need for assistance toward their goal of independence. Services will be provided as long as the client is compliant with the PAP and funding for the program is available.
- Collaborate with MOPD vendor staff to coordinate services for optimal delivery of services.
- Increase the number of clients who, as a result of MOPD assistive technology or training services, no longer require in-home services.
- Must use the City’s Client Database System, ECM.
- Must have high speed internet capabilities. ECM requires high speed internet for users to be able to fully access the database without issues such as the system timing out.
- Conduct an annual client satisfaction survey and provide results to MOPD. Program Manager will conduct supervisory assessments with program staff.
- Provide staff support as instructed by MOPD during a City “State of Emergency” (i.e., well-being calls to current clients, referrals to appropriate city departments for well-being checks, and home visits as deemed appropriate by MOPD).
- Service Provider must ensure that its staff are qualified, bonded and experienced in providing independent living program services as described above.
- Present a budget for the proposed program that is reasonable and accurate.

PERFORMANCE GOALS:

- 100% of the client’s stated needs will be identified and addressed via the PAP during the initial assessment. Identified needs will be reviewed and revised as needed during subsequent reassessments.
- 100% of client files will include a completed and signed PAP.
- 100% of all assessment and reassessment reports will document information about the client’s living situation, service delivery status, level of functioning, and other observations related to the client’s level of independence.
- The levels of functioning of at least 25% of clients who receive ILP services will show an increase in their level of functioning as evidenced by documentation of the client receiving employment or a reduction of or no additional need for MOPD’s in-home services for the client.

- All client records (ECM and/or hard file as stipulated by MOPD) will meet criteria standards at a minimum of 90% for all Program Service Delivery Evaluations conducted by MOPD. Criteria are identified from the current year's Statement of Work.
- 100% of monthly client billing for service will be on time and accurate.
- Vendor will submit accurate voucher reimbursement requests to MOPD by the 10th of each month 100% of the time.
- All Assistive Technology devices will be provided within 60 days of receiving approval from MOPD 90% of the time.

SELECTION CRITERIA:

- Not-for-profit and for-profit agencies may apply.
- The applicant must show evidence of an extensive social service resource network system.
- The applicant must demonstrate the ability to serve the public with advertised hours and in an accessible, easy -to-reach location.
- The applicant must demonstrate the capability to serve Chicago residents in all neighborhoods.
- The applicant must show evidence of fiscal stability as evidenced by financial records.
- The applicant must show evidence of the ability to serve individuals for whom English is not their primary language.
- The applicant must demonstrate that it has a staffing pattern that includes appropriate management, supervisory staff and ILP workers to provide quality Independent Living Program services to at least 300 people, and respond to referrals within 14 days for regular referrals and 48 hours for emergency referrals.
- At a minimum, the agency must provide evidence of the above program requirements.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	1
Projects funded:	1
Range of funding:	\$289,932 - \$289,932
Total funding:	\$289,932

PROGRAM CONTACTS:

Frances Learnahan, Disability Specialist III
 Phone: 312-746-5781 | TTY: 312-744-7833
 Email: Frances.Learnahan@cityofchicago.org

Kimberly A. Taylor, Deputy Commissioner
 Phone: 312-746-5701 | TTY: 312-746-5711
 Email: Kimberly.Taylor@cityofchicago.org

MOPD Program: Personal Assistance/Homemaker

PROGRAM DESCRIPTION:

Personal Assistance/Homemaker services entail the personal care of and home maintenance services for clients who are unable to perform activities of daily living independently due to a temporary or permanent disability. The service includes, but is not limited to personal hygiene care such as bathing or grooming; assistance in preparing and eating meals; transferring; assistance in getting out of bed, getting dressed, and housekeeping; money management such as budgeting; shopping; and performing other reasonable requests that will enable the client to live independently. These services are provided after alternate resources have been researched and are found to be unavailable or inappropriate. Heavy duty homemaker services may be provided to people with disabilities to prevent eviction.

Potential clients can call or communicate with MOPD, be current MOPD clients receiving different services, or be referred by an agency for the services discussed above.

PERFORMANCE REQUIREMENTS:

Successful applicants must be able to adequately offer the following services and comply with the following requirements:

- Provide Personal Assistance/Homemaker services to Chicago residents with disabilities, to include but not limited to: personal hygiene, bathing, toileting, grooming and dressing; housekeeping; shopping; food preparation; escort and money management.
- Provide services as outlined in the client's Personal Action Plan (PAP) submitted by MOPD's Independent Living Program (ILP) staff.
- Staff personal assistants/homemakers (PA/HM) who will serve Chicago residents throughout the city with all types of disabilities and can provide assistance to non-English speaking clients.
- Maintain staff-to-client ratio of one full-time PA/HM for every 10 clients, given an average of four hours per week per client.
- Actively involve the client, as much as possible, in performing housekeeping and personal care tasks assigned to the personal assistant/homemaker.
- Invoice clients for services rendered on a monthly basis in a manner prescribed by MOPD.
- Receive referrals only from MOPD's ILP or authorized MOPD staff.
- Maintain client files of all MOPD clients receiving services.
- Must use city's Enterprise Case Management data base system to track client demographics and services via this program.
- Must have high speed internet capabilities. ECM requires high speed internet for users to be able to fully access the database without issues such as the system timing out.
- Communicate, in the manner prescribed by MOPD, with MOPD regarding service delivery complications.
- Provide staff support as instructed by MOPD during a City "State of Emergency".

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE GOALS:

- Vendor will ensure that the occurrence of unscheduled absences and "no shows" of the PA/HM are at less than 5% of the time the PA/HM is scheduled to provide services at client's homes.

- Vendor will submit accurate monthly fee-for-service billing to service recipients each month 100% of the time.
- Vendor will submit accurate voucher reimbursement requests to MOPD by the 10th of each month 100% of the time.
- All client records (ECM and/or hard file as stipulated by MOPD) will meet criteria standards at a minimum of 90% for all Program Service Delivery Evaluations conducted by MOPD. Criteria are identified from the current year's Statement of Work.
- 100% of all client complaints will be rectified in the manner and timeframe described in the current year's Statement of Work.

SELECTION CRITERIA:

- Not-for-profit and for-profit agencies may apply.
- At a minimum, the agency must provide evidence, demonstrating the ability to achieve the above performance requirements.
- The applicant must demonstrate the ability to serve Chicago residents in all neighborhoods including those with limited or no public transportation access.
- The applicant must show evidence of the ability to serve individuals for whom English is not their primary language.
- The applicant must demonstrate the ability to serve a minimum of 94 individuals per week; each client should receive an average rate of four hours of assistance per week (assuming funding of \$160,000).
- The agency must have the ability to respond to referrals within 5 business days for a normal referral and 48 hours for an emergency referral.
- Program dollars must be for services rendered with a small dollar amount of funding available for administrative support.
- Applicant must pay homemakers the current living wage rate (updated annually on July 1st).

Additional information can be viewed at:

http://www.cityofchicago.org/content/dam/city/depts/dps/RulesRegulations/ChicagoLivingWage_July2013.pdf

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	2
Projects funded:	2
Range of funding:	\$150,000 - \$160,000
Total funding:	\$310,000
2014 reimbursement rate:	\$17/hr.

PROGRAM CONTACTS:

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DPD Program: Foreclosure Prevention and Housing Counseling Services

PROGRAM DESCRIPTION:

DPD seeks not-for-profit organizations as housing services partners (Agencies) for the following program: Foreclosure Prevention and Housing Counseling Services (FPHCS). Agencies funded through this program shall be required to provide one of the following three services: Foreclosure Counseling services and education; Homebuyer Education and counseling; or a combination of both of the services. (A detailed description of the services required to be provided by these agencies is provided below.) These services may be rendered through one-on-one counseling, classes, or a combination thereof.

All of the agencies must be located within the City of Chicago and certified as a housing counseling agency by HUD. An Agency shall not charge an application fee for the program and 100% of the foreclosure Prevention clients served through this program shall reside within the City of Chicago. Agencies must provide all of the following services in one of the following three service categories:

Category 1: Foreclosure Prevention

- Comprehensive default or foreclosure counseling and education to at-risk homeowners residing in the City of Chicago.
- Face-to-face, personalized foreclosure prevention counseling to help homeowners access available mortgage products to stabilize their housing situation and prevent foreclosure
 - Eligible homeowners may include homeowners that are: (a) delinquent in their mortgage payments and facing possible foreclosure; (b) current in payments but own a mortgage loan product that may reset its terms to an amount the homeowner cannot afford; or (c) suffering a temporary financial hardship causing them to be at risk of foreclosure.
- Intervention on behalf of homeowners by making direct contact with their current lenders or servicers regarding loss mitigation options.

Category 2: Homebuyer Education

- A minimum of eight hours of homebuyer education, which includes six hours of pre-purchase education counseling and two hours of individual counseling of pre-purchase counseling to potential buyers of affordable homes on topics such as: budget, credit, affordability, down payment assistance, mortgage options, sub-prime lending, predatory lending, the home buying process, closing cost process, and city's affordable programs, such as the Affordable Requirement Ordinance (ARO).
- Post-purchase services to homeowners, which should include one-on-one counseling and workshops on topics such as: refinancing options, mortgage analysis, predatory lending, tax exemptions, home maintenance programs, and energy efficiency programs.

Category 3: Foreclosure and Homebuyer Education

- Comprehensive default and foreclosure counseling and education to at-risk homeowners residing in the City of Chicago.
- Face-to-face, personalized foreclosure prevention counseling to help homeowners access available mortgage products to stabilize their housing situation and prevent foreclosure
 - Eligible homeowners may include homeowners that are: (a) delinquent in their mortgage payments and facing possible foreclosure; (b) current in payments but own a mortgage loan

product that may reset its terms to an amount the homeowner cannot afford; or (c) suffering a temporary financial hardship causing them to be at risk of foreclosure.

- Intervention on behalf of homeowners by making direct contact with their current lenders or servicers regarding loss mitigation options.
- A minimum of eight hours of homebuyer education, which includes six hours of pre-purchase education counseling and two hours of individual counseling of pre-purchase counseling to potential buyers of affordable homes on topics such as: budget, credit, affordability, down payment assistance, mortgage options, sub-prime lending, predatory lending, the home buying process, closing cost process, and city's affordable programs, such as the Affordable Requirement Ordinance (ARO).
- Post-purchase services to homeowners, which should include one-on-one counseling and workshops on topics such as: refinancing options, mortgage analysis, predatory lending, tax exemptions, home maintenance programs, and energy efficiency programs.
- All agencies under this category will be required to network and participate in community meetings and outreach events sponsored by DPD Housing Resource Delegate Agencies or DPD partners and provide foreclosure prevention counseling and homebuyer counseling to residents of targeted areas, such as the Micro-market Recovery neighborhoods.

PERFORMANCE MEASURES:

Category 1: Foreclosure Prevention

- To make this program successful DPD expects a minimum of 20% of homeowners seeking foreclosure counseling to obtain favorable outcomes or results under one of the following categories:
 - Secure loan modification
 - Obtain mortgage reinstatement
 - Obtain short-sale
 - List property for sale
 - Obtain repayment plan
 - Obtain forbearance
 - Obtain Deed in Lieu
 - Obtain short-Payoff or refinance
 - Obtain approval under the IDHA "Hardest Hit" program
- Delegate Agency must provide documentation proving compliance with the outcome goals detailed above.

Category 2: Homebuyer Education

- Delegate Agency must ensure that at least a minimum of 50 % of homebuyers complete six (6) hours of Homebuyer Certificate workshop AND that 50 % of homebuyers who complete homebuyer certification attend a One-on-One Pre-purchase Counseling.
- Delegate Agency must provide a minimum of four (4) post-purchase education workshops.
- Delegate Agency must submit demographic data for all attendees according to DPD AND must provide documentation proving compliance with the attendance goals at the workshops or counseling sessions detailed above.

Category 3: Foreclosure Prevention and Homebuyer Education

- To make this program successful DPD expects a minimum of 20% of homeowners seeking foreclosure counseling to obtain favorable outcomes or results under one of the following categories:
 - Secured loan modification
 - Obtain mortgage reinstatement
 - Obtain short-sale
 - Listed property for sale
 - Obtain repayment plan
 - Obtain forbearance
 - Obtain Deed in Lieu
 - Obtain short-Payoff or refinance
 - Obtain approval under the IDHA “Hardest Hit” program
- Delegate Agency must ensure that at least a minimum of 50 % of homebuyers complete six (6) hours of Homebuyer Certificate workshop AND that 50 % of homebuyers who complete homebuyer certification attend a One-on-One Pre-purchase Counseling.
- Delegate Agency must provide a minimum of four (4) post-purchase education workshops.
- Delegate Agency must submit demographic data for all attendees according to DPD
- Delegate Agency must provide documentation proving compliance with the outcome goals or attendance goals at the workshops or counseling sessions or both detailed above.

PROGRAM REQUIREMENTS

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Delegate Agency will be required to collect specific documentation from program participants provide a monthly report of Client demographics and the specific outcomes as required by DPD.
- Delegate Agency will be required to submit the applicable data on-line via Enterprise Case Management (ECM).
- Accordingly, all Delegate Agencies must receive training on how to use ECM.
- Delegate Agencies agree to adhere to all DPD associated activities and reporting requirements. This includes attending outreach events sponsored by DPD, other City Departments, and other Community partners
- Delegate Agencies will be expected to collaborate with and participate as follows:
 - Accept DPD’s referrals as a result of DPD’s direct outreach to targeted neighborhoods;
 - Partner with DPD’s Housing Resource Delegate Agencies in efforts to provide foreclosure prevention services and home buyer education workshops; and
 - Participate in meetings, technical assistance, and service activities held by DPD.

SELECTION CRITERIA:

Delegate Agency must be:

- HUD-certified Housing Counseling Agency in good standing and for at least two (2) years.
- Located in and serves residents of the City of Chicago.

Successful applicants must demonstrate the ability to deliver the services listed below.

- Agency is able to dedicate or identify a staff person to be trained on the City’s ECM on-line system.
- Agency must maintain and use acceptable customer management or tracking software that can provide reports on program activity.
- Administrative/Fiscal Capacity and Experience: Applicant must demonstrate that it has the resources and expertise to assume and meet all administrative and fiscal requirements. This includes Applicant’s fiscal (including financial management systems), technological, management, administrative and staff capabilities
- Agency’s cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served.
- Agency substantially leverages other non-DPD public and private funding sources. (The intent of this Application is to fund a portion of a program’s total annual budget, and not to be a program’s sole funding source.)
- Satisfactory performance on current and prior delegate agency contracts (if applicable).
- Ability to clearly define activities and expected outcomes.
- Capacity to coordinate and network with other groups in their service area.
- Ability to carry out a work program within a one-year funding cycle.
- Competent Board of Directors and Staff responsive to community served.

In addition, based on which program the applicant is applying for, it must have the ability to deliver the services listed below.

- Demonstrated knowledge and capacity to provide foreclosure counseling services to currently underserved client groups, such as non-English speaking population.
- Ability to provide an eight hour homebuyer education program, which includes a combination of six hours of homebuyer education and two hours of one-on-one counseling.
- Capacity to provide foreclosure counseling services to clients located in underserved Chicago Neighborhoods.
- Agency’s program experience and capacity, including long term tenure as a Housing Counseling Agency and experience serving identified under the “Micro-Market Recovery Initiative” or other non-DPD funded programs with a long term tenure of servicing areas in the City with high foreclosure filings.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	17
Projects funded:	13
Range of funding:	\$50,000 - \$135,000
Total funding:	\$960,384

PROGRAM CONTACT:

Leona Barth, Program Supervisor
Homeownership Center, Housing Bureau, DPD
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DPD Program: Housing Technical Assistance and Support (HTAS)

PROGRAM DESCRIPTION:

DPD seeks not-for-profit organizations as housing services partners (applicants) for the following programs: Small Accessible Repairs for Seniors (SARFS); Housing Services Technical Assistance (TACIT); and Housing Services Technical Assistance (TACOM). Through DPD's Housing Technical Assistance Support (HTAS) program, DPD provide constituents and residents with resources to remain or improve the quality of their housing by providing funding for: (1) minor repairs and accessibility related improvements for seniors; (2) technical assistance across the city by topical area of expertise; and (3) technical assistance within communities. Applicants may submit a proposal for performing activities in any of these programs.

PROGRAM DESIGN:

1) Small Accessible Repairs for Seniors (SARFS)

SARFS agencies are authorized by DPD to provide enabling devices and limited home improvements at no cost for senior citizens throughout Chicago. Eligible projects under this category include accessibility-related improvements, and safety, security and hazardous conditions for eligible grant recipient. *Aesthetic and weatherization upgrades are not considered eligible activities under this program.* All work performed must adhere to the Uniform Federal Accessibility Standards (UFAS) in accordance with the Architectural Barriers Act, 42 U.S.C. 4151-4157.

Accessibility-related improvements include:

- Installation of ramps
- Repair and/or retro-fitting of the bathroom and water
- Repair and/or retro-fitting of the kitchen
- Installation and/or repair of assistive devices
- Miscellaneous small-scale modifications

Safety, security, hazardous conditions repairs and/or replacements include:

- Replacement of exterior doors when the unit is damaged beyond repair and does not provide secure closure as assessed by the inspector; this excludes the replacement of doors for accessibility purposes
- Replacement of exterior windows when the unit is damaged beyond repair and does not provide secure closure as assessed by the inspector; this excludes the replacement of windows for accessibility purposes.

2) Housing Services Technical Assistance - Citywide (TACIT)

This program provided funding to delegate agencies to provide training and technical assistance (regarding Fair Housing compliance, property management, rental issues, affordable housing issues, etc.) to non-profits and industry-related entities in low to moderate income areas. The services and training programs under this program will be available citywide and shall address at least one of the following areas listed below; however, other areas may be considered for funding.

- **Tenants' rights and responsibilities** – regarding code compliance, safety, cleanliness, damages, repairs, utilities, inspections, emergencies, general conduct, and remedies-and situations regarding foreclosure.

- **Landlord's rights and responsibilities** – regarding code compliance, safety, cleanliness, damages, repairs, utilities, inspections, emergencies, general conduct, and remedies.
- **Tenant Counseling** – Provide counseling and coordinate with other service agencies and City services to ensure tenants are successful in their housing; work with tenants in foreclosure situations.
- **Landlord Counseling** – Provide counseling and coordinate with other service agencies and City services to ensure landlords are successful in their management.
- **Fair Housing and Accessibility laws and practices** – program assistance for the disabled and prevention of discrimination.
- **Multi-unit, single family, single room property management**
- **Preservation of Affordable Housing** – Assisting affordable condominiums owners and start-ups and small condominium boards to succeed and preserve affordable housing.
- **Assistance for Seniors** – Legal and program assistance for seniors to remain in their homes; document review; tax assistance.
- **Conflict resolution** – For tenants, landlords, homeowners and others involved in the preservation of affordable housing.
- **Preservation of existing affordable and subsidized housing** – educating, counseling and organizing the tenants with an additional focus on buildings facing foreclosure.
- **Pest Control** – Address and provide education, technical assistance and resources for pest control awareness for agencies, City departments, tenants and landlords.
- **Single Room Occupancy (SRO) agencies and owners** – Effectively address and provide education, technical assistance and resources for SRO agencies, SRO owners, buildings, managers, staff and tenants.

3) Housing Services Technical Assistance - Within Communities (TACOM)

Grant applications in this category will be community focused. Agencies selected will promote the programs and resources of the City and DPD. Selected projects may include one or more of the following areas:

- Participate in the identification of problem buildings and coordinate efforts with the DPD's Troubled Building Initiative.
- Assist in the preservation of existing affordable housing by identifying and addressing concerns of both tenants and landlords.
- Assist special-needs populations, including seniors and persons with disabilities in gaining access to affordable housing and supportive resources.
- Facilitate affordable housing development and preservation in their community and develop strategies to address affordable housing needs.
- Provide education/workshops and hands-on assistance to homeowners and tenants.
- Participate as facilitators in affordable housing expansion and housing for homeless.
- Coordinate housing activities with specific Homeless Service Providers and develop programs that facilitate the referral and placement of homeless individuals into suitable housing. If chosen, the funded activity and Homeless Service Provider must be specified in the application.
- All Agencies in this Program must network with Technical Assistance-Citywide Agencies in providing specialized programming for their Community and its needs.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

SELECTION CRITERIA:

Program Evaluation

Small Accessible Repairs for Seniors (SARFS):

1. Capacity to (1) accept applications, (2) screen applications for eligibility and prioritize those who have limited or no alternative housing options, (3) assess the eligibility of proposed repairs, and (4) make repairs to approved properties.
2. Capacity to monitor quality assurance, quality control, and their contractors.

Housing Services Technical Assistance - Citywide (TACIT):

1. Evidence of an established program with comprehensive, up-to-date training materials and competent trainers and technical assistance providers.
2. Ability to demonstrate improved results in area of expertise, service, training, etc.

Housing Services Technical Assistance - Community (TACOM):

1. Evidence of an established program; and
2. Capacity to promote City and DPD programs and assist the Community.

Agency Evaluation

In addition to the CDGA general selection criteria, DPD will evaluate applicants on the following:

1. Satisfactory performance on current and prior delegate agency contracts (if applicable)
2. Ability to clearly define activities and expected outcomes
3. Capacity to coordinate and network with other groups in their service area
4. Ability to carry out a work program within a one-year funding cycle
5. Capacity to track and report on program activities in a timely manner in new electronic format – Enterprise Case Management (ECM)
6. Evidence of sound financial management, including, but not limited to, understanding of contract management and vouchering
7. Sufficient program staffing currently in place
8. Competent Board of Directors and Staff responsive to community served
9. Ability to serve non-English speaking persons (where applicable)

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	74
Projects funded:	64
Range of funding:	\$13,313 - \$346,308
Total funding:	\$3,816,661

PROGRAM CONTACT:

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Homeownership Center, Housing Bureau, DPD
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Website: www.cityofchicago.org/DPD

DPD Program: Local Industrial Retention Initiative (LIRI)

PROGRAM DESCRIPTION:

DPD seeks not for profit organizations as delegate agency partners for the Local Industrial Retention Initiative (LIRI) program. LIRI agencies provide assistance to industrial businesses primarily in the City's Industrial Corridors (place-based LIRIs) or in targeted industry sectors (sector-based LIRIs) with the purpose of retaining those businesses in the City and supporting the Industrial Corridors. Each LIRI agency will call on up to 240 industrial companies per year on behalf of DPD to offer assistance and market city programs and development sites. LIRI agencies assess businesses, identify resources, provide project support, and act as counselors and ombudsmen to resolve a variety business issues. These interventions lead to completed projects, job retention and creation, leveraging public and private financing and neighborhood development. Examples of how agencies help businesses include: identifying and securing funding for property, business and workforce development; finding the right location and fill key property vacancies; attaining permits and business licenses and act as liaison with City departments; helping find resources to grow businesses such as expanding sales both locally and internationally; and providing guidance on city and policy issues that impact industrial companies.

PROGRAM DESIGN:

Place-based LIRI project activity includes:

- A targeted number of consultations, counseling, and ongoing support to businesses in project areas;
- Providing lists of businesses and available real estate in project area to DPD; and
- When applicable, aggressively marketing TIF programs and redevelopment sites in TIF areas to prospective businesses, developers, and investors.

Sector-based LIRI project activity includes:

- A targeted number of consultations, counseling, and ongoing support to businesses in the targeted industry sectors;
- Sector development activities;
- Providing a list of businesses in the sector to DPD; and
- Coordination with agencies doing place-based LIRI projects, as appropriate.

LIRI agency performance will be evaluated based on the number and quality of these activities as well as the outcomes of the activities.

The goal of all LIRI projects, both place-based and sector-based, is to provide the following outcomes:

- Increase in the amount of new businesses started;
- Increase in business retention and expansion;
- Increase in jobs created and retained;
- Increase in public and private funds invested; and
- Increase in the number of businesses getting solutions to their issue.

PERFORMANCE MEASUREMENT:

Agency performance on LIRI projects will be evaluated based on the following:

- Work plan fulfillment and contract compliance;

- Timeliness and quality of reporting;
- Ability to meet or address goals listed in the preceding section; and
- As applicable, demonstrating progress on a corrective action plan.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

SELECTION CRITERIA:

The applicant’s existing capacity based on:

1. Staff assigned to the LIRI project;
2. The Board of Directors composition and capacity;
3. The agency’s experience with economic development projects;
4. The agency’s experience with industrial companies and issues;
5. LIRI project cost relative to other funding sources for similar work;
6. The agency’s fiscal stability including its sources of operating revenue;
7. Work plan fulfillment (if applicant is currently a delegate agency); and
8. Contract compliance (if applicant is currently a delegate agency).

Strength of the applicant’s project proposal based on:

1. Responsiveness to the LIRI Program expectations;
2. Responsiveness to the CDGA Application, including timeliness, quality, and completeness; and
3. Justification for the project, including businesses’ need and why the applicant fulfills the need.

SUPPLEMENTAL DOCUMENTATION REQUIRED:

All applicants shall provide the supplemental documentation listed below, which will be available on the LIRI program’s CyberGrants RFP application site.

1. Proposed 2015 LIRI Work Plan using DPD’s template and submitted in Excel format only.
2. Fiscal Information: Provide a chart or list showing a complete list of all of the agency’s funding sources for 2013, 2014 and 2015 (proposed)
3. 2015 Cost Allocation Plan showing the proposed LIRI funding and all other fund sources and allocations for your entire organization.
4. Agency’s 2014 Cost Allocation Plan

FUNDING

2015 funding may be a combination of corporate and Tax Increment Financing (TIF) funds. If so, specific reporting regarding TIF activities will be required.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	18
Projects funded:	15
Range of funding:	\$36,060 - \$60,923
Total funding:	\$741,222

PROGRAM CONTACT:

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 DPD Website: <http://www.cityofchicago.org/DPD>

DPH Program: Crisis Intervention Pilot Project

PROGRAM DESCRIPTION:

The Crisis Intervention Pilot Project is a collaboration between the Chicago Department of Public Health (DPH) and the Chicago Police Department (CPD). The Project is designed to encourage the development and implementation of a service delivery model that supports CPD's Crisis Intervention Teams (CITs) as they respond to mental health-related service calls. The overall goal of this pilot project is to improve mental health service linkage and service coordination for residents in mental health crisis who are interfacing with CPD. Additionally, the Project works to strengthen collaboration among CPD, DPH, mental health providers, and social service providers in an effort to improve access to care.

More than 1,800 patrol officers have completed the 40-hour CPD CIT program, enabling them to better understand and respond to mental health crises. CIT-trained officers often successfully resolve crises on the spot, but some individuals experiencing mental health issues (some with co-occurring substance abuse) require linkage to treatment and ongoing services. In these cases, officers transport them to one of ten hospitals designated as emergency care drop-off sites for psychiatric evaluation and immediate care or link them to a local mental health provider for services. However, CPD officers report that despite linkages to area hospitals some individuals are still not receiving adequate mental health care and that mental health-related calls often involve individuals with repeat crises. Also, many calls are not specifically designated as mental health-related and are thus not routed to a CIT officer.

In response to this gap, this Project will support a community-based mental health provider to conduct triage services in three CPD districts (2, 3, and 7) that record relatively high numbers of mental health-related service calls and police transports to emergency care. Additionally, these districts share a CPD-designated drop-off site. The mental health provider agency will staff a licensed clinician to work with police to respond to all mental health-related service calls in the three districts to provide triage services for the subjects of those calls to ensure they are linked to mental health treatment and ongoing services. The clinician will also facilitate regular collaboration between the police and local service provider networks.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE MEASURES:

- Number of service calls responded to with assessment of service needs*
- Number of unduplicated individuals by race, ethnicity, and income level who receive triage and linkage to care services*
- Number of referrals made to mental health treatment and ongoing services*
- Development of replicable service delivery model for crisis intervention partnerships between local CPD districts and community-based mental health and social services providers
- Development of a model for private/public insurance reimbursement for crisis management/linkage to care for uninsured individuals
- Published process evaluation completed by evaluation partner

** Applicants must indicate the projected numbers for these performance measures and explain the basis for the projected number. For each measure, applicant must describe their strategies for achieving this*

level of performance, any potential barriers in achieving the outcome, and specific strategies for overcoming the barriers.

SELECTION CRITERIA:

- Experience providing mental health treatment and ongoing services to individuals experiencing mental health crises, some of whom may also be experiencing homelessness, co-occurring substance abuse, and/or other challenges.
- Experience providing culturally competent services to clients in the target service area, understanding of the needs of those specific communities, and familiarity with the current landscape of service providers in the target area (CPD Districts 2, 3, and 7).
- Capacity to provide 24-hour service coverage.
- Established referral network of other mental health and social services providers.
- The crisis intervention service delivery system has the potential to be replicated in other districts and has the potential to facilitate greater collaboration between police districts and community-based mental health and social services providers throughout Chicago.

PRIOR YEAR STATISTICS:

Not Applicable – first year of program.

Funding available: \$200,000

PROGRAM CONTACTS:

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Chicago Department of Public Health

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Madeline Shea, MA, MLIS, Assistant to First Deputy Commissioner

Chicago Department of Public Health

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DPH Program: HIV/AIDS Housing Program

PROGRAM DESCRIPTION:

The DPH HIV/AIDS Housing program funds community-based organizations to provide residential housing and support services for people living with HIV/AIDS that are homeless or in imminent danger of becoming homeless. The residential housing facilities include scattered sites, congregate living, or transitional housing and the support services including case management, legal advice, substance abuse recovery, and mental health treatment. The program goals are to assist households in maintaining a stable, safe, decent, and sanitary living environment; to reduce the imminent risk of homelessness; and to improve access to HIV/AIDS treatment and care

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE MEASURES:

The following performance measures must be used to report program success and effective programming:

- Number of persons housed by race, ethnicity, and income level.
- 95% of housing units pass the standard CDBG HIV Housing Quality Assessment Survey
- 80% of program participants are satisfied with housing unit
- 80% of program participants remain stably housed throughout the program year
- 90% of program participants accessed comprehensive support services such as case management, legal advice, substance abuse recovery, and mental health treatment
- 80% of program participants accessed HIV/AIDS treatment and other related healthcare services
- 90% of delegate agencies attended required CDBG HIV Housing meetings, workshops, and training

SELECTION CRITERIA:

The following evaluation criteria will be considered:

- Applicant's experience in providing HIV residential housing services within the targeted area.
- Assessment of the housing and access to HIV/AIDS treatment and care needs of the target population.
- Adequacy of HIV client program eligibility requirements.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	10
Projects funded:	5
Range of funding:	\$44,082 – \$96,600
Total funding:	\$315,296

PROGRAM CONTACTS:

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Marc Sellers, BS, Public Health Administrator III
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DPH Program: STI/HIV Education and Screening for Adolescents and Young Adults

PROGRAM DESCRIPTION:

In 2012, Chicago reported over 22,000 Chlamydia infections among 13-30 year olds which represents 79% of all chlamydia infections in Chicago. DPH seeks to implement evidence based STI/HIV education and screening that reaches 13-30 year olds in high morbidity communities. DPH seeks applicants that demonstrate the ability to execute the education and screening services in addition to the ability to partner with community organizations to serve specific high morbidity communities, detailed below. DPH expects a minimum of 10,000 13-30 year olds to be educated through this effort, with approximately 6,000 (60%) being screened for STI, including HIV. The education and screening efforts should take place in a variety of settings including community based organizations, Chicago Public Schools, City Colleges of Chicago, boys and girls clubs, YMCAs, etc. Applicants should also 1) have access to and/or a relationship with a lab that can provide screening kits as well as process test specimens, and 2) be capable of billing for STI/HIV screening and treatment services.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

Reporting requirement:

1. Number of 13-30 year olds positive for Gonorrhea and Chlamydia
2. Number of 13-30 year olds positive for HIV
3. % of 13-30 year olds screening positive for GC/CT treated for GC/CT
4. % of 13-30 year olds screening positive for HIV that are linked to care

PERFORMANCE MEASURES

1. Number of STI/HIV screenings:
 - a. 3,000 - 13-19 year olds screened
 - b. 2,000 - 20-24 year olds screened
 - c. 1,000 - 25-30 year olds screened
2. Number of 13-30 year olds provided with STI/HIV education:
 - a. 7,000 - 13-19 year olds educated
 - b. 2,000 - 20-25 year olds educated
 - c. 1,000 - 25-30 year olds educated
3. Number, race, ethnicity, and income level of 13-30 year olds screened for Gonorrhea and Chlamydia
4. Number, race, ethnicity, and income level of 13-30 year olds screened for HIV

SELECTION CRITERIA

In evaluating proposals for the STI/HIV education and screening project, DPH will use responses to the below criteria along with all requested documentation to determine a proposal's strength.

- Ability to bill for STI/HIV services through Medicaid
- Existence of on-site to process STI specimens
- Relationship with a lab that processes STI/HIV specimens
- Years delivering HIV/STI screening and education services to adolescents 13-30
- Experience working in the target communities
- Experience working with CPS
- Experience working with City Colleges of Chicago?

PRIOR YEAR STATISTICS

The program has been restructured. Therefore, range of funding and application received for prior year not applicable to the current program.

FUNDS AVAILABLE

\$405,837

PROGRAM CONTACT

Jaime Dirksen

Deputy Commissioner

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312-747-9435

DPH Program: Violence Prevention Initiative (VPI)

PROGRAM DESCRIPTION:

National research indicates that 60% of American youth are exposed to violence before the age of eighteen. Exposure to violence and other traumas during early childhood increases the likelihood that youth will experience more psychological, social, academic, interpersonal, and even long-term physical health challenges than those who do not experience violence as a youth. Unresolved trauma and unchecked violence have a corrosive effect on individuals, families, and communities. DPH is committed to providing assistance to individuals and communities through its Community Development Block Grant (CDBG) Violence Prevention Initiative (VPI) with a focus on the needs and experiences of elementary school aged youth and their families and those who serve them. The 2015 CDBG VPI provides funding opportunities to agencies operating restorative practice/justice programs.

Overview & Benefits of Restorative Justice Practices in the School Setting

from the National Center for Mental Health Promotion and Youth Violence Prevention:

Disciplinary problems and high truancy and dropout rates are increasingly affecting students' academic achievement. Discipline practices that are intended to combat school-based violence and behavioral issues and to improve school climate and safety, including punitive measures and zero tolerance policies, have not proven to be effective—and in some cases they have been found to increase disciplinary problems and dropout rates (Graves & Mirsky, 2007). Typically, a school's discipline philosophy is framed around three questions:

- What rules have been broken?
- Who did it?
- What punishment does the offender deserve?

Under a philosophy of restorative justice, the questions are framed quite differently:

- Who has been hurt?
- What are his, her, or their needs?
- Whose obligations are these?

(Zehr, 2002).

Rather than enforcing a punishment on students for an offense, restorative justice helps students learn to solve problems on their own and to respond to conflict nonviolently. These practices contribute to students' social and emotional development by teaching them valuable skills in building and repairing relationships with their classmates, teachers, family, and community. Restorative practices also keep students in school, learning, rather than removing them for suspension or expulsion. Restorative practices can change the culture of a school and greatly improve school climate. Research shows that schools who implement restorative justice programs see a lowered reliance on detention and suspension; a decline in disciplinary problems, truancy, and dropout rates; and an improvement in school climate and student attitudes (Graves & Mirsky, 2007).

This process affords numerous benefits to students who cause harm, for example:

- (1) Rather than suspension or expulsion, which can negatively affect students' learning, students are not removed from the educational setting.
- (2) Students are held responsible as a member of their community. They are given a chance to learn, in a respectful setting, how their actions affected the victim and the community.
- (3) They are able to see that they have supporters in the community—and that their supporters too

were affected by their actions.

- (4) Students who participate in this process are more likely to gain positive attitudes toward authority and to the concepts of fairness and justice.

Program Goals:

- Through the expanded use of restorative justice practices, the program aims to prevent youth violence and victimization and support students affected by violence.
- In addition, the program would provide increased availability of relevant and effective recovery services and supports.
- The Restorative Justice Practice program encourages a “whole school” adoption of restorative practices. Applicants partner with elementary schools (age 8 – 14 years) in high risk communities to train, coach, and support school students and personnel in the use of restorative practices with students, staff, and parents.

Eligible Restorative Justice Practice activities for funding include, but are not limited to:

- Restorative practice training for students, parents, and staff;
- Victim/offender mediation training;
- Peace circle facilitation; and
- Peer juries.

Beyond traditional restorative practices, applicants will leverage and provide additional instruction where gaps exist to students, staff, and parents on a range of topics including, but not limited to: teen dating violence prevention, resiliency, healthy violence free relationships, impact of adverse childhood experiences and exposure to violence as well as how to prevent them, and psychological first aid.

PROGRAM REQUIREMENTS

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PROGRAM MEASURES

Describe the methods your agency will employ to evaluate the project’s progress and record project accomplishments. Programs will submit monthly reports and should have access to the Internet and the ability to use Microsoft Excel spreadsheets. Programs must routinely provide documentation to demonstrate success and effectiveness.

Please show how you will collect data for and report on the following performance measures:

Process

1. Number of teachers receiving restorative justice training and coaching
2. Number of CPS students receiving restorative justice training by race, ethnicity, and income level
3. Number of parents receiving restorative justice training race, ethnicity, and income level
4. Number of CPS students receiving classroom social/emotional learning curriculum
5. Number of CPS students participating in peace circles race, ethnicity, and income level
6. Number of peer juries held
7. Number of peer mediation sessions
8. Number of adult let mediation sessions
9. Number of quality improvement meetings with CPS and/or funding partners (and related outcomes)
10. Number of CPS students receiving and securing referrals by race, ethnicity, and income level

Impact/Outcome

1. % change in the number of discipline incidents routed through restorative responses from 2013, 2014 and 2015 – targeting 25% increase
2. % change in the number of suspensions from 2013, 2014 and 2015 – targeting 25% reduction
3. % change in the number of deferred suspensions from 2013, 2014 and 2015 – targeting 25% reduction
4. % change in the average daily attendance for each school participating from 2013, 2014 and 2015 – targeting 20% increase
5. % change in the number of school faculty and staff involved in restorative practice approaches at the school from 2013, 2014 and 2015 – targeting 40% increase

SELECTION CRITERIA

Successful candidates must provide:

- Well detailed description of the population to be served
- Demonstrated need for the program in the community
- Sufficient staff that are adequately trained for the project; Please submit job descriptions and resumes of staff
- Program design that reaches the maximum number of participants

PRIOR YEAR STATISTICS

The program has been restructured. Therefore, range of funding and application received for prior year not applicable to the current program.

FUNDS AVAILABLE:

Total Funding: \$371,000

PROGRAM CONTACT

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DFSS Program: Home Delivered Meals

PROGRAM DESCRIPTION:

The Home Delivered Meals Program provides nutritious meals to frail, homebound elderly persons, 60 years of age or older who have no support system in place to assist them in shopping for or preparing meals. Funding will be available to agencies who can design a program to prepare and deliver various meal types (frozen, cold, hot) in accordance with approved diets and menus to eligible seniors' homes citywide for each day of the year. Agencies that possess a current Inspection Report from the Chicago Department of Public Health indicating that the facility is substantially in compliance with Chicago's Health Code and currently prepares and delivers meals are eligible to apply.

The provider must submit four seasonal cycle menus a year and prepare each meal in accordance with the approved menus. Each meal must follow the meal pattern developed by the Illinois Department on Aging and conform to the current Dietary Guidelines for Americans. A detailed nutrient analysis (calories, fat, sodium and carbohydrate content) of each day's menu must be included. All nutrient analyses must be certified by the provider's Registered Dietitian. The meal must be produced in an inspected facility. Additionally, the provider must secure the services of an independent licensed laboratory to perform pathogenic organism analyses on at least four different frozen meals, two different cold meals and two different hot meals, on a quarterly basis or as requested by DFSS.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

Schedule and Delivery

The program provides two meals a day for three, five, or seven days a week. Below is a list of the different types of meal deliveries anticipated under this program.

- The weekday hot meals will be delivered to clients daily. This is a five day delivery of one unit per day. These meals are delivered every Monday through Friday and consist of one hot meal and one cold meal.
- The weekday and weekend frozen meals (5 day or 3 day meal program) will be delivered once a week.
- The weekday 5 day frozen program will be delivered once a week and consist of five units – five frozen and five cold meals delivered on one day.
- The weekday 3 day frozen program will be delivered once a week and consist of three units – three frozen and three cold meals delivered on one day. If a client receives weekday frozen meals, the weekend meals will be delivered along with the weekday meals.

All meal deliveries to clients' home will be made within a specified timeframe Monday through Friday 8:00 A.M. to 4:30 P.M. The provider is responsible for delivering the meals to any client regardless of the address, location or neighborhood within the city of Chicago. *The provider must provide a delivery plan for approval by DFSS for all meal programs.*

Definitions and Food Safety Regulations

- The meal unit consists of an individual hot meal plus one cold meal or, one frozen meal plus one cold meal prepared in accordance with the approved menus.

- All “frozen meals” are actually prepackaged hot meals which are in a frozen state and delivered frozen to be reheated by the client in the client’s home. Two meals delivered together are considered as one meal unit.
- The hot and frozen meals and the accompanying cold meals must be delivered to the clients’ home in an oven, freezer and refrigerator-equipped vehicles.
 - All hot meals must be kept at 140 degrees F or above. All cold meals must be kept at 40 degrees or below.
 - All frozen meals must be kept at 0 degrees or below.
 - The oven, freezer and refrigerator unit must have continuous temperature monitoring in view of the driver to assure proper temperature control throughout delivery.
 - The agency must have a backup plan in the event of equipment failure, weather emergencies, etc.
- All food must be prepackaged according to the regulations approved by the Chicago Department of Public Health. All packaging must be firm and sectioned so that food items do not mix, capable of being tightly closed to retain heat, nonporous so that there is no seepage, disposable, built to be stacked for transporting, and must be labeled with a preprinted label that states food items, date produced, and handling instructions.
- Each frozen or hot meal must be labeled with preprinted labels that state the food items contained, heating instructions for oven and microwave, and date produced. The label must withstand freezing and cooking.

New Clients, Delivery Changes, and Immediate Need Meals

The additions of new clients to the Home Delivered Meals Program will be made by care coordination units and DFSS. The provider will be notified of new clients and delivery will occur on the following day or the next route delivery day; providers must be notified by 12:00 noon the prior day. Requests for changes in client status (i.e., termination of meals, temporary suspension of meals, or re-starting meals) are submitted daily to the provider. Any request submitted before 3:00 P.M must take effect the day following day. Requests for immediate need meals will be made by DFSS before 4:00 P.M. of the previous day.

Food Delivery and Client Non-Response

Drivers must make every possible effort to deliver meals. The provider must provide a two-way communication device, such as a two-way radio or cellular phone to all drivers. This must allow for immediate communication between the driver and the provider. The driver must call the provider immediately for any client non-response or emergency situation, any vehicle breakdown or any delivery delays. The provider must notify DFSS staff of these situations on a daily basis.

Seniors should be allowed a reasonable period of time to answer the door. The drivers should ring the bell and knock loudly on the door for a minimum of five minutes. If the client does not respond, the driver must contact the provider, while still at the address of this client. The provider must then immediately call the client. The provider must allow a minimum of 8 - 10 rings. If the client does not come to the door, the provider must notify both DFSS and the Care Coordination Unit (CCU) for follow up with the client. A daily report listing the names of clients who did not answer the door or the phone to accept a delivery must be provided to DFSS and the Care coordination units daily by the provider.

Maintain a Database

A client database must be maintained by the provider and reports generated on a weekly basis and as requested by DFSS. The reports will include: all clients receiving meals by meal program code to include

number of meals and amount of contributions, clients placed on skip, clients canceled, clients resumed or reinstated and new clients added to the program.

Client Contribution

Federal funding mandates that clients have the opportunity to voluntarily contribute to the cost of their meal. The clients will be given an envelope for their contribution provided by the provider, at no separate charge to the City. The drivers will collect envelopes on a weekly basis. The contributions must be counted and reconciled by the provider and reported to DFSS on a weekly basis along with the billing. The contributions collected are to be deducted from each invoice submitted by the provider to DFSS.

Food Service Supervision

The provider must have a Food Service Sanitation Manager on site to provide adequate supervision during each shift of food production. The provider must have a form of ongoing comprehensive in-service training for the drivers and other staff involved in the program. The provider must have a plan on how they will handle food service problems and food complaints.

Driver Requirements

The drivers must have the appropriate driver's license class and a clean driving record. A background check must be done by the provider on all staff who interacts with clients of DFSS including drivers, drivers' assistants, whether employed directly by provider or subcontracted. All staff interacting with clients must at all times have proper identification that is clearly visible by the client.

The applicant must provide the following:

- Detailed description of proposed Home Delivered Meals Program meeting all the criteria stated above.
- Licenses or certifications of staff assigned to program.
- Copy of the most recent Public Health Department Certificate of Inspection for the facility or facilities where the food will be served, prepared, packaged, or stored, include certificates with any positive or negative citations issued.
- Applicant's most recent fiscal audit report.

PERFORMANCE MEASURES:

- No incidents of food borne illnesses are reported.
- All pathogenic organism analyses on food samples submitted quarterly by the provider are negative for Shigella, Salmonella, and Listeria.
- The facility where the food is produced is found to be in substantial compliance with Chicago's Health Codes pursuant to inspections conducted by the Department of Public Health.
- Temperature reading logs for freezers and refrigerators at the facility are monitored and completed daily.
- All meals are maintained at the proper temperature during delivery.
- Appropriate food items and condiments are packed in accordance with the approved menu.
- Over 80% of the clients surveyed indicate that they are pleased with the quality of the meals.
- Food items are routinely tasted and evaluated for flavor, texture and appearance with adjustments made as necessary.
- All deliveries are made daily or weekly in accordance with the schedule and within the timeframe specified (8:00 a.m. to 4:30 p.m.) unless prior notification is received by DFSS regarding special circumstances.
- No reports of meals left outside of the client's home by the driver are received.
- Food service complaints or complaints regarding the drivers are addressed upon receipt.

- 100% of the clients added to the program as “Immediate Need Meals” clients receive their meal delivery as requested by DFSS.

SELECTION CRITERIA:

The following evaluation criteria will be considered:

- Agency’s qualifications and experience—agency shows a successful history of preparing and delivering meals to seniors.
- How the Agency addresses the program objections and characteristic needs of the client population.
- Existence of quality control practices. Agency must ensure that the highest possible standards of cleanliness will be maintained in compliance with the Chicago Department of Public Health codes relative to the premises and the handling, processing, packaging, sorting, and delivery of the food. The facility must meet health and safety regulations and have implemented safety and monitoring policies.
- Fiscal stability, effective service delivery, and sound fiscal management. For example, sufficient financial resources and expertise to manage startup expenses, and sustaining payment delays.
- At least five years of experience working with seniors.
- At least two years of experience providing similar services as the program type.
- Qualified staff administering and performing the entire program as documented by the inclusion of resumes, job descriptions.
- Adequate staff to provide quality service to proposed volume of clients during program’s operating hours.
- Staff training and development planned for the upcoming contract year.
- Clear statement of the number of meals to be served by the funds sought.
- Cost effectiveness of proposed program, demonstrated by the cost per meal.
- Capability of applicant to administer proposed program and provide client services beginning in January 2015.
- Ability to leverage other funds to support the program.
- Ability to maintain appropriate service documentation and policies that protect the delegate and client files from unauthorized disclosure.
- Ability to respond to emergency meal requests within a 24 hour notice.
- Appropriate use of previously granted city funds, and compliance with program and fiscal reporting requirements in previous years.
- Achievement of performance measures in previous years.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	1
Projects funded:	1
Range of funding:	\$1,135,003
Total funding:	\$1,135,003

PROGRAM CONTACTS:

Nikki Garbis Proutsos
 Phone: 312-743-0178
 Email: nproutsos@cityofchicago.org

DFSS Program: Intensive Case Advocacy and Support for At-Risk Seniors

PROGRAM DESCRIPTION:

The Intensive Case Advocacy and Support (ICAS) for At-Risk Seniors program provides in-home assessment, case advocacy and support, on-going monitoring, translation assistance and direct assistance for at-risk seniors. Social service agencies – including those serving cultural and non-English speaking minorities, home health agencies, faith-based organizations, and community mental health services – are encouraged to apply.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

All clients assisted through the ICAS program will be referred by DFSS. DFSS will coordinate plans of care and referrals to other appropriate programs or services to enhance delegate agency's potential success. Pre and post assessments will be required for all clients. Regular progress reports will be required on each client assisted to ensure momentum of implementation of plan of care. All assistance must be provided in-home or at a location designated by the client. Services to be provided under this program include:

- Assessment of at-risk seniors for, but not limited, to: self-neglect, abuse, neglect, and exploitation by others, health, safety, cognitive limitations, mental health status, physical limitations, current living situation, language barriers and overall well-being.
- Intensive case advocacy and support to identified at-risk seniors. Goals should include, but are not limited, to: establishing relationship with senior(s), assisting senior(s) in understanding issues and problems, educating senior(s) about alternative services and referrals, assisting senior(s) in accepting services and referrals, advocating on behalf of senior(s) for services and referrals, and monitoring the establishment of services and referrals.
- On-going monitoring and direct assistance to identified at-risk seniors, including, but not limited, to: in-home counseling/ psychiatric services, in-home medical care, home repair, friendly visiting, money management, medication monitoring, telephone reassurance, escort service, transportation assistance, translation assistance, and/or benefit advocacy assistance.
- Translation assistance to DFSS staff to assist in assessing seniors for appropriate programs and services. Translation assistance is needed in the following languages: Bosnian, Croatian, Cantonese, French-Haitian, Hindi, Korean, Mandarin, Nigerian, Polish, Russian, Spanish, Urdu, and Vietnamese.
- Adhering to established time frames and protocols for responses and services
- Creating and maintaining a confidential case file on every client referred by DFSS, including appropriate case notes
- Submitting quarterly statistics
- Communicating with DFSS-CAS staff on a regular basis
- Participating in monthly Well-Being Taskforce and weekly Case Review meetings

PERFORMANCE MEASURES:

- Accept new ICAS clients from DFSS referrals
 - Number of hours of ICAS services provided per client.*
- Conduct self-neglect assessment

- Percent of clients who have a self-neglect assessment completed at initial and termination phases.*
- Provide intensive case advocacy and support
 - Percent of identified goals that were successfully accomplished.*
 - Percent of ICAS clients who were successfully terminated because identified goals were met.*
- Service delivery and plan of care
 - Number of services attempted to be placed per client*
 - Percent of services successfully put in place*
- Provide translation assistance for DFSS clients (if applicant offers this as an ICAS direct assistance service)
 - Number of hours of translation assistance per client*

** Applicants must indicate the projected number for these performance measures and explain the basis for the projected number. For each measure, applicant must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcome, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Proposals will be evaluated on the following criteria:

- Overall responsiveness to application, including a work program which addresses all elements of program design and program measurements.
- At least five years of experience working with seniors
- At least two years of experience providing similar services as the program type.
- Qualified staff administering and performing the entire program
- Adequate staff to provide quality service to clients during program’s operating hours.
- Capability of applicant to administer proposed program and provide client services beginning in January 2015.
- Ability to leverage other funds to support the program.
- Ability to maintain appropriate service documentation and policies that protect the delegate and client files from unauthorized disclosure.
- Ability to respond to seniors within two business days and accept referrals from the DFSS’s Senior Services division
- Appropriate use of previously granted city funds, and compliance with reporting requirements in previous years.
- Achievement of performance measures in previous years. Consideration will be given to programs which demonstrate evidence of prior or current provision of services to un-served or underserved communities or populations.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	14
Projects funded:	13
Range of funding:	\$7,500 - \$125,000
Total funding:	Request \$650,000
Funding is fee-for-service:	\$65/hr (average 20 hrs/client); \$15/hr for translation-only service

PROGRAM CONTACTS:

Sharon Gottlieb
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DFSS Program: Emergency Food Assistance for At-Risk Populations

PROGRAM DESCRIPTION:

DFSS' Emergency Food Assistance for At-Risk Populations programs seeks to increase the availability and accessibility of healthy and fresh food options to help at-risk residents meet their nutritional needs. The program provides nutritious food to low-income families and individuals that are facing an emergency or crisis situation. Food provisions include both non-perishable and perishable items such as fruits, vegetables, daily items, and meat.

There are three food distribution models that must be met:

- Distribution to local food pantries (concentrating on food insecurity and food desert areas)
- Distribution to homebound individuals (identified by DFSS through its Human Services Mobile Outreach Program)
- Distribution to homeless shelters identified by DFSS

An estimated one in five Chicago residents are food insecure, experiencing reduced quality, variety, or desirability of diet and the possibility of reduced food intake. In early 2013, the City of Chicago released "A Recipe for Healthy Places" – a citywide plan to make neighborhoods healthier places to live by improving access to healthy foods. This program serves a critical role in achieving the plan's goal to provide a strong food safety net so that residents can eat well regardless of income. Applicants are encouraged to review the recommendations made in "A Recipe for Healthy Places." A copy can be downloaded by searching the title on the City of Chicago website at: <http://www.cityofchicago.org>.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

The applicant must have the ability to meet DFSS' operational needs for all three distribution models. In addition, the applicant must be able to satisfy the diverse ethnic needs of the populations served by DFSS, including the ability to address nutritional needs and dietary constraints due to age, allergies or medical conditions, veganism and vegetarianism, and religious practices. Applicants must demonstrate the ability to meet the following requirements:

- Distribute at least 1.2 million pounds of food per year.
- Distribute and deliver food to local food pantries throughout the city, to DFSS-identified shelters and Human Services Mobile Outreach Program teams.
- Provide additional food upon demand due to an emergency, natural disaster, or special request (such as Thanksgiving and other holiday observances).
- Possess adequate space to store up to a three-month reserve.
- Ensure staff is qualified as food handlers.
- Conduct site visits to ensure the sanitary storage of food for distribution.
- Maintain City of Chicago and Federal sanitation standards.
- Use and explain the use of donated foods and explain the disposition of unaccepted foods.
- Maintain an adequate labor force to perform necessary tasks.
- Work closely with DFSS to redesign the program if needed to respond to population shifts or any other changes.
- Respond to DFSS requests to produce food boxes for city-wide distribution. DFSS expects to distribute between 5,000 and 10,000 emergency food boxes through its Human Services Mobile Outreach program in 2015.

- Develop daily, weekly, or monthly reports that represent inventory, production, and budget.
- Maintain a database or method to track the distribution of all products.
- Maintain on file agreements with DFSS-designated pantries and shelters to receive food in accordance with DFSS guidelines.
- Meet monthly with DFSS program staff.
- Maintain an effective and efficient method to monitor pantries and shelters receiving food and services.

PERFORMANCE MEASURES:

For food distribution to local food pantries:

- Pounds of food delivered to selected food pantries.*
- Pantry satisfaction with delivery and quality of food product received (as determined by surveys to pantries).
- Timeliness of distribution of products to pantries.*

For food distribution to homebound individuals (through DFSS Human Services Mobile Outreach Program)

- Number of food boxes and types of food boxes produced.*
- Timeliness of distribution of products.*

For food distribution to shelters:

- Number of pounds of food distributed to shelters.*
- Number of shelters participating in the program.*
- Number of site visits to shelters.*
- Shelter satisfaction with delivery and quality of food products received (as determined by periodic surveys to shelters).
- Timeliness of distribution of products to shelters.*

** Applicants must indicate the projected number or goal for these performance measures and explain the basis for the projected number or goal. For each measure, applicant must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcome, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Only one applicant will be chosen. The following evaluation criteria will be considered:

- Cost effectiveness of program, including a clear statement of the cost per pound of food
- Competitive pricing and leveraging of resources.
- Applicant’s past experience with large-scale food distribution processes.
- Applicant’s past experience forging new partnerships with large-scale food donors and supporters.
- Knowledge of population served particularly in terms of nutritional needs and age, allergies, and medical and religious constraints.
- Adequacy and accessibility of facilities and equipment.
- Ability to demonstrate quality control over programs and products.
- Menu of food items for pantry distribution.
- Capacity or ability to meet program performance goals.
- Other relevant experience.

An applicant may submit ONLY one application for this program design.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	1
Projects funded:	1
Range of funding:	\$1,106,000
Total funding:	\$1,106,000

PROGRAM CONTACTS:

Joel Mitchell, Deputy Commissioner

Phone: 312-743-1524

Email: joel.mitchel@cityofchicago.org

Website: www.cityofchicago.org/fss

DFSS Program: Public Benefits Outreach and Enrollment (PBOE)

PROGRAM DESCRIPTION:

The Public Benefits Outreach and Enrollment (PBOE) program conducts outreach, education, screening, application assistance, and follow-up support to individuals and households attempting to access federal, state and/or local government issued public benefits or programs. The goal is to increase the number of individuals or households accessing these resources.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

The applicant must agree to the following conditions and provide the listed information:

- Applicant will provide PBOE Services at DFSS' six Community Service Center locations
 - Englewood Center, 1140 W. 79th Street, Chicago, IL 60620
 - Garfield Center, 10 S. Kedzie Avenue, Chicago, IL 60612
 - King Center, 4314 S. Cottage Grove, Chicago, IL 60653
 - North Area, 845 W. Wilson Avenue, Chicago, IL 60640
 - South Chicago, 8650 S. Commercial Avenue, Chicago, IL 60617
 - Trina Davila, 4357 W. Armitage Avenue, Chicago, IL 60639
- Applicant must agree to enter data information in either or both of the following data systems: STARS (Single Tracking and Reporting System) and HMIS (Homeless Management Information System) or any other funder's required systems. If required, training will be provided.
- Monthly or Quarterly reports or both detailing services provided. Format will be provided.
- Monthly Meetings with DFSS staff.
- Applicant's most recent fiscal audit report.
- Plan to document the dollar value of benefits received through this program.

PERFORMANCE MEASURES:

- Number of clients/households assessed.*
- Number and name of public benefits received.*
- Number of outreach activities.*
- Dollar value of benefits received.*

** Applicants must indicate the projected number for these performance measures and explain the basis for the projected number. For each measure, applicant must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcome, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Each application will be evaluated on the strengths and responsiveness to the program specific questions and selection criteria outlined below:

Agency Experience Providing Described Service:

- Agency's demonstrated success in acquiring public benefits on behalf of income eligible households.

- Types of screening tools used; Applicant is expected to maintain a client database to track each benefit application, the date it was approved and monetary value, reasons for denial, and associated follow-up.
- Applicant’s current user status in HMIS and STARS.
- Applicant’s current client database used and the type of reports that are generated to show program outcomes (preferably client-level reports).

Consistent performance on all City contracts or other funding mechanisms (state, federal) including:

- History of default or performance measures below projections on City, state, and federally funded programs.
- Performance on current City contracted programs.
- Ability to maintain appropriate service documentation and policies that protect client files from unauthorized disclosure.
- Appropriate use of previously granted city funds and compliance with program and fiscal reporting requirements in previous years.
- Achievement of performance measures in previous years.

How the Public Benefits Outreach and Enrollment program would be implemented including:

- Public relations or participant recruitment.
- How families are assessed to determine the type of public benefits that are applicable and to additional supportive services and other City, state or federally-funded programs.
- Maintaining contact with the household while public benefits applications are pending.
- Capacity to serve household with limited English proficiency, including specific language capacity targeted and a description of the need in this community.
- The total program budget that reflects the cost per participant and the total number of households or individuals that will be assisted between January 1, 2015, and December 31, 2015.

Staffing Pattern

- Coverage of six Community Service Centers
- Outreach Events and Follow-Up
- Education

Note: Outreach and education includes holding community events, distributing informational materials, and networking with local government offices such as Aldermanic Offices.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0
Projects funded:	1
Range of funding:	\$257,000
Total funding:	\$257,000

PROGRAM CONTACTS:

Joel Mitchell, Deputy Commissioner
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 Website: www.cityofchicago.org/fss

DFSS Program: Tax Preparation Assistance

PROGRAM DESCRIPTION:

The Tax Preparation Assistance program provides free tax preparation services to individuals earning up to \$25,000 and families earning up to \$50,000. The program's primary activity is from January through mid-April. The federal Earned Income Tax Credit (EITC) can provide a return over \$6,000, which is one tax credit available to eligible tax filers. Volunteers are trained and coordinated by not-for-profit organizations that provide assistance at tax sites throughout the city. DFSS expects an outcome of over 23,000 filings as a result of the program.

GENERAL REQUIREMENTS:

- Applicant must be a not-for-profit organization, as evidenced by incorporation in the State of Illinois, and must have federal 501(c) (3) tax-exempt designation. Applicant may apply for funding if, at the time of application, it has applied for tax-exempt status; however, tax-exempt status must be approved prior to contracting.
- Overall fiscal soundness is required as evidenced by the financial history and record of the applicant and the most recent audited financial statements (or the equivalent).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Applicant must provide services to Chicago residents within the City of Chicago.
- Applicant must be an approved IRS VITA provider.
- Applicant must plan to operate at least six separate free tax preparation sites within the City. Each site must be capable of serving at least 25 taxpayers per session. Applicant must show that it plans on serving at least 3,000 taxpayers during tax filing season.
- Applicants must develop and execute public relations and marketing strategies to reach eligible participants. This may include, but is not limited to, outreach events and workshops, direct mailings, and distribution of informational material.
- Area(s) served by each site must meet low to moderate income criteria. At least 51% of the population to be served is from low to moderate income households or exist in a location that serves a low to moderate income population (according to 2010 census).
- Individuals serviced must meet low to moderate income criteria. Applicant must maintain records regarding income eligibility of each client served.

PERFORMANCE MEASURES:

- Number of tax preparation sites; at least six sites.*
- Number of tax returns filed by tax site.*
- Dollar value of refunds received.*

** Applicants must indicate the projected number for these performance measures and explain the basis for the projected number. For each measure, applicant must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcome, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Each application will be evaluated on the strengths and responsiveness to the program specific questions and the selection criteria outlined below:

Agency Experience Providing Tax Preparation Assistance Services:

- Applicant’s demonstrated success in tax preparation assistance on behalf of income eligible households.
- Training and recruitment of volunteers for the program
- Building partnerships with colleges and universities, non-profits, and businesses to recruit volunteers and clients.
- Applicant’s history as an approved IRS VITA provider.

Consistent performance on all City contracts or other funding mechanisms (state, federal) including:

- History of default or performance measures below projections on City, state and federally funded programs.
- Current performance on City contracted programs.
- Ability to maintain appropriate service documentation and policies that protect client files from unauthorized disclosure.
- Appropriate use of previously granted city funds and compliance with program and fiscal reporting requirements in previous years.
- Achievement of performance measures in previous years.

How the Tax Assistance Preparation program would be implemented including:

- Public relations and marketing strategies or participant recruitment.
- Capacity to serve households of limited English proficiency.
- Total program budget that reflects the cost per tax return filed and the total number of tax returns filed between January 1, 2015, and April 15, 2015.

PRIOR YEAR STATISTICS FOR THIS PROGRAM

Applications received: 0 (new initiative)
Projects funded: 2
Total funding: \$850,000

PROGRAM CONTACTS:

Joel Mitchell, Deputy Commissioner
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Website: www.cityofchicago.org/fss

DFSS Program: Mobile Outreach Human Services

PROGRAM DESCRIPTION:

Mobile Outreach Human Services responds to non-life threatening requests for assistance 24 hours a day, seven days a week, 365-days per year in the City of Chicago. Mobile Outreach Teams retrieve requests for assistance through 311 City Service. Services must include mobile outreach and engagement, assessment of needs, delivery of short-term supports, relocation of client(s) for services, and referral. Additionally, participation in all mass care activities as directed by the City of Chicago Office of Emergency Management and Communications (OEMC) during city-wide emergencies that may result in large scale evacuations requiring temporary shelter. DFSS responds to approximately 40,000 service requests per year from 15,000 unique clients belonging to an estimated 10,000 distinct households.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

1. Central Services Requests Dispatch

Mobile Outreach Teams' service requests are generated by city residents calling 311 City Services. The 311 requests are received and mobile teams dispatched as needed across the city.

2. Coordination of the Homeless Shelter Bed Management System

Mobile Outreach Teams will be responsible for placing and transporting clients (e.g., single males, single females, families, domestic violence victims) seeking shelter to appropriate shelters (overnight, interim, safe haven, etc.). An up-to-date and accurate inventory of available beds across the Homeless System must be maintained and a bed availability inventory must be conducted at a minimum of three times per day.

3. Service Delivery

Approximately 54% of the service requests received are for Shelters Placement and Transportation Services; 33% of service requests are for delivery of Emergency Food; 10% of the service requests are for Well-Being Checks; and 3% of the request are for all other services. The Mobile Outreach Teams are responsible for delivering services to clients in the following areas:

- Shelter Placement and Transportation - Residents seeking shelter call 311 for assistance. Mobile Outreach Teams are dispatched to residents' locations, DFSS Community Service Centers, local hospitals, and police stations. Mobile Outreach Team interviews resident to determine appropriate shelter placement needs, completes DFSS Client Intake Form, contacts dispatcher to verify bed availability, and transports residents. Mobile Outreach Teams may also be asked to relocate clients after initial shelter placement. Calls for relocation are requested by the Homeless Shelter provider.
- Delivery of Emergency Food Provisions - Residents seeking emergency food provisions contact 311. Mobile Outreach Teams are dispatched to deliver an Emergency Food Box. The Mobile Outreach Team interviews the client to determine more appropriate long-term supplemental food resources, such as food pantries, referral to Senior Services Home Delivered Meals program, etc. The Mobile Outreach Team completes client intake form and provides referrals as appropriate.
- Well Being Checks - A family member or concerned citizen calls 311 to request that a Chicago resident receive a well-being check. A Mobile Outreach Team is dispatched to the home to verify that the resident is safe and well. The Mobile Outreach Team makes note of a successful contact

or coordinates further with the Chicago Police Department if the team suspects a health or safety issue. If Mobile Outreach Team contacts a senior citizen, a referral should be made to the DFSS Senior Services division.

- Assistance for Victims of Fire or Other Disasters - the City's Fire Department, Police Department and/or Office of Emergency Management and Communications may contact 311 to request that a Mobile Outreach Team be dispatched to assist with relocating a resident(s) displaced due to a fire, flood, power outage, etc. A Mobile Outreach Team is dispatched to the affected site, interviews resident(s) to determine appropriate relocation and transports residents. The Mobile Outreach Team completes intake form(s) and documents the outcome of the intervention.
- Outreach - DFSS may request that Mobile Outreach Teams are dispatched across the city to canvas for homeless residents and offer shelter placement and transportation services; Mobile Outreach Teams record areas of the city canvassed and complete intake forms for all clients that accept services.
- Transportation in Extreme Weather - DFSS may request Mobile Outreach Teams to participate in extreme weather events which may include transportation of residents to City-operated Warming and Cooling Centers and conducting outreach and engagement of unsheltered residents.
- Mass Care Services - In the event of a City-wide emergency, DFSS may request that the Mobile Outreach Human Services unit support the City's efforts related to Mass Care Coordination which may include but is not limited to mass relocation of impacted residents to temporary emergency shelters.

As part of the provision of these services, the Mobile Outreach Teams may serve as an entry point for residents in need of or eligible for in-depth, comprehensive services that better address and resolve problems such as homelessness, substance abuse, domestic violence and chronic unemployment. While clients are never refused services, DFSS seeks to reduce the regular use of Mobile Outreach services by any one individual or household through the successful referral to other social services capable of addressing and resolving these larger and longer-term issues.

4. Staffing

Applicants will be responsible for determining the number and qualifications of staff to provide these services, which include crisis counseling and crisis management on-site (whether engaging or serving client on the street, in shelter, or at a drop-in site) and have robust relationships and linkages to services such as mental health, substance abuse treatment, education, child care, medical services, and life skills training. As agents (not employees) of the City of Chicago, all personnel must be issued and wear photo identification identifying them as employees of the applicant. The qualifications outlined below are provided as a guideline for the development of the applicant's staff and position descriptions:

- Director - Graduation from an accredited college or university with a Bachelor's degree in the social sciences or a directly related field, supplemented by four years of progressively responsible supervisory experience in the delivery of community or social service programs, or an equivalent combination of training and experience. Comprehensive knowledge of the practices and procedures of social service delivery. Ability to develop and direct the implementation of social service delivery programs. Ability to identify and resolve special social service needs. Ability to direct and supervise professional senior level staff. Comprehensive management and organizational skills. Excellent computer skills, plus oral and written communication skills. Must have a valid State of Illinois driver's license.
- Coordinator - Graduation from an accredited college or university with a Bachelor's degree in the social sciences or a directly related field, supplemented by three years of progressively

responsible community or social service experience or an equivalent combination of training and experience. Must have a valid State of Illinois driver's license. Must have knowledge of social service theories and practices, crisis intervention and counseling techniques. Must be able to effectively coordinate crises situations. Strong negotiation and networking skills as well as the ability to create devise and operate successfully in multi-organizational collaborations.

- Mobile Outreach Team Member - Graduation from an accredited college or university with an Associate's degree in the social sciences or directly related field, supplemented by one year of relevant community or social service experience or an equivalent combination of training and experience. A valid State of Illinois driver's license is required. Knowledge of available social services programs and services. Knowledge of interview and intake techniques. Knowledge of available community network resources and referral services. Ability to assess client needs and make appropriate referrals. Ability to conduct interviews and assess the extent and severity of emergency and crisis situations. Good human relation skills. Good oral and written communication skills. Ability to access multilevel facilities and lift at least 20 pounds if necessary.
- Dispatcher - Graduation from an accredited college or community or junior college with an Associate's degree in the social sciences or related field, supplemented by one year of relevant community or social service experience or an equivalent combination of training and experience. Good organizational skills and good oral and written communication skills. Ability to answer phones and work with individuals within an outside the organization.

5. Fleet Requirements

Applicants will be responsible for determining the number and type of vehicles needed to provide this service as indicated in this scope for securing those vehicles for their staff members' use. All vehicles will need to be labeled or marked as belonging to selected applicant and will need to be appropriately insured. Given the high number of young children receiving Mobile Outreach Services, it is required that applicants have infant and toddler car/booster seats available for resident transport. With 54% of service requests for shelter placement, DFSS suggests some vehicles leased should be twelve passenger vans. At least two vehicles should be able to accommodate persons in wheelchairs.

6. Work Site Requirements

DFSS will provide office space for the selected applicant at its Garfield Community Service Center located at 10 South Kedzie Avenue. The awarded applicant will need to enter into a lease with the Department of Fleet and Facility Management. Non-profit entities 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 ft² – in relation to the 10 South Kedzie Avenue Building, at a monthly cost of \$2,612.35. These costs include utilities, telecommunications costs, custodial, security, and engineering services, landscaping, pest control, and other associated costs. The site has adequate workspace for staff and an on-site vehicle parking lot.

Applicant staff will have access to an on-site office space which seats up to 35 people. This space is currently furnished with desks, chairs, etc. The applicant is free to use any existing furniture but will be responsible for purchasing and/or providing any different furniture and must receive prior permission from DFSS before performing any significant re-configuring of the space, the purchase of which will not be considered as an allowable cost under this contract. No personal car staff parking is available in the parking lot.

Computers, copier, fax machines and phones will also be maintained and made available to selected applicant staff's use free of charge although paper, toner and other expendable office supplies will not be provided.

7. Technology Requirements

DFSS will provide computers, internet access and configuration and access to all specific databases necessary for the selected applicant to complete the tasks outlined. DFSS will also provide repair services to its machinery via its IT staff and the City's 4-DATA service. The cost of any and all required updates of equipment will be borne by the applicant. Currently, computers in use are 2008 Dell Optiplex 755 or an equivalent. All have Windows 2003 or XP office version software.

8. Program Reporting and Meeting Requirements

Applicants must demonstrate their ability to accurately collect, maintain and report on clients served, demographic characteristics, services provided, and outcomes met. The selected applicant will be required to enter data into the following information systems on a daily basis and DFSS will provide training for these systems, if necessary:

- **Client Service Referral (CSR) Database** - Status of 311 City Service Request
- **Enterprise Case Management (ECM) and/or Client Service Management System (CSM)** Client demographic information and outcome of case, including case notes.
- **Homeless Management Information System (HMIS)** - Homeless client information. Selected applicant must retain client records for up to seven years as per federal law.

Selected applicant will be required to maintain an electronic daily log of contacts and document response times and outcomes of 311 Client Service Requests. Details of this requirement will be provided during the contracting process. In addition, selected applicant is required to participate in regular program participation meetings with DFSS.

PERFORMANCE MEASURES:

- 90% of 311 City Service Requests will be completed and closed with appropriate outcomes recorded within 24 hours.
- 10% of 311 City Service Requests will be completed and closed with appropriate outcomes recorded within 48 hours.
- 100% of shelter placement and transportation requests will be completed within 2-3 hours.

SELECTION CRITERIA:

Each application will be evaluated on the strengths and responsiveness to the program specific questions and the selection criteria outlined below:

- Previous Experience: Knowledge of the populations to be served or similar populations and the way these populations should be served as evidenced by previous or current operation of a successful program(s) of a similar nature.
- Experience with Community Partners: Experience and coordination with other community partners to address service referrals and direct service needs.
- Administrative/Fiscal Capacity and Experience: Resources and expertise necessary to assume and meet all administrative and fiscal requirements of the program. This includes the applicant's fiscal (including financial management systems), technological, management, administrative and staff capabilities.

- Program Design and Administration: The selected applicant must provide services throughout the entire City of Chicago on a consistent level of service 365 days a year, 24 hours a day regardless of weather or any type of emergency.
- Proposed Staffing: Staffing patterns necessary to operate the program in accordance with the program model's design and outcomes.
- Ethnic Populations: Languages and ethnic populations agency is capable of working with.
- People with Disabilities: Provide equal access to service for persons with disabilities.
- Applicant's Fleet Management Strategy.
- Applicant may be requested to provide additional information or present an oral presentation before final selection.
- Applicant's cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served. For budgeting purposes, applicants should assume contract amount will be \$2,500,000. Allowable costs include (but are not limited to) personnel costs for staff that coordinate and perform all direct services, 10 S. Kedzie occupancy costs as explained below, vehicle leasing costs, office operational costs and the provision of client support items such as clothing, hygiene kits, and CTA passes. Emergency Food Boxes to be provided to clients will be supplied to the selected applicant at no cost through a separate DFSS contract. There is a 15% administrative cost cap.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	N/A (new initiative)
Projects funded:	1
Range of funding:	\$2,600,000
Total funding:	\$2,600,000

PROGRAM CONTACTS:

Joel Mitchell, Deputy Commissioner
 Phone: 312-743-1524
 Email: joel.mitchel@cityofchicago.org
 Website: www.cityofchicago.org/fss

DFSS Program: Family Violence Prevention Initiative

PROGRAM DESCRIPTION:

The Family Violence Prevention Initiative funds community-based agencies to provide assistance and advocacy to those who have been victims of domestic violence (physical, sexual, or emotional abuse), including teens who have been victimized in an intimate relationship. Programs should provide services while empowering their clients, strengthening problem-solving capabilities, and building self-sufficiency of victims.

PROGRAM DESIGN:

The five Program Models include:

1. Counseling & Case Management Services for Victims of Domestic Violence
2. Legal Advocacy & Case Management Services for Victims of Domestic Violence
3. Legal Services for Victims of Domestic Violence
4. Supervised Visitation and Safe Exchange Centers for Victims of Domestic Violence
5. Resource Information Advocates

1. COUNSELING & CASE MANAGEMENT SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

Ability to deliver the following services, which should include but are not limited to:

- Responding to victims within 48 hours. Accepting referrals from and providing referrals to the City of Chicago Domestic Violence Help Line.
- Case management, which includes individual need assessment and safety planning, identification of and referral to appropriate service providers.
- Individual or group interaction between a trained domestic violence worker and a client or group of clients, which includes providing information, referral, support, guidance, education, problem solving, discussing options, and related services.
- Client advocacy, which includes contact by a trained domestic violence worker with a third party on behalf of a client after execution of necessary release of information.
- Counseling consisting of individual or group sessions facilitated by a trained and qualified counselor.
- Explanation of the Illinois Domestic Violence Act, how to obtain an Order of Protection, and how to utilize the legal system to address domestic violence.

2. LEGAL ADVOCACY & CASE MANAGEMENT SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

Ability to deliver the following services, which should include but are not limited to:

- Responding to victims within 48 hours. Accepting referrals from and providing referrals-to the City of Chicago Domestic Violence Help Line.
- Case management, which includes assessment and victim safety planning, identification of and referral to appropriate service providers.
- Client advocacy, which includes contact by a trained domestic violence worker with a third party on behalf of a client after execution of necessary release of information.
- Explanation of the Illinois Domestic Violence Act, how to obtain an Order of Protection, and how to utilize the legal system to address domestic violence.
- Legal advocacy that includes intervention on client's behalf with representatives of the civil or

criminal legal systems or law enforcement personnel.

- Accompanying client in court for advocacy, support, and clarification of information, such as law and court process.
- Individual or group interaction between a trained domestic violence worker and a client or group of clients, which includes providing information, referral, support, guidance, education, problem solving, discussing options, and related services.

3. LEGAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

Ability to deliver the following services, which should include but are not limited to:

- Responding to victims within 48 hours. Accepting referrals from and providing referrals to the City of Chicago Domestic Violence Help Line.
- Needs assessment and safety planning, followed by advocacy with possible referral for further services or follow up.
- Explanation of the Illinois Domestic Violence Act, how to obtain an Order of Protection, and how to utilize the legal system to address domestic violence.
- Assisting clients in civil or criminal court to obtain Orders of Protection.
- Accompanying clients in court for prosecuting criminal charges relating to domestic violence.
- Representing clients in family law matters or other legal cases such as VAWA petitions, stalking no contact orders, ESSA, VESSA, etc.
- Client advocacy, which includes contact by a trained domestic violence worker with a third party on behalf of a client after execution of necessary release of information.

4. SUPERVISED VISITATION AND SAFE EXCHANGE CENTERS FOR VICTIMS OF DOMESTIC VIOLENCE

All clients enter services with a court order. Applicants must have the ability to deliver the following services, which should include but are not limited to:

- Developing, executing, and enforcing visitation plans to ensure the safety of both parents and children.
- Executing safe exchanges of children from custodial parent to non-custodial parent, monitoring compliance with approved time allotted for visit, and executing the safe exchange of children back to custodial parent.
- Providing information and referrals to comprehensive services for custodial parents, non-custodial parents, and children, including crisis intervention counseling, parental support and training, individual and group counseling, including providing referrals to and accepting referrals from the City of Chicago Domestic Violence Help Line.
- Using various methods to ensure the physical, auditory, and visual separation of parents while on-site and to decrease the likelihood that parents will come into contact with one another while traveling to and from the center.
- Developing and implementing security measures and protocols that meet the diverse safety needs of the community and individuals using visitation center services.
- Acknowledge and exercise the discretion visitation centers have in rejecting cases or suspending or terminating services or individual visits or exchanges in instances where such services cannot meet the safety needs of child and adult victims. Centers should develop criteria by which such decisions are made, based on safety considerations.
- Visitation centers should be responsive to the background, circumstances, and cultures of their community and the families they serve.

5. RESOURCE & INFORMATION ADVOCATES

Applicants must have knowledge of the Illinois Domestic Violence Act, the legal system, and resources inside and outside the courthouse. There is a strong preference for bi-lingual Spanish-English Advocates. In addition, applicants must have the ability to deliver the following services, which should include but are not limited to:

- Proactively engaging clients at various locations throughout the Domestic Violence Courthouse, such as the courthouse entrance, the pro se clerk desk, the Help Desk, and the inside and outside of all court rooms.
- Providing brief services to a high number of clients at the Domestic Violence Courthouse, including reviewing options available to clients, assisting clients in determining which option(s) is best and directing clients to services inside and outside the courthouse.
- Assisting clients in completing petitions for Orders.
- Educating clients about next steps before and after court proceedings.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE MEASUREMENT:

The following performance measures must be included. Please note, for all performance measurement referenced below applicants must indicate the projected percentage and explain the basis for the projected percentage. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.

1. COUNSELING & CASE MANAGEMENT SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

- The percentage of clients receiving a needs assessment session
- The percentage of clients developing a service plan
- The percentage of clients completing their service plan
- The percentage of clients completing an evaluation of services survey who agree that the program, staff, and services were helpful
- The percentage of clients indicating an increase in understanding of domestic violence through the completion of a pre and post-test

2. LEGAL ADVOCACY & CASE MANAGEMENT SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

- The percentage of clients receiving a needs assessment session
- The percentage of clients developing a service plan
- The percentage of clients completing their service plan
- Of the Orders of Protection filed with the assistance of the program, the percentage of those Orders granted
- The percentage of clients completing an evaluation of services survey who agree that the program, staff, and services were helpful
- The percentage of clients indicating an increase in understanding of domestic violence through the completion of a pre and post-test

3. LEGAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

- The percentage of clients receiving a needs assessment session

- The percentage of clients informed of their legal options
- The percentage of clients receiving legal advice and legal counseling
- The number of Orders of Protection filed
- The number of Orders of Protection granted by the court
- The percentage of clients completing an evaluation of services survey who agree that the program, staff, and services were helpful

4. SUPERVISED VISITATION & SAFE EXCHANGE CENTERS FOR VICTIMS OF DOMESTIC VIOLENCE

- The percentage of non-custodial parents who cooperate with their visitation plan
- The percentage of custodial parents who cooperate with the visitation plan
- The percentage of clients completing an evaluation of services survey who agree that the program, staff, and services were helpful

5. RESOURCE INFORMATION ADVOCATE

- The percentage of clients interactions that take forty-five minutes or less
- The percentage of clients recruited in locations other than room 1400
- The percentage of clients who agree that they are more informed about their legal options
- The percentage of clients who agree that they understand the court process better

SELECTION CRITERIA

Applicants funded through the Family Violence Prevention Initiative in 2014 will be evaluated on these criteria:

- Overall responsiveness to application, including a description of the target population and of services provided by staff to domestic violence clients through this initiative.
- A work program that addresses all elements of program design and measurement.
- At least five years of experience working with survivors of domestic violence.
- At least two years of experience providing similar services.
- Staff training and development planned for the upcoming contract year.
- Clear statement of the number of clients to be served during the contract year.
- Cost effectiveness of proposed program, demonstrated by the cost per client.
- Capability of applicant to administer proposed program and provide client services beginning in January 2015.
- Other funds to support the program.
- Ability to maintain appropriate service documentation and policies that protect the delegate and client files from unauthorized disclosure.
- Interagency collaborations as needed to expand client services beyond the scope of those offered by the program.
- Ability to hold education or awareness workshops to inform the community or specific stakeholders about domestic violence or specific available services.
- The ability to respond to victims within 48 hours and accept referrals from and provide referrals to the City of Chicago Domestic Violence Help Line.
- Submission to DFSS of contracted number of client survey documents.
- Linkage agreements with other social service programs.
- Provision of services to un-served or underserved communities or populations. This includes those with limited English proficiency, victims who are part of LGBTQQ community, and trafficking victims.
- Adequate staff to provide quality service to proposed volume of clients during program's operating hours.
- Qualified staff administering and performing the entire program.

- Appropriate use of and full expenditure of previously granted city funds, and compliance with program and fiscal reporting requirements in previous years.
- Achievement of performance measures in previous years.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	48
Programs funded:	38
Range of funding:	\$27,000 - \$147,000
Total 2014 funding:	\$1,933,000.00

PROGRAM CONTACT:

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DFSS Program: Homeless Services Overview

INTRODUCTION:

The City of Chicago Department of Family and Support Services (DFSS) serves as the lead agency coordinating the programs for people who are homeless and funding community agencies that provide housing and supportive services to persons and families who are homeless or at imminent risk of homelessness so that they attain or maintain safe and secure housing to achieve self-sufficiency. In 2012, a wide range of stakeholders in Chicago's Continuum of Care developed an updated set of strategies to prevent and end homelessness: Chicago's Plan 2.0 (Plan 2.0) Plan 2.0 calls for a transition of the city's homeless system from shelter-based to housing-based, with a focus on long-term solutions. To achieve this, DFSS has shifted its local, state, and federal homeless funding to support these program models, such as increasing the number of Interim Housing and Permanent Housing units while reducing the number of temporary shelter beds.

DFSS aims to continue to support programs that align with Plan 2.0's focus on homelessness prevention, a "housing first" approach, and wrap-around services in this current application for funding for 2015 programming (Application). DFSS will also support Homeless Emergency and Rapid Transition to House Act (HEARTH) guidelines and priorities. *For additional information on Plan 2.0 and the HEARTH Act please see Appendix.* In addition, as part of Chicago's Plan 2.0 and HEARTH Act requirements, the City is planning coordinated access to and assessment of all homeless resources. The selected applicants may be required to participate in this planning and modify access points, assessment, and eligibility standards as indicated by the final recommendations of that process. *All funded programs will be required to collect documentation to verify that participants qualify as homeless or are at imminent risk of becoming homeless under the definitions provided in the Appendix.*

The goals of this Application are to fund programs that

- 1) Emphasize outcome-based programming;**
- 2) Encourage creative partnerships and programs to support Plan 2.0; and**
- 3) Align with implementation of HEARTH standards.**

PROGRAM TYPES:

A primary goal of Plan 2.0 is to prevent homelessness when possible and move homeless households quickly back into appropriate permanent housing while linking them to needed support services in order to prevent a recurrence of homelessness. Programs eligible for funding through this Application must support this goal. DFSS is seeking to fund programs that are programmatically sound, fiscally responsible, have a strong past performance record, and achieve specific outcomes. Below is a list of all programs and activities that are eligible to be supported with funding through this Application.

- 1) Overnight Shelter for Adults
- 2) Overnight Shelter for Youth – Low-Threshold, Low-Demand
- 3) Interim Housing Model
- 4) Permanent Housing with Short-Term Support
- 5) Safe Havens
- 6) Age Appropriate Stable Housing for Unaccompanied Youth
- 7) Prevention Assistance
- 8) Legal Services
- 9) Outreach and Engagement: Daytime Supportive Service Centers
- 10) Outreach and Engagement: Youth Drop-In Centers
- 11) Outreach and Engagement: Mobile Outreach Engagement

- 12) Outreach and Engagement: Airport Outreach Engagement
- 13) Outreach and Engagement: Outreach and Engagement Coordinator
- 14) Permanent Supportive Housing with Support Services
- 15) Specialized Services: Employment
- 16) Specialized Services: Substance Use/Mental Health
- 17) Specialized Services: SSI/SSDI

The following overview details standards and guidelines and selection criteria that apply to all programs. For additional information on each individual program please review and consult the detailed “Program Description” which also contains additional program specific requirements and performance measures.

Performance Measures (Percentage Defined) – If an outcome measure has a defined percentage, applicants are expected to meet this minimum performance standard. In their application, applicants must describe their strategies for achieving the desired levels of performance and how they will monitor performance outcomes. If the program has not met the stated measures in the past, the application narrative must detail the steps the organization will take to achieve the desired outcomes.

Performance Measures (Outcome Defined) – If a performance measure has a blank percentage, applicants must indicate the projected percentage of households that will achieve this outcome. Applicants must also explain the basis for the projected percentage. For each outcome, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.

OVERALL PROGRAMMATIC STANDARDS AND GUIDELINES:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

To maintain continuity and access to equivalent services across the homeless system, DFSS has determined that the standards below will be the minimum required by shelter service providers to be considered for funding where appropriate.

1. General

- a. There are written policies for intake procedures and criteria for shelter admission, grievance procedures, and other pertinent policies.
- b. All clients must be entered into Homeless Management Information Systems (HMIS).
- c. Clients are allowed to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.

2. Administration

- a. The shelter shall not discriminate on the basis of race, religion, national origin, sexual orientation, or disability. Shelters serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family.
- b. The shelter shall not require clients to participate in religious services or other forms of religious expression.
- c. The shelter's Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter.
- d. The shelter shall have a policy manual which includes the shelter's purpose; population served, program description, non-discrimination policy and confidentiality statement.

- e. The shelter shall have a secured storage space for confidential documents relating to clients and personnel and limit the access to such files.
- f. The shelter must have a written policy to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
- g. The shelter must perform an evaluation of the effectiveness of the services offered, at least annually.

3. **Facility**

- a. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations which apply to the safe operation of the shelter.
- b. The physical premises and equipment must be maintained in a clean and sanitary condition, free of hazards and in good repair. Corrections must be made within a reasonable time from notification of a problem.
- c. A bed or crib is provided for each guest.
- d. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
- e. The shelter shall provide sufficient showers and baths, wash basins and toilets, which are in proper operating condition for personal hygiene. These should be adequate for the number of people served. Clean towels, soap, and toilet tissue shall be available to each client.
- f. The shelter shall have private space to meet with clients.
- g. The shelter shall have laundry facilities available to clients or a system available for like services.
- h. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring fire safety.
- i. The shelter shall have a fire safety plan which includes at least the following:
 - i. A posted evacuation plan;
 - ii. Fire drills, conducted at least quarterly;
 - iii. Fire detection systems which conform to local building and fire codes; and
 - iv. Adequate emergency lighting and fire exits.
- j. The shelter shall have adequate provision of the following services:
 - i. Removal of garbage;
 - ii. Pest control services;
 - iii. Proper ventilation and heating/cooling systems; and
 - iv. To ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice and snow and other hazards.

4. **Health**

- a. The shelter must have available at all times first aid equipment and supplies in case of a medical emergency.
- b. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.
- c. The shelter shall assure that at least one staff person on duty trained to provide first aid.
- d. The shelter shall have a procedure for making referrals to appropriate medical providers.
- e. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
- f. The shelter shall provide a secure place for the storage of medications.

5. **Food Services** (Only for shelters providing prepared meals for residents)

- a. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
- b. Meals are nutritionally balanced.
- c. Shelters providing food service for infants, youth, and pregnant mothers shall make provisions to meet their nutritional needs.

6. **Personnel**

- a. Adequate on-site staff coverage is provided during all hours of shelter operation.
- b. The shelter has written personnel policies in effect, which also include a Code of Ethics for all shelter personnel.
- c. The shelter must maintain an organizational chart of all paid staff working for the shelter. All titles will have a written job description for each position type, which includes responsibilities and minimum qualifications.
- d. The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.
- e. For shelters that serve households with children, the shelter must conduct background checks on staff that interacts with children.
- f. The shelter will require all staff that interacts with children to complete annually the Mandated Reporter training required by the Illinois Department of Children Services (DCFS) at <https://www.dcfstraining.org/manrep/index.jsp>.
- g. The shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.
- h. All shelter staff shall receive training in at least the following:
 - i. Emergency evacuation procedures;
 - ii. Client confidentiality requirements;
 - iii. Emergency procedures for medical, psychiatric, and other crisis situations;
 - iv. First aid procedures;
 - v. Appropriate chains of authority or command within the shelter;
 - vi. Referral procedures to relevant community resources;
 - vii. Cultural competency; and
 - viii. Shelter operational procedures.

7. **Operations**

- a. In addition to sleeping arrangements and food, the shelter shall provide the following basic needs:
 - i. Humane care which preserves individual dignity;
 - ii. A clean and secure environment; and
 - iii. Referrals to other resource agencies or programs.
- b. The shelter must have a written intake policy which includes the admittance criteria.
- c. The shelter must, in addition to entering client information into HMIS, maintain a roster of clients residing in the shelter.
- d. The shelter must post and read, or otherwise make known, the rules, regulations and procedures of the shelter. The rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.

- e. The shelter must report child abuse and endangerment as required by law. See the DCFS Mandated Reporter requirement above.
- f. The shelter must only require clients to perform duties directly related to daily living activities within the shelter.
- g. The shelter must provide access to a public or private telephone for use by shelter clients to make and receive calls.
- h. The shelter must maintain records to document services provided to each client.
- i. The shelter must provide accommodations for clients to store personal belongings.
- j. The shelter must provide a safe, secure environment and have policies to regulate access.
- k. The shelter must encourage the involvement of clients in the decision making processes of the shelter. This can be accomplished in a variety of ways, including having resident advisory councils to give input into the operations of the shelter, or having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff, etc.
- l. The shelter must allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
- m. The shelter must maintain a daily log to record, at a minimum, all unusual or significant incidents.
- n. The shelter must have a policy, if applicable, for the maintenance of client "savings" accounts and fees associated with those accounts.

8. **Fiscal Management**

- a. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
- b. The shelter shall receive an annual independent audit or audit review.
- c. The shelter shall have internal fiscal control procedures.
- d. The shelter shall have a record of accountability for client's funds or valuables entrusted to the shelter.

9. **Facility Assessment**

To be considered for funding, agencies must have site control where applicable. The site must be ADA compliant or provide reasonable accommodations to persons with disabilities and meet local building and safety codes.

10. **Requirements**

- a. Reporting
 - To be considered for funding, agencies must meet the following reporting requirements.
 - Mandatory participation in the HMIS system which includes entering all required program and participant data.
 - Interim Housing and Overnight Shelter projects must participate in the DFSS Shelter Bed Clearinghouse. Applicants agree to adhere to all associated activities and reporting requirements. This includes providing notification to DFSS of available bed capacity twice daily at times specified by DFSS.
 - Participate in the DFSS Point-In-Time Counts annually.
- b. Operational and Collaboration
 - DFSS requires funded agencies to comply with the following:
 - Agency must accept DFSS referrals as a result of DFSS' direct outreach to the homeless.

- Agency must partner with DFSS in efforts to meet emergency conditions caused by weather, fires and other unforeseen events that may cause an increase in the need for homeless services.
- Agency must participate in meetings, technical assistance, and service activities coordinated by DFSS.
- Agency must establish formal written linkage agreements with other service providers to assist clients in accessing mainstream resources.
- Agency is encouraged to participate in the Chicago Alliance to End Homelessness.

OVERALL SELECTION CRITERIA:

All proposals for homelessness services will be evaluated on the Applicant’s ability to provide services as defined in this RFP. The following criteria will be used in evaluating all proposals:

1. Previous Programmatic Experience

- Knowledge of the populations to be served or similar populations and the way in which these populations should be served.
- Financial, physical, and human resources leverage in the community.
- Collaborations or partnerships with other public and private agencies related to your program design and objectives (Examples: referral system, linkage agreements, neighborhood coalitions or partnerships with Chicago Public Schools).

2. Administrative/Fiscal Capacity and Experience

- Resources and expertise to assume and meet all administrative and fiscal requirements; including fiscal technological, management, administrative and staff capabilities.
- Overall fiscal soundness as well as audited financial statements (or the equivalent) from the most recent program year. All Applicants must be current on all prior financial or contractual obligations with the City.
- Other (non-City) financial support and/or fund raising accomplishments for the organization.
- Applicants must adhere to the City’s auditing requirements for Federal Expenditures. Federal Expenditures are expenditures from any Federal funding source received directly or indirectly (pass through) from the City, State, or Federal government. The CDBG program is a Federally-funded program authorized under the Housing and Community Development Act of 1974. Homeless program applicants may also be funded via the Emergency Solutions Grant (ESG) program authorized by the U.S. Department of Housing and Urban Development.

3. Program Design and Administration

- Program and administrative design specifically tailored to the goals of the program.
- System level considerations (such as geographic location, need to target underserved populations, etc.) may be taken into account in final ratings and funding decisions. The selection process will also consider how all programs fit together to achieve a comprehensive, citywide system of care that supports Plan 2.0 and aligns with HEARTH Act standards.

4. Additional Evaluation Criteria

In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Agency’s cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served.

- Ability to substantially leverage other non-DFSS public and private funding sources by providing a cash or in-kind match of 10% or more of requested funding. The intent of this Application is to fund a portion of a program's total annual budget, and not to be a program's sole funding source. Therefore, Applicants that provide for leverage in their proposed budget will be considered more responsive.
- Evaluation strategy that is feasible and can reasonably measure program impact. Proposals will be evaluated based on the Applicant's prior performance.
- Agency's proposed staffing and staffing patterns necessary to operate the program in accordance with the program model's design and outcomes.
- Service coordination and integration. Applicants must demonstrate their capacity to locate and leverage new neighborhood partners on an on-going basis.
- Ability to participate and submit reports by HMIS. Participation in HMIS will be evaluated based on agency's entry and exit of clients, and entry of universal data elements into the HIMS system. DFSS staff will produce and consider reports indicating programs' HMIS performance. In addition for agencies funded with Community Service Block Grant (CSBG) funds will be required to enter client data into the state's STARS system.
- Facility Assessment. Agencies must meet ADA standards, or provide reasonable accommodations to persons with disabilities, and local code regulations to operate a shelter, where applicable. Failure to respond or meet the criteria in the Facility Assessment will be taken into consideration.

The following priorities may be taken into consideration when making final funding decisions. Priority may be given to programs that:

- Enable DFSS to maintain the system's overall bed capacity.
- Align with the goals of Plan 2.0 and anticipated HEARTH standards by focusing on rapid re-housing and supportive services needed to keep individuals and families housed.
- Target underserved populations and exhibit flexible admissions criteria, to assure that there are sufficient programs available to respond to system needs.
- Best represent outcome-based programming. This is programming that can be measured by meaningful outcomes, rather than solely by the reporting of activities.
- Consider all DFSS program and fiscal monitoring reports for the Applicant agency.
- Consider prior performance, as indicated in quarterly reports submitted to DFSS.
- Consider complaints and unresolved complaints pertaining to the service provider.

DFSS reserves the right to seek clarification of information submitted in response to this Application and/or to request additional information during the evaluation process and make site visits and/or require Applicants to make an oral presentation or be interviewed by the review subcommittee.

GENERAL PROGRAM CONTACT:

Tami Cole, Director of Human Services

Phone: 312-746-8380

Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Age Appropriate Stable Housing for Unaccompanied Youth

PROGRAM DESCRIPTION:

This program is designed to serve unaccompanied youth ages 18 through 24 that are homeless. Services may be delivered in a shared living arrangement or in clustered apartments with on-site supportive services and community-based linkages. Youth who are wards of the State are ineligible for this program. The case management ratio must not exceed 25 clients per case manager (1:25).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of rent subsidies (may be time limited).
- Coordination between property management or landlord, and service provider.
- Client assessment of housing and service needs.
- Provision of or linkage to child focused assessment and appropriate services.
- Direct provision of or linkage to a range of needed services including medical care, mental health care, substance use disorder treatment, employment training and placement, legal assistance, parenting support, etc.
- Provision of or linkage to intensive community-based case management services, which may scale down over time as the household becomes more independent.
- Benefits acquisition (assessment, application, and follow up).
- 24-hour on call services and on-site supervision.
- Community-building activities.
- Housing placement if desired or expected by client.
- Assistance in accessing housing relocation resources and supports (e.g., security deposits, utilities, furnishings, etc.).

PERFORMANCE MEASURES:

- 75 % of Households departing the program will exit to permanent, stable housing.
- 55 % of Households remain housed for 12 months upon program exit.
- 50 % of Households will demonstrate increased income.
- 75 % of Households will demonstrate increased independent living skill levels.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	5 (not bid through CDBG)
Range of funding:	\$40,270 - \$150,000
Total funding:	\$409,170

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Interim Housing

PROGRAM DESCRIPTION:

The goal of the Interim Housing Program is to re-house those who are homeless within 120-days. The re-housing must occur in appropriate permanent housing and services must focus on client stabilization, assessment, and referrals to community resources. While households will not be asked to leave a program if they are not placed into permanent housing within 120 days, housing and service activities must be approaching completion. The case management ratio is not to exceed 30 households to each case manager (1:30), with residential aides on staff to provide additional assistance to clients and staff.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- 24-hour housing with beds and access to daily meals and basic services such as showers, storage, and laundry.
- Housing services, including initial assessment upon intake, housing location, and appropriate placement within a 120-day. Households should be screened and linked to rapid re-housing assistance as well as other permanent housing placement options.
- Case management services and psychosocial assessment, including development of individualized case plan for each household.
- Crisis intervention services.
- Benefits screening and linkage to mainstream resources.
- Employment assessment and linkage to job training and employment services.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Provision of/or linkage to physical health assessment, psycho-social assessment, and linkage to mental health and/or substance use disorder services as appropriate for all household members including children.
- Tracking and documentation of the reasons why clients leave the program without being successfully placed in housing.
- Follow-up with clients at three-month intervals for a period of six months after permanent housing placement.
- Family preservation for programs that serve families. These programs must be prepared to serve children up to the age of 18 regardless of gender. The Department strives to support families experiencing homelessness by preventing the involuntary separation of families entering homeless programs for reasons other than bed or caseload availability.
 - To that end, programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under the age 18, family composition, or the marital status of the adults in the family. 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, delegate agencies 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.

PERFORMANCE MEASURES:

- 30% of Household departures placed in permanent, stable housing are made within 120 Days.
- 50% of Household departures placed in permanent, stable housing are made within 180 days.
- ___ % of Households remain housed for six (6) months.*
- 50% of Households exit with a documented income through benefits, employment, education or training.
- 5% of Households at most depart interim program to another homeless location.

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Projects funded:	40 (not bid through CDBG)
Range of funding:	\$61,000 - \$600,000
Total funding:	\$13,200,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Legal Services

PROGRAM DESCRIPTION:

Legal Service provides legal representation for low-income tenants facing eviction and potential homelessness. Legal Services are provided at no-cost and only address the legal aspect of eviction proceedings. The applicant should have experience providing legal assistance to homeless, potentially homeless or other vulnerable populations. The applicant will be required to adhere to all standards and procedures as outlined by DFSS.

- To serve the needs of at-risk clients, the applicant is required to maintain linkages and communication with other service providers and organizations throughout the city. If a client's legal issue is determined inappropriate for services or does not meet eligibility criteria, the applicant will refer to an alternative agency or service provider to meet the needs of the client.
- The staffing pattern must include appropriate management and supervisory staff, attorneys licensed to practice law in the State of Illinois, paralegals working under the supervision of attorneys, or law students from accredited law schools, licensed pursuant to Supreme Court Rule 711. Staff can include volunteers and pro-bono attorneys and paralegals. The applicant must make every effort to hire bi-lingual staff to meet the needs of non-English speaking clients.
- The applicant will keep track of direct service hours provided, unduplicated counts of persons served, and other demographic data necessary for planning and evaluation. Each client shall have an individual case record which documents the presenting problems, record of services rendered, and number of direct service hours provided.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Legal assistance to delay or dismiss evictions including court representation.
- Collaboration with homelessness prevention partners to provide financial assistance and supportive services.

PERFORMANCE MEASURES:

- 100% of Households receive crisis assessment.
- 80% of Households remain housed or exit to permanent, stable housing.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

N/A (not bid through CDBG)

PROGRAM CONTACT:

Tami Cole, Director of Human Services

Phone: 312-746-8380

Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Outreach and Engagement: Daytime Support Services Centers

PROGRAM DESCRIPTION:

The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Youth Drop-In Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Applicants must indicate in their application the specific type of Outreach and Engagement that they are proposing.

- Applicants will be required to use the Vulnerability Index for both individuals and families as soon as it is available.
- Applicants must agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. Service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CRS, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

The Outreach and Engagement program detailed here is for the provision of services at a site-based drop-in center that conduct physical, psychological and housing needs assessment. The goal of the program is to engage clients in formal services and provide coordinated services through permanent housing placement.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Staffing ratio must not exceed 50 clients per outreach worker (1:50).
- Crisis intervention services (e.g., mediation de-escalation, attending to basic needs).
- Assessment of household for physical, psychological, and housing needs.
- Provision of or linkages to community-based case management and referrals to needed services (basic healthcare, mental health and substance use disorder treatment services).
- Benefits screening and linkage to mainstream resources. Provider must be trained in and use SSI/SSDI, Outreach Access and Recovery (SOAR).
- Assessment and linkage to shelter, housing, and rapid-rehousing services. Assistance with application for PSH via CRS.
- Potential to expand to overnight operations during extreme weather and other emergencies (if site or program has this capability, applicant should state in their application).

PERFORMANCE MEASURES:

- 90 % of Households receive physical, psychological, and housing needs assessments.

- ___ % of Households linked to services and community supports indicated by the physical, psychological, and housing needs assessments. Examples of services and supports include mental health and substance use disorder treatment services, employment services/training, and support groups.*
- ___ % of Households assessed and applied for public benefits within three months.*
- ___ % of Households move into permanent housing.*

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

N/A (not bid through CDBG)

PROGRAM CONTACT:

Tami Cole, Director of Human Services

Phone: 312-746-8380

Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Outreach and Engagement: Youth Drop-In Centers

PROGRAM DESCRIPTION:

The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Youth Drop-In Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Applicants must indicate in their application the specific type of Outreach and Engagement that they are proposing.

- Applicants will be required to use the Vulnerability Index for both individuals and families as soon as it is available.
- Applicants must agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. Service delivery models which incorporate tenets of harm reduction, trauma informed care and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CRS, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

The Youth Drop-in Center program model identifies and engages unaccompanied homeless youth and pregnant or parenting homeless youth. It links them to support services and places them in stable housing. The case manager to client ratio should not exceed 1 case manager to 25 clients (1:25). While the RFP encourages proposals designed to address the needs of specific underserved groups, DFSS expects all programs to be safe and welcoming for all youth, including LGBTQQI youth, young parents, runaway youth, victims of abuse, and youth involved with the criminal or juvenile justice system.

Target Population:

- Youth aged 18 to 24
- Youth either living on the street, in shelter (emergency or interim, but not 24 month HUD-defined transitional housing program), or “couch surfing” (i.e. meaning that they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis).
- Youth who are not seeking services with a parent or guardian.
- Pregnant or parenting youth.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of basic needs – food, clothing, hygiene supplies, showers, safe sex items, technology, i.e., phone or internet access.
- Provision of safe space that meet the needs of youth experiencing homelessness (e.g., laundry, showers, resting space, personal storage, child-friendly space).
- Ensure that a housing assessment is performed with participants either through direct service or referral to a program with case management.

- Perform benefits screening and linkage to mainstream resources.
- Develop individualized case plan for each household that enrolls in case management.
- Leadership and community-building activities.
- Provision of or linkage to ongoing supportive services beyond provision of basic needs including educational support, vocational support, case management and systems advocacy, housing assistance, life skills programming, mental health and substance use services, medical, self-care and children’s services.
- Provision of and staff trained in mediation skills and crisis intervention strategies, i.e., violence prevention and intervention strategies designed to increase community accountability, mitigate conflict, and promote long-term engagement. Programs must have policies and procedures that address a participant’s issues related to violence, conflict, mediation, and other crises and steps to resolve such issues.
- Flexible hours of operation with a mix of daytime and evening hours that meet the needs of youth served.
- Coordination with other youth drop-in and shelter programs.
- Drop-in center location must be accessible to public transportation.

PERFORMANCE MEASURES:

- 80% of youth receiving comprehensive assessment will engage in ongoing services, including education, vocational services, and life skills programming.
- 50% of youth engaged in services will move to more stable housing (family, friends, longer-term shelter/housing programs or permanent housing).
- 50% of youth will participate in leadership development and community building activities.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

N/A (not bid through CDBG)

PROGRAM CONTACT:

Tami Cole
 Director of Human Services
 Phone: 312-746-8380
 Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Outreach and Engagement: Mobile Outreach Engagement

PROGRAM DESCRIPTION:

The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Youth Drop-In Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Applicants must indicate in their application the specific type of Outreach and Engagement that they are proposing.

- Applicants will be required to use the Vulnerability Index for both individuals and families as soon as it is available.
- Applicants must agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. Service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CRS, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

The Outreach and Engagement program detailed here provides no or low-demand, street-based services, including basic needs assistance and assessments for mental health, substance use disorder, or medical services, etc. The goal of the outreach programs is to develop trust to engage in formal services and provide coordinated services through permanent housing placement

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Staffing ratio must not exceed 40 clients per outreach worker (1:40).
- Crisis intervention services (e.g., mediation de-escalation, attending to basic needs).
- Assessment of household for physical, psychological, and housing needs.
- Provision of or linkages to community-based case management and referrals to needed services (e.g. basic healthcare, mental health and substance use disorder treatment services).
- Benefits screening and linkage to mainstream resources.
- Assessment and linkage to shelter, housing, and rapid-rehousing services. Assistance with completing PSH application on CRS.

PERFORMANCE MEASURES:

- 90% of Households accept one or more basic assistance services.
- 75% of Households connect to community-based case management, housing or other appropriate situation/settings (i.e. hospital, family reunification).
- ___% households successfully housed.*

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	3 (not bid through CDBG)
Range of funding:	\$100,000 - \$400,000
Total funding:	\$727,104

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Outreach and Engagement: Airport Outreach

PROGRAM DESCRIPTION:

The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Youth Drop-In Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Applicants must indicate in their application the specific type of Outreach and Engagement that they are proposing.

- Applicants will be required to use the Vulnerability Index for both individuals and families as soon as it is available.
- Applicants must agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. Service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CRS, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

The Outreach and Engagement program detailed here provides low-demand, street-based outreach services to homeless individuals and households at Chicago airports or on Chicago Transit Authority (CTA) trains and platforms on routes to the airports.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Outreach focused on the homeless at Chicago airports or on Chicago Transit Authority (CTA) trains and platforms on routes to the airports.
- Crisis intervention services (e.g., mediation de-escalation, attending to basic needs).
- Assessment of household for physical, psychological, and housing needs.
- Provision of referral and transportation services to shelters from the City of Chicago Department of Aviation, on behalf of DFSS.
- Provision of services 24 hours a day, seven days a week, year round.
- Provision of services must be conducted as expeditiously and humanely as possible

PERFORMANCE MEASURES:

- 90 % of Households accept one or more basic assistance services.
- 75 % of Households connect to community-based case management, housing, or other appropriate situation/settings (i.e. hospital, family reunification).
- ___% households successfully housed.*

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Projects funded:	1 (not bid through CDBG)
Range of funding:	\$650,000
Total funding:	\$650,000

PROGRAM CONTACT:

Tami Cole
Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Outreach and Engagement Coordinator

PROGRAM DESCRIPTION:

The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Youth Drop-In Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Applicants must indicate in their application the specific type of Outreach and Engagement that they are proposing.

- Applicants will be required to use the Vulnerability Index for both individuals and families as soon as it is available.
- Applicants must agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. Service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CRS, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

The Outreach and Engagement Coordinator will serve as liaison between outreach providers and permanent supportive housing providers who have selected households off the CRS.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Attend a minimum of 8 outreach coordination meetings conveyed by DFSS
- Perform benefits screening and linkage to mainstream resources
- Participate in HMIS Quarterly Data clean-up
- Develop individualized case plan for each household
- Maintain and secure accurate client files
- Provision of or linkages to community-based case management and related services to enhance long-term housing retention
- Coordination with DFSS street Outreach to the homeless in high density aldermanic wards

PERFORMANCE MEASURES:

- ___% of Households successfully housed*
- ___ Conduct Number of outreach coordination meetings*

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must*

describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

N/A (not bid through CDBG)

PROGRAM CONTACT:

Tami Cole, Director of Human Services

Phone: 312-746-8380

Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Overnight Shelter for Adults

PROGRAM DESCRIPTION:

Overnight Shelter programs provide shelter to single males and females aged 18 and over, on a nightly basis for up to 12 consecutive hours. These programs operate on a year-round basis. Overnight Shelter programs must have at all times an on-site staff to client ratio of at least one staff person for every 50 clients served (1:50). Overnight shelter may be appropriate for persons who do not want to participate in case management or the more intensive services and goals associated with interim housing. However, Overnight Shelter programs are expected to engage clients in accessing support services and assess clients for rapid-rehousing options – either through direct service or referral to another program that conducts this screening).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Must be responsive during extreme weather emergencies.
- Must have formal written linkage agreements with support service providers or Daytime Supportive Services Centers that have available and accessible services for shelter clients. Services include employment, detoxification referrals, and case management within the specific geographic region.
- Track and document clients' departure from the program.
- No limit to the amount of days a client can seek shelter. However, program is expected to engage clients in rapid re-housing efforts.

PERFORMANCE MEASURES:

- 100% of Households will attain their basic needs for shelter, food and safety.
- 100% of Households will be screened for housing options either through direct service or referral.
- 50% of Households will be connected to supportive services.
- 20% of Households will obtain more stable housing.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	6 (not bid through CDBG)
Range of funding:	\$50,000 - \$300,000
Total funding:	\$718,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Overnight Shelter for Youth

PROGRAM DESCRIPTION:

Overnight Shelter for Youth: Low-Demand, Low-Threshold programs provide shelter to unaccompanied males and females, ages 18 to 24, on a nightly basis for up to 12 consecutive hours. Overnight Shelter programs must have a staff to client ratio at all times of at least one on-site staff person for every 50 clients (1:50). Overnight Shelter programs are expected to engage clients in accessing support services and to assess clients for rapid re-housing options (either through direct service or referral to another program that conducts this screening). Additionally, Overnight Shelter programs will coordinate with youth drop-in centers for service and outreach purposes. DFSS expects all programs to be safe and welcoming for all youth, including Lesbian, Gay, Bi-sexual, Transgender, Queer, Questioning and Intersex (LGBTQQI) youth, victims of abuse, runaway youth, and youth involved with the criminal or juvenile justice system. Accordingly, DFSS expects delegate agencies to ensure that staff are appropriately trained and experienced in working with vulnerable youth and their families, and sensitive to the diverse cultures and backgrounds of the youth to be served.

Target Population:

- Youth aged 18 to 24.
- Youth living on the street, in shelters (emergency or interim, but not 24 month HUD-defined transitional housing program), or “couch surfing” (i.e. meaning that they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis).
- Youth **who are not seeking services along with a parent or guardian.**

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of basic needs: e.g., food, clothing, hygiene supplies, showers, safe sex items, technology – phone/internet access.
- Provision of safe space that meets the needs of youth experiencing homelessness (e.g., laundry, showers, resting space, personal storage).
- Conduct brief needs assessment and establish individualized case plans for each participant.
- Perform or link to benefits screening and linkage to mainstream resources.
- Ensure that a housing assessment is performed with participants either through direct service or referral to a program with case management.
- Provision of leadership and community-building activities.
- Provision of or linkage to ongoing supportive services beyond provision of basic needs including educational support, vocational support, case management and systems advocacy, housing assistance, life skills programming, mental health and substance use services, medical, self-care and children’s services.
- Provision of and staff trained in mediation skills and crisis intervention strategies, i.e., violence prevention and intervention strategies designed to increase community accountability, mitigate conflict, and promote long-term engagement. Programs must have policies and procedures that address a participant’s issues related to violence, conflict, mediation, and other crises and steps to resolve such issues.
- Coordination with other youth drop-in and shelter programs.

PERFORMANCE MEASURES:

- 50% of youth connect to supportive services through shelter at drop-in centers or other community providers.
- 50% of youth participate in leadership development and community building activities.
- 25% of youth move to more stable housing (e.g., family, friends, longer-term shelter/housing programs or permanent housing).

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	6 (not bid through CDBG)
Range of funding:	\$300,000 – \$575,000
Total funding:	\$1,500,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services

Phone: 312-746-8380

Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Permanent Supportive Housing Support Services

PROGRAM DESCRIPTION:

The services delivered under the Permanent Supportive Housing Support Services program model are meant to help clients maintain residential stability in permanent supportive housing. Permanent Supportive Housing Programs provide long-term subsidized housing for persons who are homeless. Clients may have serious and persistent disabilities such as mental illness, a substance use disorder, or HIV/AIDS, which often contribute to chronic homelessness. The case management ratio must not exceed 30 households per case manager (1:30).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Supportive services should help promote residential stability, increase household's skill levels or income, and promote greater self-determination.
- Services may be provided by the agency or coordinated by the agency.
- Services can be provided at one facility location or scattered site locations.
- Focus on connections to mainstream resources or Medicaid billing for eligible clients.

PERFORMANCE MEASURES:

- 85% of Households remain housed for 12 months.
- 100% of Households exit with a documented income.
- 85% of Households without a reliable source of income at entry will exit with an increase in income.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	9 (not bid through CDBG)
Range of funding:	\$50,000 - \$250,000
Total funding:	\$1,200,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Permanent Housing with Short Term Support

PROGRAM DESCRIPTION:

The Permanent Housing with Short-Term Support program model targets people who need short-term assistance with housing and supportive services to regain self-sufficiency. Homeless individuals and families are housed in permanent housing and given the rental assistance and supportive services that they need to assume the lease by the time of program completion. The goal of the Permanent Housing with Short-Term Support program is to assist the household to become self-sufficient by gradually phasing out the supports. This phase out should occur within two years so that the household is eventually able to maintain their unit independently. The case management ratio must not exceed 30 households per case manager (1:30).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of rent subsidies (may be time limited)
- Coordination between property management or landlord and service provider
- Client assessment of housing and service needs
- Provision of or linkage to child focused assessment and appropriate services
- Direct provision of or linkage to a range of needed services including medical care, mental health care, substance use disorder treatment, employment training and placement, legal assistance, parenting support, etc.
- Provision of or linkage to intensive community-based case management services, which may scale down over time as the household becomes more independent
- Benefits acquisition (assessment, application, and follow up)
- 24-hour on-call services and on-site supervision
- Community-building activities
- Housing placement if desired or expected by client
- Assistance in accessing housing relocation resources and supports (e.g., security deposits, utilities, furnishings, etc.)

PERFORMANCE MEASURES:

- 75% of Households departing the program to permanent housing retain housing for at least six months.
- 75% of Households increase income through benefits, employment, education or training.
- 85% of Households will assume a lease or maintain other permanent, stable housing upon exit.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	4 (not bid through CDBG)
Range of funding:	\$40,000 – \$250,000
Total funding:	\$620,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Prevention Assistance

PROGRAM DESCRIPTION:

This program is targeted to individuals or families that are at immediate risk of homelessness. It is designed to provide them with assistance to prevent homelessness. Services may include (but are not limited to) provision of financial assistance, provision of legal representation for tenants facing evictions, or provision of housing stabilization or relocation assistance. Services proposed under this model must not be duplicative with resources offered through the State of Illinois prevention programming or other programs and services. Respondents must explain how the proposed programming will fill a gap in services.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of rent subsidies – may be time limited.
- Coordination between property management or landlord, and service provider.
- Client assessment of housing and service needs.
- Provision of or linkage to child focused assessment and appropriate services.
- Direct provision of or linkage to range of needed services including medical care, mental health care, substance use treatment, employment training, employment placement, legal assistance, parenting support, etc.
- Provision of or linkage to intensive community-based case management services, which may scale down over time as the household becomes more independent.
- Benefits acquisition (assessment, application, and follow up).
- 24-hour on call services or on-site supervision.
- Community-building activities.
- Housing placement if desired or expected by client.
- Assistance in accessing housing relocation resources and supports (security deposits, utilities, furnishings, etc.).

PERFORMANCE MEASURES:

- 100% of Households receive crisis assessment.
- 85% of Households maintain permanent housing for six months.
- 90% of Households experiencing crisis will be stabilized.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	4 (not bid through CDBG)
Range of funding:	\$70,000 - \$210,000
Total funding:	\$445,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380 Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Safe Havens Program

PROGRAM DESCRIPTION:

A Safe Haven is an open-stay, on-demand, and service-enriched housing program for persons with mental illness or dual disorders (Mental Illness/Substance Use Disorder) who are hard to engage in services. Safe Havens are safe and non-intrusive living environments in which skilled staff members work to engage persons in housing and needed services. The case management ratio must not exceed 15 residents per case manager (1:15).

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Engage hard to-reach homeless persons who:
 - Have severe mental illness (and may have co-occurring disabilities).
 - Have been living unsheltered.
 - Have been previously unable or unwilling to participate in supportive services.
- No limit on length of stay.
- Flexible admissions criteria to assure that there are sufficient programs accepting the following populations: persons actively using substances, persons who are medication non-compliant, and persons with disabilities or other special needs.
- Tracking and documentation of the reasons why clients leave the program without remaining placed in housing.
- Case management and formal linkages with services in support of client’s case plan.
- Referral to and enrollment in public benefits and employment services.

PERFORMANCE MEASURES:

- 100% of Households will attain their basic needs for shelter, food, and safety.
- 80% of Households will be engaged in supportive services as indicated by assessment.
- 80% of Households move to other permanent, stable housing at program exit.
- 70% of Households without reliable sources of income at entry will increase income through benefits, employment, education or training at program exit.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	2 (not bid through CDBG)
Range of funding:	\$109,709 - \$130,540
Total funding:	\$240,249

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Specialized Services: Employment

PROGRAM DESCRIPTION:

Specialized Services are designed to address a client’s specific barrier to achieving housing stability. These barriers are not immediately addressed by other existing community supports and are provided by experts in a particular field of knowledge. The program can be specialized to focus on particular homeless populations (e.g., the mentally ill, those with a substance use disorder, those who require specialized employment, those who may be eligible for SSI/SSDI, etc.). The program may include specialized employment and employment training services, mental health or substance use disorder treatment centers, or other services and supports needed to promote ongoing stability. Applicants must explain how their programming fills a gap and provides a service that is not available through other programs or funding sources.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of services addressing a client’s specific need.
- Assessment of client’s housing and service needs.
- Linkages to housing.

PERFORMANCE MEASURES:

- 70% of Households complete training.
- 60% of Households obtain employment.
- 50% of Households maintain employment for six months.
- ___% of Households increase documented income.*

** Applicants must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview. *See attachment on following page.*

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	2 (not bid through CDBG)
Range of funding:	\$35,000
Total funding:	\$70,000

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Specialized Services: SSI/SSDI

PROGRAM DESCRIPTION:

Specialized Services are designed to address a client’s specific barrier to achieving housing stability. These barriers are not immediately addressed by other existing community supports and are provided by experts in a particular field of knowledge. The program can be specialized to focus on particular homeless populations (e.g., the mentally ill, those with a substance use disorder, those who require specialized employment, those who may be eligible for SSI/SSDI, etc.). The program may include specialized employment and employment training services, mental health or substance use disorder treatment centers, or other services and supports needed to promote ongoing stability. Applicants must explain how the programming fills a gap and provides a service that is not available through other programs or funding sources.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of services addressing a client’s specific need.
- Assessment of client’s housing and service needs.
- Linkages to housing.

PERFORMANCE MEASURES:

- 75% of homeless individuals will be assessed for SSI eligibility.
- 100% of clients will be provided with outreach and engagement.
- 70% of clients will have an initial interview.
- 75% of clients will be linked to necessary social supports.
- 50% of clients will be referred to agencies for permanent housing.
- 50% of clients will complete an SSI application.
- 75% of clients receive SSI benefits.
- 75% of clients will be connected to on-going supportive services to meet their identified psychosocial needs.

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	N/A (not bid through CDBG)
Range of funding:	N/A
Total funding:	N/A

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: HS – Specialized Services: Substance Abuse

PROGRAM DESCRIPTION:

Specialized Services are designed to address a client’s specific barrier to achieving housing stability. These barriers are not immediately addressed by other existing community supports and are provided by experts in a particular field of knowledge. The program can be specialized to focus on particular homeless populations (e.g., the mentally ill, those with a substance use disorder, those who require specialized employment, those who may be eligible for SSI/SSDI, etc.). The program may include specialized employment and employment training services, mental health/substance use disorder treatment centers, or other services and supports needed to promote ongoing stability. Respondents must explain how the proposed programming will fill a gap in services, and provide a service that is not available through other programs or funding sources.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of services addressing a client’s specific need.
- Assessment of client’s housing and service needs.
- Linkages to housing.

PERFORMANCE MEASURES:

- ___ % of Households that complete treatment.*
- ___ % of Households linked to other services.*
- ___ % of Households assisted with housing search and placement.*

** Respondents must indicate the projected percentage of households that will achieve this performance measure and explain the basis for the projected percentage. For each measure, respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

SELECTION CRITERIA:

Please refer to the selection criteria outlined in the Homeless Services Overview.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	0 (not bid through CDBG)
Projects funded:	2 (not bid through CDBG)
Range of funding:	\$100,000 - \$128,069
Total funding:	\$228,069

PROGRAM CONTACT:

Tami Cole, Director of Human Services
Phone: 312-746-8380
Email: Tami.Cole@cityofchicago.org

DFSS Program: Workforce Services Overview

INTRODUCTION:

DFSS helps Chicago residents access job readiness services, career counseling, vocational skills training, job placement assistance, and other workforce services. The goal of these services is twofold: to improve the employment outcomes of Chicagoans; and to meet the skill and workforce needs of Chicago's employers. This requires programs to be responsive to the changing needs of businesses and residents.

DFSS seeks to fund programs that:

1. Target high-need populations including:
 - a. returning citizens with prior felony backgrounds;
 - b. persons who are homeless or at risk of homelessness;
 - c. persons with limited English proficiency; and
 - d. persons who are low income and have limited work skills.
2. Provide comprehensive and high-quality services to Chicago job seekers;
3. Represent a balanced geographic distribution of locations throughout Chicago;
4. Leverage additional financial and in-kind resources (minimum of 10% of contract amount); and
5. Link to and coordinate with the larger Workforce Investment Act (WIA) funded system led by the Chicago Cook Workforce Partnership.

Services are delivered through a network currently composed of over 50 delegate agencies located across the city. This network includes partners receiving Workforce Investment Act funds. DFSS' funded programs will supplement the WIA-funded programs by focusing on the high-need populations defined above.

This RFP includes the following four program designs:

1. Community Re-Entry Support Center Program
2. Employment Preparation and Placement Program
3. Industry-Specific Training and Placement Program
4. Transitional Jobs Program

Funding for these four programs comes from two sources: federal Community Development Block Grant (CDBG) funds and federal Community Service Block Grant (CSBG) funds. Each of these funding sources has different eligibility criteria and requirements. DFSS will make a determination of the appropriate funding source(s) during proposal review and selection and will provide ongoing technical assistance to guide delegate agencies through the regulations and requirements of each funding source. Despite the differences in funding sources, DFSS is committed to providing an integrated and comprehensive service delivery system that equips Chicago job seekers with the skills needed to compete and succeed in the labor market and that provides Chicago businesses with easy access to a qualified workforce.

DFSS Program: WS – Community Re-Entry Support Centers

PROGRAM DESCRIPTION:

The goal of the Community Re-entry Support Centers is to provide returning citizens, an ex-offender or any Chicago resident with a felony criminal background, with a central location where they can receive services and support that are specific to their needs. The Community Re-entry Support Centers foster the successful re-entry of returning citizens into communities by providing the tools needed to help individuals avoid engagement in criminal activities and succeed in life. Services will include but are not limited to:

- Employment assistance and strategies for presenting a criminal record to future employers;
- Housing, including emergency housing;
- Substance use and mental health counseling;
- Information on sealing or expungement of criminal records;
- Family reunification and child support assistance;
- Mentoring, including support groups; and
- Education and training.

Services are rendered directly by the delegate agency or through existing partnerships with other community-based organizations. DFSS envisions funding programs that are located in or near to communities receiving high numbers of returning citizens and that are disbursed geographically to maximize access to Chicagoans often underserved.

Community Re-entry Support Centers are also charged with developing and sustaining a network of providers to assist in serving all participants working with the Center. Applicants are required to have a working relationship with the Community Support and Advisory Councils (CSACs) funded by the Illinois Department of Corrections (IDOC) to be considered for funding. Each Community Re-entry Support Center will serve as a “Clearing House” of information and services available to the re-entry population. Agencies will be required to have the ability to respond in a timely manner to requests from the public about services available to returning citizens via phone or in-person. A Clearing House phone number will be widely marketed throughout the city and correctional facilities.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

Proposed services **must include**, but are not limited to:

- Intake, assessment, and case work services, including outreach, initial assessment, written participant service plan, orientation, labor market information, interest inventory, informational workshops (e.g., financial literacy, anger management, criminal record sealing and expungement, etc.), and individual and group counseling and assistance in establishing eligibility for other training and support programs.
- Information and referral, including the gathering and communication of information on available employment, training, education, housing, healthcare, legal assistance, public benefits, supportive services and other needed services and resources.
- Follow-up with all individuals who are referred and those who receive case work services.

- Provision of a “Clearing House”, including the technical and staff capability to receive large numbers of calls from returning citizens seeking information and assistance and the ability to refer these participants to the appropriate services. Many of these calls will be from returning citizens needing employment and housing assistance, substance use counseling, healthcare referrals and other supportive services. The respondent must have extensive knowledge of Chicago-area services provided by community- and faith-based organizations, current legislation, and policy that impacts returning citizens and current advocacy initiatives.
- Represent the Community Re-entry Support Centers at such venues as returning citizen job fairs, City of Chicago Violence Reduction Strategy events for gang members, and other public service events.

PERFORMANCE MEASURES:

Identify performance measures for effective programming. Agencies must include performance goals for each program activity under the contract. Performance goals may include, but are not limited to:

- Number of participants who receive referrals for services and resources.
- Number of participants who receive case work services.
- Number of participants who receive follow-up assistance after initial referral or case work services.
- Number of participants who receive individual and group counseling.
- Number of participants who participate in informational workshops on financial literacy, anger management, etc.
- Number of presentations at job fairs and other related events.
- Clearing House response time.

SELECTION CRITERIA:

In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Extent to which the proposed program responds to the special needs of the targeted populations.
- Agency capacity and experience serving the target population.
- Prior experience managing City of Chicago programs specifically demonstrated by meeting performance and expenditure goals.
- The applicant’s capability of staffing the Clearing House and the technological capability of the proposed communication system.
- Applicant’s capacity to properly manage the program and meet programmatic and fiscal objectives.
- Ability to serve individuals who speak languages other than English.
- Include appropriate staffing levels. Staffing must include a case worker. Include resumes and job descriptions.
- Cost effectiveness of the program

An applicant may submit ONLY one application for this program design.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	7
Projects funded:	4
Range of funding:	\$75,000-\$150,000
Total funding:	\$405,000

PROGRAM CONTACT:

Juan Cruz, Workforce Services Coordinator
Phone: 312-746-7760
Email: Juan.Cruz@cityofchicago.org

DFSS Program: WS – Employment Preparation and Placement

PROGRAM DESCRIPTION:

The goal of the program is to provide employment preparation and placement services tailored to the needs of multiple-barrier populations including:

- a. returning citizens with prior felony backgrounds;
- b. persons who are homeless or at risk of homelessness;
- c. persons with limited English proficiency; and
- d. persons who are low income and have limited work skills.

DFSS expects the Employment Preparation and Placement site to develop individualized career plans with participants that will lead individuals on a career path out of poverty. Services offered through these programs include, but are not limited to:

- Intake/Orientation such as outreach, eligibility determination, orientation, initial assessment, referral linkages, and labor market information.
- Comprehensive Assessment and Case Planning such as academic testing, career interest and aptitude testing, individualized employment planning, career counseling, and providing referrals for additional services.
- Job Readiness Training such as access to the Internet for employment services, interview training and resume writing, job clubs, life skills workshops including financial literacy, English-as-a-second-language (ESL) classes and literacy instruction. Each successful participant is expected to have a completed resume on file.
- Placement, retention and follow-up services such as job placement, job coaching, career counseling, enrollment into advanced training or career advancement services, and other supportive services as needed.

Agencies may provide these services themselves or may partner with existing programs to facilitate access and success for targeted individuals. Program outcomes are expected to be an initial employment of 30 days and retention/follow up services for 90 and 180 days.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE GOALS:

Identify performance measures for effective programming. Agencies must include performance goals for each significant activity under the contract. Performance goals may include, but are not limited to:

- Number of participants enrolled.
- Number of participants receiving employment counseling.
- Number of participants completing Job Readiness Training.
- Number of participants earning a credential or certificate if applicable.
- Number of participants entering unsubsidized employment or advanced training.
- Unsubsidized job retention at 30, 60 and 90 days.

SELECTION CRITERIA:

In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Responsiveness to RFP.
- The extent to which the proposed program reflects an understanding of the needs of the target population
- The extent to which the program design addresses the needs of the target population.
- The applicant’s capacity and experience in serving the target population.
- The applicant’s prior experience in managing government contracts specifically demonstrated by meeting performance and expenditure goals.
- The likelihood that the proposed program design will result in employment outcomes for the target population.
- The likelihood that the applicant will achieve the proposed outcomes, as well as the cost efficiency of the proposed outcomes.
- The applicant’s capacity to properly manage the program and meet programmatic and fiscal objectives.
- The extent to which the proposed staff possesses the skills and abilities to deliver on the scope and size of the project. Staffing must include at a minimum: a case manager and job developer.
- The overall cost effectiveness of program.

An applicant may submit ONLY one application for this program design.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	53
Projects funded:	31
Range of funding:	\$50,000 - \$275,000
Total funding:	\$2,497,679

PROGRAM CONTACT:

Alan Placek, Workforce Services Coordinator
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DFSS Program: WS – Industry-Specific Training and Placement

PROGRAM DESCRIPTION:

In an effort to increase responsiveness to Chicago's businesses, DFSS is providing industry-specific training and placement services. This approach will focus on specific industries that offer employment opportunities at various skill levels, and clear pathways to progressively higher skill and wage levels within the industry. Programs should be developed in tandem with employers or groups of employers, to address their specific workforce needs.

DFSS has identified the following targeted industry sectors as priorities: Hospitality (Tourism, Retail, Restaurant); Healthcare; Transportation, Distribution, Logistics (TDL); Manufacturing; and Information Technology. Other industry sectors will be considered if the applicant can provide material demonstrating the need in a particular industry including evidence from employers of their need for a particular type of skilled worker.

The training curriculum must be customized for employers and include active participation and extensive collaboration from industry representatives in order to effectively address specific employer needs. It is envisioned that participants will complete training programs that will be directly linked to placement into full-time permanent employment or advanced training with an expected retention of employment/advancement of at least six months.

Proposed services must also be tailored to the needs of multiple-barrier populations including:

- a. returning citizens with prior felony backgrounds;
- b. persons who are homeless or at risk of homelessness;
- c. persons with limited English proficiency; and
- d. persons who are low income and have limited work skills.

Proposed services must include, but are not limited to:

- **Intake** such as outreach, eligibility determination, orientation, initial assessment, and labor market information.
- **Comprehensive Assessment and Case Planning** such as academic testing, career interest and aptitude testing, individualized employment planning, career counseling and referrals linkages
- **Customized Training** such as industry/occupational specific skills training through a customized curriculum designed with an identified employer or group of employers. This may also include a paid work experience or internships with an employer.
- **Placement Services** such as implementation of a plan to address specific industry/occupation workforce needs, placing participants in jobs with employers and identification of other resources that would benefit businesses such as assistance in applying for tax credits. In addition, DFSS expects delegates to partner with other agencies if they are unable to meet employer needs. It is strongly encouraged that applicants identify employers that agree in advance to hire individuals upon successful completion of the training.
- **Retention and Follow-up Services** such as ongoing case management, follow-up activities to ensure retention and career advancement (i.e. participant development workshops, job coaching), and provisions for supportive services such as child care, transportation, substance use counseling, and other services as needed.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE GOALS:

Identify performance measures for effective programming. Agencies must include performance goals for each significant activity under the contract. Performance goals should include, but are not limited to:

- Number of participants enrolled.
- Number of participants receiving employment counseling.
- Number of participants completing Job Readiness Training.
- Number of participants completing Industry-Specific Skills Training.
- Number of participants earning a credential or certificate if applicable.
- Number of participants entering unsubsidized employment or advanced training.
- Unsubsidized job retention at 30, 60 and 90 days.

SELECTION CRITERIA:

In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Responsiveness to RFP.
- Funding will only be given to those proposals that clearly demonstrate strong partnerships/collaboration with employers (e.g. letters of agreement, employer participation in curriculum development, documented intention to hire, and applicant’s past performance placing participants).
- The applicant’s prior experience in managing government contracts specifically demonstrated by meeting performance and expenditure goals.
- The extent to which the proposal documents that the training targets industries and employers with labor shortages or expected growth (e.g. statistics on length of time to fill job openings and number of job openings).
- The extent to which the program links and works in concert with the WIA funded system.
- The likelihood that the proposed training curriculum provides individuals with the skills to enter the workforce.
- Experience in placing individuals within the targeted industry.
- The extent to which the proposed staff possesses the skills and abilities to deliver on the scope and size of the project. Staffing must include at a minimum: a case manager, trainer and job developer.
- Cost-effectiveness of program.

An applicant may submit ONLY one application for this program design.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	28
Projects funded:	14
Range of funding:	\$75,000 - \$150,000
Total funding:	\$1,449,000

PROGRAM CONTACT:

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DFSS Program: WS – Transitional Jobs

PROGRAM DESCRIPTION:

Transitional Jobs (TJ) programs provide time-limited, subsidized employment opportunities coupled with intensive wraparound services and skills development to eligible job seekers who lack a competitive work history and/or knowledge of the workplace necessary to obtain employment. Services must be tailored to the needs of multiple-barrier populations including:

- a. returning citizens with prior felony backgrounds;
- b. persons who are homeless or at risk of homelessness;
- c. persons with limited English proficiency; and
- d. persons who are low income and have limited work skills.

The subsidized component of the Transitional Jobs (TJ) Program combines real work experience, skill development and support services to help participants overcome substantial barriers to employment. Research has shown that intensive TJ programs coupled with intensive case management, literacy services and support services are more successful than traditional employment and training models. Proposed services must include, but are not limited to:

- Intake such as outreach, eligibility determination, orientation, initial assessment, labor market information, seminars, information on available training and supportive services, and assistance in establishing eligibility for other training and support programs.
- Comprehensive Assessment and Case Planning such as academic testing, career interest and aptitude testing; individualized employment planning, career counseling and referrals linkages.
- Job Readiness and Preparation Training such as job clubs, workshops, occupational skills training, job readiness training such as, resume preparation, interviewing techniques, financial literacy training, and other training as needed.
- Basic Skills Training such as contextualized literacy instruction, literacy tutors and other basic education.
- Transitional Jobs that provide subsidized employment opportunities by partnering with employers that lead to full-time unsubsidized employment.
- Placement Services such as outreach to identify industries/occupations interested in providing an employment opportunity, implementation of a plan to address specific industry/occupation workforce needs, placing participants in jobs with pre-identified employers, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Retention Services such as ongoing case management, follow-up activities to ensure retention and career advancement (i.e. participant development workshops, job coaching), and provisions for support services such as child care, transportation, substance abuse counseling, and other services as needed.

Agencies may provide these services themselves or may partner with existing programs to facilitate access and success for targeted individuals. Program outcomes are expected to be an initial unsubsidized employment of 30 days and retention/follow up services for 60 and 90 days.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

PERFORMANCE GOALS:

Identify performance measures for effective programming. Agencies must include performance goals for each significant activity under the contract. Performance goals may include, but are not limited to:

- Number of participants enrolled.
- Number of participants entering subsidized employment.
- Number of participants earning a credential or certificate if applicable.
- Number of participants entering unsubsidized employment.
- Unsubsidized job retention at 30, 60 and 90 days.

SELECTION CRITERIA:

In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Responsiveness to RFP.
- The extent to which the proposed program responds to the special needs of the targeted population.
- Experience of the applicant in serving the target population.
- Experience in administering a transitional jobs program.
- The likelihood that the program design, especially the subsidized work experience, will effectively prepare individuals for competitive employment.
- Experience the applicant in placing individuals in unsubsidized employment.
- The likelihood that the program design will result in unsubsidized job placements.
- Extent to which the program links to and works in concert with the WIA funded system.
- The likelihood that the applicant will achieve the proposed outcomes, as well as the cost efficiency of the proposed outcomes.
- The applicant’s prior experience in managing government contracts specifically demonstrated by meeting performance and expenditure goals.
- The extent to which the proposed staff possesses the skills and abilities to deliver on the scope and size of the project. Staffing must include at a minimum: a case manager and job developer.
- The overall cost effectiveness of program.

An applicant may submit ONLY one application for this program design.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	27
Projects funded:	17
Range of funding:	\$100,000 - \$175,000
Total funding:	\$2,412,183

PROGRAM CONTACT:

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DFSS Program: Youth Services Overview

INTRODUCTION:

DFSS is committed to creating meaningful and innovative youth programming that offers youth throughout the city the opportunity to participate in high quality, structured programs in safe environments that build success in school and prepare youth for bright futures. The Youth Services Division of DFSS is focused on creating opportunities that address the significant challenges facing our youth today: high rates of violence, school dropout, and high rates of under- and un-employment. To support youth and address those challenges, programs must be extensive, engaging, high-quality and utilize evidence-based strategies to build skills for success.

DFSS seeks to fund multifaceted agencies that evidence commitment and have the capacity to provide an array of diverse program offerings to youth throughout the City of Chicago within the following funding categories:

1. Out of School Time (OST)
2. Behavioral Health Services
3. Intensive Youth Services
4. Mentoring

Please specify in your proposal the program category for which you are applying. If applying under Out of School Time programming, please identify the specific program type. Delegate agencies must provide age appropriate programming with measurable outcomes. Agencies will be required to provide regular reports on their progress towards achieving those outcomes. Programming should be developmentally appropriate for the age groups served: 6-9, 10-12, 13-15, and 16-18.

In 2015, DFSS will continue to require that all delegate agencies participate in Youth Program Quality Intervention (YPQI). Agencies will receive support from DFSS to complete assessments of their programs, develop program improvement plans, and work towards achieving their identified goals.

The Youth Program Quality Initiative focuses on four areas of program implementation:

1. **Safe Environment** - Psychological and emotional safety is promoted;
2. **Supportive Environment** - Staff provides a welcoming atmosphere;
3. **Interaction** - Youth have opportunities to develop a sense of belonging; and
4. **Engagement** - Youth have opportunities to set goals and make plans.

DFSS will provide on-going training and technical assistance to support delegate agency participation in YPQI; specifically, MHA Lab's Employability Assessment and Human Achievement Quotient tools. First introduced in Chicago in 2010, Employability Assessment is a skills building and evaluation tool. Over the last three years, the city has made a major investment in transforming the Employability Assessment into a Cradle-to-Career, 21st century skill building system that includes validated assessments, developmental tools, and professional training. This program is managed by MHA Labs and is supported as a public-private partnership among all of the City's top youth-serving agencies and nonprofits. For more information about MHA Lab see <http://mhalabs.org/>. The Human Achievement Quotient (HAQ) utilizes new research on social, emotional and cognitive skills. HAQ is a tool designed to measure the skills young people need to be successful in college, careers and life. The tool is intended to help instructors communicate with their participants, allowing for feedback and goal setting. DFSS will not use the results of the participant's assessment to determine funding.

DFSS Youth Services also provides professional development resources for delegate agencies to adopt trauma-informed strategies into programming for youth. Many of the youth who participate in DFSS funded programs have experienced numerous traumatic events. These experiences often lead to mental health and co-occurring disorders such as chronic health conditions, substance abuse, eating disorders, as well as contact with the criminal justice system. Agencies will partner with DFSS to incorporate best practices in trauma-informed strategies and where appropriate, include more intensive trauma-specific services.

DFSS is committed to improving the health and wellness of young Chicagoans in alignment with the City's Healthy Chicago and Healthy Places. In line with this, DFSS recognizes that obesity is one of the underlying preventable causes of death in the U.S., increasing risks for heart disease, cancer and stroke. DFSS encourages delegate agencies to incorporate the following nutrition and physical activity policies into their programming:

- DFSS delegate agencies that choose to serve food will provide nutritious snacks in a quantity and quality that meets the guidelines established by the Alliance for a Healthier Generation.
- DFSS delegate agencies providing OST programs (excluding mentoring) and activities will provide physical activity to an amount and intensity of which contributes to the CDC-recommended 60 minutes of physical activity for youth, or 20% of the total time in the program.

DFSS encourages all agencies to participate in Let's Move. Created by First Lady Michelle Obama, Let's Move is a national movement to reverse the childhood obesity epidemic. The program encourages participation from everyone, including parents and caregivers, local elected officials, community and faith-based organizations, and schools to take action in reversing the obesity epidemic. Go to www.letsmove.gov to find out more.

Please note:

- Funding cannot be used to support programs already funded by the Illinois Department of Children and Family Services (DCFS) through Illinois Department of Human Services Employment-Related Child Care program, DCFS specialized Day Care, and Illinois Action for Children funding.
- Agencies must leverage their proposed program budget with a **15% match**. The total amount, percentage and source(s) of matching funds must be identified in the narrative portion of the application and the budget.
- The majority of an agency's budget cannot be used to fund administrative staff.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

SELECTION CRITERIA APPLICABLE TO ALL YOUTH PROGRAMS:

In addition to meeting the City's requirement for all agencies applying for City funds, DFSS will evaluate proposals based on the appropriateness and scope of the proposed service and activities for the population identified and the extent to which the proposals meet the following:

- How the proposed program addresses the needs of youth in the identified community.
- How the program is developmentally designed to address the youth in the identified age group(s).
- Proposed program, goals and outcomes, and strategies to achieve those outcomes.
- Schedule of hours and days of operation, activities, and location of activities.
- Evaluation plan for the program including programmatic assessment and outcomes.
- How the program will incorporate the core elements of DFSS Youth Services programming.

- How youth voice and choice are incorporated into proposed programmatic design.
- Qualifications and experience of the organization and the agency's staff.
- Training schedule.
- Professional qualifications and expertise in the area of fiscal management.
- Budget consistent with Program Design.
- Audited Financial Statements.
- Past fiscal performances and fund-raising capability.
- Responsiveness to application and work plan.
- At least five years of experience working with children and youth.
- At least two years of experience providing services similar to the program type.
- Evidence of upcoming staff training and development planned for the contract year.
- The number of clients to be served by the funds sought.
- Cost effectiveness of proposed program, demonstrated by the cost per client.
- Capability of applicant to administer proposed program and ability to provide client services beginning in January 2015.
- Ability to leverage other funds to support the program.
- Ability to maintain appropriate service documentation and policies that protect the delegate and client files from unauthorized disclosure.
- Appropriate use of previously granted city funds, and compliance with program and fiscal reporting requirements (if applicable).
- Achievement of performance measures on prior DFSS contracts (if applicable).
- Linkage agreements with other social service programs,
- Delivery of services to underserved communities or populations.

PERFORMANCE MEASURES AND OUTCOMES APPLICABLE TO ALL YOUTH PROGRAMS:

- Complete Applicant Intake Form for 100% of youth participating in the program.
- Track Youth Services program attendance weekly.
- Track Youth Services events and workshops weekly.
- Enter 100% of program data into the city data management system.
- Assess 100% of participants using the HAQ Assessment and provide feedback to improve skills.
- Participate in the Youth Program Quality Intervention (YPQI) process including completion of trainings on Basics and Methods, Internal and External Assessment and the development of a Program Improvement Plan.
- Track and document outcomes for youth participating in their program as described in the Youth Services Program Offering Section.
- Submit monthly vouchers from payment from the city of Chicago.
- Attend DFSS delegate agency meetings and trainings.
- Provide DFSS a copy of the program curriculum prior to beginning of the program.
- Provide DFSS a monthly calendar of program events.
- Identify program specific benchmarks and report on quarterly progress towards goals.

GENERAL PROGRAM CONTACT:

Earline Whitfield Alexander
 Senior Manager of Youth Services
 Phone: 312-746-7474

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DFSS Program: YS – Behavioral Health Support (At-Risk Youth)

PROGRAM DESCRIPTION:

Behavioral Health Services programming will provide group and individual counseling to youth ages 6-18. The goals of the program are to provide low- to moderate-income families and youth with access to a wide range of supportive services and to provide an integrated, coordinated system of supports. Programs must be linked to schools and youth development programs. All direct service providers must be licensed or license-eligible as cited in the Clinical Psychologist Licensing Act, Clinical Social Work and Social Work Practice Act and the Professional Counselor and Clinical Professional Counselor Act. (These acts are viewable on the Illinois Department of Professional Regulations website: www.idfpr.com). A licensee must supervise those individuals that are license eligible.

Services must utilize evidence-based strategies to promote positive changes in cognition, behavior and emotional health. Services should enhance positive coping mechanisms and include trauma-informed practices. When appropriate, youth will learn problem-solving techniques to resolve conflict/issues that would otherwise become barriers to education, socialization, and/or family stability at the school or program facility. All clinical documentation must include the signatures and credentials of the individual providing the service. The licensed supervisor must sign documents completed by licensed-eligible individuals. In addition to counseling staff, programs can assign masters' level interns in the above-mentioned disciplines. Programs must provide evidence of training and clinical best practices by staff providers.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- **Client Assessment** - collect evaluation reports (if applicable), self-report information, historical documents, and guardian information. Determine appropriate action - either referral or development of a client plan, etc.
- **Client Plan** - an individual plan written to reflect the establishment of objectives and goals with specific time frames for accomplishments.
- **Case Management** - provide referrals and follow-up services, monitor each case at a minimum of once per month, etc. Link youth with other supportive services and address family issues impacting the youth.
- **Interpersonal/Social Development Skills** - activities could include social and interpersonal skills development, violence prevention, personal safety, conflict resolution, peer pressure identification, etc.
- **Counseling Frequency** - group (a minimum of 6 - 8 weeks; minimum of three participants) and/or individual counseling should take place at school, community based organization or at the program facility a minimum of once per week.
- **Parent/Guardian Involvement** - convene family activities that foster positive parent/child interactions at least once per quarter. Individual monthly family meetings should be held to encourage parent/guardian participation in the treatment process. Services should include family members when appropriate to address identified needs of the youth.
- **Trauma Informed and Trauma Focused** - Children and adolescents who are exposed to traumatic events should be assessed and provided trauma-informed services. This includes making sure that children and adolescents are screened for trauma exposure; that the agency

uses evidence-informed practices; that resources on trauma are available to providers, survivors, and their families; and that there is a continuity of care across service systems.

- **Two hours of direct services per month are required and a minimum of one hour of indirect services per month.**

THE FOLLOWING ARE BEHAVIORAL HEALTH SERVICES SCHEDULING REQUIREMENTS:

- **Entire Year** - 52 weeks (school year + school breaks). All programs that operate the entire year (school year & breaks) must include programming on non-school days when school is not in session, such as but not limited to, school holidays, federal holidays, teacher institute days etc.
- **School Year Only School Based Programs-** approximately 39 weeks does not include winter, spring, summer breaks or other non-school days.

In addition to the outlined program requirements in the program description, agencies under Behavioral Health Services participate in workshops and training provided by DFSS to integrate trauma focused and trauma informed practices. Prior to provision of services, each counselor must submit a copy of their degrees, licenses and evidence of trainings on evidenced-based interventions.

COMMUNITY COLLABORATION REQUIREMENTS:

Communicate with families, schools, and youth to ensure that youth are provided with supportive services or additional services when needed. Work with community stakeholders to provide safe passage from school to program in high risk communities.

SELECTION CRITERIA

Please see DFSS Youth Services – Overview.

GENERAL PERFORMANCE GOALS MAY INCLUDE, BUT ARE NOT LIMITED TO:

- Number of client assessments.*
- Number of clients enrolled.*
- Number of completed client plans.*
- Number of sessions provided to clients.*
- Number of family sessions.*
- Number of referrals.*
- Number of youth who complete individualized service plan.*

** Applicants must indicate the projected number of participants, assessments, or plans that will achieve this performance measure and explain the basis for these numbers. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

Previous funding does not guarantee an agency funding for the following year.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	29
Projects funded:	20
Range of funding:	\$18,000 - \$65,000
Total funding:	\$917,413

PROGRAM CONTACT:

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DFSS Program: YS – Intensive Youth Services

PROGRAM DESCRIPTION:

Intensive Youth Services was developed to assist high risk youth and address the significant barriers they encounter in pursuing education and post-secondary pathways. It offers strategic components for an improved quality of life. This model uses an aggregate of mentoring, cognitive behavioral therapy, enrichment programming, and violence reduction program models. Intensive Youth Services provides services to ensure that participants are equipped with social, emotional, and cognitive skills, enriched parent and guardian support, and credentialed academic assistance to address barriers to success. The program connects participants with qualified, caring adult facilitators that provide on-going learning experiences. Program facilitators are encouraged to coach, guide, and teach success strategies to help participants identify vocational or college-to-career opportunities that will aid them in achieving their life goals. Programs must use the intervention team approach to provide wrap around services.

The participants must be involved in enrichment programs and restorative justice practices conducted by the agency. This program targets youth ages 12 to 18 who are: 1) currently involved in the Juvenile Justice System or referred by institutional authorities; 2) at risk of joining a gang, currently involved with a gang or a former gang member; and/or 3) have not completed primary or secondary education and are in diversion programs.

This model includes the following program components:

1. Case management.
2. Crisis response system.
3. Social and emotional evidence-based curricula.
4. Academic support and engagement with schooling.
5. Cognitive-behavioral therapy.
6. Vocational and career-focused curriculum.
7. Parent or Guardian involvement and family supports.
8. Liaison between participants and other service providers and or systems (e.g., Juvenile Justice System, alternative schools).
9. Collaborations to provide a broad array of services to youth.
10. Job skill development.

THE FOLLOWING ARE INTENSIVE YOUTH SERVICES SCHEDULING REQUIREMENTS:

Entire Year - 52 weeks (school year and school breaks). All programs that operate the entire year must include programming on non-school days when school is not in session, such as but not limited to, school holidays, federal holidays, teacher institute days, etc. Programs must operate a minimum of five days a week including evening hours and weekends.

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Capacity to conduct street outreach in specific high-risk communities.
- Ability to demonstrate skills and experience in building relationships with community residents, community based organizations, faith-based organizations, law enforcement agencies and other gang intervention programs to reduce incidents of youth violence associated with gangs.

- Outreach workers are responsible for:
 - Recruiting participants;
 - Providing case management by identifying needs, setting goals, and helping youth identify the resources needed to achieve the goals;
 - Coordinating appropriate crisis responses following violent episodes in the community;
 - Visiting incarcerated participants and reconnecting them to services when they are released;
 - Resolving conflicts or mediating among clients, their families, other youth, and/or agencies;
 - Acting as the liaison between clients and other service providers and;
 - Conducting gang prevention and awareness workshops for children ages 6-12 and their families.
- Delegate agencies must establish safe havens site(s) for youth to participate in activities that develop interpersonal relationships, trust and provide access to opportunities and resources.
- Types of services that the agency will provide include, but are not limited to:
 - Employment and vocational training;
 - Remedial and alternative education assistance;
 - Group and individual counseling, including connecting to mental health services;
 - Substance abuse services; and
 - Mentoring.
- The funded agencies will maintain the following forms:
 - Client intake assessments;
 - Individualized service plans and; and
 - Consent and release forms to serve clients.
- Targeted youth and their families will be provided with a variety of services to assist them in accessing and participating in services that will meet their social, educational, and vocational needs.
- For youth ages 6-9 and 10-12 years of age, the delegate agency should coordinate in-school and out of school prevention and education programs. This includes:
 - Conducting workshop and trainings on gang resistance education such as anti-bullying, conflict resolution and peer mediation; and
 - Conducting community events to educate parents and service providers, to increase community awareness about gangs, and gain support to change conditions contributing to gang involvement within a community.

COMMUNITY COLLABORATION REQUIREMENTS:

Agencies must communicate with families, schools, and youth to ensure that youth are provided with appropriate supportive services and enrichment programming. Delegate agencies should work with other community organizations to ensure that youth have access to a broad array of services and resources. This network should consist of key agencies that quantify and clarify their participation on the prevention and intervention team through a Memorandum of Understanding (MOU). These MOUs should address information sharing and confidentiality issues, the role each member will play in the team, the member’s participation level on the team, and other responsibilities the member’s agency may have in prevention and intervention team activities. Furthermore, delegate agencies must work with community stakeholders to provide safe passage from school to program in high risk communities.

SELECTION CRITERIA

Please see DFSS Youth Services.

GENERAL PERFORMANCE GOALS MAY INCLUDE, BUT ARE NOT LIMITED TO:

- Number of referrals to program.*
- Number of participants enrolled in case management.*
- Number of referrals to supportive services.*
- Number of participants in community workshops.*
- Number of individual plans.*
- Number of youth who successfully complete their plan.*
- Number of youth who re-engage in school.*

** Applicants must indicate the projected number of participants, referrals, or plans that will achieve this performance measure and explain the basis for these numbers. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

Previous funding does not guarantee an agency funding for the following year.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	21
Projects funded:	13
Range of funding:	\$40,000 - \$75,000
Total funding:	\$725,000

PROGRAM CONTACT:

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DFSS Program: YS – Mentoring

PROGRAM DESCRIPTION:

The goal of the Mentoring Program is to connect youth to trained, caring adults who provide guidance and support youth in their personal development. Mentoring is defined as the practice of coaching, guiding, and teaching successful strategies to help youth achieve their life goals. A good mentor is a valuable asset and can provide a fresh perspective by helping youth examine problems and situations. Mentors engage youth and assist them with critical thinking and supportive information. Delegate agencies must use an evidence-based model of mentoring to provide high-quality and structured interactions with youth. The agency must provide a safe, secure, and stable relationship between an adult and youth.

PROGRAM REQUIREMENTS

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Creative and comprehensive learning strategies that address critical needs in youth lives.
- Varied teaching methods and approaches to raise awareness and build skills.
- Programs offered in sufficient quantity to produce and maintain desired effects.
- Theory driven mentoring strategies incorporating evidence-based practices.
- Promote positive relationships with peers and adults.
- Goal setting based on cultural values.
- Case management documentation.

All Mentoring programs will provide the following:

Appropriate Screening - Program Directors should conduct detailed interviews with mentors. Discussions could include expectations of and motivations for volunteering; their family background and history; attitudes toward young people; commitment to developing long-term mentoring relationship with mentee; as well as other personal in-depth issues of this nature.

Appropriate Matching - Staff assesses the mentor and mentee and reviews possible matches. The mentee's interview should include information about their educational and career goals, interests and hobbies. If tutoring is involved, at a minimum pre-and post-assessments of reading, math, and writing skills must be conducted. Once a young person is identified, staff, mentor, mentee, and mentee's parent(s) or guardian(s) should meet and agree to the match. All should sign a contract with program criteria and responsibilities described thoroughly and specify the nature of and location of activities.

Appropriate Training - Agencies must provide appropriate and adequate training for mentors, including an orientation session that discusses the developmental needs of the youth. Additional training should include but is not limited to: effective communication skills, setting healthy boundaries and limits, cultural awareness, promoting healthy lifestyle and relationships, mediation skills, expectations and responsibilities, values, and typical pitfalls and tips for mentors.

Case Management - Agency staff will meet regularly to discuss the individual mentoring sessions with mentors, mentees, and parent or guardians to ensure continuous progress and support.

Opportunities for Social Activities - The agency should conduct social activities for mentors, mentees, and events that both mentors and mentees can attend. The mentor and mentee can develop their own scheduled activities that could include playing games, going to movies, attending plays and museums, bike riding, tutoring, walking and talking.

A Good Match between Mentor Expectations & Program Goals - Monthly progress reports should be completed to monitor quality of mentor relationship, progress towards goals, and to document changes in model described by agency to better serve the needs of youth.

Appropriate Communication with the Mentee's Family - All parent(s) or guardian(s) should be apprised of the youth's involvement in the program and should be provided with adequate information about program goals, policies and processes. Programs should be clear about expectations of family involvement with the mentor and the program staff. Families should be engaged as active collaborators in working to address barriers to success and to facilitate healthy family-youth relationships.

THE FOLLOWING ARE MENTORING SCHEDULING REQUIREMENTS:

Entire Year - Mentoring agencies are required to function for a whole calendar year which is equivalent to the entire 2015 fiscal year of 52 weeks (school year + school breaks). All programs that operate the entire year (school year & breaks) must include programming on non-school days when school is not in session, such as but not limited to, school holidays, federal holidays, teacher institute days, etc. **Mentors must spend a minimum of two hours per interaction, at least twice per month with mentees.**

COMMUNITY COLLABORATION REQUIREMENTS:

Communicate with families, schools, and youth to ensure that youth are provided with supportive services or additional services when needed. Work with community stakeholders to provide safe passage from school to program in high-risk communities.

SELECTION CRITERIA

Please see DFSS Youth Services.

GENERAL PERFORMANCE GOALS MAY INCLUDE, BUT ARE NOT LIMITED TO:

- Number of mentee assessments.*
- Number of mentees enrolled.*
- Number of mentoring sessions provided to mentees.*
- Number of mentees engaged in community projects.*
- Number of mentor family interactions.*
- Number of completed client plans.*

** Applicants must indicate the projected number of individuals, assessments, projects, or events that will achieve this performance measure and explain the basis for the projected numbers. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

Previous CDBG funding does not guarantee an agency funding for the following year.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	42
Projects funded:	20
Range of funding:	\$15,000 - \$70,000
Total funding:	\$676,700

PROGRAM CONTACT:

Earline Whitfield Alexander
Senior Manager of Youth Services
Phone: 312-746-7474

Email: earline.whitfield-alexander@cityofchicago.org

DFSS Program: YS – Out-of-School Time Programming

PROGRAM DESCRIPTION:

Out of School Time (OST) Programming - This program provides opportunities for youth to participate in academic engagement, career pathway exploration, and supervised after-school and year-round programs that strengthen relationships with parents, teachers, peers, and community while building skills. OST provides every young person a viable option for: success in school, physical and emotional safety, and social and emotional development. To deliver systems of services to youth and their families throughout the City of Chicago, these programs should demonstrate the ability to leverage partnerships with other government agencies, private sector businesses, and other community-based organizations.

Delegate agencies will provide structured, age appropriate activities for youth ages 6-9, 10-12, 13-15, and 16-18 years. Programs should be geared toward supporting youth development in the areas of self-awareness, self-management, social awareness, relationship skills and responsible decision making. Specifically, programming should focus on facilitating the development and demonstration of the skills defined and assessed by the Human Achievement Quotient (HAQ).

Agencies proposing to provide services to multiple age groups must demonstrate in the application narrative the ability to provide developmentally appropriate activities for each age group. If selected, delegate agencies proposing to serve multiple age groups will be required to develop separate work plans and curricular models for each age group for whom services are proposed.

The program content categories are as follows:

- **Academic Support** (e.g., Academic Interventions, Academic Recovery, Homework Help, Tutoring, Transition Support)
- **Social and Emotional Learning** (e.g., Emotional Skill Development, Positive Behavioral Supports, Social Skill Development)
- **Enrichment** (e.g., Academic Acceleration, College & Career Prep, Recreation, Service Learning, Technology, Visual / Performing Arts, Youth Leadership)
- **Sports** (e.g., Team, Recreation)
- **Health & Wellness** (e.g., Health Education, Physical Activity, Wellness Promotion, Nutrition)
- **Family & Community** (e.g., Family Learning, Recreation)
- **Mentoring**

PROGRAM REQUIREMENTS:

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

All OST programs, regardless of the program category and related program activity categories will be required to meet the requirements listed below. All of these requirements will be clearly documented in the DFSS work plan developed for each agency. Programs are comprehensive and use multiple strategies to address critical needs in a youth's life.

- Programs use varied teaching methods and approaches to raise awareness and build skills with an emphasis on project-based learning.
- Programs are offered with the appropriate frequency (attendance and participation) to produce and maintain desired effects.
- Program designs are grounded in evidence-based practices and program providers are trauma informed.

- Programs promote positive relationships between peers and adults.
- Programs are sociologically relevant, tailored to community and cultural norms.
- Programs identify the frequency of activities and workshops.
- Programs are designed to address the outcomes identified by the agency and DFSS.

All Youth programs will be required to operate a minimum of 12 hours per week. Funding levels will vary depending on the hours of operation for each delegate agency. The following are the operational and scheduling options for programs.

THE FOLLOWING ARE OUT OF SCHOOL TIME SCHEDULING REQUIREMENTS:

- **Year-Round Program** - This program operates 48-52 weeks (school year + school breaks or year-round). All programs that operate the entire year must include programming on non-school days when school is not in session, including but not limited to, school holidays, federal holidays, teacher institute days, etc. All programming during school breaks and non-school days should operate six hours a day.
- **School Year Only** - This program operates approximately 42 weeks, including winter and spring breaks and other non-school days.
- **School Year Only School Based Programs**- approximately 39 weeks and does not operate during winter, spring, and summer breaks or other non-school days.
- **Summer and School Breaks** - This particular program model is required to operate from 9 to 11 weeks during scheduled school breaks. All Summer and School Break programs should operate a minimum of five days per week. School breaks include Spring (one week), Winter (two weeks) and Summer. These programs will operate for six hours per day.
- **Project Based** - This program allows agencies to develop supplemental programming to augment their approved OST program through project-based learning. Eligible agencies are those with successful applications for year-round or school year only programs. These programs are designed to allow agencies to subcontract or focus intensively on a project. Project based learning allows groups of students to work together, reflect upon their own ideas and opinions, exercise their voice, and make decisions that impact project outcomes and the learning process. Programming is required to operate a minimum of 20 weeks during the school year for three days per week, two hours per day (e.g., two ten-week sessions that occur in the Fall and Spring).

Staffing Requirements - All documentation must be submitted by selected agencies prior to contract execution.

- **CPR/First Aid certified** - At least one Program Staff must be CPR/First Aid Certified and onsite during programming;
- **Criminal background checks** - Must be completed prior to the beginning of the program year for all program staff and volunteers that work with participants. Background checks are required and are a mandatory requirement for contract execution;
- **Mandated Reporter Certification** - Online course that must be completed annually, submitted with supplemental documents, and is a mandatory requirement for contract execution;
- **Additional staff requirements** - may be required if respondent is funded.

COMMUNITY COLLABORATION REQUIREMENTS:

Communicate with families, schools, and youth to ensure that youth are provided with supportive services. Work with community stakeholders to provide safe passage from school to program in high-risk communities.

SELECTION CRITERIA

Please see DFSS Youth Services – Overview.

GENERAL PERFORMANCE GOALS MAY INCLUDE, BUT ARE NOT LIMITED TO:

- Number of participants enrolled.*
- Number of participants engaged in community projects.*
- Number of participants with a completed Human Achievement Quotient (HAQ).*
- Number of youth retained throughout program.*
- Number of youth that participate in reading, math, writing & academic classes, dance, music, or art per week.*
- Number of youth who are able to identify the importance of nutrition and health & fitness.*

** Applicants must indicate the projected number of participants that will achieve this performance measure and explain the basis for the projected number. For each measure, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.*

Previous Youth Services funding does not guarantee an agency funding for the following year.

PRIOR YEAR STATISTICS FOR THIS PROGRAM:

Applications received:	229
Projects funded:	158
Range of funding:	\$18,000 - \$75,000
Total funding:	\$5,803,974

PROGRAM CONTACT:

Earline Whitfield Alexander
Senior Manager of Youth Services
Phone: 312-746-7474
Email: earline.whitfield-alexander@cityofchicago.org

BACP Program: Neighborhood Business Development Centers

PROGRAM DESCRIPTION:

The City of Chicago Department of Business Affairs and Consumer Protection (BACP) will provide funding to not-for-profit agencies to provide business development assistance to Chicago's small business community through its Neighborhood Business Development Centers (NBDC) program. NBDC will deliver customized business counseling, foster neighborhood engagement with the local business community, drive neighborhood economic vitality through business attraction and retention, enlist small businesses in making their neighborhoods safer for business, and build their capacity to more effectively deliver services. In addition, BACP will also fund business development programs for individual initiatives through the NBDC Specialty Advisory Program (*for additional details see description for the NBDC Specialty Advisory Program*). The NBDC program provides general business development services to a particular community area or neighborhood whereas NBDC Specialty Advisors provide specialized assistance, such as improving access to capital, technological assistance, or neighborhood management, to various communities areas or neighborhoods. NBDCs can provide both generalized assistance to a particular community and serve as Specialty Advisors to other NBDCs or community areas.

NBDCs will work in partnership with the City of Chicago and NBDC Specialty Advisors to significantly improve the small business experience in Chicago and serve as key drivers of the City's Neighborhood Small Business Growth Strategy, which can be found online at:

http://www.cityofchicago.org/city/en/depts/bacp/sbc/find_neighborhoodresources.html

PROGRAM DESIGN:

To align with the goals of the Neighborhood Small Business Growth Strategy, NBDCs will commit to the activities listed below. *Please note, any line with an asterisk (*) indicates that the City will have a preset target for this activity in the 2015 NBDC Work Program.*

Business Assistance

- Business Consultations (non-TIF)*: This service includes identifying the business or entrepreneur's needs as they start-up and grow and providing progressive actions to address their needs to a final resolution. Examples include, but are not limited to, helping businesses with financial counseling, business planning, access to training and resources, applying for City licenses and permits, and navigating City government.
- Business Consultations (TIF)* (where applicable): This service includes marketing Tax Increment Financing (TIF) to current or prospective businesses, developers, and investors and assisting them in securing the TIF incentive.
- Newly Licensed Business Contacts*: This service supports place-based NBDCs in contacting newly licensed businesses from the City Data Portal (<https://data.cityofchicago.org/>), welcoming them to the district and City, and offering ongoing support.

Neighborhood Engagement

- 10 Business Events*: Hosting 4 Networking Events, 2 Educational Events, 2 Business Roundtables, and 2 Safety Seminars
- 3 Consumer Events*: Producing Festivals, Marketing Events, Buy Local Event, and/or events designed to drive customer traffic (e.g., Cash Flash)

- Buy Local Campaign: This requires attending an NBDC Buy Local training and creating and implementing a 2015 Buy Local Campaign
- Vacancy Listings*: Maintain active and viable real estate vacancies in the district using www.rofo.com and Site Selector, <http://www.siteselectorapp.com/>
- Neighborhood Profile content*: At a minimum, maintaining the following on the agency's website: a Site Selector link and www.Rofo.com widget (embedded vacancy content); information that gives the neighborhood a competitive edge in retaining and attracting businesses (e.g., character and assets, business mix and clusters, retail gaps, demographics, links to business resources, etc.)
- Online Presence*: NBDC must have a functioning website and social media outlets that at minimum includes City and local resources for businesses, links to the Small Business Center Website and Site Selector calendar of events, e-blasts and e-newsletters. Site must be fully functional and meet minimum content requirements by March 31, 2015.

Capacity Building

- BACP-Sponsored Workshops and Trainings*: Includes participating in 4 mandatory BACP-sponsored workshops and up to 3 BACP-sponsored trainings (e.g., Enterprise Case Management (ECM) reporting system, Rofo.com vacancy database system, Site Selector, City Data Portal, cloud-based file sharing system, Subject Matter Expert Presentations, etc.). At least one representative from the agency must stay for the duration of the workshops or trainings. Trainings may be a combination of in-person and webinars.
- NBDC Specialty Advisor-led Trainings (Required)*: Complete training and maintain Action Plans & Progress or Impact Reports for the following 4 Topic Areas (final topics subject to change):
 - District Management Training (e.g., Fundraising, Board Development, Partnership Development, Stakeholder Engagement, Place-Making, Project Coordination with City Departments, etc.)
 - Technology Training (e.g., online presence for NBDCs via websites and social media)
 - Buy Local Campaign Training
 - Non-Profit Legal Review and Remedy Resources Training
- NBDC Specialty Advisor-led Trainings (Selected)*: Select and complete at least one of the following trainings and maintain an Action Plan & Progress or Impact Report (final topics subject to change):
 - Consumer Event Management Training (e.g., Festivals, Marketing Events, etc.)
 - Sustainability Training (e.g., Sustainability Initiatives for Businesses)
 - Business Technology Programs Training (e.g., starting an IT Ambassador Program, starting a Purchasing Pool, starting a Small Business Tech Center)
 - Business Incubator/Accelerator Management Training

Contract Compliance

- Implement the activities and fulfill the targets set in the agency's final work plan.
- Utilize City reporting tools, including, but not limited to ECM and www.rofo.com.

- For fiscal compliance, all NBDCs will be required to submit vouchers and participate in all City and BACP-sponsored audits, site visits, evaluation and quality assurance activities.

PERFORMANCE MEASUREMENT:

BACP will administer a quarterly and year-end performance evaluation report and score card for all agencies. The report will include progress along contractual requirements, summary of reported metrics to-date, and timeliness of reporting. BACP may also conduct satisfaction surveys to small businesses that have been served by NBDCs and include survey findings in these reports.

Reports generated by BACP will be submitted to the NBDC Executive Director or CEO, Board President, and Aldermen that fall within the contracted project areas. For agencies not meeting requirements, the Executive Director or CEO will be expected to meet with BACP to develop a Corrective Action Plan within 30 days of meeting with BACP. BACP will have the authority via the NBDC contract to terminate the contract following an Event of Default, including without limitation, failure to meet performance requirements. The City reserves the right to audit an NBDC at any time.

REPORTING REQUIREMENTS:

NBDCs will be required to track a range of metrics using ECM and provide quarterly and year-end narratives highlighting key successes and challenges faced. A portion of these metrics will be measured against preset agency targets as part of their contractual obligation, while others will be collected for information-gathering purposes for the City. The City reserves the right to add additional reporting metrics, which will be finalized by contract negotiation. Proposed metrics for the 2015 NBDC program include, but are not limited to:

Business Assistance

- Business Consultations (non-TIF and TIF related) Reporting: the business assisted, type of assistance provided, descriptive comments showing progress in assisting the business from a “Pending” to “Completed” status, and the end result (e.g., loan closed, incentive check received, license issued, etc.).
- Newly Licensed Business Contacts Reporting: the business contacted and descriptive comments of any follow-up resulting from the initial contact (may lead to a Business Consultation).

Neighborhood Engagement

- Business Events Reporting: Summary Report (e.g., key take aways and actionable next steps, media coverage, business attendees, other attendees (partners, speakers, public officials/ reps)
- Consumer Events Reporting: Action Plan & Progress or Impact Report (e.g., event management checklist, key take-away and actionable next steps, media coverage, NBDC earned income (when applicable), number of general public attendees, and participating local businesses)
- Buy Local Campaign Reporting: Action Plan and Progress or Impact Report (e.g., campaign management checklist, key take-away and actionable next steps, and participating local businesses)
- Neighborhood Profile Content and Vacancy Listings Reporting: If applicable, correlate businesses filling vacancies with the neighborhood profile content or Site Selector (vacancy listings). City will conduct an audit of the NBDC’s website to check for minimum content expectations.

- Online Presence Reporting: If applicable, correlate businesses receiving services, resources, and/or customers with the NBDC's online presence. City will conduct an audit of the NBDC's website to check for minimum content expectations.

Capacity Building

- BACP-Sponsored Workshops and Trainings Reporting: Respond to satisfaction surveys about the NBDC's experience with the workshops and trainings.
- NBDC Specialty Advisor-led Trainings (required and selected) Reporting: Respond to satisfaction surveys about the NBDC's experience with the workshops and trainings; complete an Action Plan and Progress/Impact Report (e.g., topical checklist and metrics, key take-away and actionable next steps)

Capacity Indicators

NBDCs will submit the following deliverables to help demonstrate their capacity:

- Board List
- Partner List
- Fundraising Plan
- Membership roll and quarterly change (for member-based NBDCs only)

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

SELECTION CRITERIA:

All proposals that are received by the deadline will undergo a technical review to determine whether all required components have been addressed and included. Proposals that are determined by BACP to be incomplete may not be considered. BACP reserves the right to waive irregularities that, within its sole discretion, BACP determines to be minor. If such irregularities are waived, similar irregularities in all proposals will be waived. Proposals that are determined to be complete will be forwarded to a Review Panel. The Review Panel will evaluate and rate all remaining proposals based on the following evaluation criteria:

1. Alignment of agency's skills, accomplishments, and approach to the NBDC program with the following four NBDC program objectives:
 - a. Deliver customized business counseling;
 - b. Foster neighborhood engagement with the local business community;
 - c. Drive neighborhood economic vitality by attracting businesses to targeted buildings and districts; and
 - d. Enlist small businesses in making their neighborhoods safer for business.
2. Sufficient capacity to execute on expected commitments of NBDCs
3. Number of years the agency is financially in the black as evidenced by IRS Form 990's
4. Overall quality of the application

BACP reserves the right to recommend qualified funding proposals out of rank to ensure adequate geographic distribution of services. Qualified proposals will be scored against proposals in the same modality or type of service.

FUNDING:

2015 funding sources for the entire NBDC program (both centers and the Specialty Advisor Program) are a combination of Corporate funds and other local funds. 2015 funding will be determined by City budget, scope of individual proposals, and number of organizations selected. As in 2014, awards for the entire NBDC program may range from \$10,000 to \$125,000 and total funding will be around \$3.3 million. ***Please note: City funding for the NBDC program is meant to be a minor supplement to an applicant's fundraising efforts, member dues, or revenue from events or other sources.***

PRIOR YEAR STATISTICS FOR THE NBDC PROGRAM:

Applications received:	122
Projects funded:	86
Range of funding:	\$10,000 to \$125,000
Total funding:	\$3,394,110

PROGRAM CONTACT:

Email: NBDC@cityofchicago.org

Phone: 312-744-1268

BACP Program: NBDC Specialty Advisors

PROGRAM DESCRIPTION:

The Neighborhood Business Development Centers (NBDCs) Specialty Advisor Program will provide funding to not-for-profit agencies that will provide expert guidance to the City's NBDCs and the small business community in the City of Chicago. The Specialty Advisors provide small businesses and NBDCs with expert training and resources to help address common challenges and support key City priorities, including those outlined in the Neighborhood Small Business Growth Strategy. In contrast, NBDCs provide community or neighborhood based business development assistance to Chicago's small business community, which includes providing customized business counseling, fostering neighborhood engagement with the local business community, driving neighborhood economic vitality through business attraction and retention, enlisting small businesses in making their neighborhoods safer for business, and building their capacity to more effectively deliver services (*for additional details see description for the Neighborhood Business Development Centers Program*). NBDC Specialty Advisors, who may also be NBDCs, provide additional support to NBDCs in providing the foregoing services and advise on specific initiatives, or categories, *see the specialty advisory categories listed below*.

NBDC Specialty Advisors and NBDCs will work in partnership with the City of Chicago to significantly improve the small business experience in Chicago and serve as key drivers of the City's Neighborhood Small Business Growth Strategy, which can be found online at:

http://www.cityofchicago.org/city/en/depts/bacp/sbc/find_neighborhoodresources.html

PROGRAM DESIGN & REQUIREMENTS:

To ensure that small businesses and NBDCs receive the expert guidance and support they need, the City seeks NBDC Specialty Advisors to work directly with the small business community to provide specialized services or with NBDCs to build their capacity to successfully serve Chicago's small businesses and neighborhoods. The City is seeking Specialty Advisors to provide services that fall into the following seven categories:

- Category 1: Diversity Outreach
- Category 2: Capital Access
- Category 3: Sustainability Access
- Category 4: Technology Access
- Category 5: Business Incubators/Accelerators and Co-working Centers
- Category 6: Neighborhood Management
- Category 7: NBDC Capacity Building
- Category 8: Innovation Projects for Small Businesses, Neighborhoods, or NBDCs

Applicants must identify what category they are applying for and may apply for multiple categories. Each category must comply with the following:

- Implement the activities and fulfill the targets set in the agency's final work plan.
- Utilize City reporting tools that at minimum include: Enterprise Case Management (ECM), and www.rofo.com.

- For fiscal compliance, all NBDC Specialty Advisors will be required to submit vouchers and participate in all City and BACP-sponsored audits, site visits, evaluation, and quality assurance activities.

Please note, any line marked with an asterisk (*) indicates that the City will have a preset target for this activity in the 2015 NBDC Work Program.

Category 1: Diversity Outreach

The City seeks applicants that will work directly with diverse populations of small businesses and entrepreneurs throughout the City. Priority populations include, but are not limited to minorities, women, people with disabilities, LGBTQQI individuals, immigrants, and military veterans. Applicants will be expected to carry out the following activities as they relate to assisting the diverse populations listed above:

Business Assistance

- Business Consultations (non-TIF)*: Includes identifying the business or entrepreneur's needs as they start up and grow and providing progressive actions to address their needs to a final resolution. Examples include, but are not limited to helping businesses with financial counseling, business planning, access to training and resources, applying for City licenses and permits, navigating City government, and where applicable, develop a Limited English Proficiency (LEP) plan that includes the following: identify individuals who need language assistance, identify resources for language assistance, identify existing staff capacity or training needed, and provide notice of services offered to LEP persons.
- Refer businesses to other NBDCs and neighborhood resources.
- Business Consultations (TIF)* (where applicable): Includes a) marketing Tax Increment Financing (TIF) to current or prospective businesses, developers, and investors and b) assisting them in securing the TIF incentive.
- Newly Licensed Business Contacts: Assist NBDCs in welcoming newly licensed businesses to the district and City, and offering ongoing support. Contacts may lead to Business Consultations.

Neighborhood Engagement

- 10 Business Events*: Includes hosting 4 Networking Events, 2 Educational Events, 2 Business Roundtables, and 2 Safety Seminars
- Participate in up to 5 City-sponsored business expos as needed
- Support place-based NBDCs in promoting their Festivals, Buy Local Events, and/or events designed to drive customer traffic (e.g., Cash Flash)
- Buy Local Campaign: Includes attending an NBDC Buy Local training and supporting place-based NBDCs in promoting their 2015 Buy Local Campaign
- Vacancy Listings: Promote Site Selector (www.siteselectorapp.com) to prospective businesses and support place-based NBDCs in business attraction efforts
- Neighborhood Profile content: Include website content that is relevant to the Agency's Targeted Demographic for leasing sites
- Online Presence*: Includes ensuring that NBDCs having functioning websites and social media outlets that at minimum include City and local resources for businesses, links to the Small Business Center Website and Site Selector, calendar of events, e-blasts and e-newsletters. The site must be fully functional and meet minimum content requirements by March 31, 2015.

Capacity Building

- BACP-Sponsored Workshops and Trainings*: Includes participating in 4 mandatory BACP-sponsored workshops and up to 3 BACP-sponsored trainings (e.g., ECM, Rofo.com vacancy database system, Site Selector, City Data Portal, cloud-based file sharing system, Subject Matter

Expert Presentations, etc.). At least one representative from the agency must stay for the duration of the workshops or trainings. Trainings may be a combination of in-person and webinars.

- NBDC Specialty Advisor-led Trainings (Required)*: Complete training and maintain Action Plans & Progress/Impact Reports for the following 4 Topic Areas (final topics subject to change):
 - Neighborhood Leadership & Management Training (e.g., Fundraising, Board Development, Partnership Development, Stakeholder Engagement, Place-Making, Project Coordination with City Departments, etc.)
 - Technology Training (e.g., online presence for NBDCs via websites and social media)
 - Buy Local Campaign Training
 - Non-Profit Organizational Management Training
- NBDC Specialty Advisor-led Trainings (Selected)*: Select and complete at least 1 of the following trainings and maintain an Action Plan & Progress/Impact Report (final topics subject to change):
 - Consumer Event Management Training (e.g., Festivals, Food Crawls, etc.)
 - Sustainability Training (e.g., Sustainability Initiatives for Businesses)
 - Business Technology Programs Training (e.g., Starting an IT Ambassador Program, Starting a Purchasing Pool, Starting a Small Business Tech Center, Starting a Technology Solutions Training)
 - Business Incubator/Accelerator and/or Co-working Center Management Training

Category 2: Capital Access

The City seeks applicants to serve as “pipeline builders” to work directly with small businesses and entrepreneurs throughout the City that are not qualified for traditional financing and connect them with viable funding options. Applicants will be expected to carry out the following activities as they relate to working with businesses seeking access to financing:

- Enhance the applicant’s existing loan activity to make stronger referrals and building the NBDC’s subject matter expertise to have a better knowledge base (e.g., loan more on asset-based lending)
- Identify and screen candidates* not ready for financing and provide them with mentorship, technical assistance or credit counseling opportunities and providers
- Identify the best financing product to pursue and recommend options for financing (e.g., microloans, SBA loans, conventional loans, crowd funding, etc.)
- Identify any specific funding sources the applicant has a formal arrangement with to loan funds to businesses

Category 3: Sustainability Access

The City seeks applicants that will work with select NBDCs to develop local community sustainability plans that align with the City’s 2015 Sustainability Action Plan, which can be found at: <http://www.cityofchicago.org/content/dam/city/progs/env/SustainableChicago2015.pdf>

Applicants will be expected to carry out the following activities:

- Work with select NBDCs to develop a customized neighborhood sustainability action plan with at minimum 25% plan implementation in 2015
- Conduct interviews or surveys of businesses and other local organizations to create a neighborhood sustainability dashboard
- Conduct small business roundtables to gather information and feedback
- Work with select NBDCs to hold sustainability events with local businesses
- Serve as a technical resource for select NBDCs and local businesses

Applicants are expected to deliver the following:

- Neighborhood sustainability dashboard template, which will be used to guide NBDCs as they gather information from their neighborhood businesses and their community
- Neighborhood sustainability action plan, which will provide baseline metrics that may address the following areas:
 - Energy Efficiency
 - Water Conservation
 - Waste/Recycling/Compost
 - Transit
 - Public spaces
- Creation of sustainability toolkits, which will contain information that can be distributed to businesses and provides tips or advice on becoming more sustainable
- Workshops or seminars that will be co-hosted with selected NBDCs
- Neighborhood outreach plan, which will be developed in cooperation with NBDCs to ensure sustainability action plan will include business participation
- Implement a minimum 25% of the plan in 2015

The applicant may leverage existing tools and resources that are publicly available in meeting the deliverables.

Category 4: Technology Access

The City seeks applicants to work directly with small businesses that have barriers to integrating technology solutions and strategies into their business operations. Applicants will be expected to carry out the following activities as they relate to working with businesses seeking technology solutions:

- Applicants must demonstrate they have access to resources to meet the training needs of participants (e.g., tech lab if needed, web-based tools, etc.)
- Identify the target businesses to be served, determine their needs, and develop a curriculum to address those needs (e.g., website and social media development, engagement in online forums, specific and tangible technology solutions such as software and web-based platforms)
- Identify in-house or outsourced training experts, curriculum, and access to software or platforms, as applicable
- Screen and enroll businesses* in appropriate training
- Provide training to participants. Training methods should meet the training need (e.g., in-person at the Tech Center, via webinar, on site at the business)
- Free access to teaching tools (e.g., computer lab, teaching center, online platforms, etc.)

Category 5: Business Incubators, Accelerators, and Co-working Centers

The City seeks applicants to create or develop neighborhood-based shared work environments for small businesses and entrepreneurs. Applicants will be expected to carry out the following activities as they relate to providing shared work environments:

- Identify the type of shared working space to be developed or enhanced: Incubator, Accelerator, or Co-working Center
- Applicants must demonstrate they own, lease, or manage a shared office facility
- Describe the business profile of those served by the facility (e.g., demographic, industry, etc.), determine their needs and goals and develop space and programming to support those needs and goals (e.g., office suites, conference rooms, internet, meet-and-greets, etc.). For Incubators and Accelerators, identify a path to graduation or for parting ways.
- Identify in-house or outsourced business support (e.g., CPAs, attorneys, marketing specialists, IT specialists, etc.)

- Screen and enroll businesses* and keep baseline data on each participant based on their goals, which will be compared when they leave the facility
- Provide ongoing management and support to participating businesses

Category 6: Neighborhood Management

The City seeks applicants to create or develop neighborhood management projects or initiatives that support the local business community and neighborhood economic development. Applicants will be expected to carry out the following activities as they relate to neighborhood management:

- Identify the neighborhood management plan, program or initiative to be developed and at least 25% implemented or fully implemented in 2015 such as:
 - Tourism Plan
 - Façade and Corridor Improvements Plan or Program
 - Commercial Corridor and Building Design Guidelines
 - Cluster Marketing Strategy (e.g., Wellness Clusters, Bridal Clusters)
 - Transportation Business Retention and Attraction Program (e.g., Bus Rapid Transit)
 - Place-making projects that offer businesses access to human-scaled places and programming to foster strong local economies
 - Other plans, programs and initiatives that align with neighborhood management
- Create an outreach plan to engage businesses and neighborhood stakeholders to develop a common vision and ownership of the program or initiative
- Conduct an existing conditions and opportunities analysis to understand the baseline data and opportunities or resources needed for improvement and impact
- Develop an action plan and implementation steps that includes ownership by stakeholders of parts of the plan or initiative to ensure sustainability.
- Develop an advocacy and resource plan that identifies investment opportunities as applicable
- Develop impact metrics to measure both public and private impact of the program/initiative
- Implement a minimum 25% of the plan in 2015

Selected applicants will be required to track and report on the following metrics at a minimum:

- Progress on completing the plan, program or initiative per contract requirements
- Adoption by key stakeholders
- Secured and pledged resources leveraged for implementation
- Metrics to measure the plan, program, or initiative’s impact and the means to collect and share data on those metrics

Category 7: NBDC Capacity Building

The City seeks applicants to develop the capacity of NBDCs so that they may better assist small business and neighborhoods as outlined in the City of Chicago’s Neighborhood Small Business Growth Strategy. The following are examples of possible training topics.

- Capital Access Training (for example: small business lending training)
- Sustainability Access Training
- Technology Access Training
- Business Incubators and Accelerators and Co-working Centers Training
- Consumer Event Training
- Business and Neighborhood Engagement
- Economic Development Training
- Data Analysis and Presentation

- Neighborhood Leadership & Management Academy (formerly the Chamber Leadership Academy) that can include both leadership and management training (e.g., leadership best practices for Executive Directors and Boards, fundraising, corridor manager training)
- Non-Profit Organizational Management Training (formerly the Legal Training Program) that can include non-profit legal and/or financial counseling

Applicants are encouraged to propose any other training topics they recommend as supporting the capacity building of NBDCs. Applicants will be expected to carry out the following activities as they relate to NBDC Capacity Building training:

- Identify the proposed training topic and the skills participants will learn
- Identify in-house or outsourced experts and resources for the training
- Develop training toolkit for the training to be housed in the online NBDC training library
- Develop a Metrics Dashboard and means to capture pre- and post-training data about participants or the businesses they will serve a result of the training (e.g., a business' energy savings for the Sustainability Access Training)
- Work with the City to develop metrics to measure training impact on participants.
- Develop dynamic and relevant training methods (e.g., in-person and web-based seminars, best practices sharing, online forums, etc.) and offer tiered curriculum that accommodates introductory to advanced practitioners
- Provide one-one-one consultation time with participants
- Provide a year-end written Best Practices brief and participate in a BACP-sponsored Best Practices session with NBDCs
- Ability to accommodate a range of approximately 20-80 participants

Category 8: Innovation Projects

The City is seeking applicants that will work directly with small businesses or NBDCs or both through pilot projects that will spur small business growth or neighborhood economic development or both. The following are examples of possible training topics:

- Business development, community analysis, or community building or economic development initiatives
- Communications, training, and certifications
- Cultural & Economic Development Planning or Projects. Sample project ideas:
 - Assisting arts entrepreneurs start or grow their business via one-on-one or via arts entrepreneur incubators
 - Developing a cultural place-making plan and implement
 - Start a Local Arts Agency that has an economic and business focus (e.g., supporting local arts entrepreneurs, connecting youth with local artists for tech assistance, etc.)
- Data Collection, Statistics, and Data Presentation Methods
- District Branding Planning and Implementation
- GIS/Mapping
- Healthy Food and Wellness Projects
- Youth/Business Linkage Projects
- Other training topics that support capacity building of NBDCs

Applicants are encouraged to propose any other training topics they recommend as supporting the capacity building of NBDCs.

For consideration as a Specialty Advisor in Innovation Projects, applicants must describe:

- Proposed program, expected outcomes, and evaluation methods
- How the proposal is innovative

- Rationale for proposed activities that cover a specific geographic area, sector, or innovation gap
- Identification of meaningful indicators that show the impact of the applicant’s proposed activities (e.g., jobs created or retained, businesses created or retained, increased sales or fundraising, or other relevant outcomes or metrics)
- How the impact will be tracked and quarterly metrics
- Experience and credentials in delivering similar services or programs
- Why funding from the Specialty Advisor program is required to achieve goals
- How the impact will be tracked and final deliverables
- Proposed metrics and targets

PERFORMANCE MEASUREMENT:

BACP will administer a quarterly and year-end performance evaluation report and score card for all agencies. The report will include progress along contractual requirements, summary of reported metrics to-date, and timeliness of reporting. BACP may also send satisfaction surveys to the small businesses that have been served by NBDC Specialty Advisors and include survey findings in these reports.

Reports generated by BACP will be submitted to the NBDC Specialty Advisor’s Executive Director or CEO and Board President as well as the Aldermen that fall within the contracted project area. For agencies not meeting requirements, the Executive Director or CEO will be expected to meet with BACP to develop a Corrective Action Plan within 30 days of meeting with BACP. BACP will have the authority via the NBDC contract to terminate the contract following an Event of Default, including without limitation, failure to meet performance requirements. The City reserves the right to audit an NBDC Specialty Advisor program at any time.

REPORTING REQUIREMENTS:

NBDC Specialty Advisors will be required to track a range of metrics using the City’s Enterprise Case Management (ECM) online reporting tool and provide quarterly and year-end narratives highlighting key successes and challenges faced. A portion of these metrics will be measured against preset agency targets as part of their contractual obligation, while others will be collected for information-gathering purposes for the City. The City reserves the right to add additional reporting metrics, which will be finalized by contract negotiation. Proposed metrics for the 2015 NBDC program include, but are not limited to:

Category 1: Diversity Outreach

Business Assistance

- Business Consultations (non-TIF and TIF related)reporting: the business assisted, type of assistance provided, descriptive comments showing progress in assisting the business from a “Pending” to “Completed” status, and the end result (e.g., loan closed, incentive check received, license issued, etc.).
- Newly Licensed Business Contacts reporting: the business contacted and descriptive comments of any follow-up resulting from the initial contact (may lead to a Business Consultation).
- Refer businesses to NBDCs and neighborhood resources.
Reporting: the referral provided to the business and status of follow-up by the business.

Neighborhood Engagement

- Business Events Reporting: Summary Report (e.g., key take-away and actionable next steps, media coverage, business attendees, other attendees (partners, speakers, public officials/ reps)
- Participation in BACP-sponsored Business Expos

- Neighborhood Profile Content and Vacancy Listings Reporting: If applicable, correlate businesses filling vacancies with the neighborhood profile content and/or Site Selector (vacancy listings). City will conduct an audit of the NBDC Specialty Advisor’s website to check for minimum content expectations.
- Online Presence Reporting: If applicable, correlate businesses receiving services, resources, and/or customers with the NBDC Specialty Advisor’s online presence. City will conduct an audit of the NBDC Specialty Advisor’s website to check for minimum content expectations.

Capacity Building

- BACP-Sponsored Workshops and Trainings Reporting: Respond to satisfaction surveys about the NBDC’s experience with the workshops and trainings.
- NBDC Specialty Advisor-led Trainings (required and selected) Reporting: Respond to satisfaction surveys about the NBDC’s experience with the workshops and trainings; complete an Action Plan and Progress/Impact Report (e.g., topical checklist and metrics, key take-aways and actionable next steps)

Capacity Indicators

NBDCs will submit the following deliverables to help demonstrate their capacity:

- Board List
- Partner List
- Fundraising Plan
- Membership roll and quarterly change (for member-based NBDCs only)

For Categories 2 - 8 agencies will report on performance metrics and targets agreed upon by the applicant and the City. A portion of these will be measured against preset agency targets as part of their contractual obligation, while others will be collected for information-gathering purposes for the City.

PROGRAM REQUIREMENTS:

All program specific questions, requirements, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

SELECTION CRITERIA:

All proposals that are received by the deadline will undergo a technical review to determine whether all required components have been addressed and included. Proposals that are determined by BACP to be incomplete may not be further considered. BACP reserves the right to waive irregularities that, within its sole discretion, BACP determines to be minor. If such irregularities are waived, similar irregularities in all proposals will be waived. Proposals that are determined to be complete will be forwarded to a Review Panel. The Review Panel will evaluate and rate all remaining proposals based on the following Evaluation Criteria:

1. Alignment of agency’s skills, accomplishments, and implementation approach to the NBDC Specialty Advisor program with the following four NBDC program objectives:
 - a. Deliver customized business counseling
 - b. Foster neighborhood engagement with the local business community
 - c. Drive neighborhood economic vitality by attracting businesses to targeted buildings and districts
 - d. Enlist small businesses in making their neighborhoods safer for business
2. Sufficient capacity to execute on expected commitments of NBDCs
3. Number of years the agency is financially in the black as evidenced by IRS Form 990’s

4. Overall quality of the application

BACP reserves the right to recommend qualified funding proposals out of rank in order to ensure adequate geographic distribution of services. Qualified proposals will be scored against proposals in the same modality or type of service.

FUNDING:

2015 funding sources for the entire NBDC program (both centers and the Specialty Advisor Program) are a combination of Corporate funds and other local funds. 2015 funding will be determined by City budget, scope of individual proposals, and number of organizations selected. As in 2014, awards for the entire NBDC program may range from \$10,000 to \$125,000 and total funding will be around \$3.3 million. ***Please note:*** City funding for the NBDC program is meant to be a minor supplement to an applicant's fundraising efforts, member dues, or revenue from events or other sources.

PRIOR YEAR STATISTICS FOR THE NBDC PROGRAM:

Applications received:	122
Projects funded:	86
Range of funding:	\$10,000 to \$125,000
Total funding:	\$3,394,110

PROGRAM CONTACT:

Email: NBDC@cityofchicago.org
Phone: 312-744-1268

CYBERGRANTS REGISTRATION MANUAL

Please see the attached CyberGrants Registration Manual.

CYBERGRANTS INSTRUCTION MANUAL

Please see the attached CyberGrants Instruction Manual.