

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

**SECTION A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Emergency Shelter

**Program Name:**

**Program Name in HMIS:**

**Unique Service Point HMIS ID:**

**Please indicate the type of program:**

- Overnight or 24-hour adult shelter
- Youth low-threshold overnight shelter

**Administrative Office Site Address & Ward:**

\_\_\_\_\_ /Ward \_\_\_\_\_

**Listing of Program Sites:**

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

\*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:

**Term of contract:** January 1, 2019 through December 31, 2019

**Total Program Amount:** \$ \_\_\_\_\_

P.O. Number	Award Amount (\$)	Contract Type/Funding Source
1.		
2.		
3.		
4.		
5.		
6.		

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

**AGENCY CONTACT PERSON FOR THIS CONTRACT:**

**Executive Director**

Name:  
 Phone Number: ext.  
 Fax Number:  
 E-Mail:

**Program Director**

Name:  
 Phone Number: ext.  
 Fax number:  
 E-Mail:

**Fiscal Contact**

Name:  
 Phone Number: ext.  
 Fax Number:  
 E-Mail:

**Reporting Contact**

Name:  
 Phone Number: ext.  
 Fax Number:  
 E-Mail:

**BASIC PROGRAM OPERATION PER SITE ADDRESS**

**DAYS OF OPERATIONS**

*Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.*

<b>Site #</b>	<b>24/7</b> <i>(check if so)</i>	<b>SUN</b> <i>(from-to)</i>	<b>MON</b> <i>(from-to)</i>	<b>TUES</b> <i>(from-to)</i>	<b>WED</b> <i>(from-to)</i>	<b>THU</b> <i>(from-to)</i>	<b>FRI</b> <i>(from-to)</i>	<b>SAT</b> <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

**INTAKE HOURS:**

**INTAKE PHONE NUMBER:** (     )

**(\*\*PLEASE NOTE: Shelters MUST accept clients referred by DFSS and Catholic Charities and Salvation Army Emergency Homeless Assessment and Response Center (EHARC) (24/7) regardless of intake hours\*\*)**

<b>Site #</b>	<b>24/7</b> <i>(check if so)</i>	<b>SUN</b> <i>(from-to)</i>	<b>MON</b> <i>(from-to)</i>	<b>TUES</b> <i>(from-to)</i>	<b>WED</b> <i>(from-to)</i>	<b>THU</b> <i>(from-to)</i>	<b>FRI</b> <i>(from-to)</i>	<b>SAT</b> <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

Will your agency be using **DFSS funding** to purchase meals for clients?

- Yes
- No

<p><b>Number of meals to be provided</b> (Average daily attendance X number of meals served X operating days) For example, a 30-bed program that provides breakfast, lunch, and dinner, and operates 365 days a year would have 32,850 Meals (30 x 3 x 365)</p>	
---	--

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

<b>SUBPOPULATIONS SERVED</b> (CHECK ALL THAT APPLY)	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

<b>PROGRAM CAPACITY:</b>	
Number of Beds	
Number of Apartments	
Number of Rooms	
N/A	

<b>PROGRAM CAPACITY, # OF BEDS BY SUBPOPULATION:</b>	
Single Adult Females Only	

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

<b>PROGRAM CONFIGURATION:</b>	
Congregate Living: client does not have private room for sleeping	
Individual bedrooms: client has private room for sleeping; shared bathroom	
Individual Apartments: clients reside in their own unit	
Other (explain):	

**NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.*

	<b>Carryover from Dec</b>	<b>Jan –Mar (new)</b>	<b>Apr-Jun (new)</b>	<b>Jul-Sept (new)</b>	<b>Oct-Dec (new)</b>	<b>Total (new plus carryover)</b>
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

**ADDITIONAL INFORMATION**

Is your agency [ADA](#) compliant?

- Yes
- No

Does your agency adhere to [Section 504 Policies](#) ensuring accessibility for persons with disabilities?

- Yes
- No

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

**DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS**

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity

# DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES

## 2019 Scope of Services

### SECTION B – PROGRAM GOALS AND CORE ELEMENTS

#### DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

#### Program Goals

The goal of the shelter system as a whole is to provide a safe, accessible place to stay for those experiencing homelessness and to move them towards and into appropriate and stable permanent housing. Shelters achieve this ultimate goal by connecting homeless households with appropriate housing options as well as other services and community resources that will help them obtain or maintain housing (including building income and addressing a variety of physical, mental, emotional, and other needs).

Emergency shelter is intended to provide refuge from the street, typically overnight, and provide critical connections for clients into the broader homeless service system to help put an individual on the pathway to housing.

#### Target Population

The target population for shelters is households that are literally homeless (in accordance with the federal HEARTH definition). Sub-populations include single adult men, single adult women, families, and youth. Programs may also specialize in serving the following groups:

- Victims of domestic violence
- Medically vulnerable (i.e., those discharged from hospital but still significantly ill or injured)
- LGBTQA persons
- Those with limited English proficiency (in recent years, Spanish and Polish speakers have been most common)
- Sex-offenders (who cannot be served at many locations due to zoning and proximity to children)
- Seniors (age 60+)
- Persons with disabilities who require ADA and Section 504 compliant facilities

#### Core Elements

Emergency shelters are low-demand facilities designed to remove individuals from the imminent danger of being on the street. Basic shelters provide a safe environment with a place to sleep and access to meals/kitchen and modest amenities (e.g. showers, hygiene). Emergency shelters can be either 12-hour overnight shelters or shelters open for 24-hours.

Emergency shelters are expected to provide critical connections for clients into the broader homeless services system that can help put an individual on the pathway to housing. Most importantly, these shelters should ensure CES housing assessments are completed for all clients (either directly or through referral to another agency) and be able to provide basic information and linkages to other resources (e.g. drop-in or day centers, individualized case management, clinical service providers). If appropriate for the population served, these shelters might also engage in diversion efforts. Shelters should offer right of return, without the need to line up, for all or a large percentage of their beds.

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES**  
**2019 Scope of Services**

Shelters serving youth should follow the core elements of the low-threshold youth overnight shelters program model including customizing the elements above to be developmentally-appropriate and specific to the basic needs of youth, ensuring shelters are welcoming and easy to access for the diverse youth outlined in target population above, coordinating with youth outreach workers, and ensuring staff are trained in positive youth development and experienced in working with vulnerable youth and their families.

# DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES

## 2019 Scope of Services

### SECTION C – PERFORMANCE MEASUREMENT

#### Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

#### Performance Indicators

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

- Percentage and number of participants who exit shelter to permanent (or more stable) housing.
- Percentage and number of participants who exit shelter to permanent (or more stable) housing at each of these time intervals: within 120 days, 180 days, and 270 days of entry.
- Percentage and number of households assessed for the Coordinated Entry System.
- Percentage and number of households without source of non-cash benefits at entry that obtained non-cash benefits through mainstream resources.
- Percentage and number of households that return to homelessness.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics across all shelter programs that may include, but are not limited to:

- Average length of stay in shelter.
- Utilization of shelter bed capacity
- Number of participants enrolled.
- Number of participants diverted.
- Percentage receiving needs assessment.
- Percentage of assessed participants connected to supportive services at drop-in centers or other community providers.

For youth emergency shelters, DFSS may also track additional metrics relevant to their target population, including but not limited to:

- Percentage participating in leadership development and community building activities.

The DFSS Homeless Services Division will work with the delegate community to further develop this measurement framework to ensure appropriate metrics are tracked for specific programs and sub-populations. DFSS is especially interested in monitoring trends in performance over time, with the goal of continuous improvement against these metrics.

DFSS will also continue to seek alignment with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded programs. Depending on funding stream, outcomes in addition to the program models targets will be



## **DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES**

### **2019 Scope of Services**

included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards.

#### **Data Reporting**

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

#### **Meetings**

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates.

## **DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES 2019 Scope of Services**

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

### **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

# DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES

## 2019 Scope of Services

### SECTION D - REQUIREMENTS

#### Program Requirements

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential Elements for the appropriate program model, see [https://allchicago.org/sites/allchicago.org/files/2014\\_PMC\\_Updated\\_February\\_2017.pdf](https://allchicago.org/sites/allchicago.org/files/2014_PMC_Updated_February_2017.pdf). Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

#### Additional and Priority DFSS Requirements for All Programs

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, 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.

DFSS may, on a case by case basis, permit exceptions to allow delegate agencies operating transitional housing to target resources for families with children of a certain age if the transitional housing program has a primary purpose of implementing an evidence based practice that requires that housing units be targeted to families with children in a specific age group and provides assurances that an equivalent appropriate alternative living arrangement for the whole family or household unit has been secured.

- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.
- **Participation in system activities:**
  - Assist DFSS in responding to extreme weather emergencies.

## DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES 2019 Scope of Services

- Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
- When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%
- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

### DFSS Requirements for Shelter Programs

Shelters must:

- Provide daily data for the DFSS – Catholic Charities Shelter Bed Clearinghouse and the Salvation Army Emergency Homeless Assessment and Response Center (EHARC).
- Inform participants of their rights, responsibilities, and expectations.
- Have written policies and procedures for intake, grievance, and how conflicts and other crises will be addressed and resolved.
- Accept clients over the weekends.
- Submit the Quarterly Bed bug certification.
- Submit bed census reports upon request.
- Ensure that all children ages 0 to 5 receive development screenings (either direct or through Child Find)
- Ensure that all children ages 5 and up are enrolled and are attending school regularly.
- Comply with applicable local fire, environmental, health, and safety standards and regulations which apply to the safe operation of the shelter.
- Be maintained in clean and sanitary condition.

Shelters must not:

- Conduct pre-intake interviews prior to a family's arrival in shelter.
- Maintain a waiting list.
- Require clients to participate in any religious services or other forms of religious expression

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2019 Scope of Services**

**SECTION E – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

- By checking this box your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL:**

a) Applicant signature <b>Original must be signed in blue ink</b>	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature :	
e) Name (typed):	
f) Date approved	

## DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES 2019 Scope of Services

### Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

#### U.S. Department of Housing and Urban Development (HUD)

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

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

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

#### Illinois Department of Human Services (IDHS)

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual  
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>