

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

**SECTION A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Outreach Coordinator

**Program Name:**

**Program Name in HMIS:**

**Unique Service Point HMIS ID:**

**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**

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	

**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 Chicago CoC's Coordinated Entry System (CES) is to ensure that all people experiencing a housing crisis have fair and equal access to the service system – no matter where or when they present for services – and that the people who need assistance the most can receive it in a timely manner.

**Target Population**

The target population is homeless individuals and families.

**Core Elements**

The proposed program must reflect the core values of Chicago's homeless services continuum including housing first approach, harm reduction, trauma informed care, and the use of culturally competent, non-discriminatory, and developmentally-appropriate practices. The following are more specific program requirements for the Outreach Coordination model.

Outreach Coordination

The Outreach Coordinator will coordinate with outreach providers in order to support households matched to a permanent housing provider to ensure a successful housing placement. This will require building collaborative relationships between partners including outreach providers, housing providers, and other service providers.

- Oversee the outreach services coordination.
- Conduct System Integration Team Meetings. Under the Systems Integration Team (SIT) model, collaboration between all three providers, outreach, case management, and the matched housing provider allows for each homeless participant's needs to be addressed. All the agencies engaged with an individual or household will actively review the case jointly to identify and address any additional supportive service resources for clients, if necessary, or reassignment to a more appropriate housing agency within a network of providers.
- Assist with connecting matched clients to outreach support, and oversee coordination between outreach and housing providers to expedite housing placement.
- Use service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths-based practices, shown to be successful in housing vulnerable populations.

# 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:

- 75% of participants enrolled in an outreach or housing system navigation project and have a housing match through CES will move into permanent housing.
- 95% of participating agencies (including Applicant and recruited partner agencies) will assess households or connect households to entities conducting the CES assessment.

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

- Average number of days from identification to housing (*with the goal of improving over time*)
- Average number of days from match to housing (*with the goal of improving over time*)

#### 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:

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

### **2019 Scope of Services**

- 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.

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.

**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>