

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES
2020 Scope of Services**

SECTION A - AGENCY INFORMATION

Agency:

Program Model: Frequent Users Service Agreement (FUSE)

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 Budget: January 1, 2020 through December 31, 2020

Total Program Amount: \$ _____

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

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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.

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

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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:

SUBPOPULATIONS SERVED (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.

	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
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

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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.

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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 purpose of the Frequent Users Service Engagement (FUSE) program is to engage highly vulnerable homeless families that are frequent users of the shelter system and help them to transition to more stable housing. This is achieved through intensive case management and clinical services that help them manage and navigate their housing and family needs and address housing stability. The end goal is to stabilize the family to the degree necessary to prevent further episodes of homelessness.

Target Population

Services are specifically targeted to families who are identified as frequent users of the shelter system, families who have multiple discharges from interim housing programs, and families who are at risk of being discharged from interim housing programs. DFSS and its partners have used system-wide data to identify families most in-need of these services in our community. As a result, the eligibility requirements for the program are:

- Homeless and residing in an emergency or interim shelter within the City of Chicago.
- Parent(s) or guardian must be at least 18 years of age.
- Highly vulnerable families who have been in at least 3 or more shelters within the past 12 months as reported by HMIS.
- Meeting risk for abrupt discharge from the shelter.
- Must complete program intake and participate in follow-up services.

Core Elements

FUSE programs are centered on ascertaining the needs of families and providing intensive case management and clinical services to help address their barriers to obtaining permanent housing. DFSS seeks applicants with the ability to deliver the following services/activities:

- Assess and provide supportive services to the entire family.
- Develop transition plans for families that lead to more stable housing, including working with the family and interim housing providers to establish successful new interim housing placements, helping to maintain a current placement, or moving to other permanent housing options.
- Provide supportive services that address housing stability and crisis intervention services that prevent ongoing homelessness and trauma reduction.
- Provide training, technical, and clinical assistance to interim housing providers focused on supporting housing stability of vulnerable families within the shelter setting.
- Develop ongoing collaboration and coordination with shelters and other service providers to ensure a single, well-integrated experience of support for families.
- Integrate with the Coordinated Entry System as directed by DFSS.

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- Must have relevant staff, systems, and processes needed to collect key participant and performance data. Must evaluate and manage performance including the use of HMIS as appropriate.

These services can be provided by the applicant or through linkages to services provided by other organizations. Throughout all components of the FUSE program and FUSE lead agency role, the applicant will be expected to implement service delivery models that incorporate tenets of housing first, harm reduction, trauma informed care, and strengths-based practices, which have shown to be successful in housing vulnerable populations. To ensure families with significant needs receive intensive case management, DFSS recommends a “case manager to family” ratio of 1:15 or lower for this program.

In addition to requirements outlined above, we welcome innovative ideas that contribute to the outcomes sought for the target population. DFSS is also interested in programs that are presented with compelling evidence that the proposed program will have a meaningful and observable impact on stable housing outcomes for the target population.

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SECTION C – PERFORMANCE MANAGEMENT

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:

- 70% of families will move to more stable housing (includes interim housing, family and friends, transitional, or permanent housing).
- Fewer than 10% of families will be discharged to another interim housing program.
- 85% of families will engage in ongoing specialized services based on individual assessments to promote housing stability (may include mental health, substance use, employment, child-focused services).

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 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:

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- 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.

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.

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- 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.

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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. 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.

- **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.
 - 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.

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- **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.

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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 your agency will comply with the requirements listed in the Scope of Services.

SUBMITTAL AND APPROVAL:

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

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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>