

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

**SECTION A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Mobile Crisis Response & Shelter Referral

**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.*

<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"/>							

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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:

<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 program site [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**

**Introduction**

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 Mobile Crisis Response and Shelter Referral Program (previously called “Mobile Outreach Human Services”) is to serve as a critical entry point and referral into the social services system for residents in need of in-depth, comprehensive services that address and resolve problems such as homelessness, substance abuse, and domestic violence. A Mobile Crisis Response and Shelter Referral program will respond to non-life-threatening requests for assistance citywide and coordinate referrals to shelter and other appropriate services on behalf of the Division.

**Target Population**

Characteristics of individuals and households served include:

- literally homeless
- predominantly low-income
- typically, either a single person or a single parent
- unemployed
- undocumented
- LGBTQ
- non-English speakers and/or diverse ethnic populations
- those with disabilities

**Core Elements**

The Crisis Response and Shelter Referral Program must respond 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 Services. Services include mobile outreach and engagement, assessment of needs, delivery of short-term supports, relocation of client(s) for services, and referral. Applicants must demonstrate robust relationships and linkages to services such as mental health, substance abuse treatment, education, child care, medical services, and life skills training. Additionally, participation is required in all mass care activities as directed by the City of Chicago Office of Emergency Management and Communications (OEMC) during citywide emergencies that may result in large scale evacuations requiring temporary shelter.

For this RFP, DFSS is seeking proposals for a variety of activities that are listed below under Service Delivery. The proposed program must reflect the core values of Chicago’s homeless services continuum including a housing first approach, harm reduction, trauma informed care, and the use of culturally competent, non-discriminatory, developmentally-appropriate practices.

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#### 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. The Applicant must maintain an up-to-date and accurate inventory of available beds across the homeless system for individuals and conduct a bed availability inventory for individuals. The mobile outreach teams will transport families to shelter and coordinate family bed availability with the Emergency Homeless Assessment and Response Center program (EHARC) operated by the Salvation Army.

#### Service delivery

The Mobile Outreach Teams are responsible for delivering services to clients in the following areas:

1. **Shelter Placement and Transportation:** Interview resident to determine appropriate shelter placement needs, complete intake, and transport resident from their location to available shelter beds.
2. **Well-Being Checks:** Visit homes of seniors to verify that the resident is safe and well; provide referrals to DFSS Senior Services Division or coordinate with Chicago Police Department as needed.
3. **Assistance for Victims of Fire or Other Disasters:** Assist with relocation and transportation to temporary shelter, as requested by relevant City agencies.
4. **Outreach and engagement:** Canvass areas of the city to offer homeless residents access to shelter placement and transportation, as requested by DFSS.
5. **Transportation in Extreme Weather:** Support the City's response to extreme weather events as requested by DFSS (e.g. transporting residents to City-operated warming and cooling centers, engaging unsheltered residents).
6. **Mass Care Services:** Support the City's response to a citywide emergency as requested by DFSS and directed by OECM (e.g. mass relocation of impacted residents to temporary emergency shelters).
7. **Emergency Vacate Orders:** Relocate households displaced by eviction and vacate orders to shelter or alternative residences, as requested by DFSS and relevant City agencies.

#### Staffing requirements

Applicants are responsible for determining the number and qualifications of staff to provide Mobile Crisis Response and Shelter Referral services. Applicants should provide the appropriate staff for the program that can provide on-site crisis counseling and crisis management, and who have robust backgrounds in human services and experience with issues including mental health and substance abuse. The proposed staffing model should include both supervisory, service, and administrative positions to adequately manage the fleet of vehicles, operations, service provision, and placement of families or individuals that are in crisis.

#### Fleet requirements

Applicants will be responsible for determining the number and type of vehicles needed to provide Mobile Crisis Response and Shelter Referral services. All vehicles will need to be labeled or marked as belonging to the selected applicant and will need to maintain the minimum insurance requirements stated in the contract with DFSS. Additionally, the Applicant will need to ensure that all drivers have a valid driver's license and meet all driving requirements as required by the State of Illinois. With 88% of service requests for shelter placement and transportation, DFSS suggests maintaining an adequate number of 12 passenger vans in addition to 6 passenger vans. At least two vehicles should be able to accommodate persons in wheelchairs. DFSS can provide the Applicant with access to parking spaces at

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its Garfield Community Service Center located at 10 S. Kedzie Avenue. If the Applicant is proposing an alternate work site, then that location must have a secured on-site parking lot.

Work site requirements

DFSS will provide office space for the selected applicant at its Garfield Community Service Center located at 10 S. Kedzie Avenue. The awarded applicant will be required 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 sq. ft. – in relation to the 10 S. Kedzie Avenue Building; these include utilities, telecommunications, custodial, security, engineering services, landscaping, pest control, and other associated costs. Applicant staff will have access to an on-site office space which seats up to 35 people and 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, the purchase of which will not be considered as an allowable cost under this contract. The Applicant must receive prior permission from DFSS before performing any significant re-configuring of the space.

Technology requirements

DFSS will provide computers, printers, internet access and configuration, and access to all specific databases necessary for the selected applicant to complete the outlined tasks. Currently, computers are Dell 9030 All In One PC's with a Windows 7 Operating System; Office Suite products will not be provided to the applicant.

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:

1. Customer Service Request (CSR) Database - 311 City Service
2. Homeless Management Information System (HMIS) - Homeless client information

The Applicant is expected to complete and close 90% of the 311 City Service Requests within 24 hours and the remaining within 48 hours.

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### SECTION C – PERFORMANCE MEASUREMENT

#### Overview

DFSS is committed to moving beyond measuring *how many* people received 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:

##### Short-Term Client Engagement and Crisis Response

- 75% of shelter placement requests will be completed within an average of 3.5 hours and the remaining 25% within 5 hours.
- 75% of well-being checks will be completed within an average of 3.5 hours and the remaining 25% within 5 hours.
- 75% of transportation requests will be completed within an average of 3.5 hours and the remaining 25% within 5 hours.

##### Mobile Outreach

- 80% of households contacted through outreach efforts will accept one or more basic assistance services (i.e. clothing, transportation, etc.).
- 65% of households contacted through outreach efforts will be connected to community-based case management, housing, or to the appropriate situations/settings (i.e. hospital, family unification, etc.).

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.



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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.

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**

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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.

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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](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.

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- 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 the Mobile Crisis and Shelter Referral Program**
  - The Crisis Response and Shelter Referral Program must respond 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 Services. Services include mobile outreach and engagement, assessment of needs, delivery of short-term supports, relocation of client(s) for services, and referral. Applicants must demonstrate robust relationships and linkages to services such as mental health, substance abuse treatment, education, child care, medical services, and life skills training. Additionally, participation is required in all mass care activities as directed by the City of Chicago Office of Emergency Management and Communications (OEMC) during citywide emergencies that may result in large scale evacuations requiring temporary shelter.

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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 <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	

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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>