



**Department of Family and Support Services**  
**Homeless Services Division**  
**SCOPE OF SERVICES**  
**January 1 – December 31, 2023**

Delegate Agency receiving an award(s) by the City of Chicago Department of Family and Support Services (DFSS) Homeless Services Division must complete and email all required documents as requested in the Award Notice Letter.

**Program Manager**

- 1) Scope of Services
- 2) Budget(s) *(for each award)*
  - a) Lease Agreement(s) *(real property used to provide services)*
  - b) Indirect Cost Letter(s) *(if requesting reimbursement for indirect costs)*
  - c) Affidavit(s) *(if leasing property)*
- 3) ESG Certification *(if applicable)*

**Contract Liaison**

- 1) Agreement Signature Page
- 2) Current Certificate of Insurance
- 3) Economic Disclosure Statements (EDS) Certificate of Filing

**PROGRAM MODEL**  
**COORDINATED ENTRY SYSTEM FACILITATOR**

**SECTION A – AGENCY INFORMATION**

<b>Agency Name:</b>		<b>Ward:</b>	
<b>Program Name:</b>			
<b>Program Name in HMIS:</b>		<b>Unique Service Point HMIS ID:</b>	
<b>Administrative Office Address:</b>			

**ADMINISTRATIVE CONTACTS FOR DELEGATE AGENCY**

**Executive Director**

Name:	
Phone # (ext.):	
Email:	

**Fiscal Contact**

Name:	
Phone # (ext.):	
Email:	

**Program Director**

Name:	
Phone # (ext.):	
Email:	

**Reporting Contact**

Name:	
Phone # (ext.):	
Email:	

**BUDGET ALLOCATION**

**Budget Term:** January 1 – December 31, 2023

P.O. Number	Contract Type / Funding Source	Award Amount (\$)
1.		\$
2.		\$
3.		\$
4.		\$
<b>Total Program Amount:</b>		<b>\$</b>



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**INSTRUCTION: If Delegate Agency has more than one site, enter the information in the same order of site number throughout Scope.**

**PROGRAM OPERATIONS**

**List of Program Sites**

Site	Program/Site Name	Address	Zip	Ward	Community Area
1.					
2.					
3.					

**Hours of Operation**

If site is open 24-hours per day, 7-days per week, check the box 24-hrs / 7-days. If not, for each day, list the start time and end time and/or indicate if the site is closed for that day.

Site	24-hrs / 7-days	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1.								
2.								
3.								

**List Languages Staff Can Provide Service to Clients at the Site**

Site	Languages
1.	
2.	
3.	

**Subpopulations Served**

Check all that apply.

Site	Single Adults			Families	Unaccompanied Youth - Aged 18-24		
	Only Females	Only Males	Females & Males		Only Females	Only Males	Females & Males
1.							
2.							
3.							

**Number of Clients and Households to be Served**

Consult numbers from previous years in making projections for this year.

Site	To Be Served (Unduplicated)	Carryover from Dec	Jan - Mar (new)	Apr - Jun (new)	Jul - Sept (new)	Oct - Dec (new)	Total (new plus carryover)
1.	# of clients						
	# of households						
2.	# of clients						
	# of households						
3.	# of clients						
	# of households						



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**ACCESSIBILITY FOR PERSONS WITH DISABILITIES**

DFSS is committed to ensuring that all individuals requesting program assistance provided by the Homeless Services Division have access to homeless shelters and any of its related services. To ensure this access, DFSS has listed policies that DFSS staff and the Delegate Agency must follow in working with persons with disabilities.

Check either Yes or No for each site location to inform DFSS if the Delegate Agency:

- a) is compliant with the **Americans with Disabilities Act (ADA)**. For more ADA information, refer to <https://www.ada.gov/>; and/or
- b) adheres to policies ensuring accessibility for persons with disabilities via **Section 504** which includes **Reasonable Accommodations**. For more information, refer to [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq)

Section 504 requires DFSS and the Delegate Agency to take proactive steps to ensure equal access for homeless persons with disabilities, as long as such actions do not require a fundamental alteration of the program or impose an undue financial and administrative burden. This means that DFSS and Delegate Agency must ensure that homeless persons with disabilities are able to request shelter, access shelter, and benefit from services provided in shelters.

Adherence with Section 504 policies includes ensuring reasonable accommodation for persons with disabilities. A reasonable accommodation is a change, adaptation, or modification to a policy, program, or service that will allow a qualified person with a disability to participate fully in a program or take advantage of a service. For DFSS and its Delegate Agencies, this includes locating and accessing emergency shelters, including public and common use spaces, and participating in services offered to clients at these facilities.

Site	Accessibility for Persons with Disabilities for Each Site		
1.	<input type="checkbox"/> Yes <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant Section 504 / Reasonable Accommodations
2.	<input type="checkbox"/> Yes <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant Section 504 / Reasonable Accommodations
3.	<input type="checkbox"/> Yes <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant Section 504 / Reasonable Accommodations



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

Review Section B – Program Goals within this Scope of Services, focusing primarily on the Core Elements to better serve the Target Population. In a brief statement, describe activities performed by your program to achieve the program model's goals and its Section C – Performance Measures. If relevant, describe coordination with other source(s)/partner(s). This section describes the program's actions at full and optimum operational capacity to meet requirements and outcomes.

Empty box for program description.



## **SECTION B – PROGRAM GOALS**

### **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. The Division does this by supporting a range of services and infrastructure for people experiencing (or at risk of) homelessness including prevention, shelter, outreach and engagement, housing supports, and system planning/coordination efforts. The Division also works closely and collaboratively with the Chicago Continuum of Care (CoC), the CoC's designated Collaborative Applicant (All Chicago), the CoC's Coordinated Entry System (CES), other City agencies, and community-based organizations to coordinate across the broader ecosystem of homeless services in the City towards the ultimate aim of preventing and ending homelessness in Chicago.

DFSS is committed to working with its partners to build and advance equity goals, with the recognition that identifying and addressing systemic racism and inequity within homeless services, programs, and policy is critical to our goal of preventing and ending homelessness.

### **PROGRAM GOALS**

The goal of the Coordinated Entry System Facilitator is to ensure that all people experiencing a housing crisis have fair and equal access to housing – no matter where or when they present for services – and that the people who need assistance the most receive services in a timely manner. The organization will coordinate and manage access, assessment, prioritization, and referral to housing and services for any person(s) experiencing or at imminent risk of homelessness via the CES.

A key feature of the CES in the coordination of housing and homeless services is the application of a system-wide housing prioritization plan to quickly identify, assess, refer, and connect residents experiencing homelessness or those at risk of homelessness to housing or assistance based on their needs and strengths through Chicago's CES.

A new component of this role is the coordination of outreach providers who are charged with engaging, assessing, and providing housing navigation for unsheltered clients. This new aspect of coordination will allow for a seamless and more efficient way of engaging unassessed clients and linking them to supportive services assisting with housing navigation. An effective CES provides those at risk of homelessness or currently homeless households with a standardized assessment of their vulnerability and strengths, a transparent path for connection to homeless assistance, and housing services that match their specific needs.

### **TARGET POPULATION**

The target population includes youth, families, individuals, and veterans who are experiencing literal homelessness or are at risk of homelessness.

### **CORE ELEMENTS**

The 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 system facilitation program model.

The Coordinated Entry System Facilitator will guide and oversee CES implementation utilizing HMIS, including managing the inflow and outflow of households, sharing and communicating policies and procedures with the Chicago CoC, and utilizing lessons learned for continuous improvement of the homelessness response system. The Delegate must be able to collaborate with other entities, if needed, to fulfill all requirements.



## **SECTION C – PERFORMANCE MEASURES**

### **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 MEASURES**

To track progress toward achieving the goal of matching individuals and families to housing, and assessing success of the program, DFSS will monitor a set of performance indicators that may include, but is not limited to:

- a) 50% of participants enrolled in a project of a homeless system provider (as documented by HMIS) will be exited to a permanent housing destination.
- b) 90% of participants entering the homeless system will be assessed.
- c) 100% of available units/openings in the CES will receive matches through HMIS.
- d) 75% of participants enrolled in an outreach or housing system navigation project and have a housing match through CES will move into permanent housing.
- e) 95% of participating Agencies (including selected Respondent and recruited partner Agencies) will assess households or connect households to entities conducting the CES assessment.

DFSS will also monitor the above metrics by race, ethnicity, gender, age, and other characteristics as appropriate to track equity in outcomes and outputs.

The specific targets above were established by the CoC for this type of program. As the CoC further refines performance metrics for CES, DFSS reserves the right to modify these metrics.

Within this framework, DFSS is focused on continuous improvement against these metrics in pursuit of meeting or exceeding those targets over time. We are committed to working with Delegate Agencies to monitor performance against these indicators, including establishing relevant baselines or benchmarks and sharing data with Delegate Agencies to assess and understand our progress. DFSS expects that performance by these metrics will vary by subpopulation served, and DFSS will continue to work with the respondent community to understand the factors influencing performance and to set appropriate performance expectations based on specific programs and subpopulations.

DFSS plans to track performance throughout the term of the contract and will use this information (including absolute and relative performance on metrics and improvement over time) to inform future funding decisions. DFSS therefore may add metrics in contracts as we continue to refine our approach to understanding and managing performance in upcoming contracts and over the years to come.

### **DATA REPORTING**

As part of DFSS' commitment to become more outcomes-oriented, the Homeless Services Division seeks to actively and regularly collaborate (such as periodic meetings) with Delegate Agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data are necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. As such, DFSS reserves the right to request/collect other key data and metrics from Delegate Agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

The Delegate Agency will be expected to collect and report client-level demographics, performance, and service data. These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS. Delegate must accurately collect, maintain, and reporting on clients served, demographic characteristics, services provided, and outcomes met.



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The Coordinated Entry System Facilitator must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. Homeless Services Division Delegate Agencies, except for domestic violence organizations, must use HMIS to track data and produce required quarterly reports. All Chicago administers Chicago CoC's HMIS. For more information about accessing HMIS and training, please visit <https://hmis.allchicago.org/hc/en-us/articles/360021285732-Getting-HMIS-Training-Step-by-Step-How-To-Get-Trained-in-HMIS-for-Supervisors-and-Staff->. Delegate Agencies must have the ability to submit reports electronically to DFSS. The City's Information Security and Information Technology Policies are located at: [https://www.chicago.gov/city/en/depts/dgs/supp\\_info/is\\_policy.html](https://www.chicago.gov/city/en/depts/dgs/supp_info/is_policy.html).

## SECTION D – REQUIREMENTS

### PROGRAM REQUIREMENTS

The Delegate Agency is to deliver the following services:

- Coordinate training to service providers and other key stakeholders on CES-related topics including documenting chronic homelessness and CES trainings for outreach staff.
- Maintain access points and improve accessibility of access points for CES assessment and entry into the system.
- Manage and coordinate a process that ensures households entering the homeless system receive CES assessments according to system-defined parameters.
- Match households to appropriate housing interventions.
- Engage mainstream providers who serve homeless populations to assist with assessments and documentation of disability status.
- Develop clear and transparent coordinated entry policies and procedures and ensure compliance of these policies and procedures.
- Collect feedback from clients, service providers and partner agencies on CES effectiveness and functionality.
- Ensure equitable access to trainings and webinars that will be provided online.
- Make system improvements to ensure accessibility and appropriate use of resources.
- Implement strategies to reduce the overall length of time from identification to housing match.
- Conduct System Integration Team (SIT) Meetings. Under the 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 of 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. SIT members also discuss potential solutions when the client has difficulty remaining in permanent housing and risks returning to homelessness.
- Assist with connecting matched clients to outreach or navigation 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.
- Subcontracting Process: Implement a sub-recipient monitoring plan which should include a schedule of on-going monitoring and a process to follow-up on monitoring findings. Selected Respondent may subcontract the provision of the following services: CES assessment, outreach coordination, SIT facilitation.

### ADDITIONAL REQUIREMENTS FOR ALL PROGRAMS

#### Program responsibilities

- Comply with 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.
- 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/continuum-of-care/standards-and-monitoring/?utm\\_source=Program%20Model%20Chart&utm\\_campaign=Program%20Model%20Chart%20Feedb ack%20Requested&utm\\_medium=email](https://allchicago.org/continuum-of-care/standards-and-monitoring/?utm_source=Program%20Model%20Chart&utm_campaign=Program%20Model%20Chart%20Feedb ack%20Requested&utm_medium=email). Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.



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- 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/>.

**Health and safety**

- Must protect clients and reduce the spread of COVID-19 through implementation of CDPH guidance. Latest guidance can be found at: <https://www.chicago.gov/city/en/sites/covid-19/home/latest-guidance.html>.
- Facility(ies) must comply with applicable local building, fire, environmental, health, and safety standards and regulations which apply to the safe operation of the site(s).
- Must maintain facility(ies)/site(s) in clean and sanitary condition.

**Must voucher monthly**

The Delegate Agency must voucher monthly, and meet the following quarterly expenditure targets:

First quarter – 25%	Third quarter – 75%
Second quarter – 50%	Fourth quarter – 100%

**Provide appropriate service to clients**

- Inform participants of their rights, responsibilities, and expectations.
- Not discriminate on the basis of race, religion, national origin, sexual orientation, disability, gender identity, or family composition.
- Provide placement and accommodation in accordance with the individual's gender identity.
- Not require clients to participate in any religious services or other forms of religious expression.

**Programmatic written requirements**

- Have written policies and procedures for intake, grievance, and how conflicts and other crises will be addressed and resolved. These policies and procedures must comply with any DFSS standard, baseline policies issued.
- Notify the DFSS program manager in writing of any changes to staff, facility, facility location, or scope of services.

**Family preservation**

- Practice family preservation. The Delegate Agency 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.
  - The Agency 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, the Delegate Agency 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.

**If requested, must participate in system activities**

- Participate in DFSS Point-in-Time (PIT) Counts including associated activities and reporting requirements.
- Conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- Assist DFSS in responding to extreme weather emergencies.

**If applicable, comply and keep records on file**

- All Delegate Agencies that work and interact with children must:
  - Comply with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form.
  - Require background checks for staff and volunteers prior to interaction.
- All Delegate Agencies that handle food must have appropriate staff with food handler certificate.





## SECTION E – SUBMITTAL AND APPROVAL

**PROGRAM MODEL: COORDINATED ENTRY SYSTEM FACILITATOR**

### CERTIFICATIONS

By checking this box, the Delegate Agency certifies that all information provided in the Scope of Services document is correct and it will fulfill the activities announced, and comply with the program goals, performance measures, and program requirements listed within.

### SUBMITTAL AND APPROVAL

To be completed by Delegate Agency		
a)	Agency Name	
b)	Type Applicant Full Name	
c)	Type Applicant Title	
d)	Applicant Signature <i>(signature required in blue ink; not electronic)</i>	
e)	Date Submitted	
To be completed by DFSS		
f)	Type Staff Member Full Name	
g)	DFSS Staff Signature	
h)	Date Approved	



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## SOURCE DOCUMENTS

Provided below are hyperlinks to source documents. It is the Delegate Agency's due diligence to read and understand the 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>
- 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>

### 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>

### Accessibility for Persons with Disabilities

- Americans with Disabilities Act (ADA): <http://www.ada.gov>
- Section 504: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq)
- Reasonable Accommodations: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq#ReasonableAccommodation](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq#ReasonableAccommodation)