



Department of Family and Support Services
Homeless Services Division
SCOPE OF SERVICES
January 1, 2025 – December 31, 2025

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
FREQUENT USERS SERVICE ENGAGEMENT (FUSE)

SECTION A – AGENCY INFORMATION

Agency Name:	Ward:
Program Name:	
Program Name in HMIS:	Unique Service Point HMIS ID:
Administrative Office Address:	

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, 2025 – December 31, 2025

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



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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 SITES, HOURS, LANGUAGES, AND CLIENTS SERVED

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.								

****Please complete the Languages spoken by staff section on the following page**

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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Languages spoken by staff and number per shift

Site	Language Spoken	# Daytime	# Overnight
1			
2			
3			



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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

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.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	Section 504 / Reasonable Accommodations
2.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	Section 504 / Reasonable Accommodations
3.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	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 FUSE program is to engage highly vulnerable homeless families that are frequent users of the shelter system and help them transition to more stable housing. This transition 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 by addressing their barriers to obtaining stable housing and preventing further episodes of homelessness.

TARGET POPULATION

The target population for the FUSE program is families who are identified as frequent users of the shelter system and families who have multiple discharges from interim housing programs. The FUSE program also targets families who are at risk of being discharged from interim housing programs.

The eligibility requirements for this program are as follows:

- Homeless and residing in an emergency or interim shelter within the City of Chicago.
- Parent(s) or guardian(s) must be at least 18 years of age.
- Highly vulnerable families who have been in at least three or more shelters within a year (12-months) from the point of referral, as reported by the Homeless Management Information System (HMIS).
- At risk of an abrupt discharge from their current shelter stay.
- In some instances, DFSS may request assistance from the selected Respondent to work with a family that is in need, due to special circumstances. Delegate provider must work with DFSS in these circumstances.



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 outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but is not limited to:

- a) 70% of families will move to more stable housing (includes interim housing, family and friends, transitional, or permanent housing).
- b) Fewer than 10% of families will be discharged to another interim housing program.
- c) 85% of families will engage in ongoing specialized services based on individual assessments to promote housing stability for three months after housing of any type is secured, or family exits shelter (may include mental health, substance use, employment, child-focused services).
- d) Conduct analysis of households served by FUSE and compare percentage that are represented within the intended target population.

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:

- Provide training, technical, and clinical assistance to 100% of referring programs.

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

In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

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 delegate 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.



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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.

Delegate Agencies 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, with the exception of domestic violence organizations, must use HMIS to track data and produce required reports such as the DFSS Homeless Services Division 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/sections/360000148006-HMIS-New-User-Training>. 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.

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) To review program performance and develop strategies to improve program quality throughout the term of the contract based on the periodic meetings.
- 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.

ACTIVE CONTRACT MANAGEMENT (MEETINGS)

Periodic meetings may occur, as scheduled by DFSS, with reasonable notice to the Delegate Agency. The meetings will utilize program data, reporting, and other relevant information to actively manage the Delegate Agency's performance and progress toward goals set in the Scope of Service. During these meetings, Agencies are encouraged to raise any concerns or challenges they have in serving their target population.

DFSS intends to utilize Delegate Agency performance data in these meetings, with the goals of:

- a) Monitoring performance progress, highlighting accomplishments, and identifying concerns.
- b) Engaging in collaborative continual improvement processes regarding the outcomes and operations of delegates.
- c) Developing systemwide strategies that improve service delivery and coordination between program models.
- d) Discussing challenges and successes of program goals, performance measures, and requirements to be adhered to by the Delegate Agency.

Meetings shall include, at least, the DFSS Division Director or designee and the Delegate Agency's Chief Executive Officer or designee. Additional representatives may represent each party as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.



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SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

The FUSE program is centered on identifying the needs of families and providing intensive case management and clinical services to help address their barriers to staying in stable housing and eventually obtaining permanent housing. Selected Respondents must accept referrals from agencies across the city for families who fit the target population criteria. Training and outreach to partner agencies will be required to inform and ensure services are delivered to families eligible under the target population criteria.

Respondents are to deliver the following services:

- Create specific strategies for identifying and outreaching families who meet eligibility criteria.
- Ensure proper outreach and education on FUSE program and FUSE eligibility for agencies with potential to refer families or individuals to the program.
- The reach of the FUSE program must extend to all interim shelter providers across the city; must provide outreach plan to reach providers across the city that may encounter individuals of families who fit the eligibility criteria.
- Provide intensive case management services to families across shelters in the City of Chicago with a case manager to family ratio of 1:15.
- For families at risk of shelter discharge: 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 and crisis response support to prevent ongoing homelessness and promote trauma reduction. Interventions should reinforce connection with family and other forms of social support and be provided to the entire family.
- Provide services through linkages to services provided by other agencies.
- Provide follow-up services for up to three months after family leaves the shelter.
- Solicit feedback from participating families and incorporate feedback into services as appropriate.
- Provide training, technical, and clinical assistance to interim housing providers focused on supporting housing stability of vulnerable families within the shelter setting.
- Dedicate one staff person to serve as a Coordinated Entry System skilled assessor.
- Desirable staff requirements include demonstrated experience providing mental health, substance use, child-focused services, and housing stability services to highly vulnerable families experiencing homelessness. Other preferred requirements include language capacity and cultural competency among staff and appropriate licensure for the level of services provided.
- Provide services in an equitable manner and provide equitable access to technology for virtual services at the client level, meeting clients at their ability and capacity.
- Provide remote services, when necessary, as learned during the COVID-19 pandemic (i.e., via phone calls, emails, remote calling with videoconferencing capacities).
- Incorporate tenets of Housing First, Harm Reduction, Trauma-Informed Care, and strengths-based practices. For more information on these Best Practices, please reference the Chicago CoC's Community Standards here: <https://allchicago.org/continuum-care/standards-and-monitoring>.

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 contract and revising policies and procedures as necessary.
- Adhere to the program services as defined by the Chicago Continuum of Care (CoC) in the Program Models Chart as well as its 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%20Feedback%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://allchicago.org/coordinated-entry-system/>.

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%

Vouchers must be submitted within 15 calendar days after the end of the month in which services were performed. Vouchers are to include the required supporting documentation to receive approval and reimbursement.

Health and safety

- Must protect clients and reduce the spread of COVID-19 through the implementation of CDPH guidance. The 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 a clean and sanitary condition.

Provide appropriate service to clients

- Inform participants of their rights, responsibilities, and expectations.
- Not discriminate based on 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 a food handler certificate.



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SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: FREQUENT USERS SERVICE ENGAGEMENT (FUSE)

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.
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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
- Reasonable Accommodations: https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq#ReasonableAccommodation