



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
RENTAL ASSISTANCE PROGRAM (RAP) MANAGER

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: \$		<input style="width: 100%;" type="text"/>



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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.								

****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]



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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 RAP Manager is to reduce the number of individuals and families who ultimately become homeless by quickly providing those at risk of losing their current rental housing with short-term financial assistance through DFSS' network of six Community Service Centers (CSCs). The RAP Manager will also administer and oversee financial assistance including rent, utility, and security deposit payments; monitor program expenditures; and perform housing habitability inspections on behalf of households approved through the DFSS RAP. The selected Respondent will provide these services in conjunction with the DFSS CSCs. The CSCs will provide direct services to clients while the RAP Manager will work directly with property owners/managers to conduct housing inspections and provide them with direct payments once a property has passed inspection.

TARGET POPULATION

The target population for RAP includes individuals or families who are at immediate risk of becoming homeless because of their inability to make their rent payment. The causes of housing instability for the target population vary but are frequently due to unexpected circumstances as defined by the U.S. Department of Housing and Urban Development (HUD) – HUD Criteria for Definition of At-Risk of Homelessness can be found via this link:

https://files.hudexchange.info/resources/documents/AtRiskofHomelessnessDefinition_Criteria.pdf



SECTION C – PERFORMANCE MEASURES

To track progress toward achieving the outlined goals and assess success of the program, DFSS will monitor a set of performance indicators that may include, but is not limited to:

- 100% of third-party payments to property owners or their agents will be made within 5-business days of receipt from DFSS
- 100% of habitability inspections requests will be performed within 5-business days of receipt from DFSS

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:

- 100% of all assisted units meet HUD habitability standards prior to providing rental assistance
- Average number of days from check request from CSC to payment made to property owner/managers

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 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.

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. 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 sub-population 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 sub-populations.

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.

Upon contract award, delegate agencies will be expected to collect and report client-level demographic, performance, and service data, including applications processed, households assisted, units inspected, and fiscal expenditures, as stated in any resulting contract. These reports must be submitted in a format specified by DFSS and submitted on a monthly and, occasionally, weekly basis.



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Respondent must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. The RAP Manager must maintain a database with critical service information including, but not limited to: property owner/manager information; client information; check amount; date of check request; originator center; check mailing date while utilizing the RAP Portal. Homeless Services Division delegate agencies, except for domestic violence organizations and the RAP Manager, must also use the Homeless Management Information System (HMIS) to track data and produce required reports. All Chicago administrators 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.



SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

The RAP Manager coordinates with the DFSS CSCs to deliver rental assistance to households in need of support through timely check payments to property owners/managers. The RAP Manager will monitor the approved applications downloaded from the RAP Portal provided by the DFSS CSC staff where households are assessed and, if eligible, enrolled into the program by CSC staff; ensure that the unit associated with the rental assistance meets HUD habitability standards, and; quickly distribute financial assistance to ensure clients maintain permanent housing.

The RAP Manager is expected to:

- Conduct housing inspections, which includes performing virtual habitability standards/in-person lead screening on all rental units within three to five business days of receiving request from DFSS CSCs in accordance with HUD Habitability Standards: <https://www.hudexchange.info/resource/1153/hprp-housing-habitability-standards-inspection-checklist/>
- Distribute financial assistance payments to property owners/managers or their agents. These payments must be made within five days of receiving a request from DFSS CSCs and the property passing inspection
- Monitor fiscal activity of RAP funds, which includes ensuring expenditures do not go over the program budget and providing monthly reports by CSC and for the program overall
- Coordinate with the CSCs regarding scheduling housing inspections, submitting the financial assistance requests, and coordinating with landlords to resolve landlord/tenant issues and negotiate rent payments
- Obtain service-related feedback from landlords and ensure it is incorporated into service delivery
- Utilize the RAP Portal for performing required tasks such as uploading documentation of housing inspections and supporting documentation; retrieving requests from DFSS' CSCs and participating in RAP Portal training as needed

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%20Feedb ack%20Requested&utm_medium=email. Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
- 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.



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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: RENTAL ASSISTANCE PROGRAM (RAP) MANAGER

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&rqn=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&rqn=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