



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
SHELTER

Shelter Type:

<input type="checkbox"/>	General population – Families with children OR Families with children and individuals
<input type="checkbox"/>	General population – Individuals
<input type="checkbox"/>	Domestic violence specialization – Families or children
<input type="checkbox"/>	Youth specialization – Families or individuals
<input type="checkbox"/>	Medically vulnerable specialization – Families or individuals
<input type="checkbox"/>	Returning citizens specialization – Families or individuals

SECTION A – AGENCY INFORMATION

Agency:
Ward:

Administrative Office Site Address:

ADMINISTRATIVE CONTACTS FOR DELEGATE AGENCY

Name:
Phone # (ext.):
Email:

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 OPERATIONS

List of Program Sites

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

Languages spoken by staff and number per shift

Site	Language Spoken	# Daytime	# Overnight
1			
2			
3			

HMIS Information

Site	Program Name in HMIS	Unique HMIS #
1		
2		
3		



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Hours of Operation

If a 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 the site operates each day 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.								

MEALS

Will Delegate Agency use DFSS funds to purchase meals for clients?

Yes No

If yes, enter the number of meals.

Site	Number of meals to be provided <i>(Average daily attendance x number of meals served x operating days)</i>
1.	
2.	
3.	



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CLIENTS SERVED

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						

Number of Beds, by Household Type and Gender

Site	Families with children	Single Women	Single Men	Single Men or Women	Total
1.					
2.					
3.					

Number of Beds, by configuration

Indicate the number of beds by configuration. For shelters serving families, count as "individual rooms" if each household

Site	Individual rooms and individual bathrooms	Individual rooms and shared bathrooms	Shared room 2-4 people and shared bathrooms	Shared room 5-20 people and shared bathrooms	Shared room >20 people and shared bathrooms
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). Describe the program's actions to meet requirements and outcomes at full and optimum operational capacity.

[Empty text 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 shelter system is to support individuals and families experiencing homelessness in moving to appropriate and stable permanent housing while providing them a safe, accessible place to stay. Shelters achieve this ultimate goal by connecting households with appropriate housing options and community services and resources that will help clients obtain and maintain housing through building income and addressing a variety of physical, mental, emotional, and other needs they may have.

TARGET POPULATION

The target population for shelters is households that are literally homeless (in accordance with the federal Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) definition: <https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/>).

CORE ELEMENTS

Shelter programs must deliver the following services, which reflect the essential elements defined in the Chicago CoC Program Model Chart:

- Provide a safe environment with a place to sleep free of charge and with a low barrier to entry.
- Provide basic needs: meals or kitchen access; showers and toiletries; limited storage; access to laundry service on-site or through a contracted vendor.
- Engage in diversion efforts either through coordination with system-wide diversion efforts or by use of creative, problem-solving conversations at shelter entry to empower persons facing imminent homelessness to avoid shelter and return immediately to housing.
- Provide connection to housing options by supporting clients in completing the CES housing assessment (either directly or through referral) and supporting clients in identifying and navigating other housing options (either directly or through referral), e.g., working with clients to create housing plans, search for affordable and appropriate units, complete housing applications, and navigate the move-in process.
- Provide access to case management to ensure clients are linked to services and community resources that will help clients obtain or maintain housing, e.g., building income, building independent living skills, developing education/career path, addressing a variety of physical, mental, emotional, and other needs.
- Provide all documents and written materials in participants preferred language.

Additionally, all shelter services, programs, and delivery approaches should reflect the Chicago CoC's core values, particularly those below. (For more information, please reference the [Chicago CoC's Community Standards](#).)



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Housing First Approach: Align shelter criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites. Integrate client choice in programing, make services voluntary and assist clients in accessing permanent housing options (directly or through linkages) as quickly as possible.

Harm reduction: Support individuals right to self-determination regarding substance use and engage in practical and proactive strategies that reduce harm participants may face due to use. Shelters should eliminate sobriety or other behavioral requirements that can be barriers to shelter (e.g. prior non-violent rule infractions), and ensure staff is trained to de-escalate conflict and collaborate with clients to mitigate risky behaviors.

Trauma-informed care: Shelter leadership should understand the wide impact of trauma on participants, and staff members should be trained to recognize and respond to the signs and symptoms of trauma in clients. Policies, procedures, and practices should integrate knowledge about trauma and its impact, support client choice and control, and create physical and emotional safety on site.

Inclusion of Person(s) of Lived Experience (PLE) input: Shelters should solicit PLE input on a frequent basis to inform service delivery and engage in continuous program improvement. Staff and leadership can do this through a variety of mechanisms, such as collection and integration of client feedback, hiring and promotion of staff with lived experience, engaging advisory councils, and integrating PLE on the leadership and board of the organization.

SECTION C – PERFORMANCE MEASURES

OVERVIEW

DFSS is committed to moving beyond measuring how many people received services, to focusing 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, reviews priorities, and outcomes 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, 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:

- Percent of participants who exit shelter to a more stable housing destination
- Percent of participants who exit shelter to a permanent housing destination
- Percent of participants who maintain or increase income (including employment income or benefits)
- Percent of participants with complete CES assessments

Program performance along these metrics will be assessed relative to the Program Model Chart threshold and challenge levels, below, as well as the performance of peer programs (i.e., those serving similar subpopulations). Programs should consider the "threshold" level a baseline or minimum expectation and should consider the "challenge" level a hard but attainable goal given current knowledge, capabilities, and resources.



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Indicators	Threshold	Challenge
Exits to More Stable & Permanent Housing	30%	-
Exits to Permanent Housing	-	27%
Maintain or increase income (employment income or benefits)	40%	52%
Completed CES Assessments	40%	60%

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:

- Average length of stay in a shelter
- Utilization of shelter beds, as reported both in HMIS and to The Salvation Army
- Number of participants enrolled
- Number of participants diverted
- Percent exiting to another homeless service location

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

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 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 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 as stated in any resulting contract. These reports must be submitted in the format specified, and by the deadlines established by DFSS - including for DFSS quarterly and annual reporting, as well as any additional reporting requested for other funding sources.

Delegate agencies must implement policies and procedures to ensure the 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 reports. All Chicago administers Chicago CoC's HMIS.



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For more information about accessing HMIS and training, please visit: <https://hmis.allchicago.org/hc/en-us/sections/360000>

[148006-HMIS-New-User-Training](#).

Programs are expected to comply with the [Chicago Data Quality Plan \(https://hmis.allchicago.org/hc/en-us/articles/115005316526-Chicago-HMIS-Data-Quality-Plan\)](https://hmis.allchicago.org/hc/en-us/articles/115005316526-Chicago-HMIS-Data-Quality-Plan). 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.

Data reporting requirements specific to Domestic Violence programs

DV shelters are not required to enter data into HMIS but must use a comparable data system. For DV programs that submit data in InfoNet, shelters must provide DFSS authorization to generate reports that include both project-specific and DV program-wide service data.

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.
- 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 take place, 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 towards goals set in the Scope of Service. During these meetings, Agencies are encouraged to raise any concerns or challenges they are having 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 system-wide strategies that improve service delivery and coordination between program models.
- d) Discussing challenges and successes pertaining to 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. 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 the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.

In addition to ACM Meetings, on a monthly basis, DFSS will monitor utilization rates, HMIS data quality, and daily bed reporting across the shelter system, and if low utilization, HMIS issues, or a reporting discrepancy is identified at a site, staff will follow up with the site regarding the issue. Program staff are required to respond to inquiries regarding monthly utilization and reporting checks, and may be required to develop a follow-up plan or engage in a site visit if requested by DFSS.



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SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

Daily Data Reporting Requirements:

- Delegate Agencies operating DFSS-funded shelters are required to report their available and occupied bed count three times (3x) daily to the Centralized Shelter Intake, Transportation and Crisis Response delegate (currently The Salvation Army (TSA)). Training and further instructions on this reporting process will be distributed to those awarded shelter program funding from DFSS.

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 as well as participation in the Coordinated Entry System (CES) following CES Policies and Procedures as detailed for the appropriate program model here: <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

- Make every effort to provide space for clients to isolate who have been diagnosed with or show signs of experiencing an infectious disease, eg. cough, difficulty breathing, rash, fever.
- Shelters must adhere to Chicago Department of Public Health (CDPH) guidance for infectious or communicable diseases in congregate living facilities. CDPH has published guidance on infectious diseases and prevention, which may apply to shelters: varicella (chickenpox), scabies, COVID-19, lice, tuberculosis, monkeypox, and acute gastroenteritis. CDPH guidance identifies isolation procedures, cleaning procedures, PPE recommendations and other guidance. See CDPH infection prevention guidance documents published online: <https://www.chicagohan.org/congregate-settings>
- All communicable diseases must be reported to DFSS at dfss-homeless@cityofchicago.org, CDPH at <https://redcap.link/specpopreport> and your shelter's Lead Coordinating Organization.
- 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 have contingency plans using existing funding/resources for emergency situations such as loss of heat in the winter or extreme/excessive heat conditions in the summer, flooding, fire, attacks of violence, etc.
- Must maintain facility(ies)/site(s) in a clean and sanitary condition.
- Must assist clients in identifying and establishing a health/medical home to promote access to health care including vaccinations, preventative care, specialty care, etc.
- Submit the Quarterly Bed Bug Certification.



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Provide appropriate service to clients

- Inform participants of their rights, responsibilities, and expectations in their preferred language.
- 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.
- Staff on site should support meeting residents' language needs. DFSS encourages hiring day-to-day shelter staff to meet the language needs of the shelter population.

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. DFSS is currently in the process of establishing shelter standard operating guidelines. These policies must be distributed to shelter participants in their preferred language.
- 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.**
 - **Any 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.

If requested, must participate in system activities

- Participate with DFSS in the development of system-wide shelter standard operating guidelines for DFSS-funded shelters.
- 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.
 - Comply with all applicable Federal, State and local laws, ordinances, policies, procedures, regulations, rules, requirements and executive orders relating to background checks, fingerprinting and screening procedures as in effect from time to time (the "Legal Requirements"). You will not permit any adult, to be involved with the Services or to have direct contact with children if any applicable Legal Requirements would prohibit such adult from having such involvement or contact.
- All Delegate Agencies that handle food must have appropriate staff with a food handler certificate.



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ADDITIONAL REQUIREMENTS BY HOUSEHOLD TYPE AND SPECIALIZATION

Shelters serving families with children

- Shelters must have programs open 24 hours a day, seven days a week.
- Shelters must provide high-quality case management focused on housing placement and increasing income. Staffing should be sufficient to cover basic operations, ensure safety, and provide effective case management taking into account family size and needs. In the past, DFSS has recommended a minimum staff-to-client ratio of 1:30 for family shelter programs.
- Shelters must meet the needs of children including appropriate connections to care and education (e.g., children over five are attending school, children under five are connected to appropriate developmental screenings, early childhood education programs, and other childcare resources).
- 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.

Shelters serving individuals

- Shelters must have services and staffing ratios that reflect the needs of the population served.
- Shelters must offer the right of return for all or a large percentage of beds. Shelters must reduce barriers to access or reentry into shelter wherever possible (following housing first, harm reduction, low barrier policies and procedures)

Shelters specializing in serving youth (ages 14-24 or 18-24)

- Youth-dedicated shelters must provide unaccompanied youth experiencing homelessness with temporary shelter intended to resolve an immediate experience of homelessness while providing services that address basic needs and connections to other supportive services without any precondition and minimal requirements to stay. This intervention must not require any preconditions such as sobriety, income, medication compliance, or any other barrier to entry or ability to reside in the program.
- Shelters must provide or connect to a flexible array of supportive services with a clear purpose to bridge participants to longer-term housing options while keeping youth participants safe and engaged.
- Shelters must be welcoming and easy to access for the diverse youth outlined in the target population description above. In addition, considerations should be made to ensure inclusion for young co-parenting families and couples.
- Staff must also be trained in positive youth development and have experience in working with vulnerable youth (and where applicable, their families). More information can be found on the Chicago CoC's Program Model Chart at: <https://allchicago.org/continuum-care/standards-and-monitoring>.
- Programs are expected to participate in CES Integration Team meetings to ensure seamless coordination with other system programs.
- If serving youth under 18, youth shelters must comply with relevant licensing/regulatory guidelines. Youth under 18 years old must be connected to a Comprehensive Community-Based Youth Services (CCBYS) provider.

Shelters specializing in serving survivors of domestic violence

- Domestic violence (DV) shelters must provide crisis and domestic violence counseling, safety planning and assessment, and legal advocacy for orders of protection.
- DV shelters must have a safe, undisclosed location for all services.
- Every person providing services to program participants or supervising program staff must have a minimum of 40-hour domestic violence training from an accredited training institute or complete this training within 90 days of the contract start date.
- DV shelters must ensure confidentiality under the Illinois Domestic Violence Act (IDVA).

Shelters specializing in serving medically vulnerable clients or other clients with specialized needs

- Shelters serving populations with other specialized needs, such as medically vulnerable clients, must have special or more robust supports not provided widely by the system today.
- Staff must be specially trained to address the needs of the intended population.
- Additional services must be provided in support of, not at the expense of, a focus on housing placement.



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FACILITIES MANAGEMENT FOR ALL SHELTERS

- Maintain a Facility Plan for the effective and efficient preservation, maintenance, and operation of all building equipment, assets, and systems, surfaces, interior and exterior finishes, etc.
- Maintain Life Safety and Evacuation Plans for the facility including an emergency plan that satisfies minimal building operation in the event of a power loss.
- Provide exterminating services and pest control services, as needed.

ADDITIONAL REQUIREMENTS FOR SHELTERS OPERATED IN CITY-OWNED OR CITY-LEASED FACILITIES

Facility Management, Engineering, Maintenance, and Repairs

- Provide all the services needed for building maintenance and safety including janitorial, security, snow removal, engineering and repairs, and garbage/scavenger services.
 - Delegate agencies of the City-owned facilities will need to provide their own janitorial, security services, garbage, and snow removal. Engineering and repairs will be provided by the City of Chicago's Department of Fleet and Facility Management.
 - Delegate agency shelter operators of City-leased facilities will provide their own janitorial and security services. The landlord will be responsible for garbage, snow removal, and engineering and repairs.
- Coordinate with the Department of Fleet and Facility Management or the facility's ownership to ensure the facility is safe for shelter operations and elevate other facility issues. Additional services that may be provided include:
 - Assigning a licensed operating engineer to be on site, as needed, to react to facility maintenance and operation issues as determined directly or indicated by site management. Issues that arise after scheduled shift hours will be handled as needed on a call out basis.
 - Maintenance of boiler, plumbing and drain issues, generator operation, electrical, elevator, ADA shower availability, cooling in occupied spaces, and all bathrooms and locker rooms.
 - Exterminating services: Integrated pest control services, as needed.
 - Maintenance of a Facility Plan for the effective and efficient preservation, maintenance, and operation of all building equipment, assets, and systems, surfaces, interior and exterior finishes, etc.
 - Maintenance of Life Safety and Evacuation Plans for the facility including an emergency plan that satisfies minimal building operation in the event of a power loss.
 - Management and maintenance of all building and life safety systems in accordance with OSHA industry standards for buildings of this size, capacity, and location.
 - Identification of safety and health hazards and corrective action for their elimination and control.

Meal Provision

- For City-owned and City-leased shelter facilities, the City will handle the meal provision through the Meals Program delegate.
- In collaboration with the Meals Program delegate agency, shelter delegates will ensure food service staff have and maintain the appropriate training and certifications in accordance with state and local public health codes. As outlined in the Food Handling Regulation Enforcement Act (fG410 ILCS 625), all staff performing food handling duties, are required to receive training and certification as food handlers.
- In accordance with public health codes, all staff working in the food preparation and food service area shall be under the supervision of a Person in Charge (PIC) with a food manager certification who will be present during shelter site hours of operation and ensures the application of hygienic techniques and safe practices in food handling, preparation, service, and delivery are followed.



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SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: SHELTER

Shelter Type:

- General population – Families with children OR Families with children and individuals
- General population – Individuals
- Domestic violence specialization – Families or children
- Youth specialization – Families or individuals
- Medically vulnerable specialization – Families or individuals
- Returning citizens specialization – Families or individuals

CERTIFICATIONS

By checking this box, the Delegate Agency certifies that all information provided within the Scope of Services document is correct. It commits to the fulfillment of activities announced, and to comply with the program goals, performance measures, and program requirements.

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. No digital)</i>	
e)	Date Submitted	
To be completed by DFSS		
f)	Type Staff Member Full Name	
g)	DFSS Staff Signature	
h)	Date Approved	



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

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 Homeland Security (DHS), Federal Emergency Management Agency (FEMA):
<https://www.fema.gov/>

Shelter and Services Program (SSP): <https://www.fema.gov/grants/shelter-services-program>

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