



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
YOUTH TRANSITIONAL HOUSING

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: 150px;" 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**

Youth Populations Served

Check all that apply. The population is unaccompanied or parenting youth (age 24 and under).

Site							
	Only Females	Only Males	All Genders		Parenting Females	Parenting Males	All Parents
1.							
2.							
3.							

Number of Youth Clients 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
2.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
3.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> 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 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 Youth Transitional Housing is to quickly house young people experiencing housing instability while providing the developmentally appropriate support needed for them to remain stably housed and build a foundation for success in the future. Programs must provide young people, with a variety of unique needs, with appropriate housing and support services and connection to benefits, education and employment support, legal aid, leadership opportunities, and links to physical and mental health care are integral to the success of Youth Housing Supports.

Youth Transitional Housing is part of a broader system oriented toward ensuring that youth experiencing homelessness are quickly housed and connected to the support they need to thrive as soon as possible. In 2019, the Chicago CoC's Youth Sector and Youth Action Board, with the support of a national consultant, created the [Chicago Youth Sector Housing Program Model Design](https://allchicago.org/wp-content/uploads/2020/01/Chicago-Youth-Sector-Program-Model-Design.pdf) (<https://allchicago.org/wp-content/uploads/2020/01/Chicago-Youth-Sector-Program-Model-Design.pdf>). This document outlines mutually agreed-on philosophies and values, the array of housing models needed in Chicago, and aspirational program standards critical to increase system effectiveness.

Transitional housing is a housing intervention that provides youth with medium-term housing and supportive services with a connection to stable/permanent housing. Transitional housing programs are designed to empower youth in achieving self-sufficiency and housing.

TARGET POPULATION

The target population is unaccompanied or parenting youth who are currently experiencing housing instability. The age range for these programs is 14 years old up to the young person's 25th birthday at time of enrollment. Unaccompanied refers to young people experiencing housing instability not part of a larger family structure.



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SECTION C – PERFORMANCE MEASURES

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:

- The core outcome for youth transitional housing is stabilization and connection to permanent housing. Metrics for this are:
 - 70% of participants will exit to stable housing
 - 50% of participants without a source of reportable income will report an increase in cash benefits or income
- 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:
 - 50% of participants will exit with employment
 - 50% of participants will exit with a high school diploma or will be enrolled in an educational program (high school, GED prep classes, vocational training, college)
 - Reduction to the average number of days between referral and placement
- 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 these types of programs. The Chicago CoC is currently refining outcome measures for youth programs as part of a [system wide performance refinement](#). DFSS will work with delegate agencies to update performance measures as the CoC finalizes the revisions to the Program Model chart.

In addition to the performance indicators and output metrics listed above, DFSS is interested in reviewing the program performance with an equity lens focusing on LGBTQ youth and youth of color. DFSS also encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of the 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.

Programs shall collect programmatic data within the Chicago Homelessness Management Information System (HMIS) and 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).



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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.

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 a format specified, and by the deadlines established by DFSS.

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, except for domestic violence organizations, must use 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>.

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 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 systemwide 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.



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SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

The Delegate Agency is to provide a continuum of developmentally appropriate housing support services that help transition youth into stable/permanent housing.

Successful programs will incorporate the following best practices:

- Connect young people to a robust variety of services.
- Include strategies to provide a safe and supportive environment for young people who are disproportionately impacted by homelessness in Chicago, including youth who are African American, LGBTQ (specifically transgender women of color), justice involved, child welfare involved, pregnant, and parenting (including parenting men).
- Elevate youth choice and self-determination: This means respecting youth as the experts of their own lives and experiences. Program staff should educate and equip youth with the tools needed to make decisions around their housing stability options.
- Be designed to follow a housing first philosophy.
- Be designed to include best practices for engaging youth, including positive youth development, trauma-informed care, motivational interviewing, and harm reduction (See [Chicago Youth Sector Housing Program Model Design](#) for additional explanation and complete list of core philosophies and values).
- Ensure coordination with the community's CES. Programs shall participate in all relevant CES activities, including active participation in system and service coordination meetings (e.g., Youth Transitional Housing System Integration Team (TH SIT) meetings). Participation in these activities includes keeping community partners updated regarding real-time changes to eligibility, timely updates on the progress of participants matched to housing, housing first practices of screening in eligible participants, and prioritizing housing based on community wide standards, funding, and capacity.

Shelters specializing in serving youth

- Individualized Housing Stability Plan: Case managers work with youth to outline stability goals that take into consideration developmental needs and are action-item driven. Process will utilize positive youth development practices focusing on skills-building, leadership, and community involvement. The stability plan will include creating connections to longer term stable housing options and supportive services. Access to supportive services either in-house or through linkages. Supportive services should be provided in a way that is voluntary and appropriate to the needs and preferences of the participants. Supportive services include but are not limited to:
 - Medical care, mental health care, substance use disorder treatments, legal assistants, and connection to benefits.
 - Supports for education, employment, kinship, and community connection.
 - Specialized services for pregnant and/or parenting head of households including parenting skills and supports, empowering resources for parents of all genders, and support for children (developmental screening and school or early childhood program enrollment).
- Housing supports:
 - All programs must provide clients with appropriate housing.
 - Scattered site programs: include housing location, tenant rights education and landlord relationship support, furniture and start up resources, and connection to food resources.
 - Project-based programs: include adequate staff and support to operate 24-hours a day, 7-days a week.
- 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.



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- 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.
- 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.
 - 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.

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%20Feedback%20Requested&utm_medium=email. Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
 - 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>.
- Participate in the Coordinated Entry System (CES) and follow CES Policies and Procedures, for program referrals, as detailed for the appropriate program model, see <https://allchicago.org/coordinated-entry-system/>.
 - Programs are expected to participate in CES Integration Team meetings to ensure seamless coordination with other system programs.
- Programs must accept referrals from DFSS and delegate agency(ies) managing shelter intake 24/7 and provide daily data on bed availability or as requested.
- Programs must provide 24-hour, on-call, or on-site access to staff support.
- Programs must have the capacity to provide virtual case management in situations where meeting in person is not possible.
- Programs must maintain a staff-to-client ratio of 1 case manager to 15 clients.

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%

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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Provide appropriate service

- 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.

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.



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SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: YOUTH TRANSITIONAL HOUSING

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#_Reasonable_Accommodation