

**CITY OF CHICAGO**



**2018  
COMMUNITY DEVELOPMENT GRANT APPLICATION (CDGA)  
REQUEST FOR PROPOSAL (RFP) FOR  
CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES  
HOMELESSNESS PROGRAMMING**

**MAY 31, 2017**

**All proposals shall be submitted online to:**

Alisa Rodriguez  
Deputy Commissioner of Homeless Services  
Department of Family and Support Services  
1615 W. Chicago Ave, 3<sup>rd</sup> fl. West  
Chicago, Illinois 60622

The application can be accessed at:

[http://www.cybergrants.com/pls/cybergrants/ao\\_login.login?x\\_gm\\_id=5130&x\\_proposal\\_type\\_id=45914](http://www.cybergrants.com/pls/cybergrants/ao_login.login?x_gm_id=5130&x_proposal_type_id=45914)

**RESPONSES MUST BE RECEIVED NO LATER THAN  
12:00 NOON CST  
June 26, 2017**

**RAHM EMANUEL  
MAYOR**

**LISA MORRISON BUTLER  
COMMISSIONER**

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## Section 1 - Purpose of the RFP

### A. DFSS Programming: Homeless Services Overview

The City of Chicago Department of Family and Support Services (DFSS) serves as the lead agency coordinating the programs for people who are homeless and funding community agencies that provide housing and supportive services to persons and families who are homeless or at imminent risk of homelessness so that they attain or maintain safe and secure housing to achieve self-sufficiency. In 2012, a wide range of stakeholders in Chicago's Continuum of Care (CoC) developed an updated set of strategies to prevent and end homelessness: Chicago's Plan 2.0 (Plan 2.0) Plan 2.0 calls for a transition of the city's homeless system from shelter-based to housing-based, with a focus on long-term solutions. To achieve this, DFSS has shifted its local, state, and federal homeless funding to support these program models, such as increasing the number of Interim Housing and Permanent Housing units while reducing the number of temporary shelter beds.

DFSS aims to continue to support programs that align with Plan 2.0's focus on homelessness prevention, a "housing first" approach, and wrap-around services in this current application for funding for 2018 programming (Application). DFSS will also support Homeless Emergency and Rapid Transition to House Act (HEARTH) guidelines and priorities. *For additional information on Plan 2.0 and the HEARTH Act please see Appendix.* In addition, as part of Chicago's Plan 2.0 and HEARTH Act requirements, the City is undergoing implementation of the Coordinated Entry System (CES) as required by CoC Program interim rule at 24 CFR 578.3. The interim rule defines coordinated access as the following: A centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. The selected applicants are required to participate in this planning and modification of access points, assessment, and eligibility standards as indicated by the final recommendations of that process. *All funded programs will be required to collect documentation to verify that participants qualify as homeless or are at imminent risk of becoming homeless under the definitions provided in the Appendix.*

DFSS has worked with its partners and stakeholders to develop a **Strategic Framework** – an approach that will transition DFSS to a more outcome-oriented model that focuses on how many people leave better off after receiving DFSS' services, versus how many people walk through the door. The Strategic Framework consists of a refreshed mission, priorities, and goals, along with a plan for how DFSS will measure, report on, and review them in the years to come; use them to make decisions; and drive greater collaboration within DFSS.

The goals of this Application are to fund programs that:

- 1) *Emphasize outcome-based programming;*
- 2) *Encourage creative partnerships and programs to support Plan 2.0;*
- 3) *Align with implementation of HEARTH standards;*
- 4) *Align with implementation of the Coordinated Entry System (CES);*
- 5) *Align all program types with DFSS' Homeless Division strategic priority areas (five categories):*
  - i. *Prevention*
  - ii. *Shelter*
  - iii. *Outreach and Engagement*
  - iv. *Housing Supports*
  - v. *System Planning and Coordination*

6)DFSS aligns its funding with the Chicago Continuum of Care Programs Model Chart (please refer to Appendix 2) but reserves the right to modify programs in accordance with amendments made by the Continuum.

## **B. Program Types**

A primary goal of Plan 2.0 is to prevent homelessness when possible and move homeless households quickly back into appropriate permanent housing while linking them to needed support services in order to prevent a recurrence of homelessness. Programs eligible for funding through this Application must support this goal. DFSS is seeking to fund programs that are programmatically sound, fiscally responsible, have a strong past performance record, and achieve specific outcomes. Below is a list of all program models and activities that are eligible to be supported with funding through this Application and are categorized under DFSS' Homeless Priority areas (five categories):

### **Homelessness Prevention**

1. Homelessness Prevention Assistance Program Manager
2. Homelessness Prevention Assistance

### **Shelter**

1. Emergency Shelter for Adults
2. Youth Low Threshold Overnight Shelter
3. Interim Housing
4. Youth Interim Housing

### **Outreach and Engagement**

1. Drop-In Center
2. Youth Drop-In Center
3. Basic Outreach and Engagement
4. Youth Outreach and Engagement
5. Specialized Outreach and Engagement
6. Mobile Outreach and Engagement
7. Housing System Navigator

### **Housing Supports**

1. Permanent Housing with Short-Term Supports
2. Permanent Supportive Housing Support Services
3. Youth Intentional Permanent Supportive Housing
4. Youth Intentional Transitional Housing
  - a. Scattered Site
  - b. Project-Based
5. Safe Havens
6. Rapid Rehousing (Program Coordinator)

### **System, Policy and Planning**

1. Frequent Users Service Engagement (FUSE)
2. Coordinated Entry - System Facilitation
3. Coordinated Entry - Outreach Coordination

The following overview details standards and guidelines and selection criteria that apply to all programs. For additional information on each individual program please review and consult the detailed “Program Description” which also contains additional program specific requirements and performance measures.

Performance Measures (Percentage Defined) – If an outcome measure has a defined percentage, applicants are expected to meet this minimum performance standard. In their application, applicants must describe their strategies for achieving the desired levels of performance and how they will monitor performance outcomes. If the program has not met the stated measures in the past, the application narrative must detail the steps the organization will take to achieve the desired outcomes.

Performance Measures (Outcome Defined) – If a performance measure has a blank percentage, applicants must indicate the projected percentage of households that will achieve this outcome. Applicants must also explain the basis for the projected percentage. For each outcome, applicants must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers.

### **C. Background**

As the City of Chicago’s primary social services provider and administrator, DFSS’ mission is to:

***Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive.***

To this end, DFSS’ priorities are to:

- Deliver and support high quality, innovative, and comprehensive services that empower clients to thrive
- Collaborate with community partners, sister agencies, and public officials on programs and policies that improve Chicagoan’s lives and advance systemic change
- Inform the public of resources available to them through DFSS and its community partners
- Steward DFSS’ resources responsibly and effectively

DFSS administers resources and provides assistance and support to a network of 300 community-based organizations.

For further information about these and other opportunities offered through the Department of Family and Support Services, please visit the DFSS website: [www.cityofchicago.org/fss](http://www.cityofchicago.org/fss).

### **D. Anticipated Term of Contract and Funding Source**

The term of contract(s) executed under this RFP will be **from January 1, 2018 – December 31, 2018**. Based on need, availability of funds, design, and contractor performance, DFSS may extend this term for up to one additional year. Continued support will be dependent upon contract compliance and respondent performance will be monitored on an on-going basis. Respondents not meeting the contracted for performance standards will receive technical assistance and may eventually have their contracts terminated.

The City of Chicago’s Homelessness programming is administered by DFSS with Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG) funds provided by the U.S. Department of Housing and Urban Development (HUD); Community Services Block Grant (CSBG) and Emergency and Transitional Shelter Grant from the State of Illinois; and Corporate Funding from the City of Chicago.). Respondents must comply with all applicable federal, state, and local requirements,

including the Single Audit Act, if applicable. Respondents must also comply with the guidelines and requirements of DFSS.

Should a Respondent’s contract be terminated or relinquished for any reason, DFSS reserves the right to return to the pool of respondents generated from this RFP to select another qualified respondent. Selected respondents will be expected to execute their grant agreement in a timely fashion. Failure to do so may be deemed to constitute rejection of the selection and reallocation will be made to another Respondent(s).

**E. Eligible Respondents**

This is a competitive process open to non-profit, faith-based, private and public entities that are licensed to operate in the State of Illinois. DFSS is specifically interested in receiving proposals from organizations with a minimum of five years’ experience in providing services to the homeless.

Respondents who are current DFSS delegates whose existing contract(s) with DFSS are not in good standing will not be considered. Agencies not eligible include those that have had a City contract terminated for default and those who are currently debarred and/or have been issued a final determination by a City, State or Federal agency for performance of a criminal act, abridgement of human rights or illegal/fraudulent practices.

Respondents may apply as a single agency or in partnership with multiple agencies, where one agency serves as the lead agency for the partnership and other agencies serve as subcontractors of the lead agency. Subcontracted agencies must demonstrate competence to implement programmatic elements whereas lead agencies must also demonstrate financial strength and ability to comply with all administrative requirements outlined in the RFP. DFSS strongly encourages and supports projects that leverage funds and resources from other funds. This may include staff, space or other tangible benefits, as well as fee-for-service or related elements that bring tangible benefit directly to the proposed program. This leveraging should permit the Respondent to provide the same high quality service at a lower cost. Proposals that clearly demonstrate leveraged resources of at least **10% of total program costs** will be preferred over other proposals of equal qualifications.

Funding is subject to the availability and appropriation of funds. In addition, Respondents should be aware that the City will make payments for services on a reimbursement basis. Grantees should not plan to receive their first payment until up to 30 to 60 days after the beginning of the contract period. **Respondents must be able to proceed with program operations upon award notification.** No funding advances will be given.

**F. Rates of Reimbursement**

In 2016, the total awarded contract amounts by homeless program type were:

	<i>2016 Total Amount Available</i>	<i>Current Number of Contracts</i>
<b><u>Prevention Assistance</u></b>		
Rental Assistance Program Manager	\$430,000	1
Homelessness Prevention Assistance	\$242,000	3
<b><u>Shelter</u></b>		
Emergency Shelter for Adults	\$705,000	2
Youth Low Threshold Overnight Shelter	\$1,500,000	4
Interim Housing	\$14,247,000	39

Youth Interim Housing	\$235,000	2
<b><u>Outreach and Engagement</u></b>		
Drop-In Center	\$761,000	5
Youth Drop-In Center	\$300,000	3
Basic Outreach and Engagement	\$434,000	4
Youth Outreach and Engagement	\$192,000	2
Specialized Outreach and Engagement	\$1,261,000	4
Mobile Outreach and Engagement	\$2,748,000	1
Housing System Navigator	N/A	N/A
<b><u>Housing Supports</u></b>		
Permanent Housing with Short-Term Supports	\$504,000	3
Permanent Supportive Housing Support Services	\$1,926,000	20
Youth Intentional Permanent Supportive Housing	\$50,000	1
Youth Intentional Transitional Housing		
a. Scattered Site	\$116,000	1
b. Project-Based	\$360,000	4
Safe Havens	\$241,000	2
Rapid Rehousing Program Coordinator	\$1,195,000	1
<b><u>System, Policy and Planning</u></b>		
Frequent Users Service Engagement (FUSE)	\$350,000	1
Coordinated Entry-System Facilitation	\$377,000	2
Coordinated Entry-Outreach Coordinator	\$80,000	1

### **G. ADA Compliance and Accessibility**

All locations should be reachable by public transportation and accessible to people with disabilities. Respondents must be committed to achieving full physical and programmatic accessibility as defined by the Americans with Disabilities Act (ADA). Additionally, DFSS reserves the right to ensure that all mandated services are available in each geographic region and provided in a linguistically and culturally appropriate manner.

Title III of the Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). Program facilities are expected to be accessible to persons with disabilities. Respondents are expected to demonstrate full compliance with all applicable aspects of the Americans with Disabilities Act of 1990 (ADA), as amended and must have a recent accessibility survey completed and on file. Delegate Agencies who are not fully compliant with ADA are required to submit an "accessibility plan" outlining the steps that will be taken to become both programmatically and physically accessible and the planned implementation dates. This accessibility plan must meet the criteria set forth in the ADA.

### **H. Decision Driven Outcomes**

In 2016, DFSS embarked on a strategic planning initiative. A key component of this initiative is to transition the department to a more outcome-oriented focus. It consists of a refreshed mission, priorities, and goals, along with a plan for how DFSS will measure, report on, and review them in the years to come; use them to make decisions; and drive greater collaboration within DFSS. Moving



towards outcomes represents a way for DFSS to ensure that the programs that are selected for funding have the greatest impact on the residents of Chicago.

Using data to guide decision-making and drive outcomes is a shift happening in human and social services nationally. Moving to a more outcome-oriented approach will benefit the Chicagoans served by these crucial programs. DFSS is proud to be at the forefront of this shift, building on best practices and lessons learned from around the country.

**For DFSS respondents and contractors this will mean:**

- ***DFSS will continue to identify metrics that are either already being tracked or feasible to implement, and truly reflect the outcomes that we are striving to achieve.***
- ***DFSS will add language in its contracts that reflects this shift in focus. A majority of these new metrics will be added starting in 2018.***
- ***DFSS will provide technical assistance for any new tracking or reporting requirements to ensure our delegate agencies and staff have the support they need to succeed.***

For more information on the DFSS strategic framework, visit [www.cityofchicago.org/fss](http://www.cityofchicago.org/fss).

## **Section 2 - RFP and Submission Information**

The due date for submission of proposals is:

**June 26, 2017, 12:00 Noon (CST)**

Respondents are required to submit RFP applications via the CyberGrants system. CyberGrants can be accessed via a link on the DFSS website where you downloaded this RFP or by going to this address:

[http://www.cybergrants.com/pls/cybergrants/ao\\_login.login?x\\_gm\\_id=5130&x\\_proposal\\_type\\_id=45914](http://www.cybergrants.com/pls/cybergrants/ao_login.login?x_gm_id=5130&x_proposal_type_id=45914)

### **A. Pre-Proposal Webinar**

A Pre-Proposal Webinar will be held on **June 8, 2017, 1:00 p.m. – 3:00 p.m.** Attendance is not mandatory but is strongly advised.

**June 8, 2017, 1:00 p.m. – 3:00 p.m.**

Please register prior to the webinar's start with this link:

**<https://attendee.gotowebinar.com/register/819968875618555906>**

The Webinar will also be available online at the DFSS website after the time and date listed above for those who cannot attend at the live scheduled time. Please register prior to the Webinar's start.

### **B. Contact Person Information**

Respondents are strongly encouraged to submit all questions and comments related to the RFP via e-mail.

**For answers to program-related questions please contact:**

**Tami Cole, Director of Human Services**

Phone: 312-746-8610

Email: [Tami.Cole@cityofchicago.org](mailto:Tami.Cole@cityofchicago.org)

All other questions regarding the administrative aspects of this RFP may be directed to:  
**Julia Talbot:** [Julia.Talbot@cityofchicago.org](mailto:Julia.Talbot@cityofchicago.org), 312-743-1679

**C. Timeline**

<b>Proposal Release Date:</b>	May 31, 2017
<b>Pre-Proposal Webinar:</b>	June 8, 2017, 1:00 p.m. – 3:00 p.m.
<b>Application Due:</b>	June 26, 2017, Noon
<b>Program Year Begins:</b>	January 1, 2018

**Section 3 - Scope of Services**

**A. Overall Programmatic Standards and Guidelines**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program. To maintain continuity and access to equivalent services across the homeless system, DFSS has determined that the standards below will be the minimum required by service providers to be considered for funding where appropriate. DFSS reserves the right to adjust program hours of operation or capacity with agreement from agency in order to address underserved population, geographic location or emergencies.

**1. General**

- a. All programs must have written policies for intake procedures and criteria for admission, grievance procedures, and other pertinent policies.
  - i. DFSS will implement standardization of program policies that will provide a baseline for all programs that will either supersede conflicting policies or create policy where absent.
  - ii. Such standardized policies will include family preservation and Coordinated Entry System (CES) protocols.
- b. All clients must be entered into Homeless Management Information Systems (HMIS) with the exception of designated domestic violence agencies. See Section 10 below.
- c. Clients are allowed to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.

**2. Administration**

- a. The program shall not discriminate on the basis of race, religion, national origin, sexual orientation, or disability. Programs serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family.
- b. The program shall not require clients to participate in religious services or other forms of religious expression.
- c. The program's Board of Directors shall meet at least on a quarterly basis and set overall policy for the program.
- d. The program shall have a policy manual which includes the program's purpose; population served, program description, non-discrimination policy and confidentiality statement.
- e. The program shall have a secured storage space for confidential documents relating to clients and personnel and limit the access to such files.
- f. The program must have a written policy to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
- g. The program must perform an evaluation of the effectiveness of the services offered, at least annually.

**3. Facility (for shelter programs only)**

- a. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations which apply to the safe operation of the shelter.
- b. The physical premises and equipment must be maintained in a clean and sanitary condition, free of hazards and in good repair. Corrections must be made within a reasonable time from notification of a problem.
- c. A bed or crib is provided for each guest.
- d. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
- e. The shelter shall provide sufficient showers and baths, wash basins and toilets, which are in proper operating condition for personal hygiene. These should be adequate for the number of people served. Clean towels, soap, and toilet tissue shall be available to each client.
- f. The shelter shall have private space to meet with clients.
- g. The shelter shall have laundry facilities available to clients or a system available for like services.
- h. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring fire safety.
- i. The shelter shall have a fire safety plan which includes at least the following:
  - i. A posted evacuation plan;
  - ii. Fire drills, conducted at least quarterly;
  - iii. Fire detection systems which conform to local building and fire codes; and
  - iv. Adequate emergency lighting and fire exits.
- j. The shelter shall have adequate provision of the following services:
  - i. Removal of garbage;
  - ii. Pest control services;
  - iii. Proper ventilation and heating/cooling systems; and
  - iv. To ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice and snow and other hazards.

**4. Health (for shelter programs only)**

- a. The shelter must have available at all times first aid equipment and supplies in case of a medical emergency.
- b. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.
- c. The shelter shall assure that at least one staff person on duty trained to provide first aid.
- d. The shelter shall have a procedure for making referrals to appropriate medical providers.
- e. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
- f. The shelter shall provide a secure place for the storage of medications.

**5. Food Services (Only for shelters providing prepared meals for residents)**

- a. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
- b. Meals are nutritionally balanced.
- c. Shelters providing food service for infants, youth, and pregnant mothers shall make provisions to meet their nutritional needs.

## **6. Personnel**

- a. Adequate on-site staff coverage is provided during all hours of program operation. The program has written personnel policies in effect, which also include a Code of Ethics for all program personnel.
- b. The agency must maintain an organizational chart of all paid staff working for the program. All titles will have a written job description for each position type, which includes responsibilities and minimum qualifications.
- c. The program shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.
- d. For programs that serve households with children, the shelter must conduct background checks on staff that interacts with children.
- e. All programs will require all staff that interacts with children to complete annually the Mandated Reporter training required by the Illinois Department of Children Services (DCFS) at <https://www.dcfstraining.org/manrep/index.jsp>.
- f. The program shall have adequate, trained, on-site staff coverage during all hours the program is open to residents, unless individual secured units are provided.
- g. All program staff shall receive training in at least the following:
  - i. Emergency evacuation procedures;
  - ii. Client confidentiality requirements;
  - iii. Emergency procedures for medical, psychiatric, and other crisis situations;
  - iv. First aid procedures;
  - v. Appropriate chains of authority or command within the shelter;
  - vi. Referral procedures to relevant community resources;
  - vii. Cultural competency; and
  - viii. Shelter operational procedures.

## **7. Operations (for shelter programs only)**

- a. In addition to sleeping arrangements and food, the shelter shall provide the following basic needs:
  - i. Humane care which preserves individual dignity;
  - ii. A clean and secure environment; and
  - iii. Referrals to other resource agencies or programs.
- b. The shelter must have a written intake policy which includes the admittance criteria.
- c. The shelter must, in addition to entering client information into HMIS, maintain a roster of clients residing in the shelter.
- d. The shelter must post and read, or otherwise make known, the rules, regulations and procedures of the shelter. The rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.
- e. The shelter must report child abuse and endangerment as required by law. See the DCFS Mandated Reporter requirement above.
- f. The shelter must only require clients to perform duties directly related to daily living activities within the shelter.
- g. The shelter must provide access to a public or private telephone for use by shelter clients to make and receive calls.
- h. The shelter must maintain records to document services provided to each client.
- i. The shelter must provide accommodations for clients to store personal belongings.
- j. The shelter must provide a safe, secure environment and have policies to regulate access.
- k. The program must encourage the involvement of clients in the decision making process. This can be accomplished in a variety of ways, including having resident advisory councils to give input

into the operations of the shelter, or having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff, etc...

- l. The shelter must allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
- m. The shelter must maintain a daily log to record, at a minimum, all unusual or significant incidents.
- n. The shelter must have a policy, if applicable, for the maintenance of client "savings" accounts and fees associated with those accounts.

## **8. Fiscal Management**

- a. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
- b. The program shall receive an annual independent audit or audit review.
- c. The program shall have internal fiscal control procedures.
- d. The program shall have a record of accountability for client's funds or valuables entrusted to the program.

## **9. Facility Assessment**

To be considered for funding, agencies must have site control where applicable. The site must be ADA compliant or provide reasonable accommodations to persons with disabilities and meet local building and safety codes.

## **10. Requirements**

### **a. Reporting**

To be considered for funding, agencies must meet the following reporting requirements.

- Mandatory participation in the HMIS system which includes entering all required program and participant data, unless project is a dedicated domestic violence program which is exempt from participating in HMIS and maintains a compatible database.
- Interim Housing and Emergency Shelter projects must participate in the DFSS Shelter Bed Clearinghouse. Applicants agree to adhere to all associated activities and reporting requirements. This includes providing notification to DFSS of available bed capacity twice daily at times specified by DFSS.
- Participate in the DFSS Point-In-Time Counts annually and other special initiatives as required by DFSS.

### **b. Operational and Collaboration**

DFSS requires funded agencies to comply with the following:

- Agency must accept DFSS referrals as a result of DFSS' direct outreach to the homeless.
- Agency must partner with DFSS in efforts to meet emergency conditions caused by weather, fires and other unforeseen events that may cause an increase in the need for homeless services.
- Agency must participate in meetings, technical assistance, and service activities coordinated by DFSS.
- Agency must establish formal written linkage agreements with other service providers to assist clients in accessing mainstream resources.
- Agency is encouraged to participate in the Chicago Continuum of Care.

## DFSS Programs

### **B. HOMELESSNESS PREVENTION**

#### **1. Rental Assistance Program Manager**

##### **PROGRAM DESCRIPTION:**

This program requires an entity that can process rental assistance payments to property owners or their agents to prevent homelessness. The fund manager entity will monitor the approved applications received directly from DFSS, ensure that the unit associated with the rental assistance meets HUD habitability standards, and provide reports to DFSS on applications processed, households assisted, units inspected and fiscal expenditures.

##### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Distribute rental assistance payments to property owners or their agents.
- Monitoring fiscal activity.
- Provide reporting on both the number of households assisted and fiscal expenditures.
- Performing habitability standards/lead screening inspections on all rental units.

##### **PERFORMANCE MEASURES:**

- 100% of third party payments to property owners or their agents will be made within five business days of receipt from DFSS.
- 100% of all assisted units meet HUD habitability standards prior to providing rental assistance.

##### **PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: N/A

Projects funded: 1

Range of funding: \$430,000

Total funding: \$430,000

##### **PROGRAM CONTACT:**

Tami Cole, Director of Human Services

Phone: 312-746-8610

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#### **2. Homelessness Prevention Assistance (includes Legal Services)**

##### **PROGRAM DESCRIPTION:**

This program is targeted to individuals or families that are at immediate risk of homelessness. It is designed to provide them with assistance to prevent homelessness. Services may include (but are not limited to) provision of financial assistance, provision of legal representation for tenants facing evictions, or provision of housing stabilization or relocation assistance. Services proposed under this model must not be duplicative with resources offered through the State of Illinois prevention programming or other programs and services. Legal services are provided at no-cost and only address the legal aspect of eviction proceedings. The staffing pattern must include appropriate management and supervisory staff, attorneys licensed to practice law in the State of Illinois, paralegals working under the supervision of attorneys, or law students from accredited law schools, licensed pursuant to Supreme Court Rule 711. Staff can include volunteers and pro-bono attorneys and paralegals. The applicant must make every effort to hire bi-lingual staff to meet the needs of non-English speaking clients. Respondents must explain how the proposed programming will fill a gap in services.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of rent subsidies – may be time limited.
- Coordination between property management or landlord, and service provider.
- Client assessment of housing and service needs.
- Provision of or linkage to child focused assessment and appropriate services.
- Direct provision of or linkage to range of needed services including medical care, mental health care, substance use treatment, employment training, employment placement, legal assistance, parenting support, etc.
- Provision of or linkage to intensive community-based case management services, which may scale down over time as the household becomes more independent.
- Benefits acquisition (assessment, application, and follow up).
- Community-building activities.
- Housing placement if desired or expected by client.
- Assistance in accessing housing relocation resources and supports (security deposits, utilities, furnishings, etc.).
- For legal service providers, delay or dismiss evictions including court representation.

**PERFORMANCE MEASURES:**

- 100% of Households receive crisis assessment.
- 90% of Households experiencing crisis will be stabilized.
- 85% of Households maintain permanent housing for six months.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 8

Projects funded: 3

Range of funding: \$59,000 - \$108,000

Total funding: \$242,000

**PROGRAM CONTACT:**

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**C. SHELTER****1. Emergency Shelter for Adults****PROGRAM DESCRIPTION:**

Emergency Shelter programs provide shelter to unaccompanied persons aged 18 and over, on a nightly basis for up to 12 consecutive hours. These programs operate on a year-round basis and serve as an access point for homeless households. Emergency Shelter programs must have at all times an on-site staff to client ratio of at least one staff person for every 50 clients served (1:50). Emergency shelter may be appropriate for persons who do not want to participate in case management or the more intensive services and goals associated with interim housing. However, Emergency Shelter programs are expected to ensure a Coordinated Entry System (CES) housing assessment is completed and engage clients in accessing support services— either through direct service or referral to another program that conducts this screening.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provide coordinated services with Shelter/Housing/Outreach Providers.
- Provide safe night space and environment.
- Assist in referral to other housing and services resources or family reunification.
- Ensure that CES housing assessment is completed within one (1) week of upon program entry either through direct service or referral to a program with case management.
- Formal linkages with support services providers that can help participants access services such as employment, detoxification, referrals, and case management.
- Participate in DFSS Shelter Bed Clearinghouse.
- Assist DFSS in responding to extreme weather emergencies.
- Linkages with clinical services provider, with support service providers or drop-in services that have available and accessible services for shelter clients. Services include employment, detoxification referrals, and case management within the specific geographic region.
- Track and document clients' departure from the program.
- No limit to the amount of days a client can seek shelter. However, program is expected to engage clients in Rapid Rehousing efforts.
- Must have a staff to client ratio of one to 50 participants (1:50).

**PERFORMANCE MEASURES:**

- 50% of participants receive a needs assessment.
- 50% of assessed participants will connect to supportive services.
- 80% of participants receiving assessments will accept assistance to address other needs.
- 25% of participants will move to more stable housing (family, friends. Longer-term shelter/housing programs or permanent housing).

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received:

Projects funded: 2

Range of funding: \$206,000 - \$500,000

Total funding: \$705,000

**PROGRAM CONTACT:**

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**2. Youth Low Threshold Overnight Shelter**

**PROGRAM DESCRIPTION:**

Overnight Shelter for Youth: Low-Demand, Low-Threshold programs provide shelter to unaccompanied males and females, ages 18 to 24, on a nightly basis for up to 12 consecutive hours. Overnight Shelter programs must have a staff to client ratio at all times of at least one on-site staff person for every 50 clients (1:50). Overnight Shelter programs are expected to engage clients in accessing support services and ensure CES assessments are completed (either through direct service or referral to another program that conducts this screening). Additionally, Overnight Shelter programs will coordinate with youth drop-in centers for service and outreach purposes. DFSS expects all programs to be safe and welcoming for all youth, including Lesbian, Gay, Bi-sexual, Transgender, Queer, Questioning and Intersex (LGBTQQI) youth, victims of abuse, runaway youth, and youth involved with the criminal or juvenile justice system.



Accordingly, DFSS expects delegate agencies to ensure that staff are appropriately trained and experienced in working with vulnerable youth and their families, and sensitive to the diverse cultures and backgrounds of the youth to be served.

**Target Population:**

- Youth aged 18 to 24.
- Youth living on the street, in shelters (emergency or interim, but not 24 month HUD-defined transitional housing program), or “couch surfing” (i.e. meaning that they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis).
- Youth who are not seeking services along with a parent or guardian.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of basic needs: e.g., food, clothing, hygiene supplies, showers, safe sex items, technology – phone/internet access.
- Provision of safe space that meets the needs of youth experiencing homelessness (e.g., laundry, showers, resting space, personal storage).
- Conduct brief needs assessment and establish individualized case plans for each participant.
- Perform or link to benefits screening and linkage to mainstream resources.
- Ensure that a housing assessment is performed with participants either through direct service or referral to a program with case management.
- Provision of leadership and community-building activities.
- Provision of or linkage to ongoing supportive services beyond provision of basic needs including educational support, vocational support, case management and systems advocacy, housing assistance, life skills programming, mental health and substance use services, medical, self-care and children’s services.
- Provision of and staff trained in mediation skills and crisis intervention strategies, i.e., violence prevention and intervention strategies designed to increase community accountability, mitigate conflict, and promote long-term engagement.
- Programs must have policies and procedures that address a participant’s issues related to violence, conflict, mediation, and other crises and steps to resolve such issues.
- Coordination with other youth drop-in and shelter programs.
- All new projects seeking funding under this model must serve non-parenting youth only.
- Must maintain a staff to client ratio of one to 50.

**PERFORMANCE MEASURES:**

- 50% of youth connect to supportive services through shelter at drop-in centers or other community providers.
- 50% of youth participate in leadership development and community building activities.
- 25% of youth move to more stable housing (e.g., family, friends, longer-term shelter/housing programs or permanent housing).

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 4

Projects funded: 4

Range of funding: \$299,000 – 575,000

Total funding: \$1,500,000

**PROGRAM CONTACT:**

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### **3. Interim Housing**

#### **PROGRAM DESCRIPTION:**

The goal of the Interim Housing Program is to re-house those who are homeless. Re-housing must occur in appropriate permanent housing and services must focus on client stabilization, assessment, and referrals to community resources. While clients will not be asked to leave a program if they are not placed into permanent housing within 120 days, this is the target for housing placement. The case management ratio is not to exceed 30 clients to each case manager (1:30), with residential aides on staff to provide additional assistance to clients and staff.

#### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- 24-hour housing with beds and access to daily meals and basic services such as showers, storage, and laundry.
- Housing services, including initial assessment upon intake, housing location, and appropriate placement within a timeframe in accordance with the PMC. Clients should be screened and linked to Rapid Rehousing assistance as well as other permanent housing placement options.
- Case management services and psychosocial assessment, including development of individualized case plan for each household.
- Crisis intervention services.
- Benefits screening and linkage to mainstream resources.
- Employment assessment and linkage to job training and employment services.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Provision of/or linkage to physical health assessment, psycho-social assessment, and linkage to mental health and/or substance use disorder services as appropriate for all household members including children.
- Tracking and documentation of the reasons why clients leave the program without being successfully placed in housing.
- Follow-up with clients at three-month intervals for a period of six months after permanent housing placement.
- Family preservation for programs that serve families. These programs must be prepared to serve children up to the age of 18 regardless of gender. The Department strives to support families experiencing homelessness by preventing the involuntary separation of families entering homeless programs for reasons other than bed or caseload availability.
  - To that end, programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under the age 18, family composition, or the marital status of the adults in the family. 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, delegate agencies 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.
- Must maintain a client to staff ratio of one to 30.

**PERFORMANCE MEASURES:**

- 30% of program participants will exit program to permanent housing within 120 days.
- 50% of participants will exit the program to permanent housing within 180 days.
- 90% of participants will exit program to permanent housing within 270 days.
- 25% of participants without a source of reportable income at program entry will obtain cash benefits.
- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits.
- 85% of participants will maintain/increase benefits, employment or a combination of both
- 15% of participants without a source of reportable income at program entry will obtain employment.
- Less than 5% of program exits will be to another homeless services location.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 44

Projects funded: 39

Range of funding: \$61,000 - \$996,000

Total funding: \$14,247,000

**PROGRAM CONTACT:**

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**4. Youth Interim Housing**

**PROGRAM DESCRIPTION:**

The goal of the Interim Housing Program is to re-house participants within 120-days. The re-housing must occur in appropriate permanent housing and services must focus on client stabilization, assessment, and referrals to community resources. Participants are youth 14-24 who are literally homeless or at imminent risk of homelessness.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- 24-hour housing with beds and access to daily meals and basic services such as showers, storage, and laundry.
- Housing services, including initial assessment upon intake, housing location, and appropriate placement within a timeframe in accordance with the PMC. Clients should be screened and linked to Rapid Rehousing assistance as well as other permanent housing placement options.
- Developmentally appropriate case management services and psychosocial assessment, including development of individualized case plan for each household.

- Crisis intervention services.
- Benefits screening and linkage to mainstream resources.
- Program provides age appropriate life skills/ independent living skills/ interpersonal skills training.
- Coordination with CCBYS providers for unaccompanied youth under 18.
- Family support and reunification services, when appropriate.
- Programs conduct safety assessments.
- Programs use harm reduction, positive youth development and trauma informed care as cornerstones to programming.
- Employment assessment and linkage to job training and employment services.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Provision of/or linkage to physical health assessment, psycho-social assessment, and linkage to mental health and/or substance use disorder services as appropriate for all household members including children.
- Tracking and documentation of the reasons why clients leave the program without being successfully placed in housing.
- Follow-up with clients at three-month intervals for a period of six months after permanent housing placement.
- Projects must comply with licensing/regulatory guidelines, (i.e. 14-15 year olds must have parental/guardian consent).
- Must maintain staff to client ratio of one to 30.

**PERFORMANCE MEASURES:**

- 55% of participants assessed will exit to stable housing including family, friends, longer-term transitional housing programs, DCFS custody, or permanent housing.
- 60% of participants served will complete a psychosocial assessment and develop an individual case plan.
- 60% of participants assessed will increase community connection and support as evidence through an eco-map or comparable evidence based tool.
- 15% of participants without a source of reportable income report an increase in cash benefits or income.
- 75% of participants with a source of reportable income will report an increase or maintenance of cash benefits or income (i.e. SSI).
- 15% of participants without non-cash benefits will obtain non-cash benefits if eligible.
- 75% of participants with a source of non-cash benefits will successfully maintain those non-cash benefits if eligible.
- 70% of participants served will participate in one or more formal life skills group.
- 50% of participants will engage in programs or services designed to increase employment readiness, such as transitional employment programs, internships, or vocational coursework.
- 75% of participants assisted receive information about their educational rights and resources.
- 60% of participants assessed will increase connections to others/community as evidence by eco map/comparable item.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 2

Projects funded: 2

Range of funding: \$75,000 to \$100,000

Total funding: \$235,000

**PROGRAM CONTACT:**

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**D. OUTREACH AND ENGAGEMENT**

**1. Drop-In Center**

**PROGRAM DESCRIPTION:**

Drop-in centers provide low demand, site-based services. The sites are safe daytime spaces for those who are literally homeless, residing in emergency shelters, or tenuously housed. These spaces will meet the needs of households experiencing homelessness. Drop-in centers will coordinate services with outreach, shelter, or housing providers.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Staffing ratio must not exceed 50 clients per outreach worker (1:50).
- Ensure that CES housing assessment is completed within 1 week of upon program entry either through direct service or referral to a program with case management.
- Crisis intervention services (e.g., mediation de-escalation, attending to basic needs such as laundry, showers, resting space, personal storage, child-friendly space).
- Assessment of household for physical, psychological, and housing needs.
- Ensure housing assessment and placement plan is being achieved (based on communication with other providers).
- Service delivery models which incorporate tenets of harm reduction, trauma informed care and strengths based practices have shown to be successful in housing vulnerable populations.
- Provision of or linkages to community-based case management and referrals to needed services (basic healthcare, mental health and substance use disorder treatment services).
- Benefits screening and linkage to mainstream resources. Provider must be trained in and use SSI/SSDI, Outreach Access and Recovery (SOAR).
- Potential to expand to overnight operations during extreme weather and other emergencies (if site or program has this capability, applicant should state so in their application).
- 

**PERFORMANCE MEASURES:**

- 50% of participants will receive a comprehensive assessment and engage in ongoing case management services.
- 40% of participants who are engaged in case management services will move to more stable housing (family, friends, longer-term shelter/housing programs or permanent housing).
- 20% of participants who are engaged in case management services will exit to permanent housing.
- 85% of participants engaged in case management without a source of reportable income at program entry will obtain cash benefits.
- 85% engaged in case management without a source of reportable income at program entry will obtain non-cash benefits.
- 85% engaged in case management maintain/ increase benefits, employment or a combination of both.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 11  
Projects funded: 5  
Range of funding: \$80,000 to \$250,000  
Total funding: \$761,000

**PROGRAM CONTACT:**

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**2. Youth Drop-in Center**

**PROGRAM DESCRIPTION:**

Youth drop-in centers provide a safe space for homeless youth that meets their basic needs. Center will conduct a housing assessment to provide services and referrals. While the RFP encourages proposals designed to address the needs of specific underserved groups, DFSS expects all programs to be safe and welcoming for all youth, including LGBTQQI youth, young parents, runaway youth, victims of abuse, and youth involved with the criminal or juvenile justice system. Sites will have flexible hours of operation with a mix of daytime and evening hours that meet needs of youth.

**Target Population:**

- Youth aged 18 to 24
- Youth either living on the street, in shelter (emergency or interim, but not 24 month HUD-defined transitional housing program), or “couch surfing” (i.e. meaning that they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis).
- Youth who are not seeking services with a parent or guardian.
- Pregnant or parenting youth.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of safe space that meet the needs of youth experiencing homelessness (e.g., laundry, showers, resting space, personal storage, child-friendly space).
- Provision of basic needs – food, clothing, hygiene supplies, showers, safe sex items, technology, i.e., phone or internet access.
- Ensure that a housing assessment is performed with participants either through direct service or referral to a program with case management.
- Perform benefits screening and linkage to mainstream resources.
- Develop individualized case plan for each household that enrolls in case management.
- Coordination with other Youth Drop-In Centers and shelter programs
- Leadership and community-building activities.
- Provision of or linkage to ongoing supportive services beyond provision of basic needs including educational support, vocational support, case management and systems advocacy, housing assistance, life skills programming, mental health and substance use services, medical, self-care and children’s services.
- Provision of and staff trained in mediation skills and crisis intervention strategies, i.e., violence prevention and intervention strategies designed to increase community accountability, mitigate conflict, and promote long-term engagement.

- Programs must have policies and procedures that address a participant’s issues related to violence, conflict, mediation, and other crises and steps to resolve such issues.
- Programs must be equipped to meet the needs of pregnant and parenting youth.
- Programs must coordinate with other youth drop-in and shelter programs.
- Drop-in center location must be accessible to public transportation.
- Case manager to participant ratio should not exceed 1 case manager to 25 participants (1:25).

**PERFORMANCE MEASURES:**

- 80% of participants receiving a comprehensive assessment engage in ongoing services, including education, vocational services and life skills programming
- 25% of participants engaged in services move to more stable housing (family, friends, longer-term shelter/housing programs or permanent housing)
- 50% of participants participate in leadership development and community building activities
- Determine an accurate estimate of young people experiencing homelessness in Chicago and utilize HMIS and quarterly tracking and monitoring efforts to assess service and program needs
- Demonstrate the overall and individual impacts of the low-threshold continuum model through HMIS and quarterly tracking and monitoring of outcomes, including:
  - Changes in housing
  - Increasing or maintaining income
  - Increasing or maintaining cash and non-cash benefits
  - Changes in employment and/or employment goals
  - Changes in education/vocation or related goals
  - Increased leadership and community engagement

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 3  
 Projects funded: 3  
 Range of funding: \$100,000  
 Total funding: \$300,000

**PROGRAM CONTACT:**

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**3. Basic Outreach and Engagement**

**PROGRAM DESCRIPTION:**

Services to reconnect homeless persons to needed social supports. Activities range from low-demand basic services to clinical services, and provide needed support to reconnect persons to necessary services. DFSS is seeking applicants that include regular daytime teams as well as specialized overnight teams.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of services or linkage to age, culturally and developmentally appropriate services for all members of the household, as appropriate (child focused assessment, coordination of children’s school enrollment, etc.).

- Provision of and/or access to basic needs services, including food, clothing, transportation, hygiene services, showers, safer sex items, technology (phone/internet), as appropriate
- Provision of and/or access to crisis intervention, basic participant assessment, and housing placement services, as needed.
- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program.
- Needs assessment, including assessment of one the following: mental health, benefit eligibility, housing needs, medical care, substance use, and safety assessment (particularly for youth and domestic violence survivors).
- Complete the Coordinated Entry System (CES) assessment with participants in geographic area and those assigned through CES.
- Provide assistance obtaining identification and other needed documentation.
- Provision of or linkage to mainstream benefits, employment, childcare, healthcare, mental health, substance use, safety, legal, educational, financial literacy services and other services, as appropriate with the goal to increase the household's capacity to obtain or maintain housing.
- SSI and Medicaid benefits advocacy using SSI Outreach and Access to Recovery (SOAR) model, including pursuing presumptive eligibility.
- Assist participants matched through CES in connecting with housing partners including support documentation, appointment follow through, and a warm hand off to the housing provider.
- Provision of services or linkage to housing retention services (lease compliance, tenant rights and responsibilities, rep payee, etc.).
- May need to provide services or linkage to housing retention or light touch follow-up services post housing.
- Commitment to best practices or evidenced based approaches.
- Formal linkages with support services providers that can help participants access services such as employment, detoxification, referrals, and case management.

**PERFORMANCE MEASURES:**

- 50% of participants will engage in case management and/or enriched individual services.
- 75% of participants receiving case management and/or enriched individual services will connect to formal and informal support systems at drop-in centers or other community providers.
- 45% of enrolled participants move to more stable housing (family, friends, shelter, housing programs or permanent housing).
- 90% of enrolled participants complete a CES assessment or have an observed assessment completed on their behalf.
- 75% of people matched to a housing unit through CES will be housed.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 4  
 Projects funded: 4  
 Range of funding: \$23,000 to \$198,000  
 Total funding: \$434,000

**PROGRAM CONTACT:**

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#### **4. Youth Outreach and Engagement**

##### **PROGRAM DESCRIPTION:**

No or low demand, street-based services providing basic needs assistance and assessments for mental health, substance abuse, or medical services, etc. located in places where youth congregate. Flexible hours of operation with a mix of daytime and evening hours that meet the needs of the youth served. The target population are youths ages 12 to 24 (up to their 25<sup>th</sup> birthday), living on the street, precariously housed or “couch surfing” (meaning they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis). DFSS is seeking applicants that include regular daytime teams as well as specialized overnight teams.

##### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Access to age-appropriate housing and drop-in centers.
- Conduct brief needs assessment and establish individualized service plans for each participant engaged in enriched individual services.
- Develop trust with young people in order to engage them in case management and/or enriched individual work leading to improved safety.
- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program.
- Engages homeless young people using harm reduction and trauma-informed service delivery.
- Uses the elements of positive youth development, i.e. relationship building, youth leadership opportunities, youth-driven program design, and community engagement, to engage young people in strengths-based programs and services.
- Participants and staff are trained in conflict mediation, violence prevention and intervention, and community accountability approaches to preventing, interrupting, and transforming violence.
- Identification is not a requirement for participation at intake.
- Coordination with CCBYS providers for unaccompanied youth under age 18.
- Participants and staff are trained in conflict mediation, crisis intervention, violence prevention and intervention, and community accountability approaches to preventing, interrupting, and transforming violence to promote long-term engagement.
- Programs have policies and procedures that address youth participant issues related to violence, conflict, mediation and other crises and steps to resolve such issues.

##### **PERFORMANCE MEASURES:**

- 50% of participants will engage in case management and/or enriched individual services.
- 75% of participants receiving case management and/or enriched individual services will connect to formal and informal support systems at drop-in centers or other community providers.
- 15% of participants will move to more stable housing (family, friends, shelter, housing programs or permanent housing).

##### **PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 2

Projects funded: 2

Range of funding: \$50,000 to \$142,000

Total funding: \$192,000

##### **PROGRAM CONTACT**

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## **5. Specialized Outreach and Engagement**

The Specialized Outreach and Engagement program detailed here provides no or low-demand, street-based services, including basic needs assistance, assessment for mental health, substance use disorder, or medical services, etc., to a specific population, a particular area of the city, or to offer day employment. The goal is to develop trust, to engage in formal services, and provide coordinated services that will culminate in a permanent housing placement. Specialized outreach and engagement allows applicants to work with a specific population or in a specific area, or offer unique services. The program assists persons who are homeless in public spaces and special populations, e.g. persons who are homeless and who have mental illness, chronic health issues, panhandlers or substance abuse, that may be addressed by specialized, specific teams that will offer specific targeted services. Activities may be directed to special populations or in specific city transportation hubs. Through this RFP, DFSS seeks to fund specialized outreach to at Chicago airports or on Chicago Transit Authority (CTA) trains and platforms and specialized day employment outreach. Other specialized programs that offer incentives such as day employment must provide a detailed description what resources will be required and how those services will be delivered. Applicants must indicate in their application the specific type of Specialized Outreach and Engagement that they are proposing. DFSS is seeking applicants that include regular daytime teams as well as specialized overnight teams.

### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of and/or access to basic needs services, including food, clothing, transportation, hygiene services, showers, safer sex items, technology (phone/internet), as appropriate.
- Provision of and/or access to crisis intervention, basic participant assessment, and housing placement services, as needed.
- Needs assessment, including assessment of one the following: mental health, benefit eligibility, housing needs, medical care, substance use, and safety assessment (particularly for youth and domestic violence survivors).
- Assessment of eligibility through Coordinated Entry System (CES).
- Assist vulnerable households identified through the CES to respond to interviews and documentation collection to achieve housing placement.
- Provision of services or linkage to age, culturally and developmentally appropriate services for all members of the household, as appropriate (child focused assessment, coordination of children's school enrollment, etc.).
- Provision of or linkage to mainstream benefits, employment, childcare, healthcare, mental health, substance use, safety, legal, educational, financial literacy services and other services, as appropriate with the goal to increase the household's capacity to obtain or maintain housing
- Provision of services or linkage to housing retention services (lease compliance, tenant rights and responsibilities, rep payee, etc.).
- Provision of or linkage to mainstream benefits, employment, childcare, healthcare, mental health, substance use, safety, legal, educational, financial literacy services and other services, as appropriate with the goal to increase the household's capacity to obtain or maintain housing.
- Provision of services or linkage to housing retention services (lease compliance, tenant rights and responsibilities, rep payee, etc.).

- Service delivery models which incorporate tenets of harm reduction, trauma informed care, and strengths based practices.
- Day employment services must provide engagement services, transportation and compensation for work.
- Participate in outreach coordination activities.
- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program.
- Staffing ratio must not exceed 40 clients per outreach worker (1:40).

**PERFORMANCE MEASURES:**

- 50% of participants will engage in case management and/or enriched individual services.
- 75% of participants receiving case management and/or enriched individual services will connect to formal and informal support systems at drop-in centers or other community providers.
- 45% of enrolled households move to more stable housing (family, friends, longer-term shelter/housing programs or permanent housing).
- For day employment only: 100% of participants that accept day employment will be assessed and provided case management.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 6  
 Projects funded: 4  
 Range of funding: \$80,000 - \$865,000  
 Total funding: \$1,261,000

**PROGRAM CONTACT:**

Tami Cole, Director of Human Services  
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**6. Mobile Outreach and Engagement**

**PROGRAM DESCRIPTION:**

Mobile Outreach Human Services responds to non-life threatening requests for assistance 24 hours a day, seven days a week, 365-days per year in the City of Chicago. Mobile Outreach Teams retrieve requests for assistance through 311 City Service. Services must include mobile outreach and engagement, assessment of needs, delivery of short-term supports, relocation of client(s) for services, and referral. Additionally, participation in all mass care activities as directed by the City of Chicago Office of Emergency Management and Communications (OEMC) during city-wide emergencies that may result in large scale evacuations requiring temporary shelter. DFSS responds to approximately 40,000 service requests per year from 15,000 unique clients belonging to an estimated 10,000 distinct households. Demographically, this group of residents is predominantly low-income, typically either a single person or a single parent and has a higher likelihood of being homeless and unemployed. Almost 30% of the persons who received services in 2011 were under the age of 18 and of these children more than a third were under the age of five.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

**a) Central Services Requests Dispatch**

Mobile Outreach Teams' service requests are generated by city residents calling 311 City Services. The 311 requests are received and mobile teams dispatched as needed across the city.

**b) Coordination of the Homeless Shelter Bed Management System**

Mobile Outreach Teams will be responsible for placing and transporting clients (e.g., single males, single females, families, domestic violence victims) seeking shelter to appropriate shelters (overnight, interim, safe haven, etc.). An up-to-date and accurate inventory of available beds across the Homeless System must be maintained and a bed availability inventory must be conducted at a minimum of three times per day.

**c) Service Delivery**

Approximately 54% of the service requests received are for Shelters Placement and Transportation Services; 33% of service requests are for delivery of Emergency Food; 10% of the service requests are for Well-Being Checks; and 3% of the request are for all other services. The Mobile Outreach Teams are responsible for delivering services to clients in the following areas:

- Shelter Placement and Transportation - Residents seeking shelter call 311 for assistance. Mobile Outreach Teams are dispatched to residents' locations, DFSS Community Service Centers, local hospitals, and police stations. Mobile Outreach Team interviews resident to determine appropriate shelter placement needs, completes DFSS Client Intake Form, contacts dispatcher to verify bed availability, and transports residents. Mobile Outreach Teams may also be asked to relocate clients after initial shelter placement. Calls for relocation are requested by the Homeless Shelter provider.
- Delivery of Emergency Food Provisions - Residents seeking emergency food provisions contact 311. Mobile Outreach Teams are dispatched to deliver an Emergency Food Box. The Mobile Outreach Team interviews the client to determine more appropriate long-term supplemental food resources, such as food pantries, referral to Senior Services Home Delivered Meals program, etc. The Mobile Outreach Team completes client intake form and provides referrals as appropriate.
- Well Being Checks - A family member or concerned citizen calls 311 to request that a Chicago resident receive a well-being check. A Mobile Outreach Team is dispatched to the home to verify that the resident is safe and well. The Mobile Outreach Team makes note of a successful contact or coordinates further with the Chicago Police Department if the team suspects a health or safety issue. If Mobile Outreach Team contacts a senior citizen, a referral should be made to the DFSS Senior Services division.
- Assistance for Victims of Fire or Other Disasters - the City's Fire Department, Police Department and/or Office of Emergency Management and Communications may contact 311 to request that a Mobile Outreach Team be dispatched to assist with relocating a resident(s) displaced due to a fire, flood, power outage, etc. A Mobile Outreach Team is dispatched to the affected site, interviews resident(s) to determine appropriate relocation and transports residents. The Mobile Outreach Team completes intake form(s) and documents the outcome of the intervention.
- Outreach - DFSS may request that Mobile Outreach Teams are dispatched across the city to canvas for homeless residents and offer shelter placement and transportation services; Mobile Outreach Teams record areas of the city canvassed and complete intake forms for all clients that accept services.
- Transportation in Extreme Weather - DFSS may request Mobile Outreach Teams to participate in extreme weather events which may include transportation of residents to City-operated Warming and Cooling Centers and conducting outreach and engagement of unsheltered residents.

- Mass Care Services - In the event of a City-wide emergency, DFSS may request that the Mobile Outreach Human Services unit support the City's efforts related to Mass Care Coordination which may include but is not limited to mass relocation of impacted residents to temporary emergency shelters.
- Emergency Vacate Orders - When DFSS request assistance with emergency evictions and vacate orders which DFSS receives from the Department of Buildings and the Sheriff's Office; the Mobile Outreach team may need to relocate displaced households to shelters or alternate residences.

As part of the provision of these services, the Mobile Outreach Teams may serve as an entry point for residents in need of or eligible for in-depth, comprehensive services that better address and resolve problems such as homelessness, substance abuse, domestic violence and chronic unemployment. While clients are never refused services, DFSS seeks to reduce the regular use of Mobile Outreach services by any one individual or household through the successful referral to other social services capable of addressing and resolving these larger and longer-term issues.

#### **d) Staffing**

Applicants will be responsible for determining the number and qualifications of staff to provide these services, which include crisis counseling and crisis management on-site (whether engaging or serving client on the street, in shelter, or at a drop-in site) and have robust relationships and linkages to services such as mental health, substance abuse treatment, education, child care, medical services, and life skills training. Staffing model should include both supervisory, service and administrative positions to adequately manage the fleet, operations, service provision and placement of households. As agents (not employees) of the City of Chicago, all personnel must be issued and wear photo identification identifying them as employees of the applicant.

#### **e) Fleet Requirements**

Applicants will be responsible for determining the number and type of vehicles needed to provide this service as indicated in this scope for securing those vehicles for their staff members' use. All vehicles will need to be labeled or marked as belonging to selected applicant and will need to be appropriately insured. Given the high number of young children receiving Mobile Outreach Services, it is required that applicants have infant and toddler car/booster seats available for resident transport. With 54% of service requests for shelter placement, DFSS suggests some vehicles leased should be twelve passenger vans. At least two vehicles should be able to accommodate persons in wheelchairs.

#### **f) Work Site Requirements**

DFSS will provide office space for the selected applicant at its Garfield Community Service Center located at 10 S. Kedzie Avenue. The awarded applicant will need to enter into a lease with the Department of Fleet and Facility Management. Non-profit entities will not be charged rent, but will be responsible for a pro-rated portion of operating costs based on the square footage of the leasehold – 3,461 sq. ft. – in relation to the 10 S. Kedzie Avenue Building, at a monthly cost of \$2,612.35. These costs include utilities, telecommunications costs, custodial, security, and engineering services, landscaping, pest control, and other associated costs. The site has adequate workspace for staff and an on-site vehicle parking lot.

Applicant staff will have access to an on-site office space which seats up to 35 people. This space is currently furnished with desks, chairs, etc. The applicant is free to use any existing furniture but will be responsible for purchasing and/or providing any different furniture and must receive prior permission from DFSS before performing any significant re-configuring of the space, the purchase of which will not

be considered as an allowable cost under this contract. No personal car staff parking is available in the parking lot.

Computers, copier, fax machines and phones will also be maintained and made available to selected applicant staff's use free of charge although paper, toner and other expendable office supplies will not be provided.

**g) Technology Requirements**

DFSS will provide computers, internet access and configuration and access to all specific databases necessary for the selected applicant to complete the tasks outlined. DFSS will also provide repair services to its machinery via its IT staff and the City's 4-DATA service. The cost of any and all required updates of equipment will be borne by the applicant. Currently, computers in use are 2008 Dell Optiplex 755 or an equivalent. All have Windows 2003 or XP office version software.

**h) Program Reporting and Meeting Requirements**

Applicants must demonstrate their ability to accurately collect, maintain and report on clients served, demographic characteristics, services provided, and outcomes met. The selected applicant will be required to enter data into the following information systems on a daily basis and DFSS will provide training for these systems, if necessary:

- Client Service Referral (CSR) Database - Status of 311 City Service Request
- Enterprise Case Management (ECM) and/or Client Service Management System (CSM) Client demographic information and outcome of case, including case notes.
- Homeless Management Information System (HMIS) - Homeless client information. Selected applicant must retain client records for up to seven years as per federal law.

Selected applicant will be required to maintain an electronic daily log of contacts and document response times and outcomes of 311 Client Service Requests. The applicant is expected to complete and close with appropriate outcomes 90% of the 311 City Service Requests within 24 hours and the remaining in 48 hours. In addition, selected applicant is required to participate in regular program participation meetings with DFSS.

**PERFORMANCE MEASURES:**

- 100% of shelter placement and transportation requests will be completed within 2-3 hours.
- 80% of households contacted through outreach efforts will accept one or more basic assistance services (i.e. food, clothing, transportation, etc.).
- 65% of households contacted through outreach efforts will be connected to community-based case management, housing or to the appropriate situations/settings (i.e. hospital, family reunification, etc.).

**SELECTION CRITERIA:**

Each application will be evaluated on the strengths and responsiveness to the program specific questions and the selection criteria outlined below:

- Previous Experience: Knowledge of the populations to be served or similar populations and the way these populations should be served as evidenced by previous or current operation of a successful program(s) of a similar nature.
- Experience with Community Partners: Experience and coordination with other community partners to address service referrals and direct service needs.
- Administrative/Fiscal Capacity and Experience: Resources and expertise necessary to assume and meet all administrative and fiscal requirements of the program. This includes the applicant's

fiscal (including financial management systems), technological, management, administrative and staff capabilities.

- Program Design and Administration: The selected applicant must provide services throughout the entire City of Chicago on a consistent level of service 365 days a year, 24 hours a day regardless of weather or any type of emergency.
- Proposed Staffing: Staffing patterns necessary to operate the program in accordance with the program model's design and outcomes.
- Ethnic Populations: Languages and ethnic populations agency is capable of working with.
- People with Disabilities: Provide equal access to service for persons with disabilities.
- Applicant's Fleet Management Strategy.
- Applicant may be requested to provide additional information or present an oral presentation before final selection.
- Applicant's cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served. For budgeting purposes, applicants should assume the contract amount will not exceed the range of funding. Allowable costs include (but are not limited to) personnel costs for staff that coordinate and perform all direct services, 10 S. Kedzie occupancy costs as explained below, vehicle leasing costs, office operational costs and the provision of client support items such as clothing, hygiene kits, and CTA passes. Emergency Food Boxes to be provided to clients will be supplied to the selected applicant at no cost through a separate DFSS contract. There is a 15% administrative cost cap.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received:	3
Projects funded:	1
Range of funding:	\$2,748,000
Total funding:	\$2,748,000

**7. Housing System Navigator**

**PROGRAM DESCRIPTION:**

Outreach support provided to households matched to housing and identified by the Coordinated Entry System (CES) as in need of additional support to ensure they enter permanent housing. Assist matched households with documentation, transportation, appointment follow through, and other areas related to making the connection with permanent housing.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Assist with documentation, transportation, appointment follow though, and other areas related to making the connection with permanent housing.
- May need to provide services or linkage to housing retention or light touch follow-up services post housing.
- Commitment to best practices or evidenced based approaches.
- Applicant will be required to work in coordination with the CES Lead Agency.

**PERFORMANCE MEASURES:**

- 50% of assigned participants will be enrolled with Housing System Navigators.
- 75% of enrolled participants will be permanently housed.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: N/A

**PROGRAM CONTACT:**

Tami Cole, Director of Human Services

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**E. HOUSING SUPPORTS**

**1. Permanent Housing with Short Term Supports**

**PROGRAM DESCRIPTION:**

The Permanent Housing with Short-Term Supports program model targets people who need short-term assistance with housing and supportive services to regain self-sufficiency. Homeless individuals and families are housed in permanent housing and given the rental assistance and supportive services that they need to assume the lease by the time of program completion. The goal of the Permanent Housing with Short-Term Support program is to assist the household to become self-sufficient by gradually phasing out the supports. This phase out should occur within two years so that the household is eventually able to maintain their unit independently. The case management ratio must not exceed 30 households per case manager (1:30).

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Provision of rent subsidies (may be time limited).
- Coordination between property management and/or landlord and service provider.
- Client assessment of housing and service needs.
- Provision of or linkage to child focused assessment and appropriate services.
- Direct provision of or linkage to a range of needed services including medical care, mental health care, substance use disorder treatment, employment training and placement, legal assistance, parenting support, etc.
- Provision of or linkage to intensive community-based case management services, which may scale down over time as the household becomes more independent.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Benefits acquisition (e.g., assessment, application, and follow up).
- 24-hour on-call services and on-site supervision.
- Community-building activities.
- Housing placement if desired or expected by client.
- Assistance in accessing housing relocation resources and supports (e.g., security deposits, utilities, furnishings, etc.).
- Must maintain a staff to client ratio of one to 30.

**PERFORMANCE MEASURES:**

- 85% of participants assume the apartment lease or maintain other independent, stable housing within 2 years.



- 85% of participants without a source of reportable income at program entry will obtain cash benefits.
- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits.
- 85% of participants without a source of reportable income at program entry will obtain employment.
- 85% of participants maintain/increase benefits, employment or a combination of both.
- 50% of households served will move into housing within 30 days of CES referral to agency.
- The remaining 50% of households served will move into housing within 60 days of CES referral to agency.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 9

Projects funded: 3

Range of funding: \$48,000 to \$246,000

Total funding: \$504,000

**PROGRAM CONTACT:**

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**2. Permanent Supportive Housing Support Services**

**PROGRAM DESCRIPTION:**

The services delivered under the Permanent Supportive Housing Support Services program model are meant to help clients maintain residential stability in permanent supportive housing. Permanent Supportive Housing Programs provide long-term subsidized housing for persons who are homeless. Clients may have serious and persistent disabilities such as mental illness, a substance use disorder, or HIV/AIDS, which often contribute to chronic homelessness. The case management ratio must not exceed 30 households per case manager (1:30).

**Target Populations**

- Programs will serve all homeless households from CES referral according to CoC Prioritization standards, unless applicant specifies Veteran or the Frequent Users Service Engagement (FUSE) program target population in proposal.
  - Veteran target population: Services will be specifically targeted to veterans who are living in public spaces or shelters and meet Category 1 (Literally Homeless) of the HUD definition of homelessness referred by the CES. The Chicago Low-Income Housing Trust Fund provides subsidies for approximately 52 units of housing. Priority will be given to veterans who are not eligible for VA housing programs due to their discharge status or length of service as well as veterans who prefer not to receive services from the VA.
  - FUSE target population: The FUSE program provides services to families with multiple shelter stays or at risk of discharge from shelter programs that are engaged with FUSE services. The Chicago Housing Authority provides housing subsidies for approximately 25 units that are accepted and pass all Housing Quality Standards Reviews. If referrals from the FUSE program are exhausted, programs may take referrals from the CES.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Focus on connections to mainstream resources or Medicaid billing for eligible clients.
- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program.
- Programs will not impose time limits.
- Housing must include subsidies if not applying for specialized target population.
- Projects should align with the Dimensions of Quality Supportive Housing.
- Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically needed.
- Services will emphasize assessment of housing barriers, plans for housing retention, connection to a source(s) of income and health care benefits, substance abuse and/or mental health treatment as applicable and developmentally appropriate assessments and services for children in the household as applicable.
- Services must utilize trauma-informed, strength-based and harm reduction approaches.
- Supportive services should help promote residential stability, increase household’s skill levels or income, and promote greater self-determination.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Services may be provided by the agency or coordinated by the agency.
- Services can be provided at one facility location or scattered site locations.
- Must maintain a staff to client ratio of one to 30 (1:30).

**PERFORMANCE MEASURES:**

- 50% of households served will move into housing within 30 days of CES referral to agency.
- The remaining 50% of households served will move into housing within 60 days of CES referral to agency.
- 75% of Households departing the program to permanent housing retain housing for at least six months.
- 85% of participants will remain permanently housed for 12 months.
- 80% of Households will assume a lease or maintain other permanent, stable housing upon exit.
- 85% of participants will maintain/increase benefits, employment or a combination of both 85% of participants without a source of reportable income at program entry will obtain cash benefits.
- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 24  
Projects funded: 20  
Range of funding: \$20,000 to \$500,000  
Total funding: \$1,926,000

Veterans Applications received: 2  
Projects funded: 2  
Range of funding: \$100,000

Total funding: \$200,000

FUSE applications received: 3

Projects funded: 2

Range of funding: \$55,000 to \$92,000

Total funding: \$147,000

**PROGRAM CONTACT:**

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**3. Youth Intentional Permanent Supportive Housing**

**PROGRAM DESCRIPTION:**

This program is designed to serve unaccompanied youth ages 18-up to their 25<sup>th</sup> birthday and persons with a disability or other youth-specific indicator of vulnerability. There is no pre-determined length of stay. Services are coupled with supportive services that are voluntary and appropriate to the needs and preferences of participants. Programs can operate on a project-based or scattered-site model.

If serving youth through the Transition Aged Youth PSH Program in partnership with the Chicago Housing Authority, applicant may select to provide supportive services to formerly homeless youth transitioning out of transitional housing program for the homeless or youth experiencing literal homelessness who have documented disability or other youth-specific indicator of vulnerability as long as referrals come through the CES.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- For scattered site model coordination and mediation services between property management or landlord, client and service provider as needed.
- Client assessment of housing and service needs.
- Linkage with educational resources including McKinney Vento resources.
- Must inform participants of their rights, responsibilities, and expectations prior to enrollment to the program.
- Must provide service to increase positive connections with family of origin or other significant people, when appropriate.
- Provision of age appropriate life skills/independent living skills/interpersonal skill training.
- Provision of or linkage to child focused assessment and appropriate services.
- Direct provision of or linkage to a range of needed services including medical care, mental health care, substance use disorder treatment, employment training and placement, legal assistance, parenting support, etc...
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Must conduct safety assessments.

- Must provide follow up services after exit.
- This program must assist with preparing youth to transition to other permanent housing on an individual timeline.
- Must follow the designated CES process for program referrals.
- Provision of or linkage to intensive voluntary community-based case management services. Benefits acquisition (assessment, application, and follow up).
- 24-hour on call services and on-site supervision.
- Opportunities to plan and participate in Youth Development Activities (recreation, service learning, etc.).Housing placement if desired or expected by client.
- Assistance in accessing housing relocation resources and supports (e.g., security deposits, utilities, furnishings, etc.).
- Must maintain a staff to client ratio of one to 30.
- Use of milieu to teach age appropriate life skills/independent living skills/interpersonal skills.
- Use of Ansell Casey or other evidence based equivalent to evaluate increase of life skills.

**PERFORMANCE MEASURES:**

- 80% of participants will remain permanently housed for 12 months or will exit to other permanent housing.
- 69% of people 18 years and older will maintain or increase their total income (from all sources) as of the end of the operating year.
- 70% of participants will increase their connections to others/community as evidenced through an eco-map or comparable item.
- 70% of participants will demonstrate an increase in independent living skills as evidenced by an increase in scoring on the Ansell Casey Assessment or other evidence-based tool.
- 75% of participants without a source of reportable income will report an increase in cash benefits or income.
- 85% of participants with a source of reportable income will report an increase or maintenance of cash benefits or income (i.e. SSI).
- 85% of participants without non-cash benefits will gain access to non-cash benefits (i.e. Medicaid).
- 85% of participants with a source of non-cash benefits will successfully maintain non-cash benefits if eligible.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received

Projects funded: 1

Range of funding: \$50,000

Total funding: \$50,000

TAY CHA applications received: 4

Projects funded: 2

Range of funding: \$71,000 to 75,000

Total funding: \$146,000

**PROGRAM CONTACT:**

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#### **4. Youth Intentional Transitional Housing - Scattered-Site**

##### **PROGRAM DESCRIPTION:**

This program is designed to provide housing for age and developmentally appropriate for youths ages 14 up to their 25<sup>th</sup> birthday. Programs can operate on a project-based or scattered-site housing model. Supportive services that are voluntary and appropriate to the needs and preferences of participants are provided.

##### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Participant assessment for housing and service needs.
- Programs must inform participants of their right, responsibilities, and expectations prior enrollment into the program.
- Must provide developmentally appropriate case management.
- Linkage to appropriate services if not provided “in house.”
- Coordination with Comprehensive Community Based Youth Services (CCBYS) providers for unaccompanied youth under 18.
- Family support and reunification services when appropriate.
- Provide age appropriate life skills/independent living skills/interpersonal skills training.
- Assist with the acquisition of public aid benefits (TANF, LINK, SSI, etc.).
- Conduct safety assessments.
- Provide aftercare services.
- Use harm reduction, positive youth development, and trauma informed care as cornerstones to programming.
- Must provide 24 hour on site/on call staff.
- Must provide permanent housing placement services.
- Must assist in accessing housing resources and supports (security deposit, utilities, furnishings etc.).
- Must follow the designated CES process for program referrals.
- Must provide opportunities to plan and participate in Youth Development Activities (recreation, service learning, etc.).
- Linkage with educational resources including McKinney Vento resources.
- Assurance that all children ages 0 to 5 receive development screenings (either directly or through referral).
- Assurance that all children ages 5 and up are enrolled in school.
- Make appropriate referrals for children age 5 and under to early childhood education programs, such as Head Start, Early Head Start, public preschools, childcare subsidies and home visiting services.
- Projects must comply with licensing/regulatory guidelines (i.e. 14-15 year olds must have parental/guardian consent); 16-17 year old youth who are fully or partially emancipated or have parental/guardian consent (programs must have DCFS licensing to house partially emancipated youth i.e. regulations related to partial emancipation).
- Must provide provision of or linkage to child-focused assessment and appropriate services for families.
- Must maintain staff to client ratio of one to 30.
- Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically needed.
- Provision of rental subsidy while in program.
- Use of Ansell Casey or other evidence-based equivalent to evaluate increase of life skills.

**PERFORMANCE MEASURES:**

- 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.
- 75% of participants with a source of reportable income will report an increase or maintenance of cash benefits or income (i.e. SSI, employment).
- 80% of participants without non-cash benefits will gain access to those non-cash benefits (i.e. Medicaid).
- 85% of participants with a source of non-cash benefits will successfully maintain those non-cash benefits if eligible.
- 50% of participants will exit with employment.
- 70% of participants will engage in programs or services designed to increase employment readiness, such as transitional employment programs, internships, or vocational coursework.
- 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).
- 70% of participants increase connections to others/community as evidenced through eco map/comparable item.
- 70% of participants demonstrate an increase in independent living skills as evidenced by an increase in scoring on the Ansell Casey Assessment or another evidence-based model.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 2

Projects funded: 1

Range of funding: \$116,000

Total funding: \$116,000

**PROGRAM CONTACT:**

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**5. Youth Intentional Transitional Housing - Project Based**

**PROGRAM DESCRIPTION:**

This program is designed to provide 24 months of housing for age and developmentally appropriate for youths ages 18 up to their 25<sup>th</sup> birthday. Supportive services that are voluntary and appropriate to the needs and preferences of participants are provided.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Participant assessment for housing and service needs.
- Programs must inform participants of their right, responsibilities, and expectations prior enrollment into the program.
- Must provide developmentally appropriate case management.
- Linkage to appropriate services if not provided “in house.”
- Family support and reunification services when appropriate.
- Provide age appropriate life skills/independent living skills/interpersonal skills training.
- Assist with the acquisition of public aid benefits (TANF, LINK, SSI, etc.).

- Conduct safety assessments.
- Provide aftercare services.
- Use harm reduction, positive youth development, and trauma informed care as cornerstones to programming.
- Must provide 24 hour on site/on call staff.
- Must provide permanent housing placement services.
- Must assist in accessing housing resources and supports (security deposit, utilities, furnishings etc.).
- Must follow the designated CES process for program referrals.
- Must provide opportunities to plan and participate in Youth Development Activities (recreation, service learning, etc.).
- Linkage with educational resources including McKinney Vento resources.
- Must provide provision of or linkage to child-focused assessment and appropriate services for families.
- Must maintain staff to client ratio of one to 30.

**PERFORMANCE MEASURES:**

- 60% of participants exit to stable housing.
- 50% of participants without a source of reportable income will report an increase in cash benefits or income.
- 75% of participants with a source of reportable income will report an increase or maintenance of cash benefits or income (i.e. SSI).
- 70% of participants without non-cash benefits will obtain non-cash benefits (i.e. Medicaid).
- 85% of participants with a source of non-cash benefits will successfully maintain those non-cash benefits if eligible.
- 40% of participants will exit with employment.
- 70% of participants will engage in programs or services designed to increase employment readiness, such as transitional employment programs, internships or vocational coursework.
- 40% 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).
- 60% of participants will increase connections to others/community as evidence by eco map//comparable item.
- 60% of participants will demonstrate an increase in independent living skill as evidenced by an increase in scoring on the Ansell Casey Assessment or an evidence-based equivalent.
- Must maintain a staff to client ratio of one to 30.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Application received: 4

Projects funded: 4

Range of funding: \$40,000 to \$150,000

Total funding: \$360,000

**PROGRAM CONTACT**

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Phone: 312-746-8610

Email: [tami.cole@cityofchicago.org](mailto:tami.cole@cityofchicago.org)

## **6. Safe Havens**

### **PROGRAM DESCRIPTION:**

A Safe Haven is an open-stay, on-demand, and service-enriched housing program for persons with mental illness or dual disorders (Mental Illness/Substance Use Disorder) who are hard to engage in services. Safe Havens are safe and non-intrusive living environments in which skilled staff members work to engage persons in housing and needed services. The case management ratio must not exceed 15 residents per case manager (1:15).

### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Engage hard to-reach homeless persons who:
  - Have severe mental illness (and may have co-occurring disabilities).
  - Have been living unsheltered.
  - Have been previously unable or unwilling to participate in supportive services.
- No limit on length of stay.
- Flexible admissions criteria to assure that there are sufficient programs accepting the following populations: persons actively using substances, persons who are medication non-compliant, and persons with disabilities or other special needs.
- Tracking and documentation of the reasons why clients leave the program without remaining placed in housing.
- 24-hour staffed site coverage.
- Daily living services provided (i.e. meals, transportation).
- Case management and formal linkages with services in support of client's case plan.
- Referral to and enrollment in public benefits and employment services.
- 

### **PERFORMANCE MEASURES:**

- 100% of Households will attain their basic needs for shelter, food, and safety.
- 80% of Households will be engaged in supportive services as indicated by assessment.
- 80% of Households move to other permanent, stable housing at program exit.
- 80% of participants remain permanently housed for 12 month.
- 85% of participants without a source of reportable income at program entry will obtain cash benefits.
- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits.
- 85% of participants maintain/increase benefits, employment or a combination of both.

### **PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 4

Projects funded: 2

Range of funding: \$109,000 to \$131,000

Total funding: \$241,000

### **PROGRAM CONTACT:**

Tami Cole, Director of Human Services

Phone: 312-746-8610

Email: [Tami.Cole@cityofchicago.org](mailto:Tami.Cole@cityofchicago.org)



## **7. Rapid Rehousing (Program Coordinator)**

### **PROGRAM DESCRIPTION:**

The Rapid Rehousing Program Coordinator serves households which include singles, families, and veterans that are most in need of this temporary assistance and are most likely to maintain stable housing once the program concludes. These activities should be focused on rapidly transitioning program participants to housing stability and helping them to develop a plan to retain and maintain their housing, thus preventing subsequent shelter entrance and future instability. Financial assistance may include payment for security deposits, short-term financial assistance (rental costs accrued over three months) or medium term financial assistance (rental costs for up to four to eight months). Utility assistance may be provided on a case by case basis. Participants engaged in this service should be likely to sustain housing after the subsidy ends.

Respondent will receive referrals from the Coordinated Entry System and ensure that Rapid Rehousing services are accessible in all 77 community areas of Chicago. Rapid Rehousing will be accessed through the coordinated system and selected applicants will be required to work with DFSS and the coordinated entry system facilitator to align program components with the new system procedures. DFSS reserves the right to ensure that eligible and recommended services under the Rapid Rehousing Program are available in each geographic region, and that these services are provided in a linguistically and culturally appropriate manner.

### **Target Population**

- Literally homelessness, Category 1 of the HUD definition, and at or below 30% of Area Media Income at time of program recertification.
- Must have income.

### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program. The Rapid Rehousing program provides financial assistance, housing relocation and stabilization services, data collection and evaluation, and administrative costs. The Rapid Rehousing Program elements of the Rapid Rehousing Program include but are not limited to:

- **Coordination of Services:** The Rapid Rehousing Partner Agency will coordinate with property management or landlord and program participants; and with emergency shelters and interim housing programs to facilitate strong and collaborative referral and housing transition processes.
- **Financial assistance administration:** The selected agency will be required to administer financial assistance. Financial assistance administration includes, but is not limited to: issuing checks to third party vendors, such as landlords, management companies, and utility companies. Program financial assistance funds may only be spent on behalf of program participants where a legal lease exists that includes the participant's name on the document. No financial assistance may be issued directly to the household. Financial assistance payment types include the following: rent (up to eight months), security deposits, and utility deposit. Utility arrearages will be considered on a case by case basis if no other resources are available. Respondents should be aware that payment for services by the City will be made on a reimbursement basis.
- **Housing Location Services:** The Respondent which after contracting will also be known as the Rapid Rehousing Partner Agency will be expected to recruit and maintain a database of landlords providing reasonable rents (ESG regulations require projects to negotiate rents below fair market rent (FMR)), match households to appropriate units (geography, price, and size), provide tenant counseling to help individuals and families to understand leases, assist clients in securing utilities and planning for their transition to housing.

- **Housing Inspection Services:** As required by HUD, any unit to which a Rapid Rehousing recipient is newly occupying must be inspected to meet habitability standards, lead-based paint requirements, and any other local requirements. The Rapid Rehousing Partner Agency must maintain all necessary paperwork that proves units supported through this initiative meet the federal standards.
- **Housing stability case management:** As required by the HUD ESG Program, Rapid Rehousing participants must engage in a minimum of monthly case management sessions unless the participant circumstances meet requirements of federal legislation pertaining to violence against women. Housing stability case management includes assessing (initial and periodic re-evaluations), arranging, coordinating, and monitoring the delivery of services to facilitate housing stability for participants. The Rapid Rehousing Partner Agency will work with participants on the development of housing stability service plans to assist participants in retaining housing post-ESG assistance.
- **Follow-up services:** As required by the HUD ESG Program, the Rapid Rehousing Partner agency will be responsible for assessing housing stability at three-six-and twelve-month intervals after Rapid Rehousing assistance ends.

**PERFORMANCE MEASURES:**

- 55% of households will exit to permanent destinations.
- 80% of households exiting to permanent destinations will remain in permanent housing at 3 and 6 month follow-up.
- 70% of households will not return to homelessness in the following 12 months.
- 75% of households will maintain or increase income.
- 50% of households served will move into housing within 30 days of Rapid Rehousing referral to agency.
- The remaining 50% of households served will move into housing within 60 days of Rapid Rehousing referral to the agency.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 3  
 Projects funded: 1  
 Range of funding: \$661,000 to \$1,314,000  
 Total funding: \$1,975,000

**PROGRAM CONTACT:**

Tami Cole, Director of Human Services  
 Phone: 312-746-8610  
 Email: [Tami.Cole@cityofchicago.org](mailto:Tami.Cole@cityofchicago.org)

**F. SYSTEM POLICY AND PLANNING**  
**1. Frequent Users Service Engagement (FUSE)**

**PROGRAM DESCRIPTION:**

The purpose of the Frequent Users Service Engagement (FUSE) program is to engage highly vulnerable homeless families that are frequent users of the shelter system and help them to transition to more stable housing through intensive case management and clinical services that help them manage and navigate their housing and family needs and address housing stability. The end goal is to stabilize the family to the degree necessary to prevent further episodes of homelessness. Serving as a lead agency system-wide, respondents will also provide training, technical and clinical assistance to interim housing providers that will ensure greater success of participant families remaining stably housed.

**Target Population and Referrals:**

Services are specifically targeted families that are identified as frequent users of the shelter system, have multiple discharges from interim housing programs or are at risk of being discharged from an interim housing program. Data-driven identification of families who are frequent users of the shelter system, families who have multiple discharges from interim housing programs and families who are at-risk of being discharged from interim housing programs.

The eligibility requirements for the program are:

- Homeless and residing in an emergency or interim shelter within the City of Chicago.
- Parent(s) or guardian must be at least 18 years of age.
- Highly vulnerable families who have been in at least 3 or more shelters within the past 12 months as reported by HMIS.
- Meeting risk for abrupt discharge from the shelter.
- Must complete program intake and participate in follow-up services.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- In-reach and engagement of targeted families at DFSS’ 10 S. Kedzie site which serves as the central location for shelter placement services, Interim Housing programs located throughout the city, and community agencies.
- Assessment and provision of supportive services to the entire family.
- Development of transition plans to more stable housing, including working with the family and interim housing providers to establish successful new interim housing placements, help maintaining a current placement or moving to other permanent housing options.
- Provision of supportive services that address housing stability and crisis intervention services that prevent ongoing homelessness.
- Training, technical and clinical assistance to interim housing providers focused on supporting housing stability of vulnerable families within the shelter setting
- Integration with existing homeless services family services system components (CES).
- The recommended case manager to family ratio is 1:15.

**PERFORMANCE MEASURES:**

- 70% of families will move to more stable housing (includes interim housing, family and friends, transitional or permanent housing).
- Fewer than 10 % families will be discharged to another interim housing program.
- 85% of families will engage in ongoing specialized services based on individual assessments to promote housing stability (may include mental health, substance use, employment, child-focused services).

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 4  
Projects funded: 1  
Range of funding: \$350,000  
Total funding: \$350,000

**PROGRAM CONTACT:**

Tami Cole, Director of Human Services  
Phone: 312-746-8610

Email: [Tami.Cole@cityofchicago.org](mailto:Tami.Cole@cityofchicago.org)

## **2. Coordinated Entry - System Facilitation**

### **PROGRAM DESCRIPTION:**

Guide and oversee Coordinated Entry System (CES) implementation utilizing HMIS, including managing the inflow and outflow of households, sharing and communicating policies and procedures with the Continuum of Care, and utilizing lessons learned for system.

### **PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Coordinate training to service providers and other key stakeholders on CES-related topics.
- Establish access points for CES.
- Match households to appropriate housing interventions.
- Oversee system navigation.
- Engage mainstream providers who serve homeless populations to assist with assessments and documentation of disability status.
- Conduct gaps analysis related to housing and service needs
- Advocate for resources.
- Collect feedback on CES effectiveness and functionality.
- Ensure compliance with coordinated entry policies and procedures.
- Make system improvements to ensure accessibility and appropriate use of resources.
- Coordinated Entry-System Facilitation respondents must serve all homeless subpopulations including youth, families, single adults, Veterans and chronically homeless.

### **PERFORMANCE MEASURES:**

- 90% of participants entering into the homeless system will be assessed.
- 100% of available units/openings in the CES will receive matches through HMIS.
- 90% of participating agencies will be trained on the CES 50% of participants enrolled in a project of a homeless system provider will be exited to permanent housing destinations.

### **PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: N/A

Projects funded: 2

Range of funding: \$150,000 to \$227,000

Total funding: \$377,000

### **PROGRAM CONTACT:**

Tami Cole, Director of Human Services

Phone: 312-746-8610

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## **3. Coordinated Entry - Outreach Coordination**

### **PROGRAM DESCRIPTION:**

The purpose of the Outreach Coordination model is to provide services to build collaboration between partners including outreach and housing providers to assist households in the process of being assessed and connected to housing partners for youth, singles and families. The Coordinated Entry-Outreach Coordinator will serve as liaison between outreach providers and selected households matched to a permanent supportive housing provider to expedite housing placement.

**PROGRAM REQUIREMENTS:**

All program specific questions, forms, or templates that applicants must answer or complete will be available on the CyberGrants application for this program.

- Coordinate assessment process of households.
- Conduct System Integration Team Meetings.
- Assist with connecting matched clients to outreach support, and oversee coordination between outreach and housing providers to expedite housing placement.
- Applicants must agree to utilize the Central Referral System (CES). Coordinated outreach to highly vulnerable households is critical to the success of the CES. Service delivery models which incorporate tenets of harm reduction, trauma-informed care, and strengths based practices have shown to be successful in housing vulnerable populations.
- Delegate agencies of the Outreach and Engagement Program will be expected to (1) assist vulnerable households apply for Permanent Supportive Housing (PSH) resources through the CES, (2) participate in outreach coordination activities, and (3) assist vulnerable households identified through the CES to respond to interviews and documentation collection to achieve housing placement.

**PERFORMANCE MEASURES:**

- 95% of involved agencies will assess households or connect households to entities conducting the coordinated entry assessment.
- 75% of participants enrolled in an outreach or housing system navigation project and have a housing match through CES will move into permanent housing.

**PRIOR YEAR STATISTICS FOR THIS PROGRAM:**

Applications received: 2  
Projects funded: 1  
Range of funding: \$80,000  
Total funding: \$80,000

**PROGRAM CONTACT:**

Tami Cole, Director of Human Services  
Phone: 312-746-8610  
Email: [Tami.Cole@cityofchicago.org](mailto:Tami.Cole@cityofchicago.org)

**Section 4 - Evaluation and Selection Procedures**

**A. Evaluation Process**

Each proposal will be evaluated on the strengths of the proposal and the responsiveness to the selection criteria. DFSS reserves the right to consult with other city departments during the evaluation process. Successful Respondent must be ready to proceed with the proposed program within a reasonable period of time upon contracting.

Failure to submit a complete proposal and/or to respond fully to all requirements may cause the proposal to be deemed unresponsive and, therefore, subject to rejection. The Commissioner upon review of recommended agency(ies) may reject, deny or recommend agencies that have applied for grants based on previous performance and/or area need.

DFSS reserves the right to ensure that all mandated services are available citywide and provided in a linguistically and culturally appropriate manner.

**B. General Selection Criteria**

The Proposals will be evaluated on the Respondent’s ability as defined in this RFP. The following criteria will be used in evaluating all proposals:

Points	CRITERIA
25	<p><b>Organizational Capacity</b></p> <ul style="list-style-type: none"> <li>• The Respondent identifies qualified staff responsible for program oversight, management, fiscal oversight, and evaluation and performance management methods.</li> <li>• The Respondent provides evidence of successful past program performance or success in initiating, maintaining, and completing a similar program, and consistently meeting program goals.</li> </ul>
25	<p><b>Proposed Program</b></p> <ul style="list-style-type: none"> <li>• The Respondent serves a high need community area (defined as an area of 51% low to moderate income residents); an area with a service gap; and/or serves an under or unserved population.</li> <li>• The Respondent clearly demonstrates quality experience and accomplishments in providing services to target population.</li> <li>• The Respondent clearly defines the activities to be undertaken or the services to be provided.</li> <li>• The Respondent’s proposed goals and service delivery is appropriate based on agency capacity and past experience.</li> </ul>
20	<p><b>Reasonable Costs, Budget Justification, and Leverage of Funds</b></p> <ul style="list-style-type: none"> <li>• The Respondent demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan.</li> <li>• Overall, the Respondent is fiscally sound, as evidenced by the financial history and record of the organization, as well as audited financial statements (or the equivalent) from the current fiscal year.</li> <li>• The Respondent proposes a reasonable cost per person or per unit and provides justification for the level of funding requested.</li> <li>• The Respondent leverages other non-local funds to support total program cost.</li> </ul>
20	<p><b>Program Quality and Impact</b></p> <ul style="list-style-type: none"> <li>• The Respondent has documented collaborations or partnerships with other public and private agencies that support or enhance resources for the target population.</li> </ul>
10	<p><b>Overall Responsiveness</b></p> <ul style="list-style-type: none"> <li>• The Respondent completed the application in an accurate manner, answers all questions with sufficient detail to demonstrate knowledge and capacity to carry out the proposed program(s), and submits all necessary information or documentation.</li> </ul>

**C. Homeless Selection Criteria**

Additionally, all proposals for homelessness services will be evaluated on the Applicant’s ability to provide services as defined in this RFP. The following criteria will be used in evaluating all proposals:

## **1. Organizational Experience**

- Knowledge of the populations to be served or similar populations and the way in which these populations should be served.
- Financial, physical, and human resources leveraged in the community.
- Collaborations or partnerships with other public and private agencies related to your program design and objectives (Examples: referral system, linkage agreements, neighborhood coalitions or partnerships with Chicago Public Schools).
- Agency's proposed staffing and staffing patterns necessary to operate the program in accordance with the program model's design and outcomes.

## **2. Proposed Program**

- System level considerations (such as geographic location, need to target underserved populations, etc.) may be taken into account in final ratings and funding decisions. The selection process will also consider how all programs fit together to achieve a comprehensive, citywide system of care that supports Plan 2.0, the DFSS Homeless Division strategic priorities, and aligns with HEARTH Act standards.
- Ability to participate and submit reports by HMIS. Participation in HMIS will be evaluated based on agency's entry and exit of clients, and entry of universal data elements into the HMIS system. DFSS staff will produce and consider reports indicating programs' HMIS performance. For more information on HMIS data quality standards, click [here](#) for All Chicago's HMIS Helpdesk.
- In addition for agencies funded with Community Service Block Grant (CSBG) funds will be required to enter client data into the state's STARS system.
- Facility Assessment. Agencies must meet ADA standards, or provide reasonable accommodations to persons with disabilities, and local code regulations to operate a shelter, where applicable. Failure to respond or meet the criteria in the Facility Assessment will be taken into consideration.
- Evaluation strategy that is feasible and can reasonably measure program impact.

## **3. Reasonable Costs, Budget Justification, and Leverage of Funds**

- Resources and expertise to assume and meet all administrative and fiscal requirements; including fiscal technological, management, administrative and staff capabilities.
- Other (non-City) financial support and/or fund raising accomplishments for the organization.
- Applicants must adhere to the City's auditing requirements for Federal Expenditures. Federal Expenditures are expenditures from any Federal funding source received directly or indirectly (pass through) from the City, State, or Federal government. The CDBG program is a Federally-funded program authorized under the Housing and Community Development Act of 1974. Homeless program applicants may also be funded via the Emergency Solutions Grant (ESG) program authorized by the U.S. Department of Housing and Urban Development.
- Agency's cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served.
- Ability to substantially leverage other non-DFSS public and private funding sources by providing a cash or in-kind match of 10% or more of requested funding. The intent of this Application is to fund a portion of a program's total annual budget, and not to be a program's sole funding source. Therefore, Applicants that provide for leverage in their proposed budget will be considered more responsive.

## **4. Additional Funding Priorities**

The following priorities may be taken into consideration when making final funding decisions. Priority may be given to programs that:

- Enable DFSS to maintain the system's overall bed capacity.

- Align with the goals of Plan 2.0 and HEARTH standards by focusing on Rapid Rehousing and supportive services needed to keep individuals and families housed.
- Target underserved populations and exhibit flexible admissions criteria, to assure that there are sufficient programs available to respond to system needs.
- Best represent outcome-based programming. This is programming that can be measured by meaningful outcomes, rather than solely by the reporting of activities.
- Consider all DFSS program and fiscal monitoring reports for the Applicant agency.
- Consider prior performance, as indicated in quarterly reports submitted to DFSS.
- Consider complaints and unresolved complaints pertaining to the service provider.

DFSS reserves the right to seek clarification of information submitted in response to this Application and/or to request additional information during the evaluation process and make site visits and/or require Respondents to make an oral presentation or be interviewed by the review subcommittee, if necessary. Failure to submit a complete proposal and/or to respond fully to all requirements may cause the proposal to be deemed unresponsive, and therefore, subject to rejection.

Selections will not be final until the City and the respondent have fully negotiated and executed a contract. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the Respondent in anticipation of a fully executed contract. Receipt of a final application does not commit the department to award a grant to pay any costs incurred in the preparation of an application.

## **Section 5 - Legal and Submittal Requirements**

A description of the following required forms has been included for your information. ***Please note that most of these forms will be completed prior to grant agreement execution but are not necessary for the completion of this proposal.*** A complete list of what forms will be required at the time of contracting is listed at the end of this section.

### **A. City of Chicago Economic Disclosure Statement (EDS)**

Respondents are required to execute the **Economic Disclosure Statement** annually through its on-line EDS system. Its completion will be required for those Respondents who are awarded contracts as part of the contracting process.

More information about the on-line EDS system can be found at:  
<https://webapps.cityofchicago.org/EDSWeb/appmanager/OnlineEDS/desktop>

### **B. Disclosure of Litigation and Economic Issues**

**Legal Actions:** Respondent must provide a listing and brief description of all material legal actions, together with any fines and penalties, for the past five (5) years in which (i) Respondent or any division, subsidiary or parent company of Respondent, or (ii) any officer, director, member, partner, etc., of Respondent if Respondent is a business entity other than a corporation, has been:

- A debtor in bankruptcy; or
- A defendant in a legal action for deficient performance under a contract or in violation of a statute or related to service reliability; or
- A Respondent in an administrative action for deficient performance on a project or in violation of a statute or related to service reliability; or
- A defendant in any criminal action; or
- A named insured of an insurance policy for which the insurer has paid a claim related to deficient performance under a contract or in violation of a statute or related to service reliability; or



- A principal of a bond for which a surety has provided contract performance or compensation to an obligee of the bond due to deficient performance under a contract or in violation of a statute or related to service reliability; or
- A defendant or Respondent in a governmental inquiry or action regarding accuracy of preparation of financial statements or disclosure documents.

Any Respondent having any recent, current or potential litigation, bankruptcy or court action and/or any current or pending investigation, audit, receivership, financial insolvency, merger, acquisition, or any other fiscal or legal circumstance which may affect their ability currently, or in the future, to successfully operate the requested program, must attach a letter to their proposals outlining the circumstances of these issues. Respondent letters should be included in a sealed envelope, directed to Commissioner Lisa Morrison Butler. Failure to disclose relevant information may result in a Respondent being determined ineligible or, if after selection, in termination of a contract.

### **C. Grant Agreement Obligations**

By entering into a grant agreement with the City, the successful respondent is obliged to accept and implement any recommended technical assistance. The grant agreement will describe the payment methodology. DFSS anticipates that payment will be conditioned on the Respondent's performance in accordance with the terms of its grant agreement.

### **D. Funding Authority**

This program is administered by the Department of Family and Support Services through the U.S. Department of Housing and Urban Development (HUD). Consequently, all guidelines and requirements of the Department of Family and Support Services, the City of Chicago and HUD must be met. Additionally all delegate agencies must comply with the Single Audit Act, if applicable.

### **E. Insurance Requirements**

Respondents must provide and maintain at Respondent's own expense or cause to be provided, during the term of the Agreement, the insurance coverage and requirements specified below, insuring all operations related to the Agreement.

#### **1. Workers Compensation and Employers Liability**

Workers Compensation Insurance, as prescribed by applicable law, covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$500,000 each accident, illness or disease.

#### **2. Commercial General Liability (Primary and Umbrella)**

Commercial General Liability Insurance or equivalent with limits of not less than \$2,000,000 per occurrence for bodily injury, personal injury and property damage liability. Coverages must include the following: All premises and operations, products/completed operations, separation of insureds, defense, sexual abuse and molestation (with emotional distress as the trigger) and contractual liability (not to include Endorsement CG 21 39 or equivalent).

The City of Chicago is to be named as an additional insured under the Provider's and any subcontractor's policy. Such additional insured coverage shall be provided on ISO endorsement form CG 2010 for ongoing operations or on a similar additional insured form acceptable to the City. The additional insured coverage must not have any limiting endorsements or language under the policy such as but not limited to, Provider's sole negligence or the additional insured's vicarious liability. Contractor's liability insurance shall be primary without right of contribution by any other insurance or self-insurance

maintained by or available to the City. Provider must ensure that the City is an additional insured on insurance required from subcontractors.

Subcontractors performing work or services for the Provider must maintain limits of not less than \$1,000,000 with the same terms herein.

### **3. Directors and Officers Liability**

Directors and Officers Liability Insurance must be maintained by the Respondent in connection with this Agreement with limits of not less than \$1,000,000. Coverage must include any actual or alleged act, error or omission by directors or officers while acting in their individual or collective capacities. When policies are renewed or replaced, the policy retroactive date must coincide with precede commencement of services by the Provider under this Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

### **4. Additional Requirements**

Provider must furnish the City of Chicago, Department of Family and Support Services, 1615 West Chicago Avenue, 3<sup>rd</sup> Floor, Chicago IL. 60622, original Certificates of Insurance, or such similar evidence, to be in force on the date of this Agreement, and Renewal Certificates of Insurance, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of this Agreement. Provider must submit evidence of insurance prior to execution of Agreement. The receipt of any certificate does not constitute agreement by the City that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the certificate are in compliance with all requirements of Agreement. The failure of the City to obtain certificates or other insurance evidence from Provider is not a waiver by the City of any requirements for the Provider to obtain and maintain the specified coverages. Provider must advise all insurers of the Agreement provisions regarding insurance. Non-conforming insurance does not relieve Provider of the obligation to provide insurance as specified in this Agreement. Nonfulfillment of the insurance conditions may constitute a violation of the Agreement, and the City retains the right to suspend this Agreement until proper evidence of insurance is provided, or the Agreement may be terminated.

The Provider must provide for 60 days prior written notice to be given to the City in the event coverage is substantially changed, canceled or non-renewed.

Any deductibles or self-insured retentions on referenced insurance coverages must be borne by Provider.

Provider hereby waives and agrees to require their insurers to waive their rights of subrogation against the City of Chicago, its employees, elected officials, agents or representatives.

The coverages and limits furnished by Provider in no way limit the Provider's liabilities and responsibilities specified within the Agreement or by law.

Any insurance or self-insurance programs maintained by the City of Chicago do not contribute with insurance provided by Provider under this Agreement.

The required insurance to be carried is not limited by any limitations expressed in the indemnification language in this Agreement or any limitation placed on the indemnity in this Agreement given as a matter of law.

If the Provider maintain higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the Provider. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

If Provider is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a named insured.

The Provider must require all subcontractors to provide the insurance required herein, or Provider may provide the coverages for subcontractors. All subcontractors are subject to the same insurance requirements of Provider unless otherwise specified in this Agreement.

Provider must ensure that the City is an additional insured on Endorsement CG 2010 of the insurance required from subcontractors.

Notwithstanding any provisions in the Agreement to the contrary, the City of Chicago Risk Management Department maintains the right to modify, delete, alter or change these requirements.

## **F. Indemnity**

The successful Respondent will be required to indemnify City of Chicago for any losses or damages arising from the delivery of services under the grant agreement that will be awarded. The City may require the successful Respondent to provide assurances of performance, including, but not limited to, performance bonds or letters of credit on which the City may draw in the event of default or other loss incurred by the City by reason of the Respondent's delivery or non-delivery of services under the grant agreement.

## **G. False Statements**

### **1. 1-21-010 False Statements.**

Any person who knowingly makes a false statement of material fact to the city in violation of any statute, ordinance or regulation, or who knowingly falsifies any statement of material fact made in connection with an proposal, report, affidavit, oath, or attestation, including a statement of material fact made in connection with a bid, proposal, contract or economic disclosure statement or affidavit, is liable to the city for a civil penalty of not less than \$500.00 and not more than \$1,000.00, plus up to three times the amount of damages which the city sustains because of the person's violation of this section. A person who violates this section shall also be liable for the city's litigation and collection costs and attorney's fees.

The penalties imposed by this section shall be in addition to any other penalty provided for in the municipal code. (Added Coun. J. 12-15-04, p. 39915, § 1)

### **2. 1-21-020 Aiding and Abetting.**

Any person who aids, abets, incites, compels or coerces the doing of any act prohibited by this chapter shall be liable to the city for the same penalties for the violation. (Added Coun. J. 12-15-04, p. 39915, § 1)

### **3. 1-21-030 Enforcement.**

In addition to any other means authorized by law, the corporation counsel may enforce this chapter by instituting an action with the department of administrative hearings. (Added Coun. J. 12-15-04, p. 39915, § 1)

## **H. Compliance with Laws, Statutes, Ordinances and Executive Orders**

Grant awards will not be final until the City and the respondent have fully negotiated and executed a grant agreement. All payments under grant agreements are subject to annual appropriation and availability of funds. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the respondent in anticipation of a grant agreement. As a condition of a grant award, Respondents must comply with the following and with each provision of the grant agreement:

1. Conflict of Interest Clause: No member of the governing body of the City of Chicago or other unit of government and no other officer, employee, or agent of the City of Chicago or other government unit who exercises any functions or responsibilities in connection with the carrying out of the project shall have any personal interest, direct or indirect, in the grant agreement.

The respondent covenants that he/she presently has no interest, and shall not acquire any interest, direct, or indirect, in the project to which the grant agreement pertains which would conflict in any manner or degree with the performance of his/her work hereunder. The respondent further covenants that in the performance of the grant agreement no person having any such interest shall be employed.

2. Governmental Ethics Ordinance, Chapter 2-156: All Respondents agree to comply with the Governmental Ethics Ordinance, Chapter 2-156 which includes the following provisions: a) a representation by the respondent that he/she has not procured the grant agreement in violation of this order; and b) a provision that any grant agreement which the respondent has negotiated, entered into, or performed in violation of any of the provisions of this Ordinance shall be voidable by the City.

3. Successful Respondents shall establish procedures and policies to promote a Drug-free Workplace. The successful respondent shall notify employees of its policy for maintaining a drug-free workplace, and the penalties that may be imposed for drug abuse violations occurring in the workplace. The successful respondent shall notify the City if any of its employees are convicted of a criminal offense in the workplace no later than ten days after such conviction.

4. Business Relationships with Elected Officials - Pursuant to Section 2-156-030(b) of the Municipal Code of Chicago, as amended (the "Municipal Code") it is illegal for any elected official of the City, or any person acting at the direction of such official, to contact, either orally or in writing, any other City official or employee with respect to any matter involving any person with whom the elected official has a business relationship, or to participate in any discussion in any City Council committee hearing or in any City Council meeting or to vote on any matter involving the person with whom an elected official has a business relationship. Violation of Section 2-156-030(b) by any elected official with respect to the grant agreement shall be grounds for termination of the grant agreement. The term business relationship is defined as set forth in Section 2-156-080 of the Municipal Code.

Section 2-156-080 defines a "business relationship" as any contractual or other private business dealing of an official, or his or her spouse or domestic partner, or of any entity in which an official or his or her spouse or domestic partner has a financial interest, with a person or entity which entitles an official to compensation or payment in the amount of \$2,500 or more in a calendar year; provided, however, a financial interest shall not include: (i) any ownership through purchase at fair market value or inheritance of less than one percent of the share of a corporation, or any corporate subsidiary, parent or affiliate thereof, regardless of the value of or dividends on such shares, if such shares are registered on a securities exchange pursuant to the Securities Exchange Act of 1934, as amended; (ii) the authorized compensation paid to an official or employee for his office or employment; (iii) any economic benefit provided equally to all residents of the City; (iv) a time or demand deposit in a financial institution; or (v) an endowment or insurance policy or annuity contract purchased from an insurance company. A

“contractual or other private business dealing” shall not include any employment relationship of an official’s spouse or domestic partner with an entity when such spouse or domestic partner has no discretion concerning or input relating to the relationship between that entity and the City.

5. Compliance with Federal, State of Illinois and City of Chicago regulations, ordinances, policies, procedures, rules, executive orders and requirements, including Disclosure of Ownership Interests Ordinance (Chapter 2-154 of the Municipal Code); the State of Illinois - Certification Affidavit Statute (Illinois Criminal Code); State Tax Delinquencies (65ILCS 5/11-42.1-1); Governmental Ethics Ordinance (Chapter 2-156 of the Municipal Code); Office of the Inspector General Ordinance (Chapter 2-56 of the Municipal Code); Child Support Arrearage Ordinance (Section 2-92-380 of the Municipal Code); and Landscape Ordinance (Chapters 32 and 194A of the Municipal Code).

6. If selected for grant award, Respondents are required to (a) execute the Economic Disclosure Statement and Affidavit, and (b) indemnify the City as described in the grant agreement between the City and the successful Respondents.

7. Prohibition on Certain Contributions, Mayoral Executive Order 2011-4. Neither you nor any person or entity who directly or indirectly has an ownership or beneficial interest in you of more than 7.5% ("Owners"), spouses and domestic partners of such Owners, your Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5% ("Sub-owners") and spouses and domestic partners of such Sub-owners (you and all the other preceding classes of persons and entities are together, the "Identified Parties"), shall make a contribution of any amount to the Mayor of the City of Chicago (the "Mayor") or to his political fundraising committee during (i) the bid or other solicitation process for the grant agreement or Other Contract, including while the grant agreement or Other Contract is executory, (ii) the term of the grant agreement or any Other Contract between City and you, and/or (iii) any period in which an extension of the grant agreement or Other Contract with the City is being sought or negotiated.

You represent and warrant that since the date of public advertisement of the specification, request for qualifications, request for proposals or request for information (or any combination of those requests) or, if not competitively procured, from the date the City approached you or the date you approached the City, as applicable, regarding the formulation of the grant agreement, no Identified Parties have made a contribution of any amount to the Mayor or to his political fundraising committee.

You shall not: (a) coerce, compel or intimidate your employees to make a contribution of any amount to the Mayor or to the Mayor’s political fundraising committee; (b) reimburse your employees for a contribution of any amount made to the Mayor or to the Mayor’s political fundraising committee; or (c) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

The Identified Parties must not engage in any conduct whatsoever designed to intentionally violate this provision or Mayoral Executive Order No. 2011-4 or to entice, direct or solicit others to intentionally violate this provision or Mayoral Executive Order No. 2011-4.

Violation of, non-compliance with, misrepresentation with respect to, or breach of any covenant or warranty under this provision or violation of Mayoral Executive Order No. 2011-4 constitutes a breach and default under the grant agreement, and under any Other Contract for which no opportunity to cure will be granted. Such breach and default entitles the City to all remedies (including without limitation termination for default) under the grant agreement, under any Other Contract, at law and in equity. This provision amends any Other Contract and supersedes any inconsistent provision contained therein.

If you violate this provision or Mayoral Executive Order No. 2011-4 prior to award of the Agreement resulting from this specification, the Commissioner may reject your bid.

For purposes of this provision:

"Other Contract" means any agreement entered into between you and the City that is (i) formed under the authority of Municipal Code Ch. 2-92; (ii) for the purchase, sale or lease of real or personal property; or (iii) for materials, supplies, equipment or services which are approved and/or authorized by the City Council.

"Contribution" means a "political contribution" as defined in Municipal Code Ch. 2-156, as amended.

"Political fundraising committee" means a "political fundraising committee" as defined in Municipal Code Ch. 2-156, as amended.

8. (a) The City is subject to the June 24, 2011 "City of Chicago Hiring Plan" (the "2011 City Hiring Plan") entered in *Shakman v. Democratic Organization of Cook County*, Case No 69 C 2145 (United States District Court for the Northern District of Illinois). Among other things, the 2011 City Hiring Plan prohibits the City from hiring persons as governmental employees in non-exempt positions on the basis of political reasons or factors.

(b) You are aware that City policy prohibits City employees from directing any individual to apply for a position with you, either as an employee or as a subcontractor, and from directing you to hire an individual as an employee or as a subcontractor. Accordingly, you must follow your own hiring and contracting procedures, without being influenced by City employees. Any and all personnel provided by you under the grant agreement are employees or subcontractors of you, not employees of the City of Chicago. The grant agreement is not intended to and does not constitute, create, give R.I.S.E to, or otherwise recognize an employer-employee relationship of any kind between the City and any personnel provided by you.

(c) You will not condition, base, or knowingly prejudice or affect any term or aspect of the employment of any personnel provided under the grant agreement, or offer employment to any individual to provide services under the grant agreement, based upon or because of any political reason or factor, including, without limitation, any individual's political affiliation, membership in a political organization or party, political support or activity, political financial contributions, promises of such political support, activity or financial contributions, or such individual's political sponsorship or recommendation. For purposes of the grant agreement, a political organization or party is an identifiable group or entity that has as its primary purpose the support of or opposition to candidates for elected public office. Individual political activities are the activities of individual persons in support of or in opposition to political organizations or parties or candidates for elected public office.

(d) In the event of any communication to you by a City employee or City official in violation of paragraph (b) above, or advocating a violation of paragraph (c) above, you will, as soon as is reasonably practicable, report such communication to the Hiring Oversight Section of the City's Office of the Inspector General ("IGO Hiring Oversight"), and also to the head of the Department. You will also cooperate with any inquiries by IGO Hiring Oversight related to this Agreement.