REQUEST FOR PROPOSALS (RFP)

For
2013 Homeless Services

Issued by:
CITY OF CHICAGO
(The Department of Family and Support Services)
On
June 4, 2012

ONE (1) ORIGINAL and TWO (2) COPIES OF THE PROPOSAL
TO BE SUBMITTED

All proposals shall be submitted no later than 4:00 p.m., Monday, July 2, 2012 in sealed envelopes or packages addressed and forwarded to:

Joel Mitchell
Deputy Commissioner
Department of Family and Support Services
1615 West Chicago Avenue, 3rd Floor
Chicago, Illinois 60622

The outside of the envelope or package must clearly indicate the title of this RFP “2013 Homeless Services”, the name and address of the Respondent and the date and time the proposal is submitted.

Additionally, please e-mail an exact and complete scanned copy of your proposal, budget and ALL attachments to: homelessservicesRFP@cityofchicago.org by Monday, July 2, 2012. Both the paper original and e-mailed copies are required for the submission to be considered complete.

PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 P.M. CENTRAL TIME ON MONDAY, JULY 2, 2012.

Evelyn Diaz
Commissioner
Department of Family and Support Services
Rahm Emanuel
Mayor
City of Chicago
Table of Contents

Section I - Invitation
   A. Purpose of the RFP ........................................................................................................... 3
   B. Background .......................................................................................................................... 3
   C. Chicago’s Plan to End Homelessness ................................................................................. 4
   D. The HEARTH Act .................................................................................................................. 5
   E. Target Population .................................................................................................................. 5
   F. Vulnerability Index ............................................................................................................... 7
   G. Central Referral System ...................................................................................................... 8
   H. Anticipated Term of Contract and Funding Source(s) ..................................................... 8
   I. Eligible Respondents .......................................................................................................... 9

Section II - RFP and Submission Information
   A. Proposal Deadline and Submittal Procedures ................................................................. 10
   B. Pre-Proposal Conference .................................................................................................. 10
   C. Format of Proposal .......................................................................................................... 10
   D. E-mail Submissions .......................................................................................................... 11
   E. Contact Person Information ............................................................................................. 11
   F. Timeline ........................................................................................................................... 11

Section III – Scope of Services
   A. Program Descriptions ...................................................................................................... 12
   B. Overall Programmatic Standards and Guidelines ........................................................... 23

Section IV – Evaluation and Selection Procedures
   A. Evaluation Process ........................................................................................................... 28
   B. General Selection Criteria ............................................................................................... 28
   C. Additional Evaluation Criteria ......................................................................................... 29

Section V – Legal and Submittal Requirements
   A. City of Chicago Economic Disclosure Statement (EDS) .............................................. 31
   B. Disclosures of Litigation and Economic Interests ........................................................... 31
   C. Grant Agreement Obligations ........................................................................................... 32
   D. Funding Authority ............................................................................................................ 32
   E. Insurance Requirements .................................................................................................... 32
   F. Indemnity ......................................................................................................................... 35
   G. False Statements .............................................................................................................. 35
   H. Compliance with Laws, Statutes, Ordinances and Executive Orders............................ 36
SECTION I. Invitation

A. Purpose of the RFP

The Department of Family and Support Services (DFSS) of the City of Chicago is issuing this RFP to identify and select agencies that can provide services that meet the needs of people in Chicago who are homeless or at risk of homelessness. In its capacity as a funder, DFSS is issuing this RFP and accompanying application to support such agencies by providing a portion of the program’s overall annual budget rather than serving as the sole funder of agency programs.

The goals of this RFP are to:
- Emphasize outcome and performance based programming;
- Encourage creative partnerships and programs; and
- Implement new requirements outlined in the HEARTH Act and related regulations.

These goals will be delivered via the following program models:

Overnight Shelter
- Adult
- Youth

Interim Housing

Permanent Housing
- Permanent Housing with Short Term Supports
- Safe Havens
- Age Appropriate Stable Housing for Unaccompanied Youth

Prevention
- Prevention Assistance
- Legal Services

Outreach and Engagement
- Daytime Supportive Service Centers
- Mobile Outreach Engagement
- Airport Outreach Engagement

Community Based Case Management

Permanent Supportive Housing Support Services

Specialized Services
- Employment Programs
- Substance Use Disorder and Mental Health Services

B. Background

The Department of Family and Support Services

In 2009, the Department of Family and Support Services was created out of several former city departments and offices, including the Departments of Children and Youth Services, Human Services, and Senior Services, the Mayor’s Office of Domestic Violence and parts of the Mayor’s Office of Workforce Development, and the Plan to End Homelessness in order to provide more coordinated services for the city’s most vulnerable citizens. The mission of DFSS is as follows:
“The Chicago Department of Family and Support Services is dedicated to supporting a continuum of coordinated services to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. The department works to promote the independence and well-being of neighborhoods by providing direct assistance and administering resources to a network of community-based organizations, social service providers and institutions.”

The Homeless Services Division
This project is managed by DFSS’ Homeless Services Division. The Homeless Services Division works in partnership with government and community organizations in an effort to collectively address the needs of those in crisis, targeting persons experiencing homelessness or those at risk of homelessness. Areas of focus include strategic planning, support for shelter and social service providers, grant making activities, Shelter Plus Care and other supportive housing programs, homeless outreach and engagement, service events, and special projects.

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

C. Chicago’s Plan to End Homelessness
Through this RFP for 2013 programming, DFSS will continue to support program models aligned with Chicago’s Plan to End Homelessness, originally endorsed in January 2003. The Plan’s housing-based strategy has three primary components:

- **Prevention**—prevention efforts to forestall homelessness for those at imminent risk;
- **Housing First Approach**—rapid re-housing of those who are homeless; and
- **Wraparound Services**—the provision of wraparound services and supports to promote housing stability and self-sufficiency.

The Plan aims to prevent homelessness whenever possible and provide an integrated array of housing and services to help families, individuals, and youth progress from homelessness to their highest possible level of self-sufficiency. To achieve these goals in an effective and cost-efficient manner for the greatest number of Chicagoans in need, the Chicago Alliance to End Homelessness consisting of over 90 social service organizations (known as The Alliance) has engaged in a planning process to redevelop the Plan to End Homelessness. This has involved an extensive planning process led by the Steering Committee of the Chicago Planning Council on Homelessness, the Alliance and DFSS that has also included stakeholders such as formerly homeless persons, service providers, policymakers, advocates, funders, and civic leaders. The Steering Committee has and will continue to use the evaluation of system-level data; incorporates performance measures to ensure the deployment of resources is directly related to achievement of goals; and considers the resources and risk factors impacting Chicago’s homeless system.
D. The HEARTH Act
The HEARTH Act is an amendment of Helping Families Save Their Homes Act of 2009, re-authorized the McKinney-Vento Homeless Assistance Program. It also created a new Emergency Solutions Grant (ESG) Program and Continuum of Care Program; significantly revised the definitions of the homeless and chronically homeless; and created a new definition of at-risk of homelessness. The HEARTH Act has significant implications for how homeless services, including interim housing and permanent supportive housing, are managed, funded, structured, and evaluated. Central to the Act is a great emphasis on reducing the length of homelessness; reducing recidivism; and reducing the overall number of households experiencing homelessness. The new ESG Program emphasizes preventing homelessness for those at-risk and rapidly re-housing those that are currently homeless. Given its comprehensive nature, DFSS uses the HEARTH Act definitions and guidelines in the development of the majority of its homelessness programming although other funding sources may be used.

E. Target Populations
Funded programs will be required to collect specific documentation to verify that program participants qualify as homeless as defined under the HEARTH Act. The definition of homelessness includes four sub-categories.

Homeless
A household can qualify as homeless under four categories:

(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
   a. Has a primary nighttime residence that is a public or private place not meant for human habitation;
   b. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
   c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

(2) Individual or family who will imminently lose their primary nighttime residence, provided that:
   a. Residence will be lost within 14 days of the date of application for homeless assistance;
   b. No subsequent residence has been identified; and
   c. The individual or family lacks the resources or support networks needed to obtain other permanent housing

(3) Unaccompanied youth under 25 years or age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
   a. Are defined as homeless under the other listed federal statutes
   b. Have not had a lease, ownership interest, or occupancy agreement in
permanent housing during the 60 days prior to the homeless assistance application;
c. Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and
d. Can be expected to continue in such status for an extended period of time due to special needs or barriers.

(4) Any individual or family who:
   a. Is fleeing or is attempting to flee domestic violence;
   b. Has no other residence and;
   c. Lacks the resources or support networks to obtain other permanent housing

**Chronically Homeless**
An individual or family (based on head of household) who is:

- Homeless and lives in a place not meant for human habitation (such as street, car, parks), safe haven, or in emergency shelter and
- Lives in this situation for at least one year or four occasions in last three years and each occasion must be at least 15 days each and
- Can be diagnosed with one of more conditions:
  - Substance use disorder, development disability, serious mental illness, PTSD, cognitive impairments from brain injury, or chronic physical illness or disability;
  - Individual residing in institutional care (jail, substance abuse or mental health treatment facility, hospital) fewer than 90 days and met the chronically homeless definition before entering the institution and will be homeless when discharged.

**Homeless Documentation**
Appropriate documentation for current and chronic homelessness includes:
   a) Information obtained during the intake process, such as a short written statement about the client’s current homeless status indicating that they are living unsheltered (car, abandon building, place not meant for human habitation) or in an emergency shelter, transitional shelter or interim housing program; and,
   b) Written, dated verification from street outreach, emergency shelter, transitional shelter, and/or interim housing programs stating the time periods the client received services, bounded by dates; or,
   c) Documentation of a HUD-defined disability including: HIV/AIDS, substance use disorder, mental illness, or physical disability.

Additionally, for persons who are “chronically homeless,” documentation must show that: 1) the individual has experienced either four episodes of homelessness within the past three years (with each episode meeting the Interim ESG Rule guideline) or has been homeless for the past 12 months consecutively, and that 2) the person has a disability such as mental illness, a substance use disorder, or HIV/AIDS.
At Risk of Becoming Homeless

The Interim ESG Rule published by HUD identifies three categories of people who are “at risk of homelessness” and are therefore eligible for homelessness assistance. At-risk households are considered to be at risk of imminently losing their primary residence if:

1. Individuals and families who will imminently lose their primary nighttime residence. Such individuals must have all three of the following characteristics:
   a. Have incomes below 30 percent of area median income; AND
   b. Have insufficient resources (i.e. family, friends, faith-based or social networks) immediately available to attain housing stability and avoid entrance into an emergency shelter or homelessness; AND
   c. Exhibit one or more qualifying risk factors (see below).

2. Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes, including the Runaway and Homeless Youth Act, Head Start Act, Violence Against Women Act, Public Health Service Act, Food and Nutrition Act, or Child Nutrition Act. HUD has also defined youth as age 18 to 25. This also includes children and youth (and their parents or guardians within their household) who qualify as homeless under the Department of Education definition (Education for Homeless Children and Youth section of the McKinney-Vento statute).

3. Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

Qualifying risk factors under the first category of at-risk households include people who:
- Have moved frequently (two or more times during the 60 days immediately prior to application for assistance) because of economic reasons;
- Are living in the home of another because of economic hardship;
- Have been notified that their right to occupy their current housing or living situation will be terminated within 14 days;
- Live in a hotel or motel;
- Live in severely overcrowded housing;
- Are exiting an institution; or
- Otherwise live in housing that has characteristics associated with instability and an increased risk of homelessness.

F. Vulnerability Index

The vulnerability index is a tool to be used by those delegates under the Outreach and Engagement program model which is designed to evaluate the risk factors of an individual or a family who is living on the street for the propensity to endanger themselves or their family by living on the street. The tool is designed as a questionnaire that scores the responses to determine the risk of life the individual or family is assuming by living on the street. The score provides an indication to outreach workers or case management staff of the dire need to house them in order to minimize their risk of death or aggravation of serious medical conditions.
G. Central Referral System
The purpose of a Central Referral System (CRS) is to target and prioritize the most vulnerable homeless households and expedite placement into permanent supportive housing (PSH). A Central Referral System is a data management system where households in need of accessing permanent supportive housing resources can apply in one place, and all PSH providers access housing applicants from one source. The CRS is predicated on the need for coordination of homeless services and housing providers to make sure that households who are coming in and out of the system to access housing are successful.

There are two key components of the Central Referral System: (1) a Managing Entity which oversees the CRS technology and systems implementation and (2) coordinated street and shelter outreach teams who assist vulnerable households prepare for housing placement.

The CRS will have the following framework:
- Households will be pulled from the Central Referral System based on: vulnerability index score, length of homelessness, date of application.
- PSH providers will pull a minimum of 3 and maximum of 10 applications per vacancy.
- PSH providers will seek to identify households for a minimum of two weeks. After 30 days, PSH providers can pull households from their site-based waiting lists if no eligible candidate is identified through the CRS.

The CRS will be rolled out in two phases. The first phase of CRS implementation will be rolled out in the summer of 2012. Through the completion of the Housing Options Survey Tool (HOST), eligible households will be able to apply for PSH services.

The second phase CRS implementation has an anticipated start date of late 2013. At that time, a Managing Entity will be identified and assume management of the CRS. Coordinated street and shelter outreach begins with the first phase of implementation. It is anticipated that awarded Respondents to this RFP will access and use the CRS system in their work as applicable.

H. Anticipated Term of Contract and Funding Source(s)
This initiative is administered by the Department of Family and Support Services through funding received from the Illinois Department of Human Services, the U.S. Department of Housing and Urban Development (CDBG and ESG), the U.S. Department of Health and Human Services (CSBG) and local funds. Consequently, all guidelines and requirements of the Department of Family and Support Services, the City of Chicago, the State of Illinois, the U.S. Department of Housing and Urban Development and the U.S. Department of Health and Human Services, must be met. Federal, state, local corporate and private funds may be used to support this program during the contract term contemplated under this RFP. Selected Respondent will be required to comply with all laws, regulations, policies and procedures imposed by funding sources. Additionally all delegate agencies must comply with the Single Audit Act if applicable.
The term of contract(s) executed under this RFP will run from January 1, 2013 through December 31, 2013; based on need, availability of funds, federal program regulation and design, and delegate agency performance, DFSS may extend this term for up to two additional periods, each not to exceed one year. DFSS retains the right to adjust or amend the anticipated contract period and add other funds as appropriate.

The extension option is contingent upon successful performance of the program and services provided, and upon availability of funds. Should the initial 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.

Delegate Agencies should be aware that payment for services by the City will be made on a reimbursement basis. Delegate agencies should not plan to receive their first payment until up to 120 days after the execution of the delegate agreement. **Respondent must be able to proceed with program operations upon award notification.**

**I. Eligible Respondents**

This is a competitive process open to all entities: non-profit, for-profit, faith-based, private and public.

Respondents’ proposed facility must meet minimum health and safety standards, and all applicable regulations. This means that the proposed facility must:

a) Provide adequate sleeping space and beds, and clean and functioning shower/toilet facilities (for residential programs);
b) Be compliant with building codes and federal regulations on lead paint for family shelters housing children aged 6 and under;
c) Have appropriate areas for confidential client counseling and children’s activities (family shelters only); and
d) Be accessible to persons with disabilities (A.D.A. compliant). If the facility is not accessible to persons with disabilities, then the Respondent must state the extent to which the agency has a reasonable plan for accommodation.

To demonstrate that the proposed facility site is eligible for funding, Respondents must complete the facility assessment portion of the application (Attachment B) including providing photos of the site.

Respondents whose existing contracts with the City of Chicago are not in good standing may not be considered for a contract. Agencies not eligible include those that have had a City contract terminated for default; 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. Further, past or current DFSS contracts with poor programmatic or fiscal monitoring findings may not be considered for a contract.
SECTION II: RFP and Submission Information

A. Proposal Deadline and Submittal Procedures

Please send one (1) original and two (2) copies by 4:00 p.m. on Monday, July 2, 2012 to:

Joel Mitchell
Deputy Commissioner
Department of Family and Support Services
1615 W. Chicago Ave., 3rd Fl.
Chicago, Illinois 60622

Additionally, please e-mail an exact and complete scanned copy of your proposal, budget and ALL attachments to: homelessservicesRFP@cityofchicago.org by Monday, July 2, 2012. Both the paper original and e-mailed copies are required for the submission to be considered complete.

Proposals will be accepted prior to the due date, from 10:00 a.m. to 4:00 p.m. Monday – Friday at the same location. All proposals must be complete. Incomplete proposals may not be reviewed. In-person or bonded messenger delivery of proposals is encouraged. Time-stamped receipts will be issued as proof of timely submittal.

Proposals received after the due date and time may be deemed NON-RESPONSIVE and, therefore, subject to rejection.

B. Pre-Proposal Conferences
Pre-Proposal conferences will be held on June 12, 13, and 14, 2012 from 10 a.m. to 12:00. at the Department of Family and Support Services, 1615 W. Chicago Ave., Room 155 (first floor conference room). Attendance at this conference is not mandatory but is highly advised.

Please only plan on attending one pre-proposal conference as they will all convey the same information.

To request reasonable accommodation for the pre-submittal conference, please contact, Monica Rafac, monica.rafac@cityofchicago.org. Requests for accommodations will be accepted up to 48 hours prior to the event.

C. Format of the Proposal
All Proposals must be prepared on 8 ½” x 11” letter size paper, typed, with page numbers, 1” margins, minimum 11 pt. font. It is the City’s policy to encourage the use of reusable, recycled, recyclable and chlorine-free paper in the submission of all RFP documents. Proposals must be securely bound to ensure that the entire contents remain complete and intact. Submit one (1) complete original signature set (clearly marked) “originals” of all RFP documents and two (2) copies.
In addition to the requested information stated in the accompanying application and budget files (constituting the narrative and budget portions of the proposal), Respondents must supply the following additional information in their response to this RFP identified in the list below in items 4-7. The proposal should consist of the following items, in this order:

1. A proposal cover sheet signed by an authorized representative of the Respondent’s organization (found in the accompanying application packet).
2. Written responses to questions and supporting documentation (found in the accompanying application packet).
3. An itemized budget request developed using the guidelines and budget forms (found in the accompanying application packet/files).
4. IRS Statement of tax exempt status, if applicable. (For non-profits only.)
5. Copy of Official Articles of Incorporation.
6. A copy of the Respondent’s most recent fiscal audit report.
7. Certificate of Insurance
8. A Certificate of Economic Disclosure will be required for all awarded contracts but is not required at the time of submission.

D. E-Mail Submissions
Often large files cannot be quickly or successfully electronically submitted to us. If your application packet consists of these files, we highly recommend the use of a file compression software such as Win Zip (which can be downloaded for a free trial period at http://www.winzip.com/downwz.htm) or any other similar software in order to keep your e-mail submissions to a single e-mail.

In order for your document to remain in the condition you intended for submission, please .pdf your completed and complete application packet.

E. 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:

Adriana Camarda: adriana.camarda@cityofchicago.org, 312-746-6685

All other questions regarding the administrative aspects of this RFP may be directed to: Julia Talbot: jtalbot@cityofchicago.org, 312-743-1679

F. Timeline

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<tr>
<td><strong>Proposal Release Date:</strong></td>
<td>June 4, 2012</td>
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<tr>
<td><strong>Bidders Conference:</strong></td>
<td>June 12, 2012</td>
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<tr>
<td><strong>Proposal Due:</strong></td>
<td>July 2, 2012</td>
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<tr>
<td><strong>Anticipated Contract Start Date:</strong></td>
<td>January 1, 2013</td>
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Section III. Scope of Services

A. PROGRAM DESCRIPTIONS
A primary goal of Chicago’s Plan to End Homelessness is to move homeless households quickly back into appropriate permanent housing while linking them to the support services necessary in order to prevent a recurrence of homelessness. DFSS is seeking to fund programs that are programmatically sound, fiscally responsible, have a strong past performance record, and achieve specific outcomes.

Please note, each program model described below has specific outcome measures. Some outcomes have a percentage filled-in. For these outcomes, Respondents are expected to meet this minimum performance standard. In their responses to this RFP, Respondents must describe their strategies for achieving the desired levels of performance. Additionally, Respondents must describe 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.

For each outcome that does not have a percentage filled-in, Respondents must indicate, (in their response to the Application), the projected percentage of households that will achieve this outcome. Respondents must also explain the basis for the projected percentage. For each outcome, Respondents must describe their strategies for achieving this level of performance, any potential barriers in achieving the outcomes, and specific strategies for overcoming the barriers. For selected Respondents, DFSS reserves the right to add or modify performance outcomes.

Respondents may apply for funding for more than one program model but must submit a separate and complete proposal for each program for which they are applying.

1. Overnight Shelter Programs
   a. Overnight Shelter for Adults
   Scope: Overnight Shelter programs provide shelter to single males and females aged 18 and over, on a nightly basis for up to 12 consecutive hours. These programs may operate on either a seasonal or year-round basis. Overnight Shelter programs must have a staff to client ratio of at least one staff person on-site at all times for every 50 clients served (1:50). Overnight shelter may be appropriate for persons who do not want to participate in case management or the more intensive services/goals associated with interim housing. However, Overnight Shelter programs are expected to engage clients in accessing support services and to assess clients for rapid-rehousing options (either through direct service or through referral to another program that conducts this screening).

   Key Elements:
   - Must be responsive during extreme weather emergencies.
   - Must have formal written linkage agreements with support service providers or Daytime Supportive Services Centers that have available and accessible
services for shelter clients. Services include employment, detoxification referrals, and case management within the specific geographic region.

- Tracks and documents clients’ departure from the program.
- Has no limit to the amount of days a client can seek shelter. However, program is expected to engage clients in rapid re-housing efforts.
- Ensure that Housing Option Screening Tool is performed on 100% of households within 1 week of program entry – either through direct service or referral to a program that conducts this screening.

**Outcome Performance Measures:**
100 % of Households will attain their basic needs for shelter, food and safety
100 % of Households will be screened for housing options (Housing Options Screening Tool) either through direct service or referral
50 % of Households will be connected to supportive services
20 % of Households will obtain more stable housing

**b. Overnight Shelter for Youth – Low-Threshold, Low-Demand**

**Scope:** Youth Overnight Shelter programs provide shelter to single male and female youths ages 18 to 25, on a nightly basis for up to 12 consecutive hours. Youth Overnight Shelter programs must have a staff to client ratio of at least one staff person on-site at all times for every 50 clients services (1:50). Youth Overnight Shelter programs are expected to engage clients in accessing support services and to assess clients for rapid-re-housing options (either through direct service or through referral to another program that conducts this screening).

**Key Elements:** Successful respondents will demonstrate their ability to:
- Be responsive during extreme weather emergencies.
- Have formal written linkage agreements with support services providers or Daytime Supportive Services Centers 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.
- Not limit to the amount of days a client can seek shelter. However, program is expected to engage clients in rapid re-housing efforts.
- Ensure that Housing Option Screening Tool is performed on 100% of households within one week of program entry – either through direct services or referral to a program that conducts this screening.

**Outcome Performance Measures**
100 % of Households will attain their basic needs for shelter, food and safety
100 % of Households will be screened for housing options (Housing Options Screening Tool) either through direct service or referral
50 % of Households will be connected to supportive services
20 % of Households will obtain more stable housing
2. Interim Housing Model

Scope: The goal of the Interim Housing Program is to re-house those who are homeless 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. While households will not be asked to leave a program if they are not placed into permanent housing within 120 days, housing and service activities must be approaching completion. The case management ratio is not to exceed 30 households to each case manager (1:30), with residential aides on staff to provide additional assistance to clients and staff.

Key Elements:
- 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 120-day goal. Programs are required to screen all clients using the Housing Options Screening Tool within 1 week of program entry. Households should be screened and linked to rapid-re-housing 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.
- 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.

Outcome Performance Measures:
- 30 % of Household departures placed in permanent, stable housing are made within 120 Days
- 50 % of Household departures placed in permanent, stable housing are made within 180 days
- __ % of Households remain housed for six (6) months (Respondent must provide percentage)
- 50 % of Households exit with a documented income through benefits, employment, education or training
- 5 % of Households at most depart interim program to another homeless location
3. Permanent Housing Models
The Permanent Housing Program comprised of three different models:
   a. Permanent Housing with Short-Term Support
   b. Safe Havens
   c. Age Appropriate Stable Housing for Unaccompanied Youth

a. Permanent Housing with Short-Term Support
Scope: The Permanent Housing with Short-Term Support 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).

Key Elements:
- 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 a range of needed services including medical care, mental health care, substance use disorder treatment, employment training/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)
- 24-hour on-call services/ on-site supervision
- Community-building activities.
- Housing placement if desired/expected by client.
- Assistance in accessing housing relocation resources/ supports (security deposits, utilities, furnishings, etc.)

Outcome Performance Measures:
75 % of Households departing the program to permanent housing retain housing for at least six months.
75 % of Households increase income through benefits, employment, education or training.
___ % of Households will assume the lease or maintain other permanent, stable housing upon exit. (Respondent must provide percentage)

b. Safe Haven Programs
Scope: 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).

Key Elements:
- 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/or persons with disabilities or other special needs.
- Tracking and documentation of the reasons why clients leave the program without remaining placed in housing.
- Case management and formal linkages with services in support of client’s case plan.
- Referral to and enrollment in public benefits and employment services.

Outcome 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.
70% of Households without reliable sources of income at entry will increase income through benefits, employment, education or training at program exit.

c. Age Appropriate Stable Housing for Unaccompanied Youth
Scope: This program model is designed to serve unaccompanied youth ages 18 through 25 that are homeless. Services may be delivered in a shared living arrangement or in clustered apartments with on-site supportive services and community-based linkages. Youth who are wards of the State are ineligible for this program. The case management ratio must not exceed 25 clients per case manager (1:25).

Key Elements:
- 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 a range of needed services including medical care, mental health care, substance use disorder treatment, employment training/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)
- 24-hour on call services/ on-site supervision
- Community-building activities.
- Housing placement if desired/expected by client.
- Assistance in accessing housing relocation resources/ supports (security deposits, utilities, furnishings, etc.)

**Outcome Performance Measures:**
75% of Households departing the program will exit to permanent, stable housing.
55% of Households remain housed for 12 months upon program exit.
50% of Households will demonstrate increased income.
75% of Households will demonstrate increased independent living skill levels.

**Supportive Services Programs**
The Supportive Services Program Model is comprised of five different models:
4. Prevention
5. Outreach and Engagement
6. Community-Based Case Management
7. Permanent Supportive Housing with Support Services
8. Specialized Services

**4. Prevention**

**a. Prevention Assistance**

**Scope:** This program model is targeted to individuals or families that are at immediate risk of homelessness. It is designed to provide them with assistance in order 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. Respondents must explain how the proposed programming will fill a gap in services.

**Key Elements:**
- 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 disorder treatment, employment training/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)
- 24-hour on call services/ on-site supervision
- Community-building activities.
• Housing placement if desired/expected by client.
• Assistance in accessing housing relocation resources/ supports (security deposits, utilities, furnishings, etc.)

**Outcome Performance Measures:**
100 % of Households receive crisis assessment
85 % of Households maintain permanent housing for six months
90 % of Households experiencing crisis will be stabilized

**b. Legal Services**

**Scope:** Legal representation for low-income tenants facing eviction and potential homelessness. Legal Services are provided at no-cost and only address the legal aspect of eviction proceedings.

As a designated Legal Assistance Service Provider Agency, the respondent will be required to adhere to all standards and procedures as outlined by the City of Chicago’s Department of Family and Support Services. The Respondent should have experience providing legal assistance on the services to homeless, potentially homeless or other vulnerable populations.

In order to serve the needs of at-risk clients, the delegate agency is required to maintain linkages and communication with other service providers and organizations throughout the city. If a client’s legal issue is determined inappropriate for services or does not meet eligibility criteria, the delegate agency will make a referral to an alternative agency/source to better meet the needs of the client.

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/paralegals. The Respondent must make every effort to hire bi-lingual staff to meet the needs of non-English speaking clients.

The delegate agency will keep track of direct service hours provided, unduplicated counts of persons served and other demographic data necessary for planning and evaluation. Each client shall have an individual case record which documents the presenting problems, record of services rendered and number of direct service hours provided for each client.

**Key Elements:**
• Legal assistance to delay or dismiss evictions including court representation.
• Collaboration with homelessness prevention partners to provide financial assistance and supportive services.

**Outcome Performance Measures:**
100% of Households receive crisis assessment
80% of Households remain housed or exit to permanent, stable housing.
5. Outreach and Engagement
The purpose of the Outreach and Engagement model is to provide services to homeless individuals and households who do not access other homeless shelters and services. This program model is designed to provide assessment and assistance to individuals who do not access other homeless shelters and services. Services in this program model include the following four types: Daytime Supportive Service Centers, Mobile Outreach Engagement, and Airport Outreach Engagement. Key elements of each type of outreach and engagement service are listed below. Respondents will be required to use the Vulnerability Index for both individuals and families as soon as it is available. Respondents must indicate in their application the specific type of Outreach and Engagement that they are proposing.

The Respondents this model must also agree to utilize the Central Referral System (CRS). Coordinated outreach to highly vulnerable households is critical to the success of the CRS. 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 PSH resources through the CRS, (2) participate in outreach coordination actives and (3) assist vulnerable households identified through the CRS to respond to interviews and documentation collection to achieve housing placement.

a. Daytime Supportive Service Centers
   **Scope:** Site-based services providing assistance as a drop-in center to conduct physical, psychological and housing needs assessment. The goal of the program is to engage clients in formal services and provide coordinated services through permanent housing placement.

   **Key Elements:**
   - Staffing ratio must not exceed 50 clients per outreach worker (1:50).
   - Crisis intervention.
   - Assessment of household for physical, psychological and housing needs.
   - 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 SOAR.
   - Assessment and linkage to shelter, housing, and rapid-rehousing services.
   - Provider must use Housing Option Screening Tool.
   - Potential to expand to overnight operations during extreme weather and other emergencies (if site/program has this capability, Respondent should state in their application).

   **Outcome Performance Measures:**
   90 % of Households receive physical, psychological, and housing needs assessments
   __ % of Households linked to services and community supports indicated by the
physical, psychological and housing needs assessments. Examples of services and supports include mental health and substance use disorder treatment services, employment services/training, and support groups. (Respondent must provide percentage)

___% of Households assessed and applied for public benefits within three months (Respondent must provide percentage)

___% of Households complete PSH application on the CRS (Respondent must provide percentage)

___% of Households referred to permanent supportive housing programs (Respondent must provide percentage)

___% of Households move into permanent housing (Respondent must provide percentage)

b. Mobile Outreach Engagement

**Scope:** No or low-demand, street-based services providing basic needs assistance and assessments for mental health, substance use disorder, or medical services, etc. the goal of the outreach programs is to develop trust to engage in formal services and provide coordinated services through permanent housing placement.

**Key Elements:**
- Staffing ratio must not exceed 40 clients per outreach worker (1:40).
- Crisis intervention.
- Assessment of household for physical, psychological and housing needs.
- 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 SOAR.
- Assessment and linkage to shelter, housing, and rapid-rehousing services. Provider must use Housing Option Screening Tool.

**Outcome Performance Measures:**
90% of Households accept one or more basic assistance services.
75% of Households connect to community-based case management, housing or other appropriate situation/settings (i.e. hospital, family reunification).

___% of Households complete PSH application on the CRS (Respondent must provide percentage)

___% households successfully housed (Respondent must provide percentage)

c. Airport Outreach Engagement

**Scope:** Low-demand, street-based outreach services providing or assisting consumers in accessing the assistance they need.

**Key Elements:**
- Outreach focused on the homeless at Chicago airports or on Chicago Transit Authority (CTA) trains and platforms on routes to the airports.
- Crisis intervention.
• Assessment of household for physical, psychological and housing needs.
• Provision of referral and transportation services to shelters from the City of Chicago Department of Aviation, on behalf of DFSS.
• Provision of services 24 hours a day, seven days a week, year round.
• Provision of services must be conducted as expeditiously and humanely as possible.

Outcome Performance Measures:
90% of Households accept one or more basic assistance services.
75% of Households connect to community-based case management, housing or other appropriate situation/settings (i.e. hospital, family reunification).
___% of Households complete PSH application on the CRS (Respondent must provide percentage)
___% households successfully housed (Respondent must provide percentage)

6. Community-Based Case Management
Scope: Community-Based Case Management assists homeless persons in accessing mainstream services and benefits in order to help them achieve housing stability. Case management should expedite the movement of clients from homelessness to permanent housing. It should also move clients toward self-sufficiency by linking them to services such as: health care, substance use disorder treatment, education, financial literacy programs, housing assistance programs, and job training and placement. Services and referrals for each client should be based on assessment of the clients’ needs.

The intensity of the case management services should be scaled to meet clients’ needs over time. Respondents funded under this program model are required to have formal written linkage agreements with mainstream service providers, so that clients will have access to a comprehensive array of social services that meet their needs. The case management ratio must not exceed 30 clients per case manager (1:30).

Focus should be on the goal of placing sheltered clients or those at risk of losing their housing in permanent housing and helping clients maintain housing (preventing shelter recidivism). For formerly homeless clients who are being served while placed in permanent housing, emphasis should be placed on providing home-based services. Respondents must explain how the proposed programming will fill a gap in services.

Key Elements:
• 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 disorder treatment, employment training/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
• Benefits screening and linkage to mainstream resources. Provider must be trained in and use SOAR.
• Benefits acquisition (assessment, application, and follow up).
• Assessment and linkage to shelter, housing, and rapid-rehousing services. Provider must use Housing Option Screening Tool.
• 24-hour on call services/ on-site supervision
• Community-building activities.
• Housing placement if desired/expected by client.
• Assistance in accessing housing relocation resources/ supports (security deposits, utilities, furnishings, etc.)

Outcome Performance Measures:
70% of Households increase life skills and level of self-sufficiency
50% of Households exit with an increase in income
85% of Households remain housed for six months

7. Permanent Supportive Housing Support Services
Scope: 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).

Key Elements:
• Supportive services should help promote residential stability, increase household’s skill levels and/or income, and promote greater self-determination.
• Services may be provided by the agency or coordinated by the agency.
• Services can be provided at one facility location or scattered site locations.
• Focus on connections to mainstream resources and/or Medicaid billing for eligible clients.

Outcome Performance Measures:
85% of Households remain housed for 12 months
100% of Households exit with a documented income
85% of Households without a reliable source of income at entry will exit with an increase income.

8. Specialized Services
Scope: Specialized Services are designed to address a client’s specific barrier to achieving housing stability. The services are not immediately addressed by other, existing community supports and are provided by experts in a particular field of knowledge. The program can be specialized to focus on particular homeless populations (e.g., the mentally ill, those with a substance use disorder, those who require specialized employment, etc). The program may include specialized
employment and employment training services, mental health/substance use disorder treatment centers, and/or other services and supports needed to promote ongoing stability. Respondents must explain how the proposed programming will fill a gap in services, and provide a service that is not available through other programs or funding sources.

**Key Elements:**
- Provision of services addressing a client’s specific need.
- Assessment of client’s housing and services needs.
- Linkages to housing and community based case management services.

**Outcome Performance Measures: Employment Programs**
- 70% of Households complete training
- 60% of Households obtain employment
- 50% of Households maintain employment for six months
- __% of Households increase documented income (Respondent must provide percentage)

**Outcome Performance Measures: Substance Use Disorder and Mental Health Services**
- __% of Households that complete treatment (Respondent must provide percentage)
- __% of Households linked to other services (Respondent must provide percentage)
- __% of Households assisted with housing search and placement (Respondent must provide percentage)

(Respondent is encouraged to propose one or more outcomes based on the proposed target population, special needs of that target population, and proposed specialized service.)

**B. OVERALL PROGRAMMATIC STANDARDS AND GUIDELINES**

In order 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 shelter service providers to be considered for funding where appropriate.

1. **General**
   1. There are written policies for intake procedures and criteria for shelter admission, grievance procedures, and other pertinent policies. Respondents must provide copies of such procedures with this application for funding.
   2. All clients must have a completed Housing Options Survey Tool (HOST) survey included in the client file.
   3. All clients must be entered into HMIS.
   4. 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
1. The shelter shall not discriminate on the basis of race, religion, national origin, sexual orientation, or disability. Shelters 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.
2. The shelter shall not require clients to participate in religious services or other forms of religious expression.
3. The shelter's Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter. Respondents must provide a copy of the Board of Director's scheduled meetings for the current year.
4. The shelter shall have a policy manual which includes the shelter's purpose, population served, program description, non-discrimination policy and confidentiality statement.
5. The shelter shall have a secured storage space for confidential documents relating to clients and personnel and limit the access to such files.
6. The shelter must have a written policy to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services. Respondents must provide a copy of such procedures with this application for funding.
7. The shelter must perform an evaluation of the effectiveness of the services offered, at least annually.

3. Facility
1. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations which apply to the safe operation of the shelter.
2. 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.
3. A bed or crib is provided for each guest.
4. 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.
5. The shelter shall provide sufficient showers/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.
6. The shelter shall have private space to meet with clients.
7. The shelter shall have laundry facilities available to clients or a system available for like services.
8. 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.
9. The shelter shall have a fire safety plan which includes at least the following:
   a. A posted evacuation plan;
   b. Fire drills, conducted at least quarterly;
   c. Fire detection systems which conform to local building and fire codes; and
d. Adequate emergency lighting and fire exits.

10. The shelter shall have adequate provision of the following services:
   a. Removal of garbage;
   b. Pest control services;
   c. Proper ventilation and heating/cooling systems; and
   d. To ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice and snow and other hazards.

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

5. Food Services (Only for shelters providing prepared meals for residents)
   1. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
   2. Meals are nutritionally balanced.
   3. Shelters providing food service for infants, youth, and pregnant mothers shall make provisions to meet their nutritional needs.

6. Personnel
   1. Adequate on-site staff coverage is provided during all hours of shelter operation.
   2. The shelter has written personnel policies in effect, which also include a Code of Ethics for all shelter personnel.
   3. The shelter must maintain an organizational chart of all paid staff working for the shelter. All titles will have a written job description for each position type, which includes responsibilities and minimum qualifications.
   4. The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.
   5. For shelters that serve households with children, the shelter must conduct background checks on staff that interacts with children.
   6. The shelter 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.
   7. The shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.
8. All shelter staff shall receive training in at least the following:
   a. Emergency evacuation procedures;
   b. Client confidentiality requirements;
   c. Emergency procedures for medical, psychiatric, and other crisis situations;
   d. First aid procedures;
   e. Appropriate chains of authority or command within the shelter;
   f. Referral procedures to relevant community resources;
   g. Cultural competency; and
   h. Shelter operational procedures.

7. Operations
   1. In addition to sleeping arrangements and food, the shelter shall provide the following basic needs:
      a. Humane care which preserves individual dignity;
      b. A clean and secure environment; and
      c. Referrals to other resource agencies or programs.
   2. The shelter must have a written intake policy which includes the admittance criteria.
   3. The shelter must, in addition to entering client information into HMIS, maintain a roster of clients residing in the shelter.
   4. The shelter must post and read, or otherwise make known, the rules, regulations and procedures of the shelter. Respondents must provide copies of such rules with this application for funding.
   5. As stated above, the shelter must post and read, or otherwise make known, the rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights. Respondents must provide copies of such procedures with this application for funding.
   6. The shelter must report child abuse and endangerment as required by law. See the DCFS Mandated Reporter requirement above.
   7. The shelter must only require clients to perform duties directly related to daily living activities within the shelter.
   8. The shelter must provide access to a public or private telephone for use by shelter clients to make and receive calls.
   9. The shelter must maintain records to document services provided to each client.
   10. The shelter must provide accommodations for shelter clients to store personal belongings.
   11. The shelter must provide a safe, secure environment and have policies to regulate access.
   12. The shelter must encourage the involvement of clients in the decision making processes of the shelter. 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.
   13. 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.
14. The shelter must maintain a daily log to record, at a minimum, all unusual or significant incidents.
15. The shelter must have a policy, if applicable, for the maintenance of client “savings” accounts and fees associated with those accounts.

8. Fiscal Management
1. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
2. The shelter shall receive an annual independent audit or audit review.
3. The shelter shall have internal fiscal control procedures.
4. The shelter shall have a record of accountability for client’s funds or valuables entrusted to the shelter.

9. Facility Assessment
To be considered for funding, agencies must have site control where applicable. The site must be ADA compliant and meet local building and safety codes. To demonstrate that the site meets all the required criteria, Respondents must complete the Facility Assessment portion of the application (Attachment B). As part of the assessment, Respondents must attach required photos of the designated areas.

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.
- Interim Housing and Overnight Shelter projects must participate in the DFSS Shelter Bed Clearinghouse. Respondents 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.

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 Alliance to End Homelessness.
Section IV. Evaluation and Selection Procedures

A. Evaluation Process
An evaluation committee selected by DFSS will evaluate and rate all proposals based on the evaluation criteria outlined below. Each proposal will be evaluated on the strengths of the proposal and the responsiveness to the selection criteria outlined below. DFSS reserves the right to consult with other city departments or public or private funders during the evaluation process. Selected Respondent must be ready to proceed with proposed program at the time of contracting.

The Commissioner, upon review of recommended agencies, may reject, deny or recommend agencies that have applied for grants based on previous performance and/or area need.

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.

Failure to submit a complete proposal and/or to responds fully to all requirements may cause the proposal to be deemed unresponsive and, therefore, subject to rejection.

B. General Selection Criteria
The Proposals will be evaluated on the Respondent’s ability to provide services as defined in this RFP. The following criteria will be used in evaluating all proposals:

1. Previous Programmatic Experience
   - Respondent should demonstrate knowledge of the populations to be served or similar populations and in the way in which these populations should be served as evidenced by previous or current operation of a successful program of a similar nature.
   - In the case of programs providing services to a geographical area (area-wide benefit), the area(s) served must meet low/moderate income criteria, such that at least 51% of the population to be served is from low- and moderate-income households (according to 2000 census tract information available).
   - In the case of programs providing services to individuals (direct benefit), the individuals serviced must meet low/moderate income criteria. Delegate agencies must be willing to maintain records regarding income eligibility of each client served.
   - Provide evidence of financial, physical, and human resources leverage in the community. Also provide any 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).
   - Prior experience serving homeless persons.
2. Administrative/Fiscal Capacity and Experience
- Respondent will demonstrate the resources and expertise to assume and meet all administrative and fiscal requirements. This includes the Respondent’s fiscal (including financial management systems), technological, management, administrative and staff capabilities.
- Overall fiscal soundness, as evidenced by the financial history and record of the organization, as well as audited financial statements (or the equivalent) from the most recent program year. All applicants must be current on all prior financial or contractual obligations with the City. All applicants must be able to prove that there are no outstanding liens or taxes owed to City, State or IRS.
- Evidence of 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. Therefore, CDBG funds are Federal funds. The auditing requirements are attached.

3. Program Design and Administration
- Respondent will demonstrate program and administrative design specifically tailored to the goals of the program.
- Proposals will be rated within each program model based on the criteria and considerations listed above. 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 The Plan and aligns with HEARTH Act standards.

C. Additional Evaluation Criteria
In addition to general selection criteria, proposals will be evaluated on the following criteria:

- Agency’s program experience and capacity, including experience operating the program model or a program of similar nature, and experience serving the target population.
- Agency’s cost per client served. Proposals will be evaluated based on their proposed budget request and the number of clients to be served.
- Agency’s demonstrated fiscal and administrative capacity. For current DFSS providers, DFSS will consider all DFSS program and fiscal monitoring reports, as well as expenditure reports indicating agency’s ability to expend funds in a timely manner.
- Substantially leverage other non-DFSS public and private funding sources by providing a cash or in-kind match of 25% 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, Respondents that provide for leverage in their proposed budget will be considered more responsive.

- **Agency’s program implementation, scope, and outcomes.** The Respondent’s program design must be consistent with the program models described in this Application. Proposals will be evaluated on the expertise and ability of the agency to address the required key elements of the proposed program model and fulfill the required program outcomes. The agency must demonstrate an evaluation strategy that is feasible and can reasonably measure program impact. Proposals will be evaluated based on the Respondent’s prior performance for the program model being implemented. Prior performance will be evaluated based on the Respondents’ narrative response to this Application as well as review of programs’ prior performance (based on DFSS quarterly reports).

- **Agency’s proposed staffing.** Proposals will be evaluated on the extent to which the Respondent demonstrates staffing patterns necessary to operate the program in accordance with the program model’s design and outcomes.

- **Service coordination and integration.** Respondents must demonstrate their capacity to locate and leverage new neighborhood partners on an on-going basis. Proposals will be evaluated on the extent to which the Respondent has linkage agreements and partnerships with providers of the following services: Case Management; Employment Training, Placement, and Retention; Health Care; Housing Placement; Substance Use and Recovery Treatment; Mental Health Assessment and Treatment (for adults and children); Child Care and After-school Programs (for family programs); Legal Assistance; Credit Counseling; Life Skills Training. Proposals will be evaluated on the extent to which clients will have the ability to access these services either on-site or at a nearby location.

- **Homeless Management Information System (HMIS).** Agencies selected for funding under this Application will be required to participate in and submit reports as required via the HMIS. Participation in HMIS will be evaluated based on agency’s entry and exit of clients, and entry of universal data elements into the HIMS system. DFSS staff will produce and consider reports indicating programs’ HMIS performance.

- **Facility Assessment.** Agencies must meet ADA 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.

- **Percentage Criteria** will be taken into account in light of the population proposed

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 The Plan and anticipated HEARTH standards by focusing on rapid re-housing 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 Respondent 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.

Section V. 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:

1. A debtor in bankruptcy; or
2. A defendant in a legal action for deficient performance under a contract or in violation of a statute or related to service reliability; or
3. A Respondent in an administrative action for deficient performance on a project or in violation of a statute or related to service reliability; or
4. A defendant in any criminal action; or
5. 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
6. 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
7. 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 Evelyn Diaz. 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 Respondent is obliged to accept and implement any recommended technical assistance. The grant agreement will describe the payment methodology. Payment will be conditioned on the Respondent’s performance in accordance with the terms of its grant agreement.

D. Funding Authority
This initiative is administered by the Department of Family and Support Services and the Illinois Department of Human Services, the U.S. Department of Housing and Urban Development, the U.S. Department of Health and Human Services and local funds. Consequently, all guidelines and requirements of the Department of Family and Support Services, the City of Chicago, State of Illinois, the U.S. Housing and Urban Development and the Department of Health and Human Services must be met. Additionally all successful Respondents must comply with the Single Audit Act if applicable.

E. Insurance Requirements
Funded Respondents will provide and maintain, at their expense, the insurance coverage and requirements specified by the City of Chicago in the “Insurance Requirements and Insurance Certificate” (see attachment A). The Insurance Certificate of Coverage is only required for those Respondents who are selected for a grant agreement award at which time more information will be given. However, a preliminary version of this certificate must be provided when responding to the RFP as the City of Chicago cannot enter into contracts with Respondents without the insurance. Please refer to Attachment A for more information.

Grantee must provide and maintain at Grantee'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. INSURANCE TO BE PROVIDED
a) **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.

b) **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 and contractual liability (not to include Endorsement CG 21 39 or equivalent). The City of Chicago is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work or Services.

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

c) **Automobile Liability** (Primary and Umbrella)
When any motor vehicles (owned, non-owned and hired) are used in connection with Services to be performed, Grantee must provide Automobile Liability Insurance with limits of not less than **$2,000,000** per occurrence for bodily injury and property damage. The City of Chicago is to be named as an additional insured on a primary, non-contributory basis.

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

d) **Professional Liability**
When any professional consultants including counselors, case managers, program management and administration professionals perform Services in connection with this Agreement, Professional Liability Insurance covering acts, errors or omissions must be maintained with limits of not less than **$2,000,000**. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of Services on the Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of 2 years.

Contractors or Subcontractors performing any professional services for the Grantee must maintain limits of not less than **$1,000,000** with the same terms herein.

e) **Directors and Officers Liability**
Directors and Officers Liability Insurance must be maintained by Grantee 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 preceding commencement of services by the Grantee under this Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

f) Crime
   Crime Insurance or equivalent covering all persons handling funds under this Agreement, against loss by dishonesty, robbery, destruction or disappearance, computer fraud, credit card forgery, and other related crime risks. The policy limit shall be written to cover losses in the amount of the maximum monies collected or received and in the possession of Grantee at any given time.

g) Property
   All Risk Commercial Property Insurance including improvements and betterments must be maintained by the Grantee to insure against loss of or damage to building(s), equipment and contents related to the Grantee's property site/shelter facility that is part of the Agreement. Coverage extensions must include Valuable Papers.

Grantee is responsible for all loss or damage to personal property (including materials, equipment, tools and supplies) owned, rented or used by Grantee related to this Agreement.

2. ADDITIONAL REQUIREMENTS
   Grantee must furnish the City of Chicago, Department of Family and Support Services, 1615 West Chicago Avenue, 3rd Floor, Chicago IL 60622, and Comptroller's Office, Federal Funds Insurance Unit, 33 North LaSalle Street, Room 800, Chicago, IL 60602 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. Grantee 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 Grantee is not a waiver by the City of any requirements for the Grantee to obtain and maintain the specified coverages. Grantee must advise all insurers of the Agreement provisions regarding insurance. Non-conforming insurance does not relieve Grantee 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 Grantee must provide for 30 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 Grantee.
Grantee 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 Grantee in no way limit the Grantee'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 Grantee 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 Grantee is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a named insured.

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

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. Selected Respondents shall establish procedures and policies to promote a Drug-free Workplace. The selected 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 selected 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 the City of Chicago, 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 of Chicago.

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.


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

7. Pursuant to Mayoral Executive Order No. 2011-4, from the date of public advertisement of this request for proposals through the date of award of an agreement pursuant to this request for proposals, the organization responding to this request for
proposals (the “Respondent”), any person or entity who directly or indirectly has an ownership or beneficial interest in Respondent of more than 7.5 percent ("Owners"), spouses and domestic partners of such Owners, Respondent’s proposed subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any subcontractor of more than 7.5 percent (“Sub-owners”) and spouses and domestic partners of such Sub-owners (Respondent and all the other preceding classes of persons and entities are together, the “Identified Parties”) must not: (a) make a contribution of any amount to the Mayor of the City of Chicago (the “Mayor”) or to his political fundraising committee; (b) coerce, compel or intimidate its employees to make a contribution of any amount to the Mayor or to the Mayor’s political fundraising committee; (c) reimburse its employees for a contribution of any amount made to the Mayor or to the Mayor’s political fundraising committee; or (d) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

If Respondent violates this provision or Mayoral Executive Order No. 2011-4 prior to the award of an agreement resulting from this request for qualifications/proposals/information, the Commissioner may reject Respondent’s proposal.

For purposes of this provision:

“Bundle" means to collect contributions from more than one source which are then delivered by one person to the Mayor or to his political fundraising committee.

"Contribution" means a "political contribution" as defined in Chapter 2-156 of the Municipal Code of Chicago, as amended.

For purposes of this provision only, individuals are "Domestic Partners" if they satisfy the following criteria: (A) they are each other’s sole domestic partner, responsible for each other’s common welfare; and (B) neither party is married, as marriage is defined under Illinois law; and (C) the partners are not related by blood closer than would bar marriage in the State of Illinois; and (D) each partner is at least 18 years of age, and the partners are the same sex, and the partners reside at the same residence; and (E) two of the following four conditions exist for the partners: (1) the partners have been residing together for at least 12 months; (2) the partners have common or joint ownership of a residence; (3) the partners have at least two of the following arrangements: (a) joint ownership of a motor vehicle, (b) a joint credit account, (c) a joint checking account, or (d) a lease for a residence identifying both domestic partners as tenants; and (4) each partner identifies the other partner as a primary beneficiary in a will.

"Political fundraising committee" means a "political fundraising committee" as defined in Chapter 2-156 of the Municipal code of Chicago, as amended.

Any agreement awarded pursuant to this solicitation will be subject to and contain provisions requiring continued compliance with Executive Order 2011-4.