



**Department of Family and Support Services**  
**Homeless Services Division**  
**SCOPE OF SERVICES**  
**January 1, 2024 – December 31, 2024**

Delegate Agency receiving an award(s) by the City of Chicago Department of Family and Support Services (DFSS) Homeless Services Division must complete and email all required documents as requested in the Award Notice Letter.

**Program Manager**

- 1) Scope of Services
- 2) Budget(s) *(for each award)*
  - a) Lease Agreement(s) *(real property used to provide services)*
  - b) Indirect Cost Letter(s) *(if requesting reimbursement for indirect costs)*
  - c) Affidavit(s) *(if leasing property)*
- 3) ESG Certification *(if applicable)*

**Contract Liaison**

- 1) Agreement Signature Page
- 2) Current Certificate of Insurance
- 3) Economic Disclosure Statements (EDS) Certificate of Filing

**PROGRAM MODEL**  
**RAPID RE-HOUSING (RRH) PROGRAM COORDINATOR**

**SECTION A – AGENCY INFORMATION**

<b>Agency Name:</b>		<b>Ward:</b>	
<b>Program Name:</b>			
<b>Program Name in HMIS:</b>		<b>Unique Service Point HMIS ID:</b>	
<b>Administrative Office Address:</b>			

**ADMINISTRATIVE CONTACTS FOR DELEGATE AGENCY**

**Executive Director**

Name:		
Phone # (ext.):		
Email:		

**Fiscal Contact**

Name:		
Phone # (ext.):		
Email:		

**Program Director**

Name:		
Phone # (ext.):		
Email:		

**Reporting Contact**

Name:		
Phone # (ext.):		
Email:		

**BUDGET ALLOCATION**

**Budget Term:** January 1, 2024 – December 31, 2024

P.O. Number	Contract Type / Funding Source	Award Amount (\$)
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
<b>Total Program Amount: \$</b>		



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**INSTRUCTION: If Delegate Agency has more than one site, enter the information in the same order of site number throughout Scope.**

**PROGRAM OPERATIONS**

**List of Program Sites**

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

**Hours of Operation**

If site is open 24-hours per day, 7-days per week, check the box 24-hrs / 7-days. If not, for each day, list the start time and end time and/or indicate if the site is closed for that day.

Site	24-hrs / 7-days	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1.								
2.								
3.								

**List Languages Staff Can Provide Service to Clients at the Site**

Site	Languages
1.	
2.	
3.	

**Subpopulations Served**

Check all that apply.

Site	Single Adults			Families	Unaccompanied Youth - Aged 18-24		
	Only Females	Only Males	Females & Males		Only Females	Only Males	Females & Males
1.							
2.							
3.							

**Number of Clients and Households to be Served**

Consult numbers from previous years in making projections for this year.

Site	To Be Served (Unduplicated)	Carryover from Dec	Jan - Mar (new)	Apr - Jun (new)	Jul - Sept (new)	Oct - Dec (new)	Total (new plus carryover)
1.	# of clients						
	# of households						
2.	# of clients						
	# of households						
3.	# of clients						
	# of households						



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**ACCESSIBILITY FOR PERSONS WITH DISABILITIES**

DFSS is committed to ensuring that all individuals requesting program assistance provided by the Homeless Services Division have access to homeless shelters and any of its related services. To ensure this access, DFSS has listed policies that DFSS staff and the Delegate Agency must follow in working with persons with disabilities.

Check either Yes or No for each site location to inform DFSS if the Delegate Agency:

- a) is compliant with the **Americans with Disabilities Act (ADA)**. For more ADA information, refer to <https://www.ada.gov/>; and/or
- b) adheres to policies ensuring accessibility for persons with disabilities via **Section 504** which includes **Reasonable Accommodations**. For more information, refer to [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq)

Section 504 requires DFSS and the Delegate Agency to take proactive steps to ensure equal access for homeless persons with disabilities, as long as such actions do not require a fundamental alteration of the program or impose an undue financial and administrative burden. This means that DFSS and Delegate Agency must ensure that homeless persons with disabilities are able to request shelter, access shelter, and benefit from services provided in shelters.

Adherence with Section 504 policies includes ensuring reasonable accommodation for persons with disabilities. A reasonable accommodation is a change, adaptation, or modification to a policy, program, or service that will allow a qualified person with a disability to participate fully in a program or take advantage of a service. For DFSS and its Delegate Agencies, this includes locating and accessing emergency shelters, including public and common use spaces, and participating in services offered to clients at these facilities.

Site	Accessibility for Persons with Disabilities for Each Site		
1.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
2.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations
3.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Americans with Disabilities Act (ADA) compliant
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Section 504 / Reasonable Accommodations



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**DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS**

Review Section B – Program Goals within this Scope of Services, focusing primarily on the Core Elements to better serve the Target Population. In a brief statement, describe activities performed by your program to achieve the program model's goals and its Section C – Performance Measures. If relevant, describe coordination with other source(s)/partner(s). This section describes the program's actions at full and optimum operational capacity to meet requirements and outcomes.

Empty box for program description.



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## SECTION B – PROGRAM GOALS

### DFSS HOMELESS DIVISION GOALS

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing. The Division does this by supporting a range of services and infrastructure for people experiencing (or at risk of) homelessness including prevention, shelter, outreach, and engagement, housing supports, and system planning/coordination efforts. The Division also works closely and collaboratively with the Chicago Continuum of Care (CoC), the CoC's designated Collaborative Applicant (All Chicago), the CoC's Coordinated Entry System (CES), other City agencies, and community-based organizations to coordinate across the broader ecosystem of homeless services in the City towards the ultimate aim of preventing and ending homelessness in Chicago.

DFSS is committed to working with its partners to build and advance equity goals, with the recognition that identifying and addressing systemic racism and inequity within homeless services, programs, and policy is critical to our goal of preventing and ending homelessness.

### PROGRAM GOALS

The goal of the RRH program is to rapidly transition individuals and families who are experiencing homelessness to permanent housing, thus preventing subsequent shelter entrance and future instability. DFSS seeks to achieve this goal by funding a Program Coordinator to coordinate RRH services across the Chicago CoC. These services include providing short-to-medium term financial assistance, housing location and stabilization services, and helping households develop a plan to retain and maintain their housing.

RRH is a critical component of the CoC system's housing first approach, and it is designed to be deployed and delivered quickly. Currently, DFSS requires client matches for RRH pulled from the CES. In addition to the CES, the current provider of the RRH program implemented a method of entry in 2020 that actively engages with potential clients at scheduled housing events throughout the city.

### TARGET POPULATION

The program seeks to target the following populations:

- Single adults and families identified from the Chicago's CES
- Individuals/families who lack a fixed, regular, and adequate nighttime residence (Category 1 of the U.S. Department of Housing and Urban Development (HUD) definition of homelessness who are literally homeless and are at or below 30% of area median income at the time of program recertification)
- Individuals/families fleeing domestic violence (Category 4 of the HUD definition of homelessness)
- For more information, please refer to the HUD definitions of homelessness:

[https://files.hudexchange.info/resources/documents/HomelessDefinition\\_RecordkeepingRequirementsandCriteria.pdf](https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)



## SECTION C – PERFORMANCE MEASURES

### PERFORMANCE MEASURES

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

- 1) Percent of households enrolled in RRH that exit to permanent housing
  - a) The minimum threshold is 70% of households
  - b) The challenge target is 73% of households
- 2) Percent of households enrolled in RRH that maintain or increase income (employment income and/or benefits)
  - a) The minimum threshold is 66% of households maintain or increase income
  - b) The challenge target is 25% of households increase income
- 3) Percent of households enrolled in RRH that maintain or acquire health insurance/medical home
  - a) The minimum threshold is 70% of households
  - b) The challenge target is 80% of households

The minimum threshold is the baseline established by the CoC and the challenge is the performance target as defined by the CoC.

To monitor and recognize intermediate progress towards the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of households not placed in permanent housing, and for this group:
  - Barriers to permanent housing
  - Number of days in the program
- Number of days it takes for households to be placed into permanent housing

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

The specific targets above were established by the CoC and adopted by DFSS for these types of programs.

In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

Within this framework, DFSS is focused on continuous improvement against these metrics in pursuit of meeting or exceeding those targets over time. We are committed to working with delegate agencies to monitor performance against these indicators, including establishing relevant baselines or benchmarks and sharing data with delegate agencies to assess and understand our progress. DFSS expects that performance by these metrics will vary by sub-population served, and DFSS will continue to work with the delegate community to understand the factors influencing performance and to set appropriate performance expectations based on specific programs and sub-populations.

DFSS plans to track performance throughout the term of the contract and will use this information (including absolute and relative performance on metrics and improvement over time) to inform future funding decisions. DFSS therefore may add metrics in contracts as we continue to refine our approach to understanding and managing performance in upcoming contracts and over the years to come.



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## DATA REPORTING

As part of DFSS' commitment to become more outcomes-oriented, the Homeless Services Division seeks to actively and regularly collaborate (such as periodic meetings) with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data are necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

The Delegate Agency will be expected to collect and report client-level demographics, performance, and service data on a weekly, monthly, and quarterly basis (at minimum). These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS.

Delegate agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. Homeless Services Division delegate agencies, except for domestic violence organizations, must use the Homeless Management Information System (HMIS) to track data and produce required quarterly HMIS reports and monthly RRH program reports. All Chicago administers Chicago CoC's HMIS. For more information about accessing HMIS and training, please visit: (<https://hmis.allchicago.org/hc/en-us/articles/360021285732-Getting-HMIS-Training-Step-by-Step-How-To-Get-Trained-in-HMIS-for-Supervisors-and-Staff->).

The Delegate Agency must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. The City's Information Security and Information Technology Policies are located at [https://www.chicago.gov/city/en/depts/dgs/supp\\_info/is\\_policy.html](https://www.chicago.gov/city/en/depts/dgs/supp_info/is_policy.html). Subcontractors will also need to adhere to the COC's Data Quality Plan. For more on the Data Quality Plan: <https://hmis.allchicago.org/hc/en-us/articles/360040140991-2023-Data-Quality-Process-Overview-#introduction>

## USES OF DATA

DFSS reserves the right to use data related to Delegate Agency performance, including but not limited to data submitted by the Delegate Agency, for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract based on the periodic meetings.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the Delegate Agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

## ACTIVE CONTRACT MANAGEMENT (MEETINGS)

Periodic meetings may take place, as scheduled by DFSS with reasonable notice to the Delegate Agency. The meetings will utilize program data, reporting and other relevant information to actively manage the Delegate Agency's performance and progress towards goals set in the Scope of Service. During these meetings, Agencies are encouraged to raise any concerns or challenges they are having in serving their target population.

DFSS intends to utilize Delegate Agency performance data in these meetings, with the goals of:

- a) Monitoring performance progress, highlighting accomplishments, and identifying concerns.
- b) Engaging in collaborative continual improvement processes regarding the outcomes and operations of delegates.
- c) Developing system-wide strategies that improve service delivery and coordination between program models.
- d) Discussing challenges and successes pertaining to program goals, performance measures, and requirements to be adhered to by the Delegate Agency.

Meetings shall include, at least, the DFSS Division Director or designee, and the Delegate Agency's Chief Executive Officer or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.





## SECTION D – REQUIREMENTS

### PROGRAM REQUIREMENTS

DFSS seeks Respondents capable of coordinating and managing RRH program services across the city of Chicago. Responsibilities of the RRH Program Coordinator, which include the opportunity to sub-contract, include deploying financial assistance for on average one year, but up to 24 months; providing housing relocation and stabilization services; and conducting data collection, evaluation, and other administrative activities required to implement the program. Services for Domestic Violence victims should include crisis and domestic violence counseling, safety planning and assessment, and legal advocacy for Orders of Protection. Respondents must reflect the Chicago CoC's RRH Written Standards (<https://allchicago.org/continuum-of-care/standards-and-monitoring/>) in their program design.

The RRH Program elements include, but are not limited to:

- **Client referral:** Selected Respondents must take eligible client referrals from the CES or the current CoC-aligned referral process to ensure that RRH services are accessible in all 77 Chicago Community Areas.
- **Eligibility review:** RRH providers confirm eligibility at the time of referral. Through an assessment, income eligibility is determined based on area median income, current living situation, and ability to obtain subsequent housing options without assistance.
- **Housing location, application, and placement services:**
  - Conduct housing search and placement.
  - Coordinate application and move process with property management/landlord and program participants.
  - Provide housing portfolios and landlord engagement strategies.
  - Ensure coordination of services with outreach and engagement, emergency shelter, and interim shelter program staff to jointly support eligible clients applying for and getting into housing.
  - Provide an equitable process to place RRH clients into housing regardless of neighborhood location to reduce disparities.
- **Housing inspection services:** Any unit which a RRH recipient is newly occupying must be virtually inspected to meet habitability standards, in-person inspected to meet lead-based paint requirements, and any other local requirements.
- **Housing stability case management:** RRH participants must engage in a minimum of monthly case management sessions unless the participant circumstances meet the requirements of federal legislation pertaining to violence against women. Activities during these sessions include, but are not limited to:
  - Working with clients to identify barriers and create an action plan with each household by partnering with other agencies to provide additional services to increase income through benefits or employment, provide connections to childcare when appropriate, medical benefits, and address other needs to promote long-term housing stability.
  - Providing landlord-tenant mediation.
- **Adhere to the Core Values of the CoC:** This includes housing first approach, harm reduction, trauma-informed care, and use of culturally competent, non-discriminatory, developmentally appropriate practices. For more information, please review the CoC Community Standards: <https://allchicago.org/sites/allchicago.org/files/IL-510%20Community%20Standards%20DRAFT%202019.12.02.docx>
- **Follow-up services:** As required by the HUD Emergency Solutions Grant (ESG) Program, the RRH Program Coordinator will be responsible for assessing housing stability when services end for the client.
- **Client feedback:** Obtain client and landlord feedback and ensure it is incorporated into service delivery.
- **Financial assistance administration:** The selected agency will be required to administer financial assistance. Financial assistance may include payment for security deposits, short-term financial assistance, or medium-term financial assistance. Utility assistance may be provided on a case-by-case basis.
- **Client assistance forecasting:** Have a system to forecast financial assistance expenditures for clients based on budgeted amount.
- **Sub-contracting process:** Implement a sub-recipient monitoring plan which should include a schedule of ongoing monitoring and a process to follow-up on monitoring findings. Selected Respondents may subcontract the provision of the following services: housing location, housing inspection, and/or housing stability case management. These sub-contracted agencies must be identified in the application.





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## ADDITIONAL REQUIREMENTS FOR ALL PROGRAMS

### Program responsibilities

- Comply with the HEARTH Act, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the contract and revising policies and procedures as necessary.
- Adhere to the program services as defined by the Chicago Continuum of Care (CoC) in the Program Models Chart as well as its Essential Elements for the appropriate program model, see [https://allchicago.org/continuum-of-care/standards-and-monitoring/?utm\\_source=Program%20Model%20Chart&utm\\_campaign=Program%20Model%20Chart%20Feedback%20Requested&utm\\_medium=email](https://allchicago.org/continuum-of-care/standards-and-monitoring/?utm_source=Program%20Model%20Chart&utm_campaign=Program%20Model%20Chart%20Feedback%20Requested&utm_medium=email). Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
- Participate in the Coordinated Entry System (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

### Must voucher monthly

The Delegate Agency must voucher monthly and meet the following quarterly expenditure targets:

First quarter – 25%	Third quarter – 75%
Second quarter – 50%	Fourth quarter – 100%

Vouchers must be submitted within 15 calendar days after the end of the month in which services were performed. Vouchers are to include the required supporting documentation to receive approval and reimbursement.

### Health and safety

- Must protect clients and reduce the spread of COVID-19 through the implementation of CDPH guidance. The latest guidance can be found at: <https://www.chicago.gov/city/en/sites/covid-19/home/latest-guidance.html>.
- Facility(ies) must comply with applicable local building, fire, environmental, health, and safety standards and regulations which apply to the safe operation of the site(s).
- Must maintain facility(ies)/site(s) in a clean and sanitary condition.

### Provide appropriate service to clients

- Inform participants of their rights, responsibilities, and expectations.
- Not discriminate based on race, religion, national origin, sexual orientation, disability, gender identity, or family composition.
- Provide placement and accommodation in accordance with the individual's gender identity.
- Not require clients to participate in any religious services or other forms of religious expression.

### Programmatic written requirements

- Have written policies and procedures for intake, grievance, and how conflicts and other crises will be addressed and resolved. These policies and procedures must comply with any DFSS standard, baseline policies issued.
- Notify the DFSS program manager in writing of any changes to staff, facility, facility location, or scope of services.

### Family preservation

- Practice family preservation. The Delegate Agency must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition, or marital status.
  - The Agency designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition, or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together, and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.



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- To reflect this family preservation policy, the Delegate Agency must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition, or marital status.

**If requested, must participate in system activities**

- Participate in DFSS Point-in-Time (PIT) Counts including associated activities and reporting requirements.
- Conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- Assist DFSS in responding to extreme weather emergencies.

**If applicable, comply and keep records on file**

- All Delegate Agencies that work and interact with children must:
  - Comply with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form.
  - Require background checks for staff and volunteers prior to interaction.
- All Delegate Agencies that handle food must have appropriate staff with a food handler certificate.



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SECTION E – SUBMITTAL AND APPROVAL

**PROGRAM MODEL: RAPID RE-HOUSING (RRH) PROGRAM COORDINATOR**

**CERTIFICATIONS**

By checking this box, the Delegate Agency certifies that all information provided in the Scope of Services document is correct and it will fulfill the activities announced, and comply with the program goals, performance measures, and program requirements listed within.

**SUBMITTAL AND APPROVAL**

To be completed by Delegate Agency	
a)	Agency Name
b)	Type Applicant Full Name
c)	Type Applicant Title
d)	Applicant Signature <i>(signature required in blue ink; not electronic)</i>
e)	Date Submitted
To be completed by DFSS	
f)	Type Staff Member Full Name
g)	DFSS Staff Signature
h)	Date Approved



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## SOURCE DOCUMENTS

Provided below are hyperlinks to source documents. It is the Delegate Agency's due diligence to read and understand the funding source rules and regulations.

### U.S. Department of Housing and Urban Development (HUD) <https://www.hudexchange.info/>

- Emergency Solutions Grant (ESG) Program Regulations: <https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>
- Emergency Solutions Grant (ESG) Eligible and Ineligible Activities: <https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>
- CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>
- CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207- ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

### U.S. Department of Health and Human Services (HHS)

- CSBG Regulations: <https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>  
Ineligible Activities-42 USC Ch. 106 § 9918

### Illinois Department of Human Services (IDHS) <http://www.dhs.state.il.us>

- Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities): <https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>
- Illinois Department of Human Services Homeless Services Program Manual Emergency and Transitional Housing (includes Eligible and Ineligible Activities): <http://www.dhs.state.il.us/page.aspx?item=75395>

### Accessibility for Persons with Disabilities

- Americans with Disabilities Act (ADA): <http://www.ada.gov>
- Section 504: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq)
- Reasonable Accommodations: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/sect504faq#\\_Reasonable\\_Accommodation](https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq#_Reasonable_Accommodation)