



**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 submit all required documents as requested in the Award Notice letter:

Submit to Program Manager:

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

Submit to Contract Liaison:

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

PROGRAM MODEL

HOMELESSNESS PREVENTION CALL CENTER (HPCC) PROGRAM MANAGER

SECTION A – AGENCY INFORMATION

Agency Name:		Ward:	
Program Name:			
Program Name in HMIS:		Unique Service Point HMIS ID:	
Administrative Office Address:			

DELEGATE AGENCY ADMINISTRATIVE PERSONNEL TO CONTACT

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

Total Program Amount: \$

	P.O. Number	Award Amount (\$)	
1.			
2.			
3.			



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NOTE: If more than one site, enter the information in the same order of Site Number throughout the document.

PROGRAM SITES, HOURS, LANGUAGES, AND CLIENTS SERVED

List of Program Sites

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

Hours of Operations

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 service data from previous years in making projections as the number entered is a projection 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

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 the Core Elements of the Program Model in Section B. In a brief statement, describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the Program(s) at full operational capacity.

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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 goals of the Homelessness Prevention Call Center (HPCC) program are to connect at-risk and homeless individuals and families with appropriate prevention programs and services in a timely manner to prevent entry into homelessness and to reduce the number of individuals and families who ultimately become homeless. DFSS seeks to achieve these goals by funding a delegate agency to manage a city-wide call center that will serve as a resource to connecting at-risk homeless individuals and families who reside in Chicago with financial and non-financial resources and will gather data for effective homelessness prevention service planning. Referral for resources may include, but are not limited to: rent, security deposit, mortgage, utilities, legal assistance, rental counseling, or workforce training. DFSS seeks a HPCC Program Manager capable of successfully implementing and operating the HPCC Program to enable the stabilization of individuals and families to remain in their current homes and to help families and individuals secure and maintain affordable housing.

TARGET POPULATION

The target population for the HPCC program includes individuals and families who are precariously housed and are at immediate risk of becoming homeless due to a variety of circumstances. These individuals and families must be residents of Chicago (or survivors fleeing gender-based violence from anywhere within Illinois) who are experiencing a short-term crisis that places them at risk of homelessness. In addition, these individuals and families must be able to document the ability to afford rent and utilities in the future without assistance or meet one of the following criteria:

- Reside in households in imminent danger of eviction
- Reside in household in foreclosure. (Households are ineligible if they have started the foreclosure process)
- Be in accordance with HUD's definition of literal homelessness (HUD's federal HEARTH definition).
 - For more details, please refer to HUD's definition of homelessness:
<https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/>

All households must be able to document a temporary economic crisis beyond their control, including loss of employment, medical disability or medical emergency, loss or delay of a public benefit, natural disaster, substantial change in household composition, victimization by criminal activity, illegal action by a landlord, displacement by government or private action, other conditions constituting a hardship comparable to the crises above.



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SECTION C – PERFORMANCE MEASURES

OVERVIEW

DFSS is committed to moving beyond measuring how many people received services, to focus on whether Chicagoans are better off after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration. The DFSS Homeless Services Division seeks to actively and regularly collaborate with Delegate Agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

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:

- a) 100% percent of Callers will be screened for assistance
- b) 90% percent of eligible Callers will receive a referral for supportive (non-financial) services
- c) 90% percent of eligible Client Service Requests (CSR's) will be returned within 24 hours during the operating hours
- d) 85% percent of eligible Callers asking for financial assistance will receive a referral for financial assistance

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:

- a) The average monthly hold time for clients
- b) Average monthly rate of answered calls
- c) Average monthly rate of abandoned calls

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 the HPCC Program Manager 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. 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 quarterly HPCC 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.

ACTIVE CONTRACT MANAGEMENT (MEETINGS)

Periodic meetings may occur, 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 toward goals set in the Scope of Service. During these meetings, Agencies are encouraged to raise any concerns or challenges they have in serving their target population.

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

- a) Monitoring performance progress, highlighting accomplishments, and identifying concerns.
- b) Engaging in collaborative continual improvement processes regarding the outcomes and operations of delegates.
- c) Developing systemwide strategies that improve service delivery and coordination between program models.
- d) Discussing challenges and successes of 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. Additional representatives may represent each party as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.



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SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

The HPCC Program Manager must be capable of operating the HPCC program using a centralized approach to ensure fair, equitable access to funding sources, to minimize the number of calls made to obtain assistance, and to maximize efficiency of the program in terms of identifying service needs and gaps in the community and the number of clients served vs. request.

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

- Providing a physical site location for the Call Center that must be within the City of Chicago.
 - The HPCC must operate at minimum Monday through Friday, 8:30am to 4:30pm. Calls will be referred to the 311-call system during non-operating hours which will create a Client Service Request (CSR) and HPCC Staff are expected to call these clients back by the end of the business day the CSR was received.
- Hiring and supervising at least five (5) Information and Referral (I&R) Specialists who must be certified by the Alliance of Information and Referral Systems (AIRS, <http://www.airs.org>) as non-City employees and must be proficient in English with at least one I&R Specialist fluent in Spanish.
- Maintaining an auto call distribution phone system — Voice Over Internet Protocol (VoIP).
- Maintaining a Teletypewriters (TTY) phone system and a language line for assistance with hearing impaired and/or non-English speaking callers.
- Establishing and maintaining relationships with community-based service providers to ensure comprehensive communication as well as effective service coordination and on-going operations of the City-wide HPCC.
- Providing quarterly reports as required and any other reports as requested by DFSS.
- Participating in the Chicago Continuum of Care (CoC), and other local groups and committees as deemed appropriate by DFSS for transparency and collaboration with other Homeless Prevention DFSS programs such as the Rental Assistance Program (RAP).
- Meeting the minimum specifications to operate the Homeless Management Information System (HMIS) System.
 - After the contract award, the Delegate Agency is required to contact the CoC to receive training, authorization, and access for its staff to use the HMIS system in which all calls are tracked in.

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 course of the contract and revising policies and procedures as necessary.
- Adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago Continuum of Care in the Program Models Chart, as well as the Essential Elements for the appropriate program model, see https://allchicago.org/continuum-of-care/standards-and-monitoring/?utm_source=Program%20Model%20Chart&utm_campaign=Program%20Model%20Chart%20Feedback%20Requested&utm_medium=email. Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
- 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/>.

Health and safety

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

Must voucher monthly

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

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



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Provide appropriate service to clients

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

Programmatic written requirements

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

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.
 - 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 food handler certificate.



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SECTION E – SUBMITTAL AND APPROVAL

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

Program Model: Homelessness Prevention Call Center (HPCC) Program Manager

To be completed by Delegate Agency	
a)	Agency Name
b)	Type Applicant Full Name
c)	Type Applicant Title
d)	Applicant Signature <i>Original must be signed in blue ink</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>