

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES
2018 Scope of Services**

AGENCY INFORMATION

Agency:

Program Name:

Administrative Office Site Address & Ward:

_____ /Ward _____

Listing of Program Sites:

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:

Term of contract: _____ through _____

Total Program Amount: \$ _____

P.O. Number	Award Amount (\$)	Contract Type/Funding Source
1.		
2.		
3.		
4.		
5.		
6.		

AGENCY CONTACT PERSON FOR THIS CONTRACT:

Executive Director

Name:

Phone Number: _____ **ext.** _____

Fax Number:

E-Mail:

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Program Director

Name:

Phone Number: ext.

Fax number:

E-Mail:

Fiscal Contact

Name:

Phone Number: ext.

Fax Number:

E-Mail:

Reporting Contact

Name:

Phone Number: ext.

Fax Number:

E-Mail:

PROGRAM MODELS – PLEASE SELECT MODEL THAT APPLIES TO THIS PROGRAM

See CoC Program Models Chart for reference:

https://allchicago.org/sites/allchicago.org/files/2014_PMC_Updated_February_2017.pdf

For program models not included in this chart (e.g., FUSE, Rental Assistance Program Manager), please refer to Addendum at the end of this document.

Required case management (CM) ratios are listed below per program model.

HOMELESS PREVENTION

- RENTAL ASSISTANCE PROGRAM MANAGER
- HOMELESSNESS PREVENTION ASSISTANCE

SHELTER

- EMERGENCY SHELTER FOR ADULTS (CM 1:50)
- YOUTH LOW THRESHOLD OVERNIGHT SHELTER (CM 1:50)
- INTERIM HOUSING (CM 1:30)
- YOUTH INTERIM HOUSING (CM 1:30)

OUTREACH AND ENGAGEMENT

- DROP-IN CENTER (CM 1:50)
- YOUTH DROP-IN CENTER (CM 1:25)
- BASIC OUTREACH AND ENGAGEMENT
- YOUTH OUTREACH AND ENGAGEMENT
- SPECIALIZED OUTREACH AND ENGAGEMENT (CM 1:40)
- MOBILE OUTREACH AND ENGAGEMENT
- HOUSING SYSTEM NAVIGATOR

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HOUSING SUPPORTS

- PERMANENT HOUSING WITH SHORT-TERM SUPPORTS (CM 1:30)
- PERMANENT SUPPORTIVE HOUSING SUPPORT SERVICES (CM 1:30)
- YOUTH INTENTIONAL PERMANENT SUPPORTIVE HOUSING (CM 1:30)
- YOUTH INTENTIONAL TRANSITIONAL HOUSING – SCATTERED-SITE (CM 1:30)
- YOUTH INTENTIONAL TRANSITIONAL HOUSING – PROJECT-BASED (CM 1:30)
- SAFE HAVENS (CM 1:15)
- RAPID REHOUSING (PROGRAM COORDINATOR)

SYSTEM POLICY AND PLANNING

- FREQUENT USERS SERVICE ENGAGEMENT (FUSE) (CM 1:15)
- COORDINATED ENTRY – SYSTEM FACILITATION
- COORDINATED ENTRY – OUTREACH COORDINATION

Other _____

Sub-contracted partner agencies – For all subcontracts specific to execution of this contract with DFSS funds, agency shall provide a copy of the subcontract agreement(s) including budget between agency & subcontractor. Indicate “Not applicable” if none.

*Please complete for sub-contracted partner agencies **executing program services** for this contract:*

Agency Name	Major Function/Role	Number of Positions Supported by DFSS

Total number of sub-contracted partner agency staff listed above supported by DFSS funding: _____

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Total number of agency staff listed above supported by DFSS funding: _____

BASIC PROGRAM OPERATION PER SITE ADDRESS

DAYS OF OPERATIONS

Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.

Site #	24/7 <i>(check if so)</i>	SUN <i>(from-to)</i>	MON <i>(from-to)</i>	TUES <i>(from-to)</i>	WED <i>(from-to)</i>	THU <i>(from-to)</i>	FRI <i>(from-to)</i>	SAT <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

INTAKE HOURS:

INTAKE PHONE NUMBER: ()

(PLEASE NOTE: Shelters MUST accept clients referred by DFSS and Catholic Charities and Salvation Army Emergency Homeless Assessment and Response Center (EHARC) (24/7) regardless of intake hours**)**

Site #	24/7 <i>(check if so)</i>	SUN <i>(from-to)</i>	MON <i>(from-to)</i>	TUES <i>(from-to)</i>	WED <i>(from-to)</i>	THU <i>(from-to)</i>	FRI <i>(from-to)</i>	SAT <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

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Will your agency be using **DFSS funding** to purchase meals for clients?

- Yes
- No

INDICATE WHICH MEALS WILL BE PURCHASED FOR CLIENTS (CHECK ALL THAT APPLY – LIST N/A IF NOT USING DFSS FUNDING FOR CLIENT MEALS)	Breakfast	
	Lunch	
	Dinner	
Number of meals to be provided (Average daily attendance X number of meals served X operating days) For example, a 30-bed program that provides breakfast, lunch, and dinner, and operates 365 days a year would have 32,850 Meals (30 x 3 x 365)		

For target population: Providers are required to promote family preservation by accepting families of all sizes and ages. Families must be kept together regardless of the children’s age/gender. Note that delegate agency cannot add other eligibility requirements beyond homeless eligibility definitions in the DFSS Homeless Program Standards section of this document.

TARGET POPULATION (CHECK ALL THAT APPLY)	
Single Adult Females Only	<input type="checkbox"/>
Single Adult Males Only	<input type="checkbox"/>
Single Females and Males	<input type="checkbox"/>
Families	<input type="checkbox"/>
Unaccompanied Youth - Aged 18-24	<input type="checkbox"/> Males Only <input type="checkbox"/> Females Only <input type="checkbox"/> Males and Females

PROGAM CAPACITY:	
Number of Beds	
Number of Apartments	
Number of Rooms	
Number of Cribs	
N/A	<input type="checkbox"/>

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PROGAM CAPACITY (BED BREAKDOWN) # OF BEDS BY SUBPOPULATION:	
Families	
Single Female	
Single Male	
Unaccompanied Youth - Aged 18-24	
N/A	<input type="checkbox"/>

PROGRAM CONFIGURATION:	
Congregate Living: client does not have private room for sleeping	
Individual bedrooms: client has private room for sleeping; shared bathroom	
Individual Apartments: clients reside in their own unit	
Other (explain)	
N/A	<input type="checkbox"/>

INDICATE THE PROGRAMS CASE MANAGEMENT RATIO: (for all applicable programs)	

Note: Please refer to program models list above for relevant case management (CM) ratios.

INDICATE THE FREQUENCY CLIENTS WILL BE SEEN BY A CASE MANAGER: (Must select one)	
Daily	
Weekly	
Monthly	
Other (explain)	

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DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS

In a brief statement, please provide an overview of the major services provided under this contract and describe activities to be performed to address the needs of the target population and achieve key performance outcomes (see outcomes below). 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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NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED - ALL PROGRAMS

Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.

	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

OUTCOMES AND PERFORMANCE MEASURES – REFER TO PROGRAMS MODELS CHART

AGENCY MUST LIST OUT THE PERFORMANCE MEASURES ASSOCIATED WITH THIS CONTRACT:

https://allchicago.org/sites/allchicago.org/files/2014_PMC_Updated_February_2017.pdf

FOR PROGRAM MODELS NOT INCLUDED IN THIS CHART (E.G., FUSE, RENTAL ASSISTANCE PROGRAM MANAGER), PLEASE CONSULT ADDENDUM AT THE END OF THIS DOCUMENT.

CORE ELEMENTS

Eligibility/Intake/Discharge:

- Programs ensure services and access into the program regardless of substance use or history, mental health barriers, physical or developmental challenges, domestic violence, involvement with the criminal legal system, rental/eviction history, financial resources, non-violent rule infractions with agency’s own program, protective class, gender or gender non-conforming identity, and sexual identity.
- Permanent housing programs receive all housing referrals from Chicago’s Coordinated Entry System (CES), in accordance with CES policy and procedures.
- Discharge policy is explained and easily accessible to Person with Lived Experience(PLEs)

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- Programs proactively intervene when behavioral or tenancy issues arise with PLEs before they reach a level warranting discharge; likewise, agencies proactively equip staff with training and support to prevent and intervene when a discharge is imminent
- Discharge policies include an internal due process hearing or investigation prior to discharging the PLE; assistance with locating other housing and service options if needed; and a statement that the agency will make and document all reasonable attempts to avoid discharging PLEs from housing programs and/or without needed services
- Programs preserve families as required by the HEARTH Act,

Policies, Procedures, and Practices:

- Program staff and PLEs have public access to PLE rights, responsibilities, and grievance policies and procedures
- Programs seek to strengthen and align policies and procedures with the values of harm reduction and stages of change—to promote PLE's success in various homeless services programs
- Agencies have policies and procedures that ensure the safety and security of staff, volunteers and PLEs, etc.
- Programs have policies and procedures to address and resolve issues related to violence, conflict, mediation, and other crises

Training and Staff Development/Supervision:

- Program staff are supervised and trained on issues related to core values (i.e. trauma-informed care, crisis intervention, engaging diverse communities, etc.)
- Staff are trained and experienced in working with vulnerable youth, families, and individuals experiencing homelessness; staff demonstrate cultural competency to engage PLEs from diverse cultures and backgrounds
- PLEs and staff are trained in conflict mediation, crisis intervention, violence prevention and intervention, and community accountability approaches to preventing, interrupting, and transforming violence to promote long-term engagement
- Programs have ongoing supervision policies, procedures, and practices for staff and volunteers that allows for ongoing support and monitors performance
- Programs ensure appropriate staff is trained in using the Homeless Management Information System (HMIS) for coordinated access activities.

Systems:

- Programs provide Coordinated Entry System information and/or assistance to PLEs; Coordinated Entry best practices will be used (i.e. programs follow the designated Coordinated Entry System protocol for program referrals)
- Programs identify a point of contact for CES communications (i.e. a staff person who can help connect a PLE to an outreach worker attempting to make contact with the PLE)
- Programs support and advocate alongside families and individuals with issues related to tenancy (coordinate between property management, landlord and PLE, provide education on benefits and tenant rights) and other systems (i.e. benefits, education)

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- Programs participate in Coordinated Entry System as required by HEARTH ACT
- Programs collaborate and build relationships with landlords (as a part of providing continued support to PLEs)
- Programs engage in efforts to improve systems integration and continuity of care for their PLEs
- Programs, with the exception of Domestic Violence (DV) programs, participate in the Homeless Management Information System (HMIS) in alignment with the CoC-approved Standard Operating Procedures and Data Quality Plan. DV must use a compatible database.

Model of Care:

- Programs are equipped to meet the complex needs of families
- Programs use the stages of change model with PLEs to ensure services are appropriate and responsive to needs
- Programs provide a variety of services that are flexible and appropriate for PLEs in various stages of change
- Programs use motivational interviewing strategies and/or additional evidence-based tools to engage PLEs in various stages of change
- Provision of or linkage to ongoing supportive services beyond provision of basic needs including educational/ vocational support, case management and systems advocacy, housing assistance, legal assistance, life skills programming, mental health and substance use services, medical, self-care and children's services
- Programs abide by non-discriminations policies
- Programs provide provision of or linkage to child-focused assessments and appropriate services for families
- Programs enroll PLEs in cash and non-cash public benefits that increase and/or maintain income and improve health outcomes for individuals who qualify for medical benefits
- Programs proactively address violence to promote issues related to safety
Programs are accessible and uphold federal accessibility standards (i.e. translated forms, bilingual/multilingual staff, and physical space)

MANDATORY ACTIVITIES:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Enter additional Coordinated Entry System data points as required by DFSS, Coordinated Entry System Lead Agency or HMIS Lead Agency. Indicate name of program in HMIS and unique Service Point HMIS ID for this program. This includes but is not limited to the following:
 - CES Primary Contact Information Worksheet (for shelter and outreach providers)
 - Housing Provider Eligibility Requirements (for housing providers)

Indicate name of program in HMIS and unique Service Point HMIS I.D. for this program

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FOR ALL PROGRAMS

- All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
- Background checks are required for programs whose staff and volunteers have interaction with children
- Provide reports as required including but not limited to quarterly, yearly and as requested by the Chicago Department of Family and Support Services.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.
- Assist DFSS in responding to extreme weather emergencies.
- Develop individualized Case plan for each household when applicable to your program model.
- Maintain and secure all client files.
- Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
- Perform benefits screening and linkage to mainstream resources
- Provision or/ linkage to physical health assessment, psycho-social assessment, and linkage to mental health and/or substance abuse services as appropriate for all household members including children.
- All agencies that handle food must have appropriate staff with food handler certificate.
- Must voucher monthly. Below illustrates what percentage of the grant should be expended quarterly.
 - First quarter – 25%
 - Second Quarter – 50%
 - Third Quarter – 75%
 - Fourth Quarter – 100%
- Participate in relevant System Integration Team meetings facilitated by the Coordinated Entry System (CES) lead agencies for the purpose of expediting the housing process for participants
- Participate in CES training sessions sponsored by the CES lead agencies including but not limited to:
 - Sessions designated for Skilled Assessors such as engaging youth in the assessment process or observing disabilities,
 - Sessions for housing providers such as update webinars on the processes of requesting matches, transfers, etc. as processes are refined when necessary
- **Programmatic Changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.
- **Program will adhere to the essential elements of the program model as identified in the CoC Program Models Chart and the Request for Proposal**

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FOR SHELTER PROGRAMS

- Provide daily data for the DFSS – Catholic Charities Shelter Bed Clearinghouse.
- Submit bed census reports upon request.
- Cannot maintain a waiting list.
- Must accept clients over the week-ends.
- There is no pre-intake interview prior to a family's arrival in shelter.
- Adhere to DFSS Standardized Shelter System Policies and Procedures.
- Conduct or ensure completion of Coordinated Entry System Standardized Housing Assessment via a skilled assessor within three business days of entry into the shelter as measured by the HMIS entry date.
- Submit the Quarterly Bed bug certification
- Conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- Program must complete coordinated access assessments in HMIS for households in need of permanent housing within seven days of program enrollment
- Ensure that all children ages 0 to 5 receive development screenings (either direct or through Child Find)
- Ensure that all children ages 5 and up are enrolled and are attending school regularly.
- Follow-up with clients at 3-month intervals for a period of 6- months after permanent housing placement. Follow up must be documented in households file.
- Interim Housing programs will not discharge households solely based on their length of time in program. Performance targets for housing clients within 120, 180 and 270 days are not time limits.
- Program will adhere to the essential elements of the program model as identified in the CoC Program Models Chart.

FOR OUTREACH AND ENGAGEMENT PROGRAMS

Accept and work with referrals made by the Coordinated Entry lead partners of (1) participants who need to be assessed for housing within your geographic footprint as well as (2) those matched to housing from the Coordinated Entry System to provide navigation supports such as assisting in obtaining documentation necessary for housing eligibility determination (i.e. disability documentation, chronic homelessness documentation, identification).

- Enter participants into HMIS projects within two business days and follow HMIS protocols related to exiting participants.
- Attend outreach coordination meetings and provide information within two business days when requested by the CES Outreach Coordination Lead.
- All outreach teams must include Skilled Assessors and a plan for how to connect all program participants to a Skilled Assessor.
- Accept referrals from the CES Outreach Coordination Lead when capacity allows for participants who meet the outreach program's eligibility criteria for assessment or housing navigation purposes.

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FOR HOUSING SUPPORTS PROGRAMS

- Accept matches through HMIS aligned with the Coordinated Entry System (CES) prioritization chart using only funder required eligibility criteria
- Follow the CES Policies and Procedures related to all parts of the housing process including requesting matches and re-matches, transfers, contact protocols, verifying chronic homelessness, HMIS updates for participants, and communication with providers serving referred participants including Navigation Providers.

FOR HOUSING SYSTEM NAVIGATOR PROGRAMS

- Facilitate transportation to housing-related appointments and/or accompany participants, help participants access all housing related documents, and offer referrals for immediate needs such as shelter, food, and medical care
- Coordinate with housing providers through HMIS updates, System Integration Team meetings, and additional communication as needed
- Connect participants to bridge units when available
- Complete assessments as requested by Coordinated Entry System leads

SERVICES:

(Check all that apply):

- How will follow up be done?
 - Phone Call
 - Home Visit
 - Letter
 - Other – indicate below:

- This program will offer the following (check all that apply):
 - Life Skills
 - Coping Skills
 - Financial Literacy/Budgeting
 - Housing Location/Make Application
 - CTA Card
 - Employment/Training Linkage
 - Client documents (e.g. birth certificate, marriage license, school grades, etc.)
 - Individual/Group/Family Therapy
 - Effective Communication
 - Tenant Rights and Responsibilities
 - Create Savings Plan/Account
 - Housing Retention Skills
 - Client ID
 - Education/GED Linkage
 - Other-indicate below:

Include other services provided by delegate agency that are not listed above:

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➤ AGENCY MUST SUBMIT THE FOLLOWING DOCUMENTS WITH SCOPE:

- Client responsibility agreement
- Client termination policy
- Plan for fire drills/safety
- Grievance Procedures
- A list of Board Members
- List of staff persons/titles trained to complete coordinated entry assessments
- Name and contact information of CES central point of contact:
NAME:
EMAIL/CONTACT PHONE NUMBER:

➤ If Applicable submit:

- Sub-contractor Agreements (if included in budget)
- A current lease (if requesting leasing cost to be paid by the City)
- Shelter Rules (Emergency shelters & Interim Housing programs only)
- Staffing schedule for Interim and Emergency shelters programs only (must cover 24 hours)
- Pictures of the following areas for Interim and Emergency shelter programs only (Kitchen, dormitory, bathrooms, common area, sleeping areas) must be in color.

CERTIFICATIONS: (check all that apply)

- By checking this box your agency certifies that they are in compliance with the Family Preservation HEARTH Act and the City's policy that strives to reduce separation of families if they become homeless.
- By checking this box your agency certifies that your agency adheres to Section 504 Policies ensuring accessibility for persons with disabilities. Section 504 requires agencies to take proactive steps to ensure 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.
- By checking this box your agency certifies that it is ADA compliant or has in place reasonable accommodations.
- By checking this box your agency certifies that this facility meets the local building Health and Safety codes.
- By checking this box your agency certifies that it has read and understands the Essential elements of this program model.

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SUBMITTAL AND APPROVAL:

a) Applicant signature Original must be signed in blue ink	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature :	
e) Name (typed):	
f) Date approved	

Department of Family and Support Services Homeless Program Standards

The HEARTH Act signed into law by President Obama in May, 2009, amends and re-authorizes the McKinney-Vento Homeless Assistance Act with substantial changes. The HEARTH Act created a new Emergency Solutions Grant (ESG) Program and Continuum of Care Program, significantly revised the definitions of homelessness and chronically homelessness, 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. The HEARTH Act places great emphasis on reducing the length of homelessness, reducing recidivism, and reducing the overall number of households experiencing homelessness.

The Chicago Department of Family and Support Services (DFSS) Homeless Services programs will adhere to the standards set forth by HEARTH in the following areas:

- Homeless Eligibility and Documentation
- Family Preservation
- Performance Outcomes

DFSS encourages programs to learn about these key changes and revise policies and procedures to standardize these changes in program operations. This document provides a summary of standards that DFSS delegate agencies must follow with their contracts.

Homeless Eligibility and Documentation

Funded programs must collect specific documentation to verify that program participants qualify as homeless as defined under the HEARTH Act. Homeless Definition Final Rule includes four categories; however, programs in Chicago may not use Category 3: Eligibility under Homeless Definitions of other Federal Statutes at this time. The following categories apply to DFSS-funded homeless programs:

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Category 1: Literally Homeless

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- I. Has a primary nighttime residence that is a public or private place not meant for human habitation;
- II. 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
- III. 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.

Category 2: At-risk of Homelessness

Individual or family who will imminently lose their primary nighttime residence, provided that:

- I. Residence will be lost within 14 days of the date of application for homeless assistance;
- II. No subsequent residence has been identified; and
- III. The individual or family lacks the resources or support networks needed to obtain other permanent housing

There are three cases which may be evidenced to qualify as imminent homeless.

- I. Is subject to a court order to vacate or
- II. Lacks the resources to continue staying in a motel/hotel or
- III. Is no longer allowed to stay by the owner or renter with whom the individual or family may be staying.

Category 4: Fleeing Domestic Violence

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

HUD has released a brief document with additional guidance about which categories apply to specific program types:

https://www.hudexchange.info/resources/documents/HomelessDefEligibility%20_SHP_SPC_ESG.pdf

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Chronically Homeless

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

(1) A “homeless individual with a disability,” as defined in the Act, who:

- 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 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months
 - Occasions separated by a break of at least seven nights
 - Stays in institution of fewer than 90 days do not constitute a break

(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Documentation Standards

The homeless definition rule clarifies the documentation types for various forms of project eligibility. In general, HUD has an order of preference that DFSS will follow for all documentation types and projects must document due diligence of efforts to obtain all documentation:

1. Written 3rd party documentation
2. Intake worker observation
3. Participant self-certification

Please see HUD’s resources on documentation standards for additional information and training opportunities: Documentation Fact Sheet and Recordkeeping Webinar.

Families in Transition (FIT) Project Homelessness Eligibility and Documentation

Funded programs must collect specific documentation to verify that program participants qualify for the FIT Project. To be eligible for the FIT Project a family must:

- be literally homeless as defined by Federal category 1 or 4 or living doubled up;
- enrolled in the CPS’s Student in Temporary Living Situations (STLS); and
- have at least one child enrolled in the one of the following 6 schools (additional schools may be added at DFSS request):
 - Edward K Ellington Elementary,
 - Lillian R Nicholson Elementary,

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- Charles W Earle Elementary,
- Laura S Ward Elementary,
- Julia Ward Howe Elementary, or
- James Russell Lowell Elementary.

For this project 'doubled up' is defined as a living situation where families are unable to maintain their housing and are forced to stay with a series of friends and/or extended family members. All members of a family loving double up may not be able to stay in the same place and will therefore be scattered among friends and extended family.

Documentation required for the FIT Project includes:

- Documentation of literal homelessness or living doubled up. In order of preference, DFSS will allow the following documentation types:
 - Written 3rd party documentation,
 - Intake worker observation, and
 - Participant self-certification.
- Projects must document due diligence of efforts to obtain all documentation.
- CPS enrollment confirmation and STLS documentation will be provide by CPS.

Disability Definition for Permanent Supportive Housing

Permanent supportive housing programs require a documented disability, in addition to homelessness, for program eligibility. The Continuum of Care Interim Rule defines disability as the following:

- (1) A person shall be considered to have a disability if he or she has a disability that:
 - a. Is expected to be long-continuing or of indefinite duration;
 - b. Substantially impedes the individual's ability to live independently;
 - c. Could be improved by the provision of more suitable housing conditions; and
 - d. Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury.*
- (2) A person will also be considered to have a disability if he or she has a developmental disability, as defined in this section.
- (3) A person will also be considered to have a disability if he or she has AIDS or any conditions arising from the etiologic agent for AIDS, including infection with HIV.

Disability Documentation Standards for Permanent Supportive Housing

The HEARTH Act requires written documentation of disability status for programs where disability is an eligibility criterion. The final rule provides that written documentation of disability status includes the following:

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- (1) Written verification of the disability from a professional licensed by the state to diagnose and treat the disability AND his or her certification that the disability is expected to be long-continuing or of indefinite duration AND substantially impedes the individual's ability to live independently;
- (2) Written verification from the Social Security Administration.
- (3) The receipt of a disability check (e.g. Social Security Disability Insurance check or Veteran Disability Compensation);
- (4) Intake staff-recorded observation of disability that, no later than 45 days of the application for assistance, is confirmed or accompanied by evidence in paragraph 1,2, or 3 of this section;
- (5) Other documentation approved by HUD.

In cases when disability is observed but documentation is not available prior to move-in, staff must record observations of disability on the intake form and document attempts to obtain documentation during the 45-day period in case notes.

Family Preservation

THE HEARTH Act strives to reduce separation of families if they become homeless. As such, the legislation stipulates that any project providing emergency shelter, transitional housing, or permanent housing to families with children under age 18 may not deny admission to any family based on the age of any child under age 18. One exception is transitional housing programs that target a specific family type as a result of an evidence-based program model. DFSS has established a new policy to promote family preservation:

The Department of Family and Support Services strives to support families experiencing homelessness by preventing the involuntary separation of families entering homeless programs for reasons other than bed or caseload availability.

To that end, programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under 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, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

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DFSS may, on a case by case basis, permit exceptions to allow delegate agencies operating transitional housing to target resources for families with children of a certain age if the transitional housing program has a primary purpose of implementing an evidence based practice that requires that housing units be targeted to families with children in a specific age group and provides assurances that an equivalent appropriate alternative living arrangement for the whole family or household unit has been secured.

Programs are expected to be in compliance. Programs that do not comply with the family preservation policy may risk continued funding from DFSS.

Performance Outcomes

The HEARTH Act shifts performance measurement from individual program evaluation to system performance evaluation. DFSS works in coordination with the Chicago Continuum of Care and All Chicago as part of Chicago's homeless system. All DFSS-funded homeless programs play a role in achieving broader system outcomes.

DFSS has aligned outcome requirements for most program types with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded programs. In general, individual program outcomes now have an established performance target. Because DFSS funds homeless programs with a blended funding stream, outcomes in addition to the program models targets will be included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards. DFSS will use Performance Outcomes data for its Strategic Framework (see *below*), and is committed to using performance outcomes to help improve services in collaboration with delegate agencies. DFSS will also meet with delegates to review performance outcomes data together and discuss challenges and solutions. DFSS is committed to supporting continuous improvement and learning across the homeless services community.

Strategic Framework

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

DFSS Refreshed Mission

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

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DFSS Priorities

Deliver and support high quality, innovative, and comprehensive services that empower clients to thrive

Collaborate with community partners, sister agencies, and public officials on programs and policies that improve Chicagoan's lives and advance systemic change

Inform the public of resources available to them through DFSS and its community partners

Steward DFSS' resources responsibly and effectively

Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

Emergency Solutions Grant Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

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>

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>

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>

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

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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>

HUD Information Web Page:

<https://www.hudexchange.info/>

ADDENDUM PERFORMANCE MEASURES FOR THE FOLLOWING PROGRAM MODELS:

HOMELESSNESS PREVENTION

Program Model: *Rental Assistance Program Manager*

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

HOUSING SUPPORTS

Program Model: *Frequent Users Service Engagement (FUSE)*

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

Program Model: *Interim Housing with Domestic Violence Services*

Interim housing providers that include programs specialized for domestic violence services must include the following three (3) performance outcomes in addition to the eight (8) listed for general interim housing programs.

- 65% of eligible households will enroll in benefits programs.
- 80% of households will learn about safety planning.
- 80% of households will learn about the cycle of violence.