



**Department of Family and Support Service
Division on Gender-based Violence
2024 SCOPE OF SERVICES
January 1 – December 31, 2024**

INSTRUCTIONS: Agency receiving an award by the City of Chicago Department of Family and Support Services (DFSS) Division on Gender-based Violence (DGBV) must complete and submit all required documents as requested in the DFSS Award Notice letter.

Submit completed forms to
Program Manager:

1. Scope of Services
2. Budget
3. Indirect Letter, if applicable.
4. Program staff documentation, if not already submitted during application

Submit completed forms to
Contract Liaison:

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

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

SECTION A – AGENCY INFORMATION

Program Name:

Administrative Office Address:

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 – December 31, 2024

Total Program Amount: \$

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



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IMPORTANT DIRECTION: If Delegate Agency has 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 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.	

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

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.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	Section 504 / Reasonable Accommodations
2.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	Section 504 / Reasonable Accommodations
3.	Yes	No	Americans with Disabilities Act (ADA) compliant
	Yes	No	Section 504 / Reasonable Accommodations



SECTION B – PROGRAM GOALS

DFSS DIVISION ON GENDER-BASED VIOLENCE GOALS

The primary goal of DGBV is to increase the safety and enhance the well-being of victims (and their children) of gender-based violence. Gender-based Violence (GBV) refers to harmful acts directed at an individual based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms. GBV is an umbrella term for a range of interpersonal violence including, but not limited to, sexual harassment, sexual assault, domestic violence, sexual exploitation, and stalking. DGBV funds community-based agencies to operate the 24/7 Illinois Domestic Violence Hotline and to provide survivors an understanding of their rights under the Illinois Domestic Violence Act, safety planning, counseling, legal advocacy, assistance to file for an Order of Protection, access to legal services, monitor child visitation services, community outreach and education, and other supportive services.

GBV and human trafficking disproportionately impact women of color, indigenous women, transgender individuals and LGBTQIA+ individuals, immigrants, and people with disabilities. This type of violence is a human rights violation and a public health crisis.

Domestic violence (DV) is a learned behavior used to gain and maintain control over an intimate partner. An intimate partner can be a boyfriend or girlfriend, dating partner, sexual partner, or spouse, and is not limited to someone with whom the survivor has been sexually intimate.

Sexual assault (SA) is any sexual contact or behavior that occurs without explicit consent of the survivor. Some forms of sexual assault include attempted rape, fondling or unwanted sexual touching, forcing a survivor to perform sexual acts, such as oral sex or penetrating the perpetrator's body, and penetration of the survivor's body, also known as rape.

Human Trafficking (HT) is when an individual is compelled through force, fraud and/or coercion for the purposes of commercial sex and/or forced labor. For minors engaged in commercial sex, force, fraud and/or coercion is not required to be proven. Though HT is often fueled by bias-based harm, it is not exclusively GBV.

PROGRAM GOALS

To prevent subsequent shelter stays and future instability and violence, survivors need the option of ongoing supportive services that foster greater independence and financial security. DFSS seeks to achieve this goal by funding one organization to act as a Program Coordinator ("RRH Coordinator") to coordinate the RRH housing portfolio management, financial assistance, and services for survivors of GBV/HT. The RRH program is a tailored package of assistance that will include short-to-medium term financial assistance, housing location and stabilization services, ongoing survivor case management and advocacy services, and helping households develop a plan to retain and maintain their housing. The RRH Coordinator will administer the program in two ways:

1. Coordination of rental assistance and supportive services for survivors fleeing GBV/HT in need of RRH support. This RRH program will determine the length of short- and medium-term assistance that suits the survivor for up to 24 months if necessary and funding is available.
2. Coordination of comprehensive, supportive services for GBV/HT survivors who have received Emergency Housing Vouchers (EHVs) from the Chicago Housing Authority.



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The RRH Coordinator that will engage and subcontract other community-based, organizations serving survivors of GBV and/or HT that have experience (or will be trained) to provide housing placement services with ongoing supportive services. The RRH Coordinator will also provide or subcontract the ongoing supportive services for up to 100 Chicago Housing Authority (CHA) Emergency Housing Voucher (EHV) holders held by survivors of DV or HT requiring supportive services.

TARGET POPULATION

Program eligibility will be based on persons and/or households experiencing domestic violence, HT and/or sexual violence that have or are attempting to flee their situation.

Through lessons learned and best practice research, DFSS recognizes that GBV survivors often face additional barriers to engaging, enrolling, and benefitting from GBV services and housing programs. As noted in the Citywide Strategic Plan to Address Gender Based Violence and HT:

“The impact of GBV is exacerbated by other forms of violence such as racism and poverty. Those who experience the intersection of these injustices—women of color, indigenous women, transgender individuals and LGBTQIA+ individuals, immigrants, and people with disabilities— are disproportionately impacted by GBV. According to the National Institute of Justice study, 56% of American Indian/Alaska Native women in the U.S. have experienced sexual violence, and 55% have experienced physical violence by an intimate partner. Additionally, bisexual women are harmed at the highest rates with about 57% reporting IPV, which is almost twice as likely as heterosexual women. This year is on track to be the deadliest year for transgender people in the United States. These disproportionate impacts based on identity do not exist in a vacuum. In the face of harm, we must concurrently work to change the systems that fuel oppression while also addressing the behaviors that cause the harm. Therefore, the City’s investments and efforts will prioritize these communities in culturally specific and trauma-informed ways.”

The general and focus populations in which the RRH Coordinator and subcontractors must engage and serve are summarized below:

Population	Engagement Approach
<ul style="list-style-type: none"> • Persons and/or households experiencing GBV such as domestic violence, human trafficking and/or sexual assault 	Basis of overarching eligibility, outreach and referral strategy; all participants must meet this threshold
<ul style="list-style-type: none"> • LGBTQIA+ • Male-identified survivors 	Focused outreach, engagement efforts, and service strategies by respondents directly or subcontracted partners to encourage and facilitate participation and retention in services to these populations
<ul style="list-style-type: none"> • Undocumented households • Non-native English speakers • Survivors living with disabilities • Immigrant and/or culturally-specific services 	Targeted strategies to overcome anticipated barriers of access to these populations
<ul style="list-style-type: none"> • CHA Emergency Voucher Holder 	Referred by Chicago Continuum of Care; targeted housing stability and GBV services only through respondent and/or contracted community providers



SECTION C – REQUIREMENTS

PROGRAM REQUIREMENTS

The Rapid Re-housing Program Coordinator (“RRH Coordinator”) will manage and administer the RRH program financial assistance and, directly or through subcontracted provider organizations, providing trauma-informed housing and supportive services for survivors of GBV prioritizing the subpopulations noted above.

The RRH Coordinator will subcontract with service providers that:

1. Serve GBV/HT survivors and
2. Specialize in serving communities of survivors with greater barriers to access and retention in services and those who are disproportionately impacted by GBV/HT.

Activity 1: RRH Coordinator will provide for the fiscal administration of assistance and coordinate the referrals, housing placement and supportive services. No subcontracting permitted.

Activity 2: RRH Coordinator will provide directly or subcontract all/portion of the management of the housing portfolio including landlord engagement, unit inspection, receiving referrals and making survivor housing placement.

Activity 3: RRH Coordinator will subcontract a portion of the supportive, ongoing case management services for survivors in RRH that meet needs of focus population.

Activity 3: RRH Coordinator will subcontract a portion of the supportive, ongoing case management services for EHV holders that meet needs of focus populations



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The RRH Coordinator will deliver and subcontract where required for the following essential services:

Activity 1: Administration and Coordination of Services

- **Financial assistance administration:** RRH Coordinator will administer monthly financial assistance. The administration will include direct payments to landlords for security deposits, application fees and rent as well as financial assistance to survivors to meet basic household needs such as furniture and other household items.
- **Client assistance forecasting:** Have a system to forecast financial assistance expenditures and spending data for clients based on budgeted amount.
- **Survivor move-in assistance:** Provide survivor seamless household move-in assistance and services including furniture, supplies, and goods to ensure households can have sufficient material needs met. The RRH Coordinator must leverage available resources for furniture and household items before utilizing financial assistance.
- **Subcontracting process:** Applicants may provide GBV supportive services directly and have the option of directly providing the housing portfolio management or subcontracting that function; however, applicants must subcontract some of the provision of GBV supportive services with community-based providers that support engagement and services to the focus population. These subcontracted agencies must be identified in the application and MOUs must be provided in the application. Selected respondent must implement a sub-recipient monitoring plan which should include a schedule of on-going monitoring and a process to follow-up on monitoring findings.
- **Coordination of client referrals:** The RRH Coordinator and its subcontracted providers must prioritize eligible client referrals from the DV/HT CES or the current CoC-aligned referral process to ensure that RRH services are accessible in all 77 Chicago Community Areas. DFSS will work with the RRH Coordinator and subcontracted providers to determine an alternative pathway for GBV/HT survivors to have access to RRH units that may include an alternate referral process or unit set aside for referrals outside of the DV/HT CES. DFSS is committed to improving and expanding access and prioritization of the DV/HT CES for all GBV survivors to reduce the barriers they face accessing housing assistance programs.
- **Service provider match:** Referrals of survivors that need housing on the DV/HT CES and other access points will be made in consideration of the GBV/HT survivor focus subpopulation characteristics. The RRH Coordinator and subcontractors will collaborate to ensure survivors in the program receive services from subcontracted providers that offer specialized subpopulation services. For example, a Spanish-speaking, HT survivor will be matched to a HT service provider that can provide bilingual, culturally specific services.
- **Program evaluation and capacity building:** The RRH coordinator will implement performance management and quality improvement processes in collaboration with DFSS. The RRH Coordinator will be responsible for coordinating GBV/HT survivor progress through components of the program from referral to housing and ongoing services with subcontracted providers. Finally, the RRH Coordinator will facilitate training across partners to strengthen best practices and build capacity in specialty areas that providers bring to the program to enhance service provision with survivors.
- **Facilitate cross-training on GBV/HT survivor services and resources** among RRH Coordinator and subcontract providers. For example, a subcontracted LGBTQIA+ service provider may provide training or technical assistance to a subcontracted HT provider or vice versa.
- **Client feedback:** Include client and landlord feedback and ensure it is incorporated into service delivery.
- **Outreach and engagement:** Ensure subcontracted providers are conducting outreach and engagement to GBV/HT survivors and survivors of the focus populations.

Activity 2: Housing Portfolio Management

- Using a variety of methods, identify and secure a broad range of decent, safe, and affordable housing throughout the city of Chicago for survivors of GBV who are receiving RRH financial assistance through the RRH Coordinator.
- Outreach to and engagement of landlords and unit identification.
- Create and implement housing inspection process, inclusive of housing quality standards. Any unit which a RRH recipient is newly occupying must be virtually inspected at a minimum to meet habitability standards, in-person inspected to meet lead-based paint requirements, and any other local requirements.



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- Establish landlord crisis management process. Work with survivor to relocate their RRH unit or move based on safety issues or incidents that require terminating an existing lease or requesting a transfer from CHA.
- Provide housing location, application, and placement services for RRH survivors to move into permanent housing within a timeframe based on survivor need.

Activity 3: Supportive Services:

- **Housing stability case management:** Survivors must be offered survivor-centered supportive services at a cadence acceptable and necessary for the GBV survivor. Activities during these sessions include, but are not limited to:
 - Provide ongoing case management services to GBV/HT survivors and their children.
 - Provide ongoing advocacy services or access to legal representation, if needed.
 - Provide survivors advocacy on their rights under the Violence Against Women Act (VAWA) and other protections under local, state or Federal law for victims of violence.
 - Work with survivors 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, criminal background and expungement, as well as provide connections to childcare when appropriate, medical benefits, and address other needs to promote long-term housing stability.
 - Assist survivors to improve their credit scores, make debt payments, build a recent rental history, and obtain landlord reference(s).
 - Provide landlord-tenant education, mediation and advocacy against evictions connecting to a legal service provider when needed for remedies under Public Housing regulations, VAWA, and local and state laws. This may include but is not limited to:
 - Breaking the lease to escape violence or protecting survivor from lease terminations for GBV incidents or other landlord issues.
 - Lock changes or other steps to maintain safe housing in place.
 - Removing the person that causes harm.
 - Enforcing the rights of survivors facing fair housing or other housing discrimination.DFSS will help facilitate a connection to a legal service provider as needed.
- **Transition EHV holders** from program services within timeframe based on survivor need.

DFSS seeks program services to be survivor-centered and delivered by trauma-informed, culturally, and linguistically competent staff. Both the RRH Coordinator and subcontracted providers must demonstrate staff are qualified and trained to provide services to survivors. This includes but may not be limited to knowledge and understanding of local, state, and federal laws that protect the rights and benefits of GBV/HT survivors such as the Illinois Domestic Violence Act, VAWA, Trafficking Victims Protection Act (TVPA), and others.

DFSS also seeks a Rapid Re-housing Program Coordinator that demonstrates current training in GBV/HT. The respondent must demonstrate that its selected subcontracted partners have the adequate training to serve the sub-populations designated in their MOU. For example, if a subcontracting organization is seeking to support domestic violence survivors, that subcontractor must have the 40 hours of domestic violence training required of the respondent/contracted delegate agency. Further, DFSS encourages leadership and staff receive ongoing training opportunities.



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Additionally, all services, programs, and delivery approaches should reflect the Chicago CoC's core values, particularly those below. (For more information, please reference the Chicago Continuum of Care's Community Standards here: <https://allchicago.org/continuum-care/standards-and-monitoring>)

- Housing First approach: align program policies and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without pre-requisites, make services voluntary, and assist people to access permanent housing options (directly or through linkages) as quickly as possible.
- Harm reduction: take practical and proactive strategies to reduce the harm that participants choose for themselves in all aspects of the program. Eliminate sobriety or other behavioral requirements (e.g., prior non-violent rule infractions), and ensure staff are trained and supported to de-escalate conflicts.
- Trauma-informed care: program leadership understands the wide impact of trauma on participants, and staff members are trained to recognize and respond to the signs and symptoms of trauma in clients. Policies, procedures, and practices should integrate knowledge about trauma and its impact, support client choice and control, and create physical and emotional safety.
- Inclusion of Person(s) of Lived Experience (PLE) input: solicit PLE input on a frequent basis through a variety of mechanisms, such as board member participation, advisory councils, and collection of client feedback, to inform service delivery.
- For more information, please review the CoC Community Standards: <https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf>

Services described in the RFP under the headings, "Administration and Coordination of Services / Financial assistance administration," and any services to determine a survivor's eligibility for cash payments shall be provided solely by the respondent through its own employees, not subcontractors. If the respondent proposes using one or more subcontractors for other services described in the RFP, each subcontract shall provide that the respondent, not the subcontractor, is solely responsible for determining whether survivors are eligible to receive cash payments under the program. This restriction shall apply to all subcontractors, whether or not they are a nonprofit charitable organization. Subcontractors are not required to be nonprofit charitable organizations.

Timeline

The City is committed to providing rapid rehousing to survivors of gender-based violence who are also facing negative economic impact. RRH Coordinator should be prepared to begin executing the contract upon signature and to initiate coordination with subcontractors to begin reviewing referrals for RRH.



SECTION D – 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:

- 70% of households enrolled in RRH successfully take over the lease or continue to pay for their housing independently.
- 66% of households enrolled in RRH will maintain or increase income (employment income and/or benefits).
- A survivor feedback and satisfaction survey.

For the services to those GBV voucher holders, DFSS will monitor a set of performance indicators that may include, but is not limited to:

- 90% of households will maintain housing voucher during the reporting period.
- 80% of survivors surveyed in RRH agree that they feel supported in their decisions and empowered to be independent

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.

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.

CONTRACT MANAGEMENT AND DATA REPORTING

Contract negotiations

The RRH Coordinator will name the identified subcontractors when submitting this Scope of Services for all community based, GBV organizations. All subcontractors must be ready to proceed and have the capacity to manage the services for the focus populations at the time of award. DFSS must approve the subcontractor list or any future changes to the subcontractor list.



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Reporting

As part of DFSS' commitment to become more outcomes-oriented, the Division on Domestic Violence 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.

Upon contract award, delegate agencies will be expected to collect and report aggregated demographic, performance, and service data as stated in any resulting contract. This data will be collected in InfoNet where applicable and through DFSS Excel templates. 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. DFSS will require the respondent to provide data in a quarterly Excel template. Delegate agencies must have the ability to submit reports electronically to DFSS. The City's Information Security and Information Technology Policies are located at https://www.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html

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 according to a schedule, to be established by DFSS, with reasonable notice provided to the Delegate Agency. The meetings will utilize program data, activities, and other relevant information submitted by the Agency for DFSS to actively manage and have conversations with the Delegate Agency regarding the Sections outlined in this Scope of Services. The meeting discussions will assist to track services provided to the target population and to monitor if on track to achieve performance goals and outcomes based on real-time information. During the meetings, the Agency can address any challenges or concerns experienced by its target population.

DFSS intends to use the submitted Delegate Agency data related to its performance, including but not limited to the data, for the following:

- a) Monitor performance progress, highlight accomplishments, and identify concerns.
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes.
- c) Develop strategies on a broader system to improve delivery and coordination between services.
- d) Discuss any other items pertaining to program goals, performance measures, or requirements to be adhered to.

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.



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SECTION E – PLANNED ACTIVITIES

Please provide a summary of your plan to fulfill the requirements of the program outlined in the sections above. The summary should describe your program operating at full capacity to maximize performance outcomes. Please name the agencies that will be providing the direct services and address areas where there may be gaps in representation of the specific GBV focus populations outlined above. Describe how coordination and interface with partners and programs will look like.



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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. 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.

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.

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.



SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: GBV RAPID REHOUSING (RRH) PROGRAM COORDINATOR

CERTIFICATIONS

By checking this box, the Delegate Agency certifies that all information provided within the Scope of Services document is correct. It commits to the fulfillment of activities announced, and to comply with the program goals, performance measures, and program requirements.

SUBMITTAL AND APPROVAL

SUBMITTAL AND APPROVAL		
	Agency Name	
	Type Applicant Full Name	
	Type Applicant Title	
	Applicant Signature	
	Date Submitted	
To be completed by DFSS		
	Type Staff Member Full Name	
	DFSS Staff Signature	
	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.

City of Chicago Mayor's Office

- Citywide Strategic Plan to address Gender-Based Violence and Human Trafficking:
<https://www.chicago.gov/city/en/sites/public-safety-and-violence-reduction/home/GenderBasedViolence.html>
https://www.chicago.gov/content/dam/city/depts/cdph/chron_dis/general/Office_Violence_Prevention/GBV-strategic-plan-final.pdf

Chicago Department of Public Health

- Chicago COVID-19 Community Vulnerability Index (Chicago CCVI):
https://www.chicago.gov/content/dam/city/sites/covid/reports/012521/Community_Vulnerability_Index_012521.pdf

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>

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
- Reasonable Accommodations:
https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/sect504faq#_Reasonable_Accommodation