



Department of Family and Support Services
Homeless Services Division
SCOPE OF SERVICES
January 1, 2025 – December 31, 2025

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

Program Manager

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

Contract Liaison

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

PROGRAM MODEL
ENGAGEMENT SERVICES

Program Type:
 Street Outreach
 Drop-in Centers
 Housing System Navigators (HSN)

SECTION A – AGENCY INFORMATION

Agency Name:		Ward:	
Program Name:			
Program Name in HMIS:		Unique Service Point HMIS ID:	
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, 2025 – December 31, 2025

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

Total Program Amount: \$



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

PROGRAM OPERATIONS

List of Program Sites

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

Site Phone Numbers

Site	Site Phone Number
1.	
2.	
3.	

List Languages Staff Can Provide Service to Clients

Site	Languages
1.	
2.	
3.	

Hours of Operation

If a 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. For Street Outreach Only: In the Site 1 row list the hours that your teams will be conducting outreach activities in the field. In the Site 2 row list the hours that the outreach staff will conduct office related duties such as data entry.

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.								

Subpopulations Served

Check all that apply.

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

Number of Clients and Households to be Served

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

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



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ACCESSIBILITY FOR PERSONS WITH DISABILITIES

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

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

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

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



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DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS

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

Empty box for program description.



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SECTION B – PROGRAM GOALS

DFSS HOMELESS DIVISION GOALS

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

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

PROGRAM GOALS

The goal of Engagement Services is to provide an array of service connections for Chicagoans experiencing homelessness that result in an increase in the number of individuals who are assessed, accept services, and successfully move to more stable housing. DFSS seeks to fund programs that engage individuals who might not seek out services, have multiple barriers to maintaining stable housing, and/or have experienced long-term homelessness.

TARGET POPULATION

The target population for Street Outreach includes unsheltered youth, families, individuals, and veterans who are experiencing literal homelessness. Drop-in Centers may also engage individuals or families who are unstably housed. Additionally, drop-in Centers and Housing System Navigators (HSN) can serve clients staying in a shelter. Services provided must be delivered in a respectful and supportive way to all individuals and households including:

- Diverse ethnic populations
- Non or limited English speakers
- LGBTQ+
- People with disabilities
- People experiencing mental or behavioral health concerns
- Families - respecting self-identified family structures
- People without personal documentation
- Youth and older adults

Programs may specialize in public transit/airports, youth, ability to provide services in Polish and Spanish, and overnight street outreach.

For youth dedicated programming, a youth is defined by the CoC as unaccompanied individuals or heads of household age 14 up to their 25th birthday. Youth programs may serve youth who are precariously housed or “couch surfing” (meaning they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis) in addition to those experiencing literal homelessness.



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 the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but is not limited to:

Performance measures for Street Outreach

- General population programs
 - 50% of participants will engage in case management
 - 75% of participants receiving case management will connect to support systems
 - 45% of participants receiving case management will move to more stable housing (family, friends, longer-term shelter/housing programs, or permanent housing)
- Youth intentional programs
 - 50% of participants will engage in case management
 - 75% of participants receiving case management will connect to support systems
 - 15% of participants will move to more stable housing (family, friends, longer-term shelter/housing programs, or permanent housing)

Performance measures for Drop-in Centers

- General population programs
 - 50% of participants will engage in case management
 - 40% of participants engaged in case management move to more stable housing (family, friends, longer-term shelter/housing programs, or permanent housing)
 - 20% of participants engaged in case management will exit to permanent housing
- Youth intentional programs
 - 80% of participants will receive a comprehensive assessment and engage in services
 - 25% of participants will engage in services to move to more stable housing
 - 50% of participants will participate in leadership development and community-building activities

To monitor and recognize intermediate progress toward the above performance indicators, for both Street Outreach and Drop-in Center programs, DFSS also intends to track output metrics of clients receiving case management that may include, but are not limited to:

- Percentage and number of encounters resulting in completed CES assessments
- Percentage and number of clients who obtain identification documentation
- Percentage and number of clients who obtain benefits

Performance measure for Housing System Navigators (HSN)

DFSS will monitor a set of performance indicators that may include, but is not limited to:

- 50% of assigned participants will be enrolled with HSNs
- 75% of HSN enrolled participants will be permanently housed

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



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The specific targets above were established by the CoC for these types of programs. DFSS will adhere to any changes made by the CoC and its [Community Standards \(https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf\)](https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf) and reserves the right to do so.

Within this framework, DFSS is focused on continuous improvement against these metrics. 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 subpopulation 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 subpopulations.

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.

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 must accurately collect, maintain, and reporting on clients served, demographic characteristics, services provided, and outcomes met.

The Delegate Agency 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 HMIS to track data and produce required reports such as the DFSS Homeless Services Division Quarterly 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/sections/360000148006-HMIS-New-User-Training>. 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.chicago.gov/city/en/depts/dgs/supp_info/is_policy.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.



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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 system-wide 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.



SECTION D – REQUIREMENTS

PROGRAM REQUIREMENTS

Program Requirements for **Street Outreach and Drop-in Centers**

- Programs must have activities to develop trust with their target population to engage them into formal, coordinated services that will culminate in a permanent housing placement or more stable housing.
- Programs must have activities that build individual connections and develop trust to provide people with the support they need to navigate complex processes and systems that have the potential to act as barriers that block the path to successfully moving to more stable or permanent housing.
- Programs must conduct initial assessments with clients that cover physical, psychological, and housing needs.
- All Programs should provide client-centered services that meet clients where they are, both in terms of their level of need and geography.
- Programs must provide connections to benefits and linkages to other community resources (i.e., physical, and mental healthcare and substance use disorder treatment).
- Programs are encouraged to tailor the design of their teams and approach to specialize in the provision of, or access to, special services such as medical and mental health care and substance use treatment.
- Providers must implement a service delivery model that incorporates tenets of harm reduction, trauma informed care, and strengths-based practices. For more information on these best practices, please view the CoC's [Community Standards \(https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf\)](https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf).
- Programs must ensure staff are trained in de-escalation, conflict mediation, and crisis intervention as well as community accountability approaches to preventing, interrupting, and transforming violence to promote long-term engagement.
- Programs must ensure staff are trained to appropriately serve people experiencing mental illness, chronic health issues, disability, or substance use disorders.
- Programs must dedicate adequate staff capacity to allow staff to accompany participants as needed through housing, benefits, and healthcare referral processes with the goal of confirming successful connections and ensuring participants are receiving appropriate services.
- Provider must provide access to the CES assessment for housing by any of the following methods:
 - Maintaining staff who are Skilled Assessors
 - Providing access to in person CES assessment through partnership
 - Providing access to CES assessment over the phone
- Recognizing that locating individuals is often an initial barrier to housing for this mobile population, programs must develop strategies to stay connected to participants and act as a link between the participant and the systems and agencies that provide housing and shelter.
- Programs must not exceed 50 clients per staff member (1:50) and a program that specializes in serving youth must not exceed 25 clients per staff member (1:25).
- Programs are required to maintain client data in Homeless Management Information System (HMIS) and adhere to the [Outreach Workflow \(https://hmis.allchicago.org/hc/en-us/articles/360027271211-Outreach-Workflow\)](https://hmis.allchicago.org/hc/en-us/articles/360027271211-Outreach-Workflow) or [Drop-in Center Workflow \(https://hmis.allchicago.org/hc/en-us/articles/360034360531-Drop-In-Center-Workflow\)](https://hmis.allchicago.org/hc/en-us/articles/360034360531-Drop-In-Center-Workflow).

Program Requirements for only **Street Outreach**

- Programs must provide services that seek out and meet individuals where they are.
- Programs must participate in the DFSS lead encampment strategy and the CoC's Unsheltered Homeless Initiative (UHI) that canvasses areas of the city to offer individuals experiencing homelessness access to shelter placement and other facilities (e.g., substance abuse treatment) and transportation to these facilities as requested by DFSS.
- Programs must assist participants matched through CES to gain documentation and schedule and follow through on appointments as well as provide a warm hand off to housing providers.
- Programs must provide outreach services to areas as assigned by the City's Homeless Outreach and Prevention (HOP) Director or Engagement Services Project Manager and must provide weekly reports to the HOP Director or Engagement Services Project Manager regarding assigned areas.
- Programs leadership and staff must attend monthly or as required meetings to discuss outreach issues as directed by the HOP Director or Engagement Services Project Manager.



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Program Requirements for only Drop-in Centers

- Programs must provide safe daytime spaces that meet the needs of households experiencing homelessness, such as access to laundry, showers, resting space, personal storage, and child-friendly space.
- Programs must have activities for engaging new clients who could benefit from their services.

Program Requirements for only Housing System Navigators (HSN)

- Programs must partner with housing providers to support participants through the process of obtaining supportive housing.
- Programs must be able to locate and build a service relationship with clients.
- Programs must enroll participants in their HSN project in HMIS at the time of first contact.
- Programs must collaborate with the housing provider and participants to identify the barriers to housing and work with participants to create a service plan that addresses these barriers.
- Programs must act as a liaison between housing providers and participants, to advocate for participants, and provide education about the housing program, as needed.
- Programs must have enough well-trained staff capacity to accompany participants to appointments and provide emotional support through the steps needed to obtaining housing.
- Program staff must assist participants in scheduling and traveling to appointments, unit viewings, and lease signing.
- Programs must address participant's disconnection and ambivalence towards a housing opportunity.
- Programs must assist participants to gain documentation required for housing including documentation that confirms their household is experiencing chronic homelessness.
- Program staff must participate in CES System Integration Teams (SIT). SIT's goal is to ensure that every household is housed appropriately. Members of SIT conduct case conferencing on each homeless individual to make sure they can be located, assessed, and matched to a housing program. SIT members also discuss potential solutions when the individual has difficulty remaining in permanent housing and risk returning to homelessness (e.g., re-matching to another project, providing additional services).

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://allchicago.org/coordinated-entry-system/>.

Must voucher monthly

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

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

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



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Health and safety

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

Provide appropriate service to clients

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

Programmatic written requirements

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

Family preservation

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

If requested, must participate in system activities

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

If applicable, comply and keep records on file

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



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SECTION E – SUBMITTAL AND APPROVAL

PROGRAM MODEL: ENGAGEMENT SERVICES

Program Type:

 Street Outreach
 Drop-in Centers
 Housing System Navigators (HSN)

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

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



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SOURCE DOCUMENTS

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

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

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

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

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

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

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

Accessibility for Persons with Disabilities

- Americans with Disabilities Act (ADA): <http://www.ada.gov>
- Section 504: https://www.hud.gov/program_offices/fair_housing_equal_opportunity/disabilities/sect504faq
- Reasonable Accommodations: https://www.hud.gov/program_offices/fair_housing_equal_opportunity/disabilities/sect504faq#ReasonableAccommodation