



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-01 – Shelters opening/closing

The following information is provided in response to questions posed at our department’s hearing on November 7th, 2024 to discuss the proposed 2025 budget.

Alderman Lee asked for details about the City’s shelter system, for a list of the shelters that are coming online, which ones are closing, and when they are closing.

The City of Chicago will demobilize the New Arrivals mission by December 31, 2024, as the City and State streamline shelter services into one system. There are currently 12 New Arrival shelters that will be reduced to five, three of which will be run by the City through Community Based Organizations (CBOs), and two which will be run by the State. As part of the One System Initiative (OSI), and in partnership with the State of Illinois to create more equitable access to shelters, these five shelters (3,800 beds) will be merged with the traditional homeless shelter system (3,000 beds) for a combined total of 6,800 beds available to anyone seeking shelter beginning in January 2025. The remaining seven New Arrivals shelters will be closed by the end of 2024.

City-run New Arrivals shelters that will remain open and merge into the unified shelter system include American Islamic College (AIC), Young Women’s Leadership Academy (YWLA), and the Metropolitan Water Reclamation District (MWRD). Additionally, the two State-run New Arrivals shelters currently open will remain open and merge into the unified shelter system. Those are the Hyde Park South DuSable shelter and the Midway shelter. For individuals no longer eligible for shelter due to the closures our policy changes, the City is providing a resource guide and offering them State-funded rental assistance and outmigration services that connect New Arrivals with family and friends in other locations. The implementation of the One System Initiative and focus on rental assistance and outmigration will free up beds that will be available to any Chicagoans seeking shelter.

The table below lists the seven New Arrivals shelters that will close and timeline.

Shelter	Target Closure Date	Ward
Inn of Chicago	11/15/24	42
Parthenon	12/01/24	34
North Western	12/01/24	36
West Lake	12/08/24	27
Super 8	12/08/24	49
Elston	12/15/24	27
Walnut	12/15/24	27

Shelters that will be part of the One System:

Provider	Project	Population	Ward
KLEO	American Islamic College	Families	46
KLEO	MWRD	Families	39
Bright Star	Young Women’s Leadership Academy	Single Adults	4
IDHS/GardaWorld/New Life	Midway	Families	18
IDHS/GardaWorld/New Life	Hyde Park South DuSable	Families	5
Connections for Abused Women and Children	Greenhouse	DV	2
Connections for Abused Women and Children	Temporary Hotel/Motel	DV	2
Family Rescue	Rosenthal Family Lodge	DV	10
Neopolitan Lighthouse	Women & Children Domestic Violence Shelter	DV	27
Wings Metro Initiatives	The Safe House	DV	23
A Safe Haven Foundation	Roosevelt	Families	28
A Safe Haven Foundation	West	Families	24
Casa Central Social Services	La Posada I	Families	26
Casa Central Social Services	La Posada II	Families	26
Casa Central Social Services	La Posada III	Families	26
Christian Community Health Center	Amani House	Families	17
Cornerstone Community Outreach	Hannah	Families	46
Featherfist	Hope Village	Families	7
Good News Partners	New Life Interim Housing	Families	49

Provider	Project	Population	Ward
Margaret's Village	Maria	Families	6
Margaret's Village	Believe	Families	10
Olive Branch Mission	Lamplight Family I	Families	16
Olive Branch Mission	Lamplight Family II	Families	16
Olive Branch Mission	Lamplight Family III	Families	16
Primo Center for Women and Children	Madison	Families	28
Primo Center for Women and Children	Sangamon	Families	16
The Salvation Army	Evangeline Booth Lodge	Families	46
The Salvation Army	EHARC	Families	27
A Little Bit of Heaven	Emergency Shelter for Single Adults	Men	9
A Safe Haven Foundation	Roosevelt	Men	28
Breakthrough Urban Ministries	Men's Program	Men	27
Cornerstone Community Outreach	Naomi - Men	Men	48
Franciscan Outreach Association	Annex	Men	28
Franciscan Outreach Association	House of Mary & Joseph	Men	28
Lincoln Park Community Services	Sedgwick	Men	27
Lincoln Park Community Services	Fullerton	Men	43
North Side Housing	Michael Segoviano Shelter	Men	49
Olive Branch Mission	Lamplight Singles - Men	Men	21
Olive Branch Mission	Lamplight Singles - Men	Men	16
St. Leonard's Ministries	St. Leonard's (Men)	Men	27
The Boulevard	The Road to Health and Home	Men	27
The Inner Voice	Pioneer House Transitional Housing Program	Men	28
Franciscan Outreach Association	Pilsen	Men or women	25
Breakthrough Urban Ministries	Women's Program	Women	28
Christian Community Health Center	Amani House	Women	17
Cornerstone Community Outreach	Naomi - Women	Women	46
Deborah's Place	Teresa	Women	2
Franciscan Outreach Association	House of Mary & Joseph	Women	28
Good News Partners	New Life Interim Housing	Women	49
Lincoln Park Community Services	Sedgwick	Women	27
Lincoln Park Community Services	Fullerton	Women	43
Margaret's Village	Maria	Women	6
Olive Branch Mission	Lamplight Singles - Women	Women	16
Sarah's Circle	Women Shelter	Women	46

Provider	Project	Population	Ward
St. Leonard's Ministries	Grace House (Women)	Women	27
The Boulevard	The Road to Health and Home	Women	27
A Safe Haven Foundation	Youth Shelter	Youth	28
Covenant House	Youth Shelter	Youth	27
La Casa Norte	Casa Corazon Emergency Beds Programs - 47th St	Youth	15
La Casa Norte	Casa Corazon Emergency Beds Programs - 1940 Calif	Youth	1
La Casa Norte	Casa Corazon Emergency Beds Programs - 1942 Calif	Youth	1
The Night Ministry	Open Door Youth Shelter	Youth	27
The Night Ministry	The Crib	Youth	32
Unity	Ujima Village Low Threshold Shelter	Youth	6

The One System Initiative is not the only way beds are added to the system. Approximately 300 beds will come back online and/or be transitioned to non-congregate shelter facilities through the Shelter Infrastructure Initiative and the DOH-funded shelter acquisition project. Ten (10) shelter programs are finalists in the Shelter Infrastructure Initiative. Five programs will be relocating from current facilities into newly acquired and renovated non-congregate facilities. North Side Housing’s shelter will be the first to come online in December 2024, with 70 beds for single men.



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Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-02 – Emergency Finance Assistance (EFA) recipients

The following information is provided in response to questions posed at our department’s hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Coleman asked for the demographics, nationality, and age of the victims that were awarded with the Emergency Finance Assistance (EFA) program last year, by ward. Also, the use the recipients gave to those funds.

Through 9/30/24, DFSS provided cash assistance to 1,811 survivors. For the safety of the survivor, DFSS does not collect information for any of its Gender-Based Violence programs including the EFA program by ward because it would require using the survivor’s address. This data has the potential to breach the confidentiality survivors have under the Illinois Domestic Violence Act and may risk their safety. ARPA guidelines required participant reporting of zip codes. Therefore, the number of survivors served is provided by zip code:

Race	Survivors Served
White	263
Native Hawaiian or other Pacific Islander	4
American Indian or Alaskan Native	24
Asian	38
Black or African-American	613
Middle Eastern/North African	23
I use another term	295
Unknown	551

Ethnicity	Survivors Served
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Hispanic/Latino	641
Not Hispanic/Latino	659
Unknown	511

Gender Identity	Survivors Served
Woman	1,227
Man	86
Transgender, Non-Binary, or Gender-Queer	26
Prefer to Self Describe	1
Unknown	471

Age	Survivors Served
0 to 17	3
18 to 19	21
20 to 29	485
30 to 39	697
40 to 49	363
50 to 59	187
60 to 64	31
65 and over	24

2024 Recipient Reported Spending

Spending Categories	% of Responses
Rent	58%
Utilities	45%
Mortgage	4%
Legal fees	5%
Credit/Debt relief	17%
Moving Costs/Furniture	17%
Toiletries/Hygiene products	36%
Food	63%
Transportation	43%
Mental Healthcare/Counseling	5%
Childcare	10%
Petcare	3%
Education	8%
Healthcare	17%
Other	18%

Zip Code	Survivors Served in	Zip Code	Survivors Served in

	2024 as of 09/30/2024		2024 as of 09/30/2024
60601	7	60633	1
60602	1	60634	10
60604	1	60636	44
60605	3	60637	50
60607	17	60638	19
60608	63	60639	45
60609	46	60640	69
60610	11	60641	20
60611	27	60642	7
60612	28	60643	16
60613	51	60644	43
60614	6	60645	31
60615	34	60646	5
60616	16	60647	52
60617	82	60649	66
60618	33	60651	49
60619	60	60652	23
60620	59	60653	47
60621	44	60654	2
60622	12	60655	0
60623	102	60656	11
60624	68	60657	7
60625	33	60659	19
60626	49	60660	20
60628	50	60707	3
60629	132	60827	8
60630	12	Unknown	25
60631	2	TOTAL	1,811
60632	70		

As always, please let me know if you have any further questions.



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Commissioner
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CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-03 – Flexible Housing Pool

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Fuentes asked for a list of organizations that Alderpersons can reach out to in order to advocate for more, consistent annual contributions to the Flexible Housing Pool.

Current funders that do not have a consistent annual contribution are:

- Cook County Health
- Chicago Housing Authority
- Wellness West
- South Side Healthy Communities Organization
- Crown Family Philanthropies
- Pritzker Family Foundation

Health Systems that no longer fund the Flexible Housing Pool, but we would like to reengage:

- Advocate Aurora Health
- Meridian Health
- Medical Home Network, ACO
- University of Illinois Hospital and Health Sciences System

Healthcare organizations that have not funded the Flexible Housing Pool in the past, but who could benefit from additional housing resources include:

- Illinois Hospital Association

- Members of the Illinois Medical District
 - Rush University Medical Center
 - Sinai Chicago
- Hartgrove Behavioral Health System
- Northwestern Memorial Hospital
- University of Chicago Health System

Cook County Health has not agreed to make an annual commitment. They have committed to a \$2.5M contribution for 2024 (payment is still in process); to date they have contributed \$7.5M in total. Cook County Health has proposed \$2M for 2025, but the Center for Housing and Health is asking that they contribute \$4.48M annually.

KEY FACTS & DATA:

Current Funders	Total Contributions to Date	FY23 Contribution	FY24 Contribution	Request for FY25	FY25 Commitment to Date	Annual Contribution Amount
City of Chicago	\$37,200,000 (inc. SCaN \$6.6M)	\$6M	\$6M	\$11,731,208	\$6M	\$6M
Chicago Housing Authority	\$2,900,000	CHA recommitted to funding the FHP in 2024	\$500,000	\$500,000	\$500,000	Current commitment is \$500,000 annually for 3 years (ending after 2026)
Cook County Health	\$7,500,000	\$2.5M	\$2.5M (still pending)	\$4,480,000	\$0	\$0
Chicago Community Trust	**\$12,795,666	**\$6,948,333	**\$5,847,333	\$64,000	\$150,000	CCT annual is \$100,000

**This amount includes contributions from several partners that the Chicago Community Trust deposits: Crown Family Philanthropies (\$315,000), Pritzker Family Foundation \$450,000, Wellness West (\$1,900,000), and South Side Healthy Communities Organization (\$2,375,000). CCT is the only philanthropic contributor with an annual commitment.



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Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-04 – DFSS run programs

The following information is provided in response to questions posed at our department’s hearing on November 7th, 2024 to discuss the proposed 2025 budget.

Alderman Dowell asked for a list of all DFSS run programs by funding source and an indication of which programs do not have funding past 2025.

List of DFSS Programming and Funding Source	
Program	Funding Source
<i>211</i>	Federal
Adult Protective Services	Federal, State
After School Programs	CORP
Aging Well Navigators	Federal, State
Animal Care and Control	CORP
Buried in Treasures	Federal, State
<i>CAPABLE</i>	Federal
<i>Career Growth Chicago</i>	Federal
Caregiver Information and Assistance	Federal, State
Caregiver Respite Services	Federal, State

List of DFSS Programming and Funding Source	
<i>Highlighted items do not have funding past 2025</i>	
Program	Funding Source
Caregiver Support Services	Federal, State
Case Advocacy Support and Intensive Case Advocacy Support Services	Federal, State
Centralized Shelter Intake	Federal, CORP
CHA Youth Programming	CHA
Chicago Empowerment Fund	Federal
Chicago Youth Service Corps (CYSC)	Federal, CORP
Chicagobility	Federal, CORP
Child Care Assistance Program (CCAP)	State
Children Survivor Services	Federal, CORP
Chore	Federal, State
Community Justice Initiative	Federal, CORP
Community Re-Entry Centers	Federal, CORP
Community Service Centers	Federal (via State)
Comprehensive Fitness Program for Older Adults	Federal, State
Congregate Dining	Federal, State
Coordinated Reponse and Multi-Disciplinary Team (MDT)	Federal
Corporate Partnerships Program	CORP
Counseling and Advocacy Services for Victims of Domestic Violence	Federal
CSBG Scholarship Program	Federal (via State)
Dementia Education& Training Savvy Caregiver	Federal, State
Early Head Start Childcare Partnership	Federal
Early Head Start Expansion	Federal
Early Learning Scholarships	State, CORP
Emergency Food Assistance for At-Risk Population	Federal
Employment Preparation and Placement (EPP)	Federal, State, CORP
Enrichment	CORP
Flexible Housing Pool	Federal, CORP
Foster Grandparents Program	Federal, State, CORP
GBV Emergency Financial Assistance Program	Federal, CORP
GBV Impacted Youth	Federal, CORP
GBV Legal Services	Federal, CORP
GBV Prevention Education and Training	Federal, CORP
GBV Rapid Rehousing	Federal, CORP

List of DFSS Programming and Funding Source	
<i>Highlighted items do not have funding past 2025</i>	
Program	Funding Source
GBV Shelter, Hotel and Housing	Federal, CORP
Girls Empowerment and Motivation Series (GEMS)	Federal
Grandparents or Older Relatives Raising Children	Federal, State
Head Start and Early Head Start	Federal
Health Promotion	Federal
Home Delivered Meals	Federal, State
Homeless Prevention	Federal
Industry Specific Training and Placement Program	Federal, State, CORP
Information & Assistance Call Center for Seniors	Federal, State
Legal Protection Fund	Federal, CORP
Legal Services for Seniors	Federal
Mentoring	Federal, CORP
My Chi My Future - Anchor Organizations	Federal
My Chi My Future - Microgrants	Federal
My Chi My Future - Safe Spaces	Federal
Neighborhood Clean Up	CORP
Ombudsman Program	Federal, State
Options Counseling - Education	Federal, State
Options Counseling Navigators	Federal, State
Outreach and Engagement	Federal, Local
Permanent Supportive Housing Supportive Services	Federal, State, CORP
Preschool for All (PFA)	State
Prevention Initiative (PI)	State
Program Design, Management, and Continuous Quality Improvement	CORP
Public Benefits Outreach and Education	Federal (via State)
Rapid Rehousing	Federal, CORP
Regional Senior Centers	Federal, State
Satellite Senior Centers	Federal, State, CORP
Senior Companion Program	Federal, State, CORP
Senior Food Box Program	Federal
Senior Health Insurance Program	State
Senior Medicare Patrol	Federal
Service Coordination and Navigation Model (SCAN)	Federal, CORP
Shelter	Federal, State, CORP
Spring Forward	Federal

List of DFSS Programming and Funding Source	
<i>Highlighted items do not have funding past 2025</i>	
Program	Funding Source
Summer Youth Employment Program (SYEP)	Federal, CORP
Supervised Visitation and Safe Exchange	Federal, CORP
Tax Prep Chicago	CORP
Transitional Jobs Program	Federal, State, CORP
Year Round Employment	Federal, CORP
Youth Intervention Pathways (YIP)	Federal
Youth Transitional Housing	Federal, State, CORP

As always, please let me know if you have any further questions.



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DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 25, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-05 – ARPA funds

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Aldерwoman Dowell asked for DFSS's plans for the \$141 million that appears to be carried over from 2024 ARPA funds. Also, the contracts that are already attached to that funding and to whom. Review Appendix A for these details.

As part of the budget appropriation process, the Office of Budget and Management determines the amount of "carryover" funding based on available grant fund balances as of 8/1/2024. Below is a table of all DFSS ARPA allocations included in the 2025 budget proposal by program based on the carryover balances at that time. The funds in FY2024 are currently obligated and being spent down daily and anticipated to be exhausted by the end of the year.

The table below lists out 2024 programming that will extend into 2025. The relevant POs for each program are listed in the second table below and can be found on the DPS Vendor website.

Cost C	Program Name	TOTAL	FY24	FY25	FY26
P502005	One System	\$ 15,000,000.00	\$ -	\$ 15,000,000.00	\$ -
P504757	Management & Administration	\$ 1,128,000.00	\$ 320,000.00	\$ 685,000.00	\$ 123,000.00
P504760	Legal Protection Fund	\$ 2,470,000.00	\$ 970,000.00	\$ 1,500,000.00	\$ -
P504764	Emergency Fund for GBV Survivors	\$ 5,074,000.00	\$ 2,574,000.00	\$ 2,500,000.00	\$ -
P504766	211 System	\$ 3,597,000.00	\$ 1,597,000.00	\$ 2,000,000.00	\$ -
P504782	Rapid Rehousing Program	\$ 7,963,000.00	\$ 3,518,000.00	\$ 4,445,000.00	\$ -
P504783	Re-entry Workforce Development Program	\$ 5,426,000.00	\$ 2,491,000.00	\$ 2,935,000.00	\$ -
P504787	Chicago Resilient Communities Pilot	\$ 32,546,000.00	\$ 32,546,000.00	\$ -	\$ -
P504792	Workforce Development Program	\$ 4,024,000.00	\$ 1,827,000.00	\$ 2,197,000.00	\$ -
P504793	Youth Intervention Programs	\$ 3,171,000.00	\$ 1,895,000.00	\$ 1,276,000.00	\$ -
P504794	Youth Justice Diversion Program	\$ 4,601,000.00	\$ 2,094,000.00	\$ 2,507,000.00	\$ -
P504795	My Chi My Future Youth Program	\$ 8,265,000.00	\$ 6,168,000.00	\$ 2,081,000.00	\$ 16,000.00
P504796	Gender-Based Violence Victim Services to Your	\$ 3,049,000.00	\$ 2,221,000.00	\$ 828,000.00	\$ -
P504797	Legal Services for Gender Based Violence Surviv	\$ 1,389,000.00	\$ 1,169,000.00	\$ 220,000.00	\$ -
P504798	Rapid Rehousing Services for Gender-Based Vic	\$ 3,446,000.00	\$ 1,573,000.00	\$ 1,697,000.00	\$ 176,000.00
P504799	Gender-based Violence Prevention, Education &	\$ 1,083,000.00	\$ 686,000.00	\$ 397,000.00	\$ -
P504892	Community Justice Initiative	\$ 2,451,000.00	\$ 951,000.00	\$ 1,500,000.00	\$ -
P504893	Youth Opportunity Programs	\$ 30,336,000.00	\$ 25,411,000.00	\$ 4,925,000.00	\$ -
P504894	Youth Intervention Programs - Service Coordina	\$ 3,517,000.00	\$ 1,516,000.00	\$ 1,915,000.00	\$ 86,000.00
P504978	Re-entry Housing Navigation Pilot	\$ 2,864,000.00	\$ 761,000.00	\$ 2,103,000.00	\$ -
Total		\$ 141,400,000.00	\$ 90,288,000.00	\$ 50,711,000.00	\$ 401,000.00

PO	Agency	Program Model
200121	United Way of Metropolitan Chicago, Inc.	211 Metro-Chicago
184823	Pui Tak Center	Chicago Empowerment Fund
184826	Phalanx Family Services	Chicago Empowerment Fund
184827	United African Organization, Inc	Chicago Empowerment Fund
184828	Spanish Coalition For Housing	Chicago Empowerment Fund
184830	Center For Changing Lives	Chicago Empowerment Fund
184835	Y W C A Metropolitan Chicago	Chicago Empowerment Fund
184945	GiveDirectly, Inc	Chicago Empowerment Fund
206554	Centers for New Horizons, Inc.	Community Re-Entry Support Centers
206555	Community Assistance Programs	Community Re-Entry Support Centers
206556	Howard Area Community Center	Community Re-Entry Support Centers
206557	Teamwork Englewood	Community Re-Entry Support Centers
236812	Safer Foundation	Community Re-Entry Support Centers
197272	The Network: Advocating Against Domestic Violence	Emergency Fund for GBV Survivors
197661	All Chicago Making Homelessness History	GBV Rapid Rehousing
234166	Resilience	GBV/HT Prevention Education
234167	SGA Youth & Family Services, NFP	GBV/HT Prevention Education
234169	The Salvation Army	GBV/HT Prevention Education
234170	Y W C A Metropolitan Chicago	GBV/HT Prevention Education
218471	Erie Neighborhood House	Gender Based Violence Services for Youth
218472	Heartland Human Care Services, Inc.	Gender Based Violence Services for Youth
218475	Youth Guidance	Gender Based Violence Services for Youth
218476	Howard Brown Health Center	Gender Based Violence Services for Youth
234122	Lawndale Christian Legal Center	Housing Navigation Program
196045	Metropolitan Family Services	Legal Services for Gender-based Violence Survivors
196046	Life-Span	Legal Services for Gender-based Violence Survivors
196047	Chicago Alliance Against Sexual Exploitation	Legal Services for Gender-based Violence Survivors
196048	Ascend Justice	Legal Services for Gender-based Violence Survivors
188624	All Chicago Making Homelessness History	Rapid Rehousing
197661	All Chicago Making Homelessness History	GBV Rapid Rehousing
234171	The CARA Program	Re-Entry & Employment Navigation Program

As always, please let me know if you have any further questions.



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Commissioner
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CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-06 – Gender-based Violence (GBV) funding

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Dowell asked for the Gender-based Violence Division funding for FY25.

The table below breaks down FY25 funding for Gender-based Violence division:

2025 Gender-based Violence Funding		
Funding Source	2025 Budget	% of Total
Corporate	\$2,758,416	9.0%
DV Homeshare	\$9,016,000	29.4%
CDBG	\$2,673,872	8.7%
ARPA	\$13,989,048	45.7%
Other Grants	\$2,183,000	7.1%
Total	\$30,620,336	100.0%

As always, please let me know if you have any further questions.



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Commissioner
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CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-07 – Waitlist for Domestic Violence survivors

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Dowell asked if there is a waitlist for survivors of domestic violence to get housing and counseling services.

DFSS strives to place survivors seeking shelter from either 311 or the Illinois Domestic Violence Hotline within three days when there is a bed available. However, often beds are not available and the City's average placement rate is approximately 17 days. Survivors are considered to be homeless during the time they are attempting to flee; therefore, they qualify to be assessed for the GBV Coordinated Entry System (CES) regardless of whether they are in shelter. The CES is administered by the Chicago Continuum of Care. From assessment, survivors are typically matched and placed into housing within five to six months.

Five of the twenty projects administered by delegate agencies in the Counseling and Advocacy Services program reported a waitlist at the end of Q3 2024. Typically, if an agency is unable to serve a survivor, they reach out to other GBV providers and community networks to ensure the survivor receives assistance. The five agencies that report a waitlist right now are as follows:

- Metropolitan Family Services Englewood – Program at capacity, clients on the waitlist are offered group services
 - Other agencies serving neighborhood/ward: Family Rescue
- Metropolitan Family Services Midway – 2-month waitlist
 - Other agencies serving neighborhood/ward: Polish American Association
- Mujeres Latinas En Accion– reports having a waitlist for services
 - Other agencies serving neighborhood/ward: The Resurrection Project

- Swedish Covenant – reports having a waitlist for services
 - Other agencies serving neighborhood/ward: Apna Ghar and Centro Romero
- The HANA Center – Operating with a waitlist, but a new hire has increased capacity
 - Other agencies serving neighborhood/ward: MFS North

As always, please let me know if you have any further questions.



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Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-08 – Information on Gender-based Violence (GBV) programs

The following information is provided in response to questions posed at our department’s hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Dowell asked for information on the following gender-based violence programs:

1. Funding for Legal and Advocacy Services
2. Funding for Sexual Assault and Human Trafficking Services
3. Allocation of remaining ARPA funds to each

1. Funding for Legal and Advocacy Services includes two program models: Counseling and Advocacy at a total of \$2.2M and Legal and DV Courthouse Services at \$2.6M.

2. Coinciding with the increase in federal funding through ARPA, the department broadened services to survivors of gender-based violence, which includes survivors of domestic violence, stalking, sexual violence and human trafficking. ARPA is supplemented by Homeshare funding to support these programs in 2025. These programs include GBV Legal Services, GBV Impacted Youth, GBV Prevention, GBV Emergency Financial Assistance and GBV Rapid Rehousing.

3. The ARPA funding has been allocated in full for five ARPA initiatives for gender-based violence: Emergency Financial Assistance, Rapid Rehousing, Legal Services, Impacted Youth and Prevention Education.

Program	2025 ARPA Funding
ARPA GBV Legal Services	\$220,000
ARPA GBV Impacted Youth	\$828,000
ARPA GBV Prevention	\$397,000

Program	2025 ARPA Funding
ARPA GBV Emergency Financial Assistance	\$2,500,000
ARPA GBV Rapid Rehousing	\$1,540,840
ARPA 2025 Funding Total	\$5,485,840

As always, please reach out if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor’s Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-09 – Calls received by the Illinois Domestic Violence Hotline

The following information is provided in response to questions posed at our department’s hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Dowell asked for the number of calls received by the Illinois Domestic Violence Hotline for 2023 and 2024.

Illinois Domestic Violence Hotline Statistic	2023	Year-To-Date 2024 (January 1 - September 30)
Calls, Texts, or Chats	47,349	43,148
Daily Average Total Calls	130	158
Chicago Calls, Texts, or Chats	16,123	13,131

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-10 – Permanent housing placements in the 3rd Ward

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderdwoman Dowell asked how many unhoused people were placed in permanent housing in the 3rd Ward during 2023 and 2024.

DFSS does not collect data on the total number of people experiencing homelessness who enter permanent housing at the ward level. DFSS does have data on the number of households housed by ward with City-funded Rapid Re-Housing services, a subset of the total households placed in permanent housing. Between 2023 and 2024, 3 Accelerated Moving Events were hosted at 10 S. Kedzie that included residents of the 3rd ward. These events specifically targeted unsheltered individuals and included residents from several other wards. Across the three events, 87 participants were engaged, of whom 75 were successfully housed.

As always, please contact the department if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze,
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 20, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-11 – Investments to address homelessness

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Dowell asked if it is more economical for the City to invest in converting properties to shelters with wraparound services (such as the Haven on Lincoln) or to fund provider services agencies like the flexible housing initiative that provides vouchers to the unhoused.

Effectively addressing homelessness requires a three-pronged approach: preventing people from experiencing homelessness in the first place; providing a crisis response system to meet current needs of people experiencing homelessness; and investing in a spectrum of affordable and appropriate housing options for people to exit homelessness. While the ultimate solution to homelessness is housing, each piece of this continuum is necessary and plays a critical role in the overall strategy of solving homelessness.

Within this strategy, the city needs a range of shelter and housing options to respond to the diverse needs of households experiencing homelessness. The Haven, funded by CDPH is akin to a shelter that will provide specialized and integrated healthcare services to help individuals with behavioral health needs to stabilize before transitioning them into permanent housing. DFSS supports this model and is additionally investing in shelter infrastructure projects and non congregate shelter projects to increase shelter options citywide.

Housing pathways, like the Flexible Housing Pool, are critical to free up shelter beds in programs like The Haven for others who need them once residents stabilize. The Flexible Housing Pool serves another subgroup of households experiencing homelessness, which is households who may need rental assistance and supportive services for many years, due to complex needs.

Each of these strategies are critical to ensuring that instances of homelessness are rare, brief, and non-recurring.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: November 21, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-12 – Overseeing spending

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Dowell asked if DFSS has sufficient staff to oversee the department's budget. Ald. Dowell also asked if DFSS utilizes OBM staff to assist in monitoring and compliance.

DFSS has two monitoring divisions, one for programmatic monitoring and another for fiscal monitoring. The Programmatic Monitoring Division confirms the delegate's compliance with the contract's terms and conditions and program scope. Common monitoring activities cover review of staff background checks, enrollment documentation, outcome measures, facility health and safety checks and other grantor compliance measures. The Fiscal Monitoring Division ensures delegates' accounting of expenditures adhere to Generally Acceptable Accounting Principles and expended costs align with the delegate's budget that is funded by DFSS.

Additionally, the department does receive third-party auditing support annually through the Single Audit that is conducted by Baker Tilly as well as monthly audits through the Department of Finance's Internal Audit Review Unit.

Although OBM does not assist with monitoring the department's contracts, OBM does provide compliance assistance for grants that they administer. This includes the HUD entitlement grants (CDBG, ESG), ARPA, and any FEMA funding sources.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information to discuss proposed 2025 budget

ID#: 50-13 – Programs created as a result of ARPA funding

The following information is provided in response to questions asked prior to our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Lawson asked for a list of programs that were created as a result of the availability of ARPA funding.

The DFSS programs that were created as a result of the availability of ARPA funds include:

- Workforce Programs
 - Career Grow Chicago – Workforce Development Program
 - SPRING Forward Re-entry Housing and Employment Navigation
 - Safer Foundation – 5th Community Re-entry Service Center
- Youth Programs
 - My CHI. My Future. Community Anchor Organizations
 - My CHI. My Future. Micro-Grants Initiative
 - Youth Intervention Pathways (Youth Justice Diversion)
 - Year-Round Employment Program (Youth Opportunity Programs)
- Gender-Based Violence Programs
 - Emergency Financial Assistance for GBV Survivors
 - GBV Victim Services for Young People
 - GBV Prevention and Education
- Human Services Programs
 - 211 System

- Guaranteed Income Programs – Chicago Resilient Communities Pilot (CRCP) and Chicago Empowerment Fund (CEF)
- Resiliency Fund 2.0

As always, please reach out with further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-14 – Peace Book

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Rodriguez Sanchez asked based on lessons from the Peace Book pilot this past summer, what specific adjustments and improvements are planned for the program, and how will these be reflected in the upcoming budget.

Through One Summer Chicago's Summer Youth Employment Program (SYEP), 101 young people participated in a pilot program to become trained Peacekeepers in collaboration with Good Kids Mad City and Alternative Schools Network. Initially, recruitment focused on youth from Wards 3,4,5 and 20, but later expanded citywide.

Like all participants in One Summer Chicago, Peacekeepers need to provide proof of age, Chicago residency and a Social Security number to meet legal employment requirements for pay wages and tax deductions. To overcome these obstacles, our delegate agencies began recruitment as early as March and held resource fairs to obtain the required documents. Many of the Peacekeepers encountered difficulties with obtaining these required documents. **To address this, DFSS allows alternative forms of identification, such as a CityKey, school ID, and school transcripts.** Despite this flexibility, some young people still struggle to acquire the necessary documentation.

Even with the challenges previously mentioned, young people had overall positive experiences throughout the program.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-15 – Homeless Service Needs

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Rodriguez Sanchez asked how the current budget plan ensures funding for services that address the unique needs of migrants and long-term homeless individuals. She also asked how this balance will be maintained as resources become more limited.

The 2025 budget for Homeless Services at DFSS invests \$40M for shelters for people experiencing homelessness. This investment means the number of shelter beds DFSS is able to fund on an annual basis is increasing from 3,000 beds to 5,100 beds. An additional commitment of 1,700 beds funded and operated by the Illinois Department of Human Services brings the citywide total to 6,800 beds. This is an unprecedented increase in the number of shelter beds that have existed in Chicago for anyone experiencing homelessness.

In addition to increasing the number of beds in Chicago's shelter system, DFSS has secured state funding to operate a physical access point for shelter and homelessness services, using lessons from the new arrivals "landing zone" operating model. Additionally, as part of the One System Initiative, in partnership with the Mayor's Office, the State, the Chicago Continuum of Care, and our many service providers and community-based partners, DFSS is committed to increasing access to technical assistance and capacity building to ensure our service provider network is supported and equipped to continue to meet the diverse needs of people experiencing homelessness in Chicago.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-16 – Accelerated Moving Events

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Rodriguez Sanchez asked about the strategy for implementing and managing accelerated moving events and the budget allocated toward this.

The FY2025 proposed budget for implementing the Department's Rapid Re-Housing program is \$28.8 million, which will support approximately 1,000 households in housing at a time and newly house 360 households in 2025. The goal of City's investments in Rapid Re-Housing is to support households in rapidly moving from shelters and unsheltered homelessness into housing and supporting them in remaining stably housed. Rapid Re-Housing helps participants find a rental unit and navigate the move-in process, provides rental assistance for up to 24 months, and provides a dedicated case manager to support with a long-term housing plan and any other needs such as health care and employment to help the household stabilize and thrive.

Households are connected to Rapid Re-Housing through Accelerated Moving Events (AMEs), one- or two-day events held at shelters or nearby encampments where households complete several steps of the housing process at once with the support of specialized staff: virtually viewing and selecting a unit, completing a housing application, and selecting a furniture package for their new home.

The schedule of Accelerated Moving Events is shaped by a rotation agreed upon by the Chicago Continuum of Care that factors in:

- Location type (unsheltered, shelter) and environmental risks
- Geography

- Vulnerability of clients
- Subpopulation experiencing homelessness (youth, families, single adults, survivors of domestic violence)

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-17 – Extreme Weather Beds

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Rodriguez Sanchez asked if the increase in funding for shelter bed rates make provisions for extreme weather flexible shelter options, and if it does, in what specific extreme weather situations would that provision be used for (heat, cold, poor air quality, or all).

2025 funding provides for a total capacity of 6,800 shelter beds throughout the city. Because most shelters remain open 24/7, extreme weather provisions are accounted for in current operations. In times of extreme winter weather, DFSS separately funds the few remaining overnight-only shelters to stay open 24/7 and funds drop-in centers to offer expanded hours.

DFSS is continuously evaluating bed availability and ways to bring additional beds on during winter months. With funding from the Illinois Department of Human Services (IDHS), we will be expanding bed capacity during winter months by funding overflow beds through current providers.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-18 – Shelter costs

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Rodriguez Sanchez asked if the proposed increase in bed rates supports the actual amount to operate beds or the city's average.

Total operational costs reported to DFSS from shelter providers are between \$60-70 per bed per night, on average. DFSS, however, is not the sole funder of shelter providers and agencies receive funding from various sources such as state funding and other philanthropic partners. Any increase in bed rate would support shelter operational costs such as staffing, meals, and support services.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-19 – Extreme Weather

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked if the department had any updates on the formation of the working group requested by City Council members and Continuum of Care members to address extreme weather resources. He also asked who has taken over the coordination between departments to see what resources and improvements can be made for unhoused Chicagoans during extreme weather events, especially in the winter months.

The Department of Family and Support Services (DFSS) defers to Chief Homelessness Officer Sindy Soto on development of the working group and coordination of the departments in response to extreme weather.

Below is a summary of DFSS Contributions to City's Extreme Weather Response

Winter Operations Below 32 Degrees

During the winter months, when temperatures fall below freezing (32 degrees or below), the Chicago Department of Family and Support Services (DFSS) operates six (6) warming centers inside of the City's six Community Service Centers (CSCs) during weekday business hours. The primary role of Community Service Centers is to assess residents for services, provide case management, and make referrals for additional supports and services. Information and flyers on our efforts can be found on the DFSS website under [Warming Centers](#).

Normal winter operations are as follows:

- The Community Service Centers are open from 9:00 a.m. to 5:00 p.m., Monday through Friday. The Garfield Community Service Center, conveniently located near public transportation at 10 S. Kedzie Ave., is open 24-hours to connect residents to overnight and emergency shelters. Because the Garfield CSC is neither structured nor staffed to function as an emergency shelter, visitors who arrive at the CSC after regular business will be asked to leave if there is not a bed available. If a bed is available, residents will be transported to shelter.
- After meeting with colleagues from CHRRGE who raised concerns about potential negative health consequences of the policy to allow residents to warm up for 20 minutes at 10 S. Kedzie after hours, we consulted with CDPH on this and jointly decided to discontinue this policy.
- The Salvation Army has an office at the Garfield Community Service Center. The staff at the center work to secure shelter placement in available shelter beds, conduct initial intake and provide transportation for residents requesting overnight or emergency shelter.
- In addition to the CSCs, twenty-one (21) senior centers citywide are open at limited capacity to receive seniors, age 60 and older, during regular business hours. During extreme weather events, DFSS- Renaissance Court Regional Center partners with the Department of Cultural Affairs and Special Events to make designated lobby space at the Chicago Cultural Center (Randolph Court) available as a warming center. Visit [Chicago.gov/Seniors](https://www.chicago.gov/Seniors) for senior center locations and hours.
- Chicago Parks District facilities and Chicago Public Libraries also provide more than 190 warming spaces available to the public during their typical business hours. [Click here](#) to view a map of city facilities serving as warm indoor spaces citywide. 3-1-1 operators are always up to date about available warming centers, and they are our residents' best resource of information about nearby warming centers.
- DFSS staffs six Homeless Outreach and Prevention (HOP) teams that work with homeless individuals on the street Monday – Friday from 8:30 a.m. to 4:30 p.m. Currently there are four vacancies. DFSS has 11 delegate agencies providing daytime outreach citywide. One delegate agency provides evening/overnight outreach weekdays from 8 pm – 2am and the Salvation Amy responds 24/7. Two delegate agencies provide evening and overnight outreach on CTA Red and Blue Lines. DFSS may ask daytime outreach providers to do overnight and weekend outreach during extremely cold weather activations. DFSS also coordinates with seven Chicago Continuum of Care funded outreach agencies.
- We are in the process of evaluating RFP proposals to bring on 30-60 additional year-round beds in a hotel setting. The goal is to have beds online in January 2025.
- With funding from the Illinois Department of Human Services (IDHS), we will be expanding bed capacity during winter months by funding overflow beds through current providers. This winter DFSS will fund 150-200 additional winter beds across our shelter system, primarily for single adults. Beds will come online starting in December and will remain open through the spring.
- In partnership with the State, DFSS will stand up a new 24/7 physical access point in mid-to-late December as part of the transition to the One System. The intention is that people in need of shelter will be able to physically come to this location to connect with resources and wait while they request a bed in the shelter system.

- We are continuing expanded investment in Rapid Re-Housing with a new \$7M in the FY25 to help us continue to support 1,000 households in housing at a given time and host roughly two Accelerated Moving Events each month to house a total of 360 new households.
- We are investing in capital improvements to homeless shelters to better serve people safely and with dignity, in partnership with the Department of Housing. These projects will transition beds to more non-congregate settings which have been more effective in encouraging folks to come inside. The first of these projects is finishing construction this month and will open doors with 70 beds for single men in Rogers Park December 9th.

Extreme Cold/ Multi-Day Weather Conditions

During an extended or extreme wind chill advisory or wind chill warning, OEMC will notify DFSS of the dangerously cold weather conditions. A wind chill advisory is issued when the wind chill is forecast to be -20F to -29F with a wind speed greater than or equal to 10mph. A wind chill warning is issued when frigid temperatures occur or when the wind chill is forecast to be -30F or colder, with a wind speed greater than or equal to 10mph. A wind chill warning is issued when the wind chill criteria are highly likely to be met in the next 6-to-18-hour period. Because Chicago routinely gets cold weather and snow, we do not institute emergencies procedures for each of these instances as a matter of practice.

During periods of extreme weather, DFSS follows all normal operations outlined above and ramps up efforts to include:

- Alerting residents via flyers, social media, etc. to be mindful of vulnerable neighbors and family members and encouraging them to call 3-1-1 to request well-being checks or other cold-weather City services. Our team then works with OEMC and The Salvation Army to monitor well-being check requests. If the levels of requests start to grow significantly beyond 10 requests in the queue, we will ask CPD for assistance in completing service requests.
- Working with our delegate agencies to look out for any problems they may encounter while delivering their services. An example of this could be when a Meals on Wheels driver provides meals to a senior and realizes they need additional heating support.
 - If any of our clients (especially our seniors) appear to be in distress or need assistance, our delegate agencies notify us promptly to conduct a well-being check, follow up and provide the help they require quickly.
 - Engaging all of our DFSS shelter programs is critical during extreme weather. Most of our adult shelter programs operate 24/7. Two adult overnight shelters and two youth overnight shelters continue to operate for 12 hours per day, so DFSS requests overnight shelter partners remain open during the day and provide services, food, and warmth to clients during extreme cold weather conditions. Additional hours and additional staff are outside standard delegate agency contracts and require other financial resources. OBM has approved \$100,000 annually for these situations.
 - DFSS leverages non-City-funded partners such as Pacific Garden Mission during cold weather events. However, PGM has also reduced its beds from 1,000 at their highest level to 460 beds today.

- Conducting robocalls to seniors reminding them to remain indoors and call 3-1-1 if they need assistance.
- Providing the Mayor's Office and OEMC Media Affairs Division with information for press advisories regarding methods of staying warm, services available, and the need for well-being checks with families, neighbors, and tenants.

Last year, as a response to the extreme cold, OEMC in partnership with the Harold Washington Library opened the basement as a 24/7 warming center for 100 unhoused Chicagoans providing food and cots that was managed by OEMC and a temporary contractor.

Polar Vortex

During a polar vortex, or where there is an extended wind chill warning that lasts for a week or longer, OEMC will notify DFSS of the weather conditions. During these times, DFSS follows all routine operations and extreme cold weather condition operations listed above, plus additional measures to keep vulnerable residents safe. This response includes constant coordination with our city, faith-based and non-profit partners to expand capacity. For example, during the polar vortex in January 2019, DFSS implemented the following measures:

- Requested the CTA to disperse warming buses throughout the city from 10 p.m. to 2 a.m. with delegate agency outreach partners because there was a national weather emergency circumstance. Warming buses served hot chocolate and provided socks and mittens.
- Solicited over 100 faith-based organizations to serve as drop-in centers and shelters.
- Worked with the Park District and Chicago Public Library to keep city facilities open 24/7 to serve as shelters.
- Used Administrative and Information Services drivers to transport homeless individuals that needed rides to shelter.
- Assigned 3-1-1 well-being checks to the Chicago Police Department.
- Staffed the Emergency Operations Center (EOC) at OEMC 24/7 with DFSS staff.
- Obtained hydration and food from the Salvation Army and the American Red Cross.

As always, please reach out with any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-20- Shelter Beds

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked how the city arrived at 11,000 shelter beds as the goal for sheltering everyone in Chicago as referenced by the Mayor during a press conference on the One System Initiative on October 21, 2024. He also asked if DFSS knows what percentage of the 11,000 shelter beds should be congregate, non-congregate, or low-barrier shelter beds, and if DFSS has done an analysis of what would be the cost of the "Chicago's ideal shelter system".

The number of shelter beds needed is not a static number as it depends on current need as well as in-flow and out-flow from homelessness. If more households can be prevented from entering homelessness and more households can be supported in exiting from homelessness into housing, we do not need as many shelter beds.

DFSS is currently investing in increasing the number of non-congregate shelter beds through investments in partnership with the Department of Housing, based on the benefits to client health and well-being. DFSS is investing \$40 million and has qualified 10 shelter programs to receive funding for renovations including accessibility improvements and conversion to non-congregate settings. DOH is investing \$25 million to assist shelter programs in acquiring and renovating new non-congregate shelter facilities. DFSS and DOH's joint efforts are expected to improve roughly 700-1000 shelter beds –or between one quarter to one-third in the current DFSS-supported shelter system– and to add approximately 300 new beds to the shelter system.

For cost estimates, total operational costs reported to DFSS by shelter providers are between \$60-70 per bed per night, on average. DFSS is not the sole funder of shelter providers and agencies receive funding from various sources such as state funding and other philanthropic partners.

As always, please reach out if there are any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-21 – Transparency

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked if DFSS has a resource or document for service providers and outreach teams who will be part of the One System Initiative that outlines the programs the system will provide and the eligibility requirements. Also, he asked if this resource will be made available to the public. If DFSS is unwilling to make this information public, Alderman Vasquez asked for the reasons for that decision and if Alderpeople could receive said resource.

DFSS will begin to operationalize the One System Initiative (OSI) beginning later this year and into early 2025 in partnership with the Mayor's Office, the Chief Homelessness Officer, the State of Illinois and other key stakeholders. As part of OSI, all shelter beds will become part of the unified shelter system for all Chicagoans in need of shelter, expanding DFSS-funded shelter beds from 3,000 beds annually to 5,100 beds annually. Additionally, the State has committed to operating 1,700 beds for a total of 6,800 that will be available for anyone needing shelter. There will be no eligibility criteria for anyone needing to access shelter under OSI.

In addition to the increase in shelter beds, DFSS, in partnership with the State, is activating a physical access point, which will serve as a safe and warm place for those in need to seek shelter and other short-term supports.

DFSS has also been working closely with Michele Smith, a federal official partnering with the City of Chicago and Chicago Continuum of Care, to strengthen and accelerate local efforts to address homelessness, through the All INside initiative. As part of her work, she recently released a guide for homeless housing and service providers on housing resources and eligibility requirements. This guide is publicly available here: <https://allchicago.org/wp-content/uploads/2024/10/Participant->

[Eligibility-Documentation-Requirements-by-Funding-Source-10.2024.pdf](#) or can be found in the All Chicago Technical Assistance Resource Library: <https://allchicago.org/how-we-are-ending-homelessness/training-research/technical-assistance-resource-library/>.

As we transition to the One System Initiative, DFSS will continue to work with the Mayor's Office, the Chief Homelessness Officer, and State of Illinois to build the capacity of providers to better support both populations through technical assistance, data support, and capacity building which will ultimately result in standardization throughout the system to equitably serve the diverse needs of everyone.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-22 - Transportation

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked if DFSS has considered replacing transportation contracts with Salvation Army with more Crisis Assistance Response and Engagement (CARE) teams across the city. Also, he asked if DFSS has any updates on the RFP for establishing various shelter access pick-up sites across the City and when this RFP will be released. Finally, Alderman Vasquez asked for the outcomes of DFSS's shelter access KPIs, and if they have improved since June 2024. Particularly, he asked for KPIs regarding: (1) Share of closed out requests that ended in successful placement into shelter, and (2) average time from shelter request initial call to final case closure in salesforce, broken down by outcome.

Given these operational inefficiencies and history of discrimination, and as the City expands the use of mental health first responder teams, have we considered replacing this contract with more CARE teams across the city?

The Centralized Shelter Intake, Transportation and Crisis response contract is a large program with multiple service needs connected to it currently. The program includes response to fires, response to notices to vacate, well-being checks, and more. The department is reassessing the contract to best understand how to meet all the needs encompassed within it in an efficient and effective manner. The contract will be up for RFP next year and all interested, trauma-informed parties are encouraged to apply. It should be noted that the CARES teams are administered by the Chicago Department of Public Health (CDPH), and further questions about those teams should be directed to that department.

At a Continuum of Care meeting, we also learned that DFSS was exploring an RFP for establishing various shelter access pick-up sites across the City -- do you have an update on what this RFP will look like / when this RFP will be released?

This topic remains under exploration as we move into One System. Currently, shelter pick up is still facilitated from many locations across the City's boundaries and anyone seeking shelter should call 311 to place a shelter request.

Additionally, we'd love to know the outcomes of DFSS's shelter access KPIs, and if they've improved since the WBEZ reporting last June.

While DFSS continues to track the KPI's mentioned in the WBEZ reporting (see below), there have been a number of data and policy changes regarding shelter access that impact this data and make it difficult to directly compare the data since June 2023. Since the June article's release, DFSS has shifted away from the prior policy of closing out Shelter Requests after a set time period and has done two mass cleanings of the Salesforce system to increase data quality and account for shelter access policy changes and the New Arrival decompressions that occurred earlier this year. The Centralized Shelter Intake, Transportation and Crisis Response delegate has also renovated their training and onboarding processes regarding data entry, revamped their follow-up process, and hired two data-specific staff in that time – thereby increasing their data quality, and understanding the client's true experience, length of time seeking shelter, and what are active open cases at a given time.

With that said, the shelter access KPIs do remain focused on increasing the share of shelter requests that end in successful placements into shelter and decreasing the average time from shelter request call to case closure in the Salesforce system – especially for those requests ending in successful placement. These KPIs are monitored and discussed monthly with active contract management conversations focused on identifying challenges and areas of success on these metrics, while also recognizing the systemic barriers that can limit progress on these metrics. In addition to these metrics, increasing data quality has been a large focus of the Centralized Shelter Intake, Transportation and Crisis Response program this year.

In 2024 YTD (as of 11/20/2024), about 16% of all closed out 2024 requests have ended in successful placement into shelter. When a request ended in successful placement, it took, on average, about 1.9 days from call to placement and case closure.

The average time from shelter request call to final case closure in Salesforce for all closed cases in 2024 has been just under 19 days. The average time a case remains open varies by case and outcome assigned, see table with breakdown by outcome below.

Outcome	Avg Days from Call to Closure for this Outcome 2024
Decompression to New Arrivals Landing Zone or Shelter*	176.3
Completed	19.9
72-hour policy closeouts*	18.1
Request Cancelled	17.1
Placed in a Hotel	10.6
Found Alternate Shelter	7.2
Gone on Arrival	6.5
Refused Service	4.0
Client(s) Placed in Shelter	1.9
Shelter Relocation Denied - Client Already in Shelter, No Safety Concerns	1.4

*The Decompression to New Arrivals Landing Zone or Shelter, and 72-hour policy closeouts outcomes are cleaning outcomes utilized to clear requests from the system based on policy changes put in place in 2024.



CITY OF CHICAGO



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 16, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-23 – Lived Experience Feedback

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked the following:

Can you discuss how and how often DFSS employees directly interact with unhoused Chicagoans enrolled in DFSS funded programs? Beyond the Continuum of Care's Lived Experience Commission and the shelter grievance line, what mechanisms for consistent direct feedback from unhoused Chicagoans does DFSS have?

The DFSS Homeless Outreach and Prevention team provides direct outreach support, offers shelter and resources to those who are unhoused and living outside in encampments or by themselves on the street. The DFSS Homeless Division has a general information line that is answered throughout the day by staff at Central office. This phone line in general receives complaints from shelter residents, inquiries regarding housing as well as rental assistance. In these instances, the Homeless Services staff answering the phone may engage with unhoused residents. Outside of the phone line where complaints can be received, DFSS does not have a mechanism of receiving grievances from residents. It is a requirement and the responsibility of the delegate agencies that are funded to have a grievance procedure in place for their programs. If grievances cannot be resolved, they may come to DFSS.

The Chicago Continuum of Care and DFSS have been working with a dedicated federal official, Michele Smith, on several homeless system priorities, one of which is to improve the involvement of persons with lived experience in decision-making processes. She developed several recommendations to strengthen the involvement of people with lived experience through the Lived

Experience Commission (LEC) and Youth Action Board (YAB). Her recommendations specific to City and DFSS processes are to educate the LEC and YAB on how to participate in City forums to provide input and feedback on the annual City budget and use of HUD block grant funds. She also encouraged DFSS to consider inviting members of the LEC and YAB to focus groups on DFSS RFP evaluation criteria or to discuss shelter operations during the contract period.

Has DFSS considered establishing a committee that includes people with lived experience to review shelter complaints, denials, and discharges?

The DFSS Homeless Services division has a staff member whose primary role is to review shelter complaints and follow-up with the client and shelter in which the complaint was made. DFSS is considering the recommendations shared by Michele Smith which were noted above about mechanisms to strengthen the involvement of people with lived experience of homelessness.

In an April Continuum of Care meeting, DFSS mentioned a new 'site visit' policy, that was being reviewed by State Consultant Arloa Sutter. Can you discuss the results and recommendations that came from this review?

The Homeless Services Division conducts shelter site visits to ensure effective oversight of grant-funded shelter delegate agencies. These visits aim to safeguard the health, safety, dignity, and well-being of all individuals accessing homeless shelters and programs. Shelter site visits aim to provide an objective assessment and verification of each shelter facility's overall status.

The Homeless Services division have historically completed site visits of shelter programs when for example there is a serious complaint regarding the conditions of a facility or complaints about the quality of the food being served. Late last year the homeless team updated the site visit policy so that it was structured and provides context so that DFSS staff and the delegates would know what the intent of a visit. It includes proactive site visits and continues the response when there are complaints. When Arloa Sutter began consulting with DFSS and other partners regarding the One System Initiative, we asked her to review the policy and provide her thoughts as a former executive director of a shelter program. With the changes to the current shelter system through the One System Initiative, there was a pause on sending out this new policy to delegates. But the Homeless Services division continues to conduct site visits when there are complaints regarding the conditions of a facility and quality of food, etc.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 19, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-24 – Homeless Spending by Program

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Vasquez asked for a breakdown of Homeless Services spending by program. Additionally, he asked how much will be allocated to the Rental Assistance Program in 2025, what percentage is available as assistance to Chicagoans, and how much is for program administration. Finally, he asked if the department could include what metrics we use to measure performance for each program.

The Homeless Services Division at DFSS spent over \$65.2M in FY23 across its various non-covid homeless programming. In FY24, DFSS has spent \$45.4M across its non-covid programming. This amount does not include outstanding expenses not submitted to DFSS by its various delegate agencies. Additionally, one of DFSS's larger grants, the Emergency Transitional Housing grant, is state funded and started on July 1, 2024. Based on the current spending rate, the department is on track to spend more in FY24 due to increases in its corporate and grant budgets.

The following chart summarizes the DFSS Homeless Services Division programming:

Component	Description
Homelessness prevention	Rental assistance, case management and legal services to prevent households from becoming homeless.
Shelter	Emergency housing for families, youth, survivors of DV and single adults.
Centralized shelter intake	24/7 crisis response and shelter intake, referral, and transportation
Outreach and engagement	Street outreach, drop-in centers, and housing navigation.
Housing supports	Rapid Re-Housing; supportive services attached to permanent housing for youth, families, veterans, single adults; Flexible Housing Pool; and Youth Transitional Housing
System planning and coordination	Coordinated entry, convening around planning issues related to the homelessness response system.

DFSS anticipates allocating \$401,929 in regular, annual funding to the Rental Assistance Program in 2025. In 2024, 57% of these funds were allocated to direct rental assistance for clients (rent and security deposits). 39% of the funding was used to support personnel cost. Staff assist households by reviewing applications, completing housing inspections, and processing payments to vendors on behalf of program participants. While delegates are able to expense a 10% administrative rate, the program delegate elected to only utilize 4% of the total award towards indirect cost.

The metrics for all programs within the Homeless Services Division are included in the table below.

Program Model	Subcategory	Key Performance Outcomes
Shelter	N/A	<ul style="list-style-type: none"> • % of HHs exiting to more stable or permanent housing • % of HHs exiting to permanent housing • DV –% of HHs learning about safety planning/cycle of violence • % of households with complete CES assessments • Average length of stay in shelter • Utilization of shelter bed capacity
Coordinated Entry System Facilitator	N/A	<ul style="list-style-type: none"> • % of participants enrolled in a project of a homeless system provider will be exited to a permanent housing destination • % of participants entering the homeless system who are assessed (CES) • %, # of available units/openings in the Coordinated Entry system that receive a match through HMIS • % of HHs enrolled in an outreach or housing system navigation project and have a housing match through CES move into permanent housing. • % of participating agencies (including Applicant and recruited partner agencies) that assess HHs or connect HHs to entities conducting the CES assessment.
Frequent Users Service Engagement (FUSE)	N/A	<ul style="list-style-type: none"> • % of HHs exiting to more stable housing • % of HH that will be discharged to another interim housing program • % of HH who will engage in ongoing specialized services based on individual assessments to promote housing stability for 3 months after housing is secured or family exits shelter • % of FUSE HHs that are represented within the intended target population
Youth Transitional Housing	N/A	<ul style="list-style-type: none"> • % of HHs exiting to more stable housing

Program Model	Subcategory	Key Performance Outcomes
		<ul style="list-style-type: none"> • % of participants without a source of reportable income will report an increase in cash benefits or income • Average # of days between referral and placement • % of participants who exit with employment • % of participants who exit with a high school diploma or who are enrolled in an education program
Permanent Supportive Housing	PSH	<ul style="list-style-type: none"> • % of HHs who remain housed for 12 months • % of HHs who assume a lease or maintain other permanent, stable housing upon exit • % of HHs with a source of reportable income at program entry will increase income • % of HHs who maintain/ increase benefits, employment or a combination of both • % of HH who maintain or acquire health insurance
	Safe Havens	<ul style="list-style-type: none"> • % of HHs who remain housed for 12 months • % of HHs who exit to appropriate housing/ level of care • % of HHs who attain their basic needs for shelter, food and safety • % of HHs who engage in supportive services as indicated by an assessments of the clients' needs/ goals • % of HHs who maintain/ increase benefits, employment or a combination of both
Engagement Services	Street Outreach	<ul style="list-style-type: none"> • % of HHs exiting to more stable or permanent housing • % of HHs exiting to permanent housing • % of HHs engaging in case management • % of HHs receiving case management will connect to support systems • % of HHs receiving case management who move to more stable housing
	Drop-In	<ul style="list-style-type: none"> • % of HHs who engage in case management • % of HHs engaging in case management • % of HHs receiving case management who move into more stable housing

Program Model	Subcategory	Key Performance Outcomes
		<ul style="list-style-type: none"> • % of HHs receiving case management who move to permanent housing
	Housing System Navigators	<ul style="list-style-type: none"> • % of participants enrolled with system navigators • % of System Navigator enrolled clients permanently housed
Centralized Shelter Intake	N/A	<ul style="list-style-type: none"> • % of shelter placement requests completed within 3.5 hours (from notification by 311 of shelter requests to drop-off of client at shelter) and the remaining % within 5 hours. • % of well-being checks completed within 3.5 hours (from notification by 311 to case closure) and the remaining % within 5 hours • % of other transportation requests completed within 3.5 hours and the remaining % within 5 hours. • % of the 311 City Service Requests within 24-hours and the remaining within 48-hours.
Homeless Prevention Assistance	N/A	<ul style="list-style-type: none"> • % of HHs who remain in permanent housing after crisis intervention • % of HHs who remain housed for 6 months • % of HHs who remain housed for 12 months • # of homelessness assessments done • # of HHs receiving benefits/ resources
Homelessness Prevention Call Center (HPCC) Program Manager	N/A	<ul style="list-style-type: none"> • % of callers screened for assistance. • % of eligible callers who receive a referral for supportive (non-financial) services. • % of eligible client service requests (CSR's) returned within 24-hour during the operating hours. • % of eligible callers who ask for financial assistance will receive a referral for financial assistance. • Average monthly rate of answered/ unanswered calls
Rapid Rehousing	N/A	<ul style="list-style-type: none"> • % of HHs exiting to a permanent housing destination • % of HHs who maintain or increase income (employment/ benefits) • % of HHs who maintain or acquire health insurance

Program Model	Subcategory	Key Performance Outcomes
		<ul style="list-style-type: none"> • Average # of days for HHs to be placed into permanent housing
Rental Assistance Program Manager	N/A	<ul style="list-style-type: none"> • % of third-party payments to property owners or their agents made within 5-business days of receipt from DFSS. • % of habitability inspections requests performed within 5-business days of receipt from DFSS • % of all assisted units meet HUD habitability standards prior to providing rental assistance. • Average # of days from check request from CSC to payment made to property owners/ managers

As always, please reach out with any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-25 – Homeless Prevention

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Aldersperson Vasquez stated in June, the Continuum of Care reported that, on an average day in 2023, 3 people entered CoC housing, while 38 people become newly homeless. In DFSS's 2023 Homeless Services Division Portfolio, DFSS boasted a 97% success rate of homeless prevention programs. It's fantastic that this success rate is so high, and **he asked for more information on how DFSS measures this metric.**

DFSS requires all delegate agencies to submit quarterly reports that capture the quantitative impact of services on individual participants and households. While the metrics tracked vary across the different program models, we monitor how many households remain housed 12 months after receiving homeless prevention assistance. In 2023, our quarterly reports indicated an average of 97% when delegates followed up with households served.

Aldersperson Vasquez also asked if our homelessness prevention programs are so effective, are limited resources the reason why there's a high homelessness entry rate, knowing that the rental assistance program ran out of funds mid year. He asked if DFSS has any idea on how many people reach out for homeless prevention resources and get turned away.

In 2024, out of the 15,443 households screened for Homeless Prevention Services, 4,298 were provided assistance. Once households get their foot in the door, we see success. However, providers must be judicious with limited funding when identifying eligible households for services. Homeless Prevention providers must 1) prioritize those most vulnerable (special populations) who do not have access to other resources with the funding that is available and 2) identify households who will meet the eligibility criteria (and has accurate documentation as proof). That said, households deemed ineligible for financial assistance or cannot be awarded funding due to funding availability

are still connected to the 2-1-1 hotline (which is available 24/7 365), where they are connected to other community resources in Chicago and Cook County that might be able to help their situation either directly with financial referrals offered in the County or indirectly via employment services, public benefits, legal aid, etc.

Aldersperson Vasquez also asked if this rate was inflated by new arrivals.

Since most new arrivals need housing or are just starting to work through the housing process, most are not at a place where they require homeless prevention assistance. Along with the One System Initiative, this will certainly change in the coming year, DFSS staff are currently working to prepare homeless prevention delegates to meet this need. In 2023 and 2024, all homeless prevention recipients were Chicago residents.

Aldersperson also asked if DFSS could break down the homeless prevention efforts funded by the City, and a further break down of those efforts by which ones are bound by grant funding. In addition, does DFSS has sufficient flexible resources for homeless prevention.

Homelessness Prevention	Description	Approximately \$1M Annual 2024 Funding
DFSS Rental Assistance Program (RAP)	The DFSS Rental Assistance Program provides financial assistance and case management to Chicago residents to prevent homelessness due to eviction. The program is designed to stabilize individuals and families in their existing rental units. prevent homelessness due to eviction. The program is designed to stabilize individuals and families in their existing rental units.	\$401,929
Homelessness Prevention Call Center (HPCC)	The HPCC acts as a centralized telephone access point for referring eligible callers at-risk of homelessness to available short-term emergency assistance at Homeless Prevention delegate agencies.	\$225,000
Homelessness Prevention	Description	Approximately \$1M Annual 2024 Funding
Homeless Prevention Assistance Delegate Agencies	The Homelessness Prevention Assistance delegate agencies (comprised of 4 delegate agencies that partner with the HPCC to receive referrals) serve individuals and families at-risk of homelessness with financial and/or non-financial assistance to maintain their permanent housing and prevent entry into homelessness.	\$316,458

The only program bound by grant funding is the Rental Assistance Program, primarily funded by HUD's Emergency Solutions Grant. Of the programs listed above, this is the only one primarily providing direct financial assistance. However, providers must adhere to various eligibility requirements for compliance. The HPCC and Homeless Prevention delegates are funded with Corporate City dollars, which provide flexibility to serve a wider pool of households but have nominal funding to provide direct financial assistance. These dollars are primarily paid for support staff who utilize other community resources to help households obtain financial assistance if needed.

Finally, Alderperson Vasquez asked if there are any legislative efforts that Council should prioritize to support homeless prevention efforts.

Several legislative efforts would help support residents at risk of homelessness in Chicago. These include a permanent Right to Counsel Program to provide attorneys for low-income Chicagoans facing eviction lawsuits. Housing Preservation Ordinances, such as the Southshore Housing Preservation Ordinance, prevent the displacement of long-term residents and homeowners forced to move because of rent hikes. Additionally, policies that favor increasing homeless prevention funding that are more sustainable and flexible for targeting marginalized Chicagoans at risk of homelessness would be helpful.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-26 – Legal Protection Fund

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Sigcho-Lopez asked for the budget of the Legal Protection Fund for 2025.

The Legal Protection Fund has a funding allocation of \$3,000,000 for 2025. That includes:

Legal Protection Fund 2025	Corporate	ARPA	Total
Legal Services	\$930,000	\$870,000	\$1,800,000
Outreach, education and community navigation	\$620,000	\$580,000	\$1,200,000
Total	\$1,550,000	\$1,450,000	\$3,000,000

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information to discuss proposed 2025 budget

ID#: 50-27 – Allocation for senior programs

The following information is provided in response to questions asked after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Sigcho-Lopez asked for the allocation for senior programs and coordination with delegate agencies such as Chicago Park District and the Chicago Housing Authority. Also, he asked for a breakdown of the Passport to the World Congregate Dining Program and to indicate if this program is separate from the Meals on Wheels program.

The Allocation for Senior Programs and coordination with delegate agencies like the Chicago Park District and Chicago Housing Authority.

The Chicago Department of Family and Support Services Senior Services Division serves as the Area Agency on Aging for the city of Chicago and focuses on the planning, coordination and implementation of services for Chicago seniors.

DFSS Senior Services does not allocate funding to the Chicago Park District, nor does the Chicago Park District fund Senior Programs for DFSS Senior Services. Some of our satellite senior centers are co-located within Chicago Park District facilities, but we do not pay them for the co-location.

DFSS Senior Services does not allocate funding to the Chicago Housing Authority (CHA). Through an intergovernmental agreement with CHA, DFSS will receive \$1,026,216 for the period January 1, 2025 - December 31, 2026. This funding will support the following CHA site locations with congregate dining activities:

Site	Community Area Name	Ward	Zip Code
Hilliard Apts	NEAR SOUTH SIDE	3	60616
Lincoln Perry Apts	DOUGLAS	3	60616
Judge Green Apts.	OAKLAND	4	60653
Ada S. McKinley Apts.	WOODLAWN	6	60637
Vivian Carter Apts	ENGLEWOOD	6	60621
Mahalia Jackson (91 & S.Chicago) Apts.	SOUTH CHICAGO	7	60617
Minnie Ripperton Apts.	FULLER PARK	20	60609
Las Americas (Racine) Apts.	LOWER WEST SIDE	25	60608
Patrick Sullivan Apts	NEAR WEST SIDE	27	60612
Zelda Ormes (Division/LaSalle) Apts	NEAR NORTH SIDE	27	60610
Irene McCoy Gaines Apts.	EAST GARFIELD PARK	28	60624
Fannie Emanuel Apts	WEST GARFIELD PARK	28	60624
Schneider Apts	EDGEWATER	40	60660
Edith Spurlock-Sampson (Lincoln/Sheffield)Apts	LINCOLN PARK	43	60614
Maria Diaz Martinez (Dickens/Burling) Apts	LINCOLN PARK	43	60614
Britton Budd Apts.	LAKE VIEW	44	60657
Mary Hartwell-Catherwood (Clark/Irving) Apts	LAKE VIEW	46	60613
Ella Flagg (Sheridan/Leland) Apts.	UPTOWN	46	60640
Judge Fisher Apts	EDGEWATER	48	60660
Caroline Hedger (Devon/Sheridan) Apts	ROGERS PARK	49	60626

The major Senior Services funding sources for 2025 are listed below:

- **Area Plan (Older Americans Act)** – Provides community-based services to seniors including Information and Assistance (I&A), nutrition programs including home delivered and congregate meals, caregiving, and programming at Senior Centers. (\$32,536,000)

- **Community Development Block Grant (CDBG)** – Partially funds the Home Delivered Meals program and fully funds Intensive Case Advocacy and Support for older adults found to be at risk of self-neglect. (\$ 2,908,192)
- **AmeriCorps Seniors (a.k.a. Corporation for National and Community Service (CNCS))** – The Foster Grandparents and Senior Companion Program provides volunteers who mentor and tutor children with special needs and developmental delays, as well as volunteers who provide friendly visits and assistance to isolated and/or homebound older adults. (\$1,464,000)

Breakdown of the Passport to the World Congregate Dining Program and explain if this program is separate from Meals on Wheels.

The 2025 funding allocation for Passport to the World is \$250,000 and is funded out of the Area Plan on Aging grant that is supported by the Older American’s Act. The Passport to the World program is separate and distinct from the Home Delivered Meals program.

The 2025 funding allocation for Home Delivered Meals is \$18,080,351 and is funded by the Area Plan on Aging grants as well as through the Community Development Block grant. The Home Delivered Meals program is for seniors who are frail, experience mobility issues and/or homebound because of illness or incapacitating disability. Meals are delivered to seniors by food trucks (Meals on Wheels) and these delivery drivers sometimes are the only person that a senior living alone may see on a daily basis.

The Passport to the World Congregate Dining Program serves as an innovative citywide program that provides culturally diverse meals to congregate participants across nutrition sites. We have 50 congregate sites located across the city. As funding allows, this initiative also includes the use of restaurants and caterers to support culturally diverse meal plans. The breakdown of the Passport to the World program by number of clients served by ward during Older Americans Act FY2024 is as follows:

Ward	Number of Clients Served
1	86
2	26
3	543
4	189
5	126
6	579
7	480
8	390
9	220
10	148
11	704
12	172
13	113

Ward	Number of Clients Served
14	221
15	146
16	211
17	278
18	162
19	32
20	315
21	129
22	61
23	142
24	130
25	226
26	95
27	505
28	412
29	158
30	162
31	255
32	53
33	174
35	131
36	95
37	115
38	162
39	191
40	347
41	146
42	21
43	250
44	182
45	202
46	511
47	271
48	421
49	302
50	176
Total	11,193



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-28- Senior and Family Shelters

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Sigcho Lopez asked about the capacity of senior and family shelters to operate 24/7. He also asked how and where the additional 3,800 beds will be created.

All DFSS current traditional homeless shelters and new arrival shelters operate 24/7 with the exception of two overnight shelters currently in the traditional Chicago homeless system. All shelters except for eight designated as youth shelters accept senior citizens. With regards to the additional 3,800 beds, three City-funded shelters totaling 2,110 beds and two State-funded shelters totaling 1,710 beds will be converted from new arrivals focused operations.

Current City funded shelters

AIC (American Islamic College) – 640 West Irving Park Rd. – 1300 bed capacity

MWRD (Metropolitan Water Reclamation District) - 3034 West Foster Ave. – 550 bed capacity

YWLA (Young Women's Leadership Academy) - 2641 South Calumet Ave. - 260 bed Capacity

Current State funded shelters

Midway Shelter – 7353 South Cicero – 950 bed capacity

South Dusable Shelter – 4900A South Dusable Lake Shore Drive – 760 bed capacity

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 4, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-29 – Chicago Empowerment Fund

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Sigcho Lopez asked when the application for the Chicago Empowerment Fund (CEF) will open.

The Chicago Empowerment Fund are on track to open applications in early 2025. Applications will be open for at least three weeks. In-person application assistance and application guides will be made readily available across the city, as well as online at www.chicago.gov/cashpilot. City Council will receive notification prior to applications opening to inform neighbors and community members of this opportunity.

As always, please reach out if you have any further questions.



CITY OF CHICAGO



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-30 Youth with Arrests

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Taylor asked, now that we no longer support the juvenile detention center, how does the department work with youth that have been arrested.

The Department of Family and Support Services works with youth that have been arrested in multiple programs. The primary program that is targeted at youth who have been arrested is the Youth Intervention Pathways (YIP) program. The YIP program engages with young people 10-17 years old that have contact with law enforcement to provide short-term case management services (up to 90 days) for youth and families that have been referred by the Chicago Police Department under their youth interaction policy, directives, and protocol. This program launched in June 2023 in response to a February 2020 Office of Inspector General Audit. In February 2020, the City of Chicago Office of Inspector General (OIG) completed an audit of the formerly operated Juvenile Intervention and Support Center (JISC). The objectives of OIG's audit were to determine if JISC was designed according to best practices for law enforcement-based youth diversion and if JISC's administration of diversion programming was consistent with its goal of reducing youth recidivism.

YIP is a collaborative model that engages law enforcement with hyper local community service networks to support youth and increase their accountability to community and increase public safety. To be eligible for the YIP program, youth must reside in the City of Chicago, between the ages of 10-17, who meet the referral criteria of the CPD youth intervention policy (low level "status offense" which is a non-criminal act that is considered a law violation only because of the youth's status as a minor). Eligible offenses are status offenses, such as curfew violations, truancy, underage use of alcohol, and general ungovernability. Youth are referred for services in lieu of arrest or can be formally arrested and qualify for diversion services.

DFSS designed specific programs for youth with complex needs and at highest risk of violence so they can connect to services and supports. DFSS Prevention and Intervention and Youth Employment programs work with youth who are considered at risk, youth with complex needs, or at the highest risk of violence involvement and provide intensive services. Through the new RFP process for youth employment programming that will begin in 2025, there will be an increased prioritization for vulnerable populations such as: youth who are in foster care, justice-involved, homeless/unstably housed, and out of work/out of school. Programs will be enhanced to decrease barriers by requiring delegates to establish strategic partnerships with stakeholders (employers, organizations, etc.) to ensure youth have access to resources, opportunities and guidance to thrive and achieve long term success.

In addition to the YIP program, the Youth Services Division offers the Service Coordination and Navigation (SCaN) program, and the Girls Empowerment and Motivation Series (GEMS).

- SCaN is a strengths-based, youth-driven model that connects young people ages 14-24 at the highest risk of violence involvement with the services that meet their individual needs. SCaN provides a Navigator to each youth to work closely with referral sources to recruit & engage youth from various entry points and support youth to develop youth-driven service plans.
 - To be eligible for the SCaN program, youth must meet two of the following criteria: previous or current involvement in violence, previous or current justice involvement, be actively street engaged, and disconnection from school or work.
- GEMS is a gender-responsive violence prevention and early intervention for girls that are involved in the juvenile justice system. The program is funded through a grant from the Office of Juvenile Justice and Delinquency Prevention through the Department of Justice. GEMS offers evidence-based, direct services for girls ages 10-17 on probation/detention or at risk of juvenile involvement with the goal to reduce their risk for re-offending and support them toward success. Programming includes one-on-one trauma-informed boxing sessions followed by a lesson related to self-esteem, safety, coping skills and leadership for three months. There are three strategies associated with this program model:
 - Implement an evidence-based, direct services for girls on probation/detention or at risk of juvenile involvement and to reduce their risk for re-offending and support them toward success.
 - Gender-responsive training curricula provided for local juvenile justice system staff to better equip them to support girls
 - The goal is to serve 100 girls over the life of the grant. DFSS has an MOU with Cook County Juvenile Probation Services for recruitment.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 12, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-31 – Senior Services Division

The following information is provided in response to questions posed after our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Taylor asked for the number of staff members in the Senior Services Division, the number of senior events planned yearly, the Division's annual spending, and how DFSS coordinates with the Mayor's Office for People with Disabilities.

The number of Senior Services Division Staff Members:

There are 82 staff members within the Senior Services Division.

The number of Senior events planned yearly:

DFSS Senior Services serves as the Area Agency on Aging for the city of Chicago. As such, we plan both citywide events and hold over 500 special events almost daily throughout our regionally located Senior Centers. Many citywide events can be found in our quarterly brochure, *Seniors Connected*, sent to the aldermen. While we engage in annual planning of citywide events, other special events organized and planned by our senior center directors vary allowing for responsiveness to the needs and requests of seniors attending the centers. This year our Senior Centers received 700,000 visits from over 18,000 seniors.

A representative example of our event planning is as follows:

Citywide Annual events that occurred during 2024

Senior Center Vaccination Clinics which include collaboration with CDPH and local pharmacies (March 2024 & September 2024)

- Grown Folks Business Collaboration with CDPH March 2024 (DFSS/CDPH Pilot)
 - Vaccination Clinics at six Regional Senior Centers along with CDPH presentation on Substance Abuse & Sexual Health for older adults)
- 21 Senior Center Vaccination Clinics September 2024 (Annual Event) included the following: Clinic offerings include Flu, COVID, Pneumonia, Shingles, RSV. Vaccination parties with a purpose includes resource fairs, bands, DJs, raffles and other modes of entertainment.

Older Adults Month Recognition (May 2024)

- Older Adults Chicago proclamation at City Hall & Renaissance Reception May 2024
- Various special events planned at Senior Centers acknowledging Older Adults Month

Senior Fest (September 2024)

Activities included main stage tribute entertainers, senior performers, fitness demonstrations, vaccinations, karaoke, massages, line dancing, Double Dutch and senior resource fair (60 vendors) with over 300 city volunteers supporting and over 5,000 seniors in attendance

Senior Services citywide Annual Holiday Recognition (December 2024)

- Senior Services Holiday Party

Senior Field Trips/Senior Center Day

- Chicago Symphony Orchestra (3): **February – May 2024**
- White Sox Park Outing **July 2024**
- Lyric Opera Events (4): **September – December 2024**
- CHA Holiday Gala: **December 2024**

Senior Center Based Annual Events

- Resource Fairs including City Service Fairs
- Open House Events
- Holiday Parties and Themed Gatherings
- Intergenerational Performances
- Lunch & Learn Speaker Series
- Special Bingo Events with community sponsors
- Participant Special Performances including Chorus Concerts, Dance Recitals, Fashion Shows, etc.
- Art Exhibitions
- Educational Series (AARP Driver Safety, First Aid, Rules of the Road, CPR Training & Cook County Senior Law Enforcement Academy)
- Cooking Demonstrations with Meals of Wheels Chicago Celebrity Chefs
- Farmer's Market Coupon Distribution
- Senior Craft Fairs and Bazaars
- Senior Food Box Distributions

Annual Spending

Senior Services spending in 2023 was \$31,508,440 across all programming.

DFSS Senior Services coordination with MOPD

As the Area Agency on Aging for Chicago, DFSS Senior Services is part of a national Aging and Disability Network comprised of local, state, and national organizations committed to supporting older adults and people with disabilities.

As part of this network, we apply the No Wrong Door initiative that supports efforts to streamline access to services for older adults and individuals with disabilities so that if an older adult calls MOPD seeking social supports, MOPD directly contacts DFSS Senior Services for a soft transfer for assistance and DFSS implements the same practice with MOPD for disabled individuals that call the Senior Services Help Line. The goal is to directly connect seniors and individuals with disabilities to services through one point of entry.

DFSS Senior Services is supporting MOPD's current grant application to the HUD Older Adults Home Modification Program. DFSS is supporting this application by securing letters of support, partnering for service referrals, and assisting with program design by sharing a successfully piloted evidence-based program model, Community Aging in Place for Better Living for Elders (CAPABLE) to help enhance the application and continue program services with MOPD.

CAPABLE is a DFSS Senior Services program currently funded with ARP dollars due to sunset this year. It is a four-to-five-month evidence-based program that integrates an occupational therapist (OT), a registered nurse (RN), and a handy worker to help seniors implement home modifications while concurrently setting goals to improve health, independence, and safety. In partnership with the Department of Housing (DOH) Small Accessible Repairs for Seniors (SARFS) program, DFSS Senior Services has served approximately 94 clients citywide. As this program sunsets with DOH, DFSS Senior Services is supporting the MOPD HUD grant application in hopes of helping to secure additional funding for MOPD's Accessible Home Modification program and to be able to continue the CAPABLE program model through MOPD.

As always, please reach out with further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 16, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-32 – Narcan

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderman Taylor asked if DFSS trains staff to use Narcan to help residents, and if so, in which division of the department is that training utilized the most.

With the support of CDPH, DFSS has equipped all six Community Service Centers with Narcan and is exploring other opportunities to add Narcan to additional CSCs and shelter locations in 2025. DFSS already provides training on Narcan to DFSS staff providing direct services, including the Homeless Outreach and Prevention (HOP) team and Community Service Centers. Beginning in 2025, DFSS will expand training to include other staff across all locations, including 21 Senior Centers, Information and Assistance (I&A) staff, and Central Office staff. We have also worked on making fentanyl test kits available to residents, accompanied with an orientation and signage of what these kits are for, so residents are able to protect themselves if using.

As always, please reach out with any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 16, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-33 Programs for special needs populations

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Taylor asked if there are there any supportive opportunities or programs for autistic or special needs children and adults.

DFSS funds the University of Illinois Chicago (UIC) through a support services grant, and one resource is the Autism & Developmental Resources (RCADD). The RCADD provides support for those who care for, teach and serve children with an Autism Spectrum Disorder or other developmental delays. RCADD serves families currently enrolled in an Early Head Start or Head Start program as well as others throughout the Chicagoland area.

RCADD offers support at no cost to our patrons in the form of resources, referral, training and ongoing consultations for families and professionals.

The new location:
1640 West Roosevelt Road, Room 650
312-413-4441 (to make an appointment)

For a comprehensive list of services available for children and adults with disabilities by zip code, residents can either call 2-1-1 or go to 211metrochicago.org.

As always, please let me know if you have any further questions.



CITY OF CHICAGO

DEPARTMENT OF FAMILY AND SUPPORT SERVICES

MEMORANDUM

To: The Honorable Jason Ervin
Chairman, Committee on the Budget and Government Operations

From: Brandie V. Knazze
Commissioner
Department of Family and Support Services

CC: Kennedy Bartley
Chief External Affairs Officer, Mayor's Office

Date: December 11, 2024

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 50-34 CHA and HUD Coordination

The following information is provided in response to questions posed at our department's hearing on November 7, 2024 to discuss the proposed 2025 budget.

Alderwoman Taylor asked, what services and coordination is currently happening with CHA and HUD to help unhoused residents.

DFSS is actively involved with the Chicago Continuum of Care (CoC) through representation on the Board and leadership of working groups. Where DFSS is the primary funder of the crisis response system for homelessness, the Chicago Continuum of Care is the primary funder of homeless-dedicated housing and receives more than \$95M in HUD funding annually for permanent housing and services that goes directly to grants with community organizations (140 projects). The CoC also received \$60 million in special, 3-year funding from HUD which is funding the Unsheltered Homelessness Initiative.

In Spring 2023, Chicago was selected as one of six jurisdictions to participate in the All Inside initiative managed by the United States Interagency Council on Homelessness (USICH) and the White House. Chicago has been working with a dedicated HUD official to accelerate and support locally driven strategies to reduce unsheltered homelessness, including creation of guides to help front line staff support clients in obtaining Social Security Administration documentation and moving toward a more visible Homeless Management Information System (HMIS) data system to improve coordination between providers.

The Chicago Housing Authority (CHA) also has representation on the CoC Board of Directors. In early 2024, CHA re-engaged with the Flexible Housing Pool and is now investing \$500,000 annually over the next three years. DFSS has an Intergovernmental Agreement with the CHA. In collaboration and with the \$238,184 in funding from the CHA, DFSS provides support services to CHA households participating in the Housing Choice Voucher program for transition aged homeless

youth (TAY), homeless families that frequently use shelters (FUSE), and the Chronic Homeless pilot (CHP).

As always, please let me know if you have any further questions.