CHICAGO HOUSING AUTHORITY (“CHA”)  
REQUEST FOR PROPOSAL (“RFP”) EVENT NO. 3239 (2023)  
for  
Resident Service Coordination Program  

Required for use by  
Office of Resident Services  

ISSUED ON: Tuesday, August 15, 2023  
ISSUED BY: DEPARTMENT OF PROCUREMENT AND CONTRACTS  

PROPOSALS DEADLINE:  
Tuesday, September 19, 2023 at 10:00 A.M., CT  

Proposals may be submitted early but must be received electronically no later than the date and time listed in the solicitation.  

PROPOSALS WILL NOT BE ACCEPTED AFTER THE DUE DATE AND TIME  

Respondent Name:  

Contact Name:  

Contact Telephone:  

Contact Email:  

This selection process is unique to the Scope of Work described herein and notwithstanding any other proposal, qualification or bid requests provided by the Chicago Housing Authority. Proposers must comply with the requirements as defined in this RFP.

Tracey Scott  
Chief Executive Officer  

Sheila Johnson  
Deputy Chief Procurement  

www.thecha.org
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**EXHIBITS**

1. Exhibit – CHA Service Locations
2. Exhibit – Resident Service Coordination Program Guide
3. Exhibit – CHA Anticipated Events
4. Exhibit – CHA Leveraged Resources and Financial Responsibility
5. Exhibit – SCAP Guide
6. Exhibit – Senior Buildings Primary Languages
7. Exhibit – IDHS Sub-Distribution to Distribution Site Agreement
8. Exhibit – Resident Services Cost Reimbursement Procedures

**EXHIBITS – SECTION RESERVED UNTIL FINAL RFP IS COMPLETE**
KEY INFORMATION

1. **RESPONDENT CONTACT WITH CHA:** The Procurement Specialist identified below is the sole point of contact regarding this RFP from the date of issuance until selection of the successful proposer(s).

   **David Martin, Senior Procurement Specialist**  
   Chicago Housing Authority  
   Department of Procurement and Contracts  
   60 East Van Buren Street, 8th Floor  
   Chicago, Illinois 60605  
   Phone: (312) 786-3260  
   E-mail: DPMartin@thecha.org

Responses shall be submitted via the Supplier Portal at [https://supplier.thecha.org](https://supplier.thecha.org) no later than **Tuesday, September, 19, 2023 by 10:00 AM, CST.**

The Proposer shall be responsible for electronic submission by the due date and time. Late proposals will not be accepted.

A pre-proposal conference is scheduled for **Thursday, August, 24, 2023**, at 11:00 a.m. CST to discuss the scope of services and the CHA diversity and inclusion requirements. The pre-proposal conference will take place via Microsoft Teams. Firms anticipating submitting a proposal are encouraged to attend the teleconference. **CHA encourages all interested firms to attend the Pre-Proposal Conference. Real-time online viewing is available. To view the Pre-Proposal Conference online visit:** [https://msteams.link/HNJL](https://msteams.link/HNJL)

The Letter of Intent to Submit a Proposal, Attachment B, is due **Tuesday, September, 5, 2023**, at 10:00 a.m. CST. The Letter of Intent to Submit a Proposal, Attachment B must be submitted via the Supplier Portal at [https://supplier.thecha.org](https://supplier.thecha.org).

If you do not intend to submit a proposal in response to this RFP, please submit via the Supplier Portal at [https://supplier.thecha.org](https://supplier.thecha.org), a brief explanation in order to continue to receive future bid/RFP notices.

Questions regarding clarification or verification of these specifications and CHA diversity and inclusion requirements must be submitted via the Supplier Portal at [https://supplier.thecha.org](https://supplier.thecha.org), no later than **Tuesday, August, 29, 2023 by 10:00 AM, CT.**

**Electronic Submission:** CHA requires Respondents to submit an electronic proposal for the above-described Event. Respondent shall upload all documents via the CHA Supplier Portal at [https://supplier.thecha.org](https://supplier.thecha.org). Electronic proposal submission requires only one (1) copy. Each submittal section of the electronic proposal shall be labeled and separated into a different file as described in “ARTICLE V Submittal Requirements.”

**Note:** There is no maximum file capacity size when uploading attachments in the Supplier Portal. If you receive an error message that states the “Maximum size is: 50” while uploading an attachment in the Supplier Portal, that error message is referring to the file naming size. The name of your file cannot be more than 50 characters. For questions or assistance with the Supplier Portal, please contact Harriet Herron-King, Procurement Coordinator, at 312-913-7356, HHerron@thecha.org.

**Respondent shall bear all costs of responding to this solicitation.**
ARTICLE I  INTRODUCTION

CHA is the third largest public housing authority in the nation and the largest single owner of rental housing in Chicago. Through its public housing and voucher programs, CHA serves 132,000 people in almost 63,000 households across all 77 of Chicago’s community areas. CHA’s mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power, ensuring that every neighborhood in Chicago has quality affordable housing and everyone feels welcome.

In its procurement of its good and services, CHA seeks relationships with vendors who share our values for inclusive and equitable contracting opportunities. CHA strives to be fair, transparent, and practical, and works to optimize the use of public funds through purchasing decisions. For more information, visit www.thecha.org.

ARTICLE II  INTENT AND PURPOSE

CHA’s Resident Services Division is charged with working to improve the quality of life of all residents and supporting families on a path towards economic independence, which includes providing services and support for the following impact areas:

1. Advance Economic Power – Help those able to obtain employment and move forward on the path to economic independence.
2. Support Academic Achievement – Help youth and adults succeed throughout their academic career.
3. Enhance Quality of Life and Housing Stability – Help families remain out of crisis and meet their basic needs; for seniors, help them age in place as long as possible.

The Resident Service Coordination Program is a key part of the Resident Services mission. The Resident Service Coordination program links CHA senior residents to the social services and opportunities necessary to maintain a stable and high-quality life.

There are approximately 8,700 head of household seniors living in Chicago Housing Authority (CHA) senior-designated buildings. There are 44 senior designated housing developments with a total of 56 buildings.

In most buildings, seniors are age 62 and older; in reduced age buildings, seniors are 55 and older. Approximately 40% of seniors are ages 60-69 and another 40% are ages 70-79, with the remaining 20%, age 80 and older. CHA senior-designated housing is independent living. Seniors are responsible for their own life-management (e.g., meal preparation, transportation, etc.). CHA has supported senior residents through a Resident Service Coordination Program that has focused on helping CHA seniors maintain independent living and a high quality of life. Resident Service Coordinators (“RSCs”) foster an environment conducive to aging in place that is welcoming to active seniors as well as those needing more support. RSCs are responsible for linking individual seniors to supportive services, as well as facilitating social events and activities open to all seniors in each building.

Collaboration with property management firms will be an essential element for effective service delivery. CHA senior buildings are divided into three regions within the city of Chicago – North,
Central and South. To view a list of CHA senior building locations (Service Locations) and number of resident units by region, see Exhibit 1 CHA Service Locations.

To accomplish this work, CHA requires specific services, such as those described in this solicitation. Respondents must submit a proposal that addresses all services described in this RFP. CHA reserves the right to select one or more Respondents through this solicitation.

CHA anticipates it will award a cost reimbursement contract for a base period of two (2) years, and reserves the right to extend the contract, at its sole discretion for up to three (3) additional one-year option periods. No award will be made to a Respondent that is on the list of Selected Respondent(s) ineligible to receive awards from CHA, City of Chicago, Cook County, State of Illinois, or the Federal Government, as furnished from time to time by HUD. CHA anticipates the contract resulting from this RFP to begin April 2024.

Important Definitions

1. “Business Day” means Monday through Friday, excluding Federal or state holidays.
2. “Calendar Days” means a day, relating to any day of the week, month or year.
3. “Community Ambassador” is a Resident of a senior designated property working in the Senior Community Ambassador Program under the supervision of the Resident Service Coordinator to assist with overall support of residents.
4. “Fully Loaded Hourly Rates” shall mean that rate by particular type of worker, which includes all expenses, overhead, profit and fees of the Selected Respondent.
5. “Resident Service Coordinator” is the liaison to link seniors to services that provide the support necessary for them to remain independent and in their home for as long as possible.
6. “Resident” is an individual that has a name recorded on a valid CHA lease agreement.
7. “Senior” is an individual age 55 or older.
8. “Services” means duties and responsibilities described in the Scope of Services/Statement of Work and any and all work necessary to complete them or carry them out fully as required and in accordance with the terms of the Contract.
9. “Senior Community Ambassador Program” provides residents living in senior designated properties who desire to do meaningful community service within the building an opportunity to do so and earn a rent credit of up to $100 on a monthly basis.
10. “Head of Household” is the adult member of the family who is the head of the household for purposes of determining income eligibility and rent.

ARTICLE III  STATEMENT OF WORK/SCOPE OF SERVICES

The Selected Respondent shall ensure service delivery focuses on enhancing the quality of life of CHA residents who live in CHA’s senior designated housing (“Resident”). The Selected Respondent shall ensure services are properly coordinated to assist Residents with accomplishing goals to remain out of crisis, meet their basic needs or enhance their quality of life (“Services”) in accordance with the Resident Service Coordination Program Guide (Exhibit 2 Resident Service Coordination Program Guide).

CHA has an approved activity budget allocated for each region; see Fee Form instructions of this solicitation for more detail. The Selected Respondent will also coordinate and pay for transportation for CHA-sponsored events; see Exhibit 3 CHA Anticipated Events for a list of anticipated annual CHA sponsored events. There is a separate approved transportation budget.
allocated for each region to ensure Residents have transportation to and from all CHA sponsored events; this figure is incorporated into the budget for resident activities.

CHA anticipates leveraging certain resources for the RSC program, see Exhibit 4 CHA Leveraged Resources and Financial Responsibility for a list of anticipated leveraged resources that may be provided by CHA. Specific guidelines and requirements are also outlined in the CHA Resident Service Coordination Program Guide, which may impact Respondents’ proposed program design (see Exhibit 2 Resident Service Coordination Program Guide). The Selected Respondent will bring their expertise to bear in providing age-friendly services that support individual seniors needing support in order to live independently and include a robust range of activity options within and outside the building in which seniors can participate.

1. Program Framework
   a. The Selected Respondent shall ensure Services are delivered at the locations designated by CHA in accordance with Exhibit 1 CHA Service Locations.
   b. The Selected Respondent shall ensure personnel involved in direct service delivery meet qualifications as described in the Senior Services Resident Service Coordination Program Guide (Exhibit 2 Resident Service Coordination Program Guide). The Selected Respondent shall ensure there is sufficient personnel to render Services in accordance with the Program Guide and approved proposal. The Selected Respondent shall ensure individual goals are established collaboratively with Residents and services are coordinated to help Residents remain out of crisis, meet their basic needs or enhance their quality of life.
   c. The Selected Respondent shall ensure Residents’ right to privacy is protected in accordance with applicable laws and statutes. Conversely, the Selected Respondent shall ensure the required reporting and legal requirements are followed when a Resident is at risk or exposed to abuse, neglect or exploitation.
   d. During times when a Resident(s) must vacate their unit (e.g., maintenance, construction, emergency, etc.) the Resident Service Coordinator (“RSC”) must coordinate activities, food and beverage delivery, etc. until the Resident(s) is permitted to return to their unit. CHA may provide additional resources for food and beverages in these instances.
   e. During inclement weather, a pandemic, public health emergency, etc. the Selected Respondent shall be onsite at the designated CHA property to assess the well-being of Residents.
   f. The Selected Respondent shall coordinate hiring interviews with CHA staff for Senior Community Ambassadors. (Exhibit 5 SCAP Guide)
   g. The Selected Respondent shall supervise Senior Community Ambassadors, however; is not responsible for compensating the Senior Community Ambassadors.
   h. The Selected Respondent shall ensure services offered are culturally relevant to the populations in each building and provide multi-lingual staff, if required. A list of primary language spoken in each building is included in Exhibit 6 Senior Buildings Primary Languages.

2. Assessment of Need
   a. The Selected Respondent shall ensure that all intake and assessment tools are aligned with industry standards and approved by CHA.
b. The Selected Respondent shall complete assessments in accordance with the CHA Senior Services Resident Service Coordination Program Guide (Exhibit 2 Resident Service Coordination Program Guide).

c. The Selected Respondent shall make appropriate referrals to resources or coordinate services for Residents, as needed.

3. Outreach

a. The Selected Respondent shall outreach to the target population to create awareness of services offered, upcoming initiatives and events and encourage participation as appropriate.

b. The Selected Respondent shall create and disseminate all promotional tools to fulfill the Statement of Work. Print costs for promotional tools used to fulfill the Statement of Work shall be incurred by the Selected Respondent. All promotional tools must be approved by CHA in advance.

c. The Selected Respondent shall coordinate activities with Senior Community Ambassadors in accordance with Exhibit 2 Resident Service Coordination Program Guide.

4. Activities

a. The Selected Respondent shall coordinate appropriate activities in accordance with the Resident Service Coordination Program Guide.

b. The Selected Respondent shall coordinate and collaborate with CHA staff to implement CHA events such as Senior Music Fest and Senior Gala, and high priority initiatives such as Affordable Connectivity Program (ACP). This includes, but is not limited to, making purchase from the Selected Respondent’s contract budget for items such as event promotion materials, food, decorations, transportation, tents, etc.

5. Collaboration & Coordination

a. The Selected Respondent shall effectively and efficiently coordinate services to meet program goals.

b. The Selected Respondent shall collaborate with CHA staff, CHA property managers, and other entities where appropriate, to ensure services to Residents are effectively coordinated.

c. The Selected Respondent shall support CHA initiatives for the Residents.

d. The Selected Respondent shall participate in coordination meetings with CHA property management staff and as required, with Senior Local Advisory Council Presidents of the region and buildings.

e. The Selected Respondent shall participate in meetings with CHA, as requested.

f. The Selected Respondent shall ensure all staff are familiar with and utilize existing CHA partnerships to coordinate services for Residents.

g. The Selected Respondent shall ensure each office location is open in accordance with the hours reflected in the current Senior Services Resident Services Coordination Program Guide (Exhibit 2). The Selected Respondent shall be required to work at least one evening per week and one Saturday per month.

h. Respondent must have an Emergency Hotline for residents to contact the RSC Staff when out of the office. Signage must be displayed on the office door with the phone number.
number. Respondent will be responsible for retrieving the calls/messages and disseminating the information.

6. Training
   a. The Selected Respondent shall adhere to training requirements as outlined in the Senior Services Resident Service Coordination Program Guide (Exhibit 2).

7. Caseload & File Management
   a. The Selected Respondent shall maintain a file for each Resident. The Selected Respondent shall ensure files are maintained in a uniform fashion.
   b. All files must be maintained in a secured environment (e.g., locked file cabinet within a locked room) that ensures confidentiality of Resident information. Resident activities must be documented on CHA approved forms.
   c. The Selected Respondent must maintain records related to the Commodity Supplemental Food Program.
   d. The Selected Respondent must maintain its accounting system, books and records in a manner that complies with generally accepted accounting principles. All financial records and other materials related to the performance of the program must be maintained for a period of three (3) years following the expiration or termination of the program.

8. Tracking & Quality Assurance
   a. The Selected Respondent shall utilize approved CHA Systems to document services performed.
   b. Information reported by the Selected Respondent in CMTS must be supported by documentation in Resident files.
   c. Approved CHA Systems will be utilized by CHA to measure agency performance toward performance goals and objectives. No other data systems or tracking methods shall be considered. CHA may, at its sole discretion, determine adequate progress toward performance goals and objectives.
   d. The Selected Respondent shall comply with CHA requests for reporting to complete monitoring and evaluation of services. This may include, but is not limited to:
      i. Monthly performance reports generated to track progress toward program outcomes and metrics;
      ii. Reporting on leveraged and in-kind resources, and funding;
      iii. Quarterly inventory list of equipment purchased with CHA funding; and
      iv. Aggregate reporting of various resident surveys.
   e. The Selected Respondent shall participate in file reviews with CHA staff as requested.
   f. CHA may administer surveys to be completed by Residents and may request the Selected Respondent to administer CHA developed surveys. The Selected Respondent shall promote the completion of surveys, as requested by CHA.

9. Equipment and Technology
   a. Exhibit 4 CHA Leveraged Resources and Financial Responsibility identifies the office equipment and resources to be provided by CHA and the office equipment and resources the Selected Respondent is responsible for obtaining. The Selected
Respondent shall be responsible for purchasing replacement office furniture, technology, office supplies, including printer toner in accordance with the approved Program Operating Budget (Exhibit Reserved). The Selected Respondent shall make laptop and/or tablets and Wi-Fi devices (e.g., hot spots) available to Resident Service Coordinators if staff need to work outside of the office space due to maintenance issues or other circumstance prohibiting normal office usage.

10. Participation in Commodity Supplemental Food Program

The Selected Respondent shall support CHA in the Illinois Department of Human Services Commodity Supplemental Food Program (“CSFP”) and adhere to all guidelines (Exhibit 7 IDHS Sub-Distribution to Distribution Site Agreement) developed by the United States Department of Agriculture, Food and Consumer Service as set forth in Title 7, Part 247 and Title 7, Part 250 of the United States Code of Federal Regulations. This may include, but are not limited to:

a. Accept and transfer CSFP product into the designated building and be responsible for the CSFP product once delivered, including any loss resulting from improper distribution, or improper storage, care, or handling of USDA Foods;
b. Inform Greater Chicago Food Depository of any damaged or infested product and follow instructions on disposal and replacement of products;
c. Assist with ensuring facilities for the handling, storage, and distribution of CSFP commodities are sanitary, safeguarded against theft, spoilage and other loss and be responsible for maintaining foods at proper temperatures, allow adequate storage to stock and space food in a manner that distinguishes it from other programs/products, and allow other protective measures as necessary;
d. Maintain applications and invoices received with deliveries for a minimum period of three (3) years and records related to CSFP, which may be audited/inspected by officials of Greater Chicago Food Depository, the Illinois Department of Human Services, USDA, or their representatives at any reasonable time; and
c. Implement operational changes as needed to ensure safety of staff, volunteers, customers, and community and to abide by all state, local, and CDC guidelines, as it relates to public health matters, and not sell or trade commodities or use them to further the political interest of any individual, organization, or party.

ARTICLE IV GENERAL INSTRUCTIONS

A. Acceptance of Proposals

Proposals in response to this RFP must be received (electronically) through the CHA Supplier Portal. Proposals must be received electronically no later than the date and time listed in the solicitation. Proposals submitted after the designated date and time will not be accepted for any reason.

CHA reserves the right to accept or reject any or all proposals, issue addenda, or to waive any informalities. A Respondent whose proposal fails to fully comply with the requirements of the RFP may be determined to be nonresponsive and excluded from further consideration.
B. Time for Receiving Proposals

Proposals received prior to the due date and time will be maintained in a secure place, unopened. No proposal received after the deadline set forth on the cover page of this RFP will be considered. Proposals will not be publicly opened. Once submitted, proposals will become the property of CHA.

C. Right To Cancel

CHA reserves the right to cancel this procurement process whenever the best interest of CHA is served. CHA shall not be liable for costs incurred by Respondents associated with this procurement process.

D. Addenda

Any interpretations, corrections, or changes to the RFP will be made by addenda issued by CHA. Any addenda that are issued will be provided to prospective Respondents, posted on the CHA’s Supplier Portal at: https://supplier.thecha.org, and noticed on the CHA website. It is the responsibility of the Respondent to inquire of the issuance of any addenda. Respondents shall acknowledge receipt of all addenda in the cover letter of the response. If CHA determines this RFP should be modified, it will inform all prospective Respondents by distributing addendum/addenda to this RFP before the date set for receipt of proposals.

E. False Statements

Any false statement(s) made by the Respondent(s) will void the response and eliminate the Respondent(s) from further consideration.

F. Withdrawal of Proposals

Proposals may be withdrawn by written request by the Respondent. A written withdrawal of a Proposal must be received, prior to the time set for opening of Proposals. A Respondent’s negligence in preparing a Proposal creates no right of withdrawal or modification after the date and time set for opening of the Proposals.

G. Award of Contracts

CHA may award one or more Contracts according to the Evaluation Criteria contained in this RFP to responsible and responsive respondents, provided their Proposals are in the best interest of CHA. The Selected Respondent(s) will be notified at the earliest practical date. Each award may be subject to HUD approval. No award may be made to a contractor or firm that is on the list of contractor’s ineligible to receive awards from CHA or the United States, as furnished by HUD.

**CHA reserves the right to reject any and all proposals and reserves the right to secure services solicited by this RFP by means of a non-competitive procurement in accordance with §2 CFR 200.320 (c) or to re-solicit competitive proposals.**

H. Notice of Contract Award

Unsuccessful Respondents will be notified in writing after an award of contract has been made by the Contracting Officer and/or Board approval, if required.
I. Right to Protest

In accordance with CHA’s Procurement Protest Procedures (copies may be obtained by contacting the department of Procurement and Contracts), all protests regarding this solicitation document must be filed no later than five (5) business days before the due date for proposals. All other protests regarding the evaluation of proposals or award of contract by the Authority must be filed no later than ten (10) business days after the notice of contract award. Any protest filed after such date will not be considered.

J. Preparatory Costs

All costs incurred in the preparation and presentation of Proposals shall be wholly borne by each Respondent. All supporting documentation and manuals submitted with each Proposal will become the property of CHA unless otherwise indicated by the Respondent at the time of submission. CHA is not liable for any costs incurred by any Respondent prior to issuance of a Notice to Proceed.

K. Confidential Material

Any material submitted by a Respondent as part of a proposal that is to be considered confidential must be clearly marked as such but may be subject to disclosure under applicable law.

L. Subcontract / Sub consultants

All subcontractors proposed to be used under the Contract must be identified within the proposal. If the proposed services include the use of subcontractors, CHA will hold the prime contractor responsible for the proposed services to be provided by the subcontractors.

M. Minimum Wage Requirements

Any award under this solicitation shall be subject to the current local minimum wage requirement and prevailing wage determination for CHA. The minimum wage requirements shall be specifically incorporated as a contractual requirement in any award and agreement resulting from this solicitation for any of the Selected Respondent’s covered employees. The Respondent must take the minimum wage requirement and prevailing wage determination for CHA into consideration in determining its staffing plan for services to be performed or provided by the Respondent under its fee proposal and other submittals. Note that Federal wage determinations (either Davis-Bacon or HUD-Determined Wage Rates) preempt any conflicting State prevailing wage rate or the minimum wage requirement when the State prevailing wage rate or the minimum wage requirement is higher than the Federally imposed wage rate (24 CFR 965.101).

N. Disclosure Certification

The Contractor shall be required to make the following certification, which is included in the Contractor’s Affidavit, a required submittal to be executed and notarized.

The Contractor certifies to the best of its knowledge and belief that it, its principals and any subcontractors used in the performance of this contract, meet the Agency requirements and have not violated any City or sister agency policy, codes, state, federal, or local laws, rules or regulations and have not been subject to any debarment, suspension or other disciplinary action
by any government agency. Additionally, if at any time the contractor becomes aware of such information, it must immediately disclose it to the Agency.

The recommended firm(s) will be required to disclose the following information at the appropriate time during the solicitation process: Vendors' other business relationships including but not limited to: Board affiliations, positions or board memberships with all other non-profit, government and other Chicago businesses.

O. Disqualify for Conflict of Interest

CHA reserves the right to disqualify any Respondent on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any other data available to CHA. This disqualification is at the sole discretion of CHA. Any Respondent submitting a proposal herein waives any right to object to such disqualification now or at any future time, before any body or agency, including but not limited to, the Board of Commissioners, City Council of the City of Chicago, Mayor’s Office of Chicago or any company.

P. Participation by other Local Government Agencies

Other local government agencies ("Local Government Agencies") may be eligible to purchase Services pursuant to the terms and conditions of this Contract if such agencies are authorized, by law or their governing bodies, to execute such purchases, and if such authorization is allowed by the Chicago Housing Authority Contracting Officer, and if such purchases have no significant net adverse effect on CHA and result in no observed diminished ability on the Bidder to provide the Services to CHA or user departments pursuant to such purchases. Local Government Agencies shall include without limitation: City of Chicago, Chicago Park District, Chicago Public Schools, Chicago Transit Authority, City Colleges of Chicago. All purchases and payment transactions shall be made directly between the Bidder and the requesting Local Government Agency; CHA shall not be responsible for payment of any amounts owed by any Local Government Authority

Q. Bribery, Price Fixing, or Fraud

No person or business entity shall be awarded a contract or subcontract for a period of five years from the date of conviction or entry of a plea or admission of guilt, if that person or business entity:

A. has been convicted of an act committed of bribery or attempting to bribe an officer or employee of a unit of state or local government or school district in that officer’s or employee's official capacity; or

B. has been convicted of an act of bid-rigging or attempting to rig bids as defined in the Sherman Anti-Trust Act and Clayton Act (15 U.S.C. §1 et seq.), or under the laws of the State of Illinois; or has been convicted of an act of price-fixing or attempting to fix prices as defined by the Sherman Anti-Trust Act (15 U.S.C. §1 et seq.) or under the laws of the State of Illinois; or

C. has been convicted of defrauding or attempting to defraud any unit of state or local government or school district; or
D. has made an admission of guilt of such conduct as set forth in subparagraph A through C above, which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offense admitted to; or

E. has entered into a plea of nolo contendere to charges of such conduct, as is set forth in subparagraphs A through C above.

For purpose of the Paragraph, “business entity” means a corporation, partnership, trust, association, unincorporated business or individually owned business. Where an official, agent or employee of a business entity committed the acts as set forth in subparagraphs A through E above on behalf of such entity and pursuant to the direction or authorization of a responsible official thereof, the business entity shall be chargeable with the conduct and be disqualified.

A business entity shall also be disqualified if it employs as an officer any individual who was an officer of another business entity at the time the latter committed a disqualifying act as set forth in subparagraphs A through D above.

A business entity shall also be disqualified if any owner directly or indirectly controls 20% or more of the business entity and was an owner who directly or indirectly controlled 20% of another business entity at the time, such business entity committed a disqualifying act as set forth in subparagraphs A through C above.

Any contract found to have been awarded in violation of this Paragraph may be voided at the discretion of CHA.

ARTICLE V SUBMITTAL REQUIREMENTS

A. Format

Respondents shall present their proposals as a firm offer which, if accepted by CHA in its entirety, shall be binding between the parties. Electronic responses submitted via the CHA Supplier Portal at https://supplier.thecha.org only require one (1) complete proposal. The Respondents must also include an indexed version of each submittal section of the electronic proposal shall be formatted, labeled and separated into a different file.

Note: There is no maximum file capacity size when uploading attachments in the Supplier Portal. If you receive an error message that states the “Maximum size is: 50” while uploading an attachment in the Supplier Portal, that error message is referring to the file naming size. The name of your file cannot be more than 50 characters.

Proposals not containing all the submittal requirements (See Attachment C – Vendor Submission Checklist) may be deemed non-responsive to this RFP.

B. Cover Letter and Executive Summary Form

A cover letter shall be submitted on the Respondent’s letterhead, signed by a principal and the joint venture partner, if applicable. The cover letter must contain a plan explaining how services will be performed; a commitment to provide the services described in the Scope of Services of this RFP; and indicate that the offer is good for one hundred-eighty (180) days from submittal of proposal. In the cover letter, the Respondent shall also include an acknowledgement that the
Respondent has read and understands the requirements of the RFP including, but not limited to, the terms and conditions of the attached Professional Services Agreement (refer to Article IX), CHA’s Diversity and Inclusion requirements, Insurance and Indemnification requirements, and will comply with these requirements if awarded a contract. Proposers and Bidders shall also include the Executive Summary Form (Article X).

C. Qualifications and Experience

1. The Respondent shall submit evidence of the firm’s ability to perform the work, as indicated by profiles of the principals and a description of the staff’s professional and technical competence, for those principals and staff members who will be involved in the work requested herein. Evidence provided shall include proof of all licenses and certifications required to perform the work.

2. The Respondent must describe its qualifications, resources and experience as it pertains to the requested services. The Respondent must demonstrate it has the experience and capacity to complete all of the required services, whether they are conducted at the same time or separately.

3. Respondent’s proposal shall include the following information: (1) the legal name of the firm, (2) a description of the primary area of expertise of the firm, (3) the names of the firm’s principal(s), (4) the address, telephone number and names of individuals to be contacted, (5) the size of the enterprise, (6) all of the firm’s registration/license numbers(s) in Illinois, (7) the length of time the firm has worked in its area of expertise generally, and in Illinois if different for a different length of time, and (8) the firm may submit a general brochure of their work.

D. Approach/Work Plan

The Respondent must complete Attachment G Proposed Performance Goals and provide a narrative describing its approach to the Statement of Work including, but not limited to, project management systems to be utilized, plans for effective communications including reporting tools, timeline, and specific approaches to technical problems that may lead to cost savings for CHA. At a minimum, Respondents should address the information outlined below:

1. The Respondent shall clearly articulate in the work plan how it will provide the required Services as outlined in the Statement of Work. Joint ventures shall clearly identify in the work plan the roles and responsibilities of each party to the joint venture.

2. The Respondent shall demonstrate in the approach/work plan that it understands the Statement of Work and all tasks required to perform the Statement of Work.

3. The Respondent shall demonstrate in the work plan its plan to integrate CHA staff into its overall strategy to perform the Scope of Services.

4. Identify your service region assignment preference in your narrative. Use a number ranking system, ‘1’ being the most preferred region and ‘3’ being, the least preferred region. If the respondent does not have interest in or capacity for serving a region, this may be indicated with an “X.” A value must be associated with each region. A budget must be submitted for each service region preference (no budget...
is required for a ranking of “X”). Following is an example of appropriate narrative verbiage for this solicitation element:

_2_North
_1_Central
_3_South

5. Excluding CHA funded projects, provide an overview of senior social services provided by your firm. Describe the responsiveness standard, including the number of days, to make appropriate referrals for seniors served by your firm.

6. Describe proposed goals and outcomes to fulfill the statement of work. Complete Attachment G Proposed Performance Goals. Describe the plan to properly track and monitor the proposed outcomes.

7. Provide a flow chart depicting the proposed program model and service delivery.

8. Describe your firm’s ability to collaborate with public systems that benefit seniors. Provide examples of public system collaborations that benefit seniors.

9. Describe your firm’s capacity to collaborate with and experience with the Illinois Department on Aging and the Chicago Department of Family and Support Services’ Senior Services/Area Agency on Aging in accessing the services and benefits for seniors that these agencies provide.

10. Describe your firm’s capacity to develop partnerships and linkage agreements with public and private resources in the local and broader community to the benefit target population. Include examples of current partnerships and agreements.

11. Refer to the Resident Service Coordination Guide in Exhibit 2 Resident Service Coordination Program Guide. Describe the proposed plan to ensure compliance with CHA training requirements for staff as specified in the Program Guide.

12. Describe the strategy to integrate residents within the building who currently serve as Senior Community Ambassadors in service delivery. How will your firm ensure Senior Community Ambassadors are properly supervised?

13. Describe the proposed Resident assessment tool(s) to assist Residents with generating personal goals as described in the statement of work and collecting data as specified in the Proposed Performance Goals, Attachment G Proposed Performance Goals. Describe your firm’s current executed approach for utilizing the proposed assessment tool(s) and how service delivery for seniors has been enhanced as a result thereof. Include samples of the proposed assessment tool(s).

14. Describe the plan for follow up with each Resident to assure the Resident has connected with the referral source provided by the Resident Service Coordinator and receipt of appropriate assistance to address the issue(s) identified in the assessment.
15. Describe the strategy for engaging residents in social and educational activities, as well as health and wellness events throughout the year that will be beneficial to Residents.

16. Based upon your most preferred region selection(s), describe culturally and linguistically relevant programming and how your firm would achieve this. Describe any subcontracts and/or partnerships utilized to ensure culturally and linguistically relevant programming.

17. Describe the strategy for handling emergencies which involve a Resident. For example, if there was an incident at a building (fire, death, inclement weather) how would your firm respond to ensure the Resident has the necessary resources?

18. Describe the strategy for handling frequent non-emergency issues which involve a resident. For example, if there was an incident at a building (substance use, bullying, etc.) how would your firm respond to ensure the Resident has the necessary resources?

19. Describe your firm’s plan and experience for addressing mental health or dementia among the population served.

20. Propose the strategy for assisting Residents who are no longer able to live in independent housing who need to transition to a higher level of care.

21. Describe the plan for ensuring adequate staff coverage in the event of a staff vacancy, extended leave of absence, etc., consistent with the FTE count reflected in Exhibit 1 CHA Service Locations. How will staff be deployed to ensure staff coverage at all Service Locations?

22. Describe your firm’s plan and experience for addressing the digital literacy divide among the population served.

23. Describe your firm’s plan and experience for offering various types of programming including virtual options for inclusion of residents that are not engaging in person and remain homebound among the population served.

24. Describe your firm’s plan and experience for serving the frail residents in each building.

E. Work History with CHA and other Local Public Agencies

Respondent must list and briefly describe any past work history with CHA and other Local Public Agencies, including the specific project worked on or the specific products delivered to CHA. The project descriptions shall include, at a minimum, the scope of work performed, the location, dollar value, and list the Respondent’s key personnel on the project. For each project listed, the Respondent shall provide the client’s name, the contact person and their title, address and phone number. Indicate N/A if Respondent does not have any work history with CHA and other Local Public Agencies.

F. Past Performance
The Respondent must complete Attachment H Past Performance Chart to provide a minimum of three (3) and a maximum of five (5) project descriptions that best demonstrate the Respondent’s ability to perform the work outlined in the Scope of Services including work performed for CHA as one of the projects identified.

G. References

Proposers are required to provide at least three (3) references, excluding CHA, from within the past three (3) years for projects and areas of responsibility similar to those the Respondent desires to provide herein. Please include company name, contact person, mailing address, telephone number and email address. Please include a brief but detailed explanation of services provided and submit with your proposal. CHA will email any questions to the references included in your submission. Please inform your references that they will be contacted by CHA. (Attachment E)

H. Organization Structure and Key Personnel

1. The Respondent must provide the name and resume of the program executive that will be accountable for the CHA project. Key Personnel shall not be replaced without the prior written approval of CHA.

2. The Respondent must provide an organization/structure chart and include its key technical and consulting personnel who will be assigned to the CHA project team along with their resumes and provide the following information including, but not limited to:
   i. Detail concerning each primary team member working with the Respondent, as well as those working in a subcontracting capacity. List all current projects that each primary team member may be working on during the term of the Contract, and indicate which team member will have primary responsibility for the CHA account;
   ii. Correlation of team members to the tasks each will be performing;
   iii. Describe previous, related experiences and projects (preferably public housing); and
   iv. If Respondent proposes staff to work on the CHA account who are not located in a Chicago area office (within 25 miles of the city), indicate their office location.

3. If a Respondent is planning to joint venture or subcontract with other companies, incorporate the relationship on the organization chart and provide letters of interest from those firms, the names and credentials of their principals and key personnel, and include their resumes along with evidence of any required licenses. The Respondent should describe the roles and responsibilities of their subcontractors, including the key personnel as they relate to the Scope of Services for the RFP.

I. Fee Proposal Form (refer to Attachment A)
The Respondent must complete the Fee Proposal Form in its entirety and return it with this RFP package (refer to Attachment A). Respondents should refer to Exhibit 8 – Resident Services Cost Reimbursement Procedures to understand invoice requirements for awarded contracts. A separate Fee Proposal Form is required for each region a Respondent is proposing to serve. An electronic Microsoft Excel version of the Fee Proposal Form and signed copy of the Fee Proposal Form summary page must be submitted. In this solicitation, CHA has included a list of Anticipated Leveraged Resources to identify the resources CHA anticipates leveraging for this scope of work. Respondents should not include the costs of the CHA leveraged resources in the submitted Fee Proposal Forms. Respondents must include the following activity budget amounts for each region, in the Client Support section of the submitted Fee Proposal Form:

- Central Region: $105,120 per year for Building Activities and $14,600 per year for Region Activities
- North Region: $121,716 per year for Building Activities and $16,905 per year for Region Activities
- South Region: $111,852 per year for Building Activities and $15,535 per year for Region Activities

J. Insurance Requirements

The Respondent must submit a current certificate of insurance in the form required by this RFP. At the time of contract award, the Selected Respondent shall be required to provide an updated certificate of insurance, and all required endorsements adding CHA and any other required party as an additional insured, meeting the CHA’s minimum insurance requirements.

K. Joint Venture Agreement

Firms entering into a joint venture must submit a copy of its joint venture agreement and all required submittals must be signed by a principal of each joint venture partner including, but not limited to, subcontractors’ information submittals, and MBE/WBE/DBE and Section 3 Utilization Plans. Indicate N/A if Respondent will not be part of a joint venture agreement.

L. Liens, Suits, Disputes, Defaults and Judgments

Respondents shall include a detailed description of any disputes they currently are involved in, as well as, a complete list of any lawsuits, disputes, defaults and judgments occurring within the last five (5) years, and all current liens, lawsuits, disputes, defaults, and judgments pending including Fair Housing claims, regulatory or tax credit violations. Indicate N/A if Respondent does not have any disputes, lawsuits, judgments, disputes, defaults or liens described above.

M. Audit Findings and Other Compliance Reports/Evaluations

Respondents shall submit to CHA’s Department of Procurement and Contracts any third party reports or evaluations of Respondent’s compliance with any applicable laws, rules, regulations, policies procedures, contract provisions, or requirements with respect to Respondent’s performance of services similar in nature to those being solicited by this RFP in the past five years, including, but not limited to, any and all final findings made by an Office of the Inspector General (“OIG”) or Internal Auditor (including those conducted by CHA’s Inspector General and/or CHA’s Internal Auditor) with respect to Respondent’s performance of services, compliance with terms of a contract, findings in an Administrative or Internal Investigation, or any findings of failure
to cooperate in an OIG inquiry or with Internal Auditors. Indicate N/A if Respondent does not have any findings described above.

N. Debarment Statement

Respondent shall submit a statement that the Respondent, its joint venture partner, if applicable, its subcontractors, vendors and staff are not debarred, suspended or otherwise prohibited from conducting business with any Federal, State or local agency.

O. Economic Disclosure Statement

Respondents must complete the economic disclosure statement and affidavit as referenced in the Attachment C. The economic disclosure forms must be completed by the Respondent and all subcontractors in its entirety and notarized. Privately held firms and not-for-profit organizations must disclose the board of directors/corporate officers. All firms must disclose the percentage of ownership. Failure to provide complete ownership information may cause your response to be deemed non-responsive.

P. Financial Information

The Respondent/Financially Responsible Party shall demonstrate its financial responsibility by submitting the most recent two years of audited, reviewed or compiled financial statements prepared by a third party licensed Certified Public Accountant (CPA). Listed below are the minimum acceptable required documents based upon the amount of the procurement:

- Accountant’s Report
- Balance Sheet (last 2 years)
- Income Statement (last 2 years)
- Cash Flow Statement (last 2 years)
- Financial Statement Footnotes (if applicable)

For proposals or contracts awards valued at less than $500,000, the Respondent must provide the IRS tax transcript.

For proposals or contract awards valued at less than $1,000,000 the Respondent must provide compiled financial statements.

For proposals or contract awards valued at less than $2,500,000.00, the Respondent must provide reviewed financial statements.

For proposals or contract awards valued in excess of $2,500,000.00, the Respondent must provide audited financial statements.

CHA will also evaluate the respondents based upon analysis of third-party reporting agencies, regulatory agencies, bureaus, etc., as it deems necessary to determine the financial adequacy of
the respondent entity and confirm that the entity is in good financial standing with governmental agencies.

Other considerations in the evaluation of the financial condition of Respondents follow:

- Financial statements must be from a legal business entity (i.e., corporation, partnership, LLC, etc.). The entity name and address listed on the Financial Report should match the address on file with Dun & Bradstreet report in order for CHA to perform financial review.
- If respondent is not able to provide the Financials 6 months after their fiscal year end, respondents should provide the reason for delay or non-completion.
- Newly created entities (partnerships, LLC’s, etc.) must provide financial statements from the entity’s general partner and/or any other financially responsible entity that collectively can demonstrate the capability to complete the contract.
- Internally prepared business entity financial reports generated by the respondent will not be accepted.
- Personal financial statements or tax returns will not be accepted.
- CHA reserves the right to request Dun & Bradstreet reports in order to make an award determination. Vendors must provide the address on file with Dun & Bradstreet if it differs from the address listed on the proposal.
- CHA reserves the right to request additional information to complete the financial evaluation and review of any respondents.

Q. **Diversity Goals**

Respondent shall complete the required diversity requirements in its entirety and submit with their proposal. Refer to Article VIII for CHA’s contract requirements. CHA values Diversity, Equity, and Inclusion. Respondents are required to answer the following questions as it relates to DEI.

1. What is your organization’s strategy for DEI?
2. What is the racial ethnicity of your Board and staff? What percentage resides in Chicago?
3. Describe any opportunities for CHA residents including any internships, job shadowing, employment or mentorships.

R. **Vendor Submission Checklist**

Refer to Attachment C for all required submittal requirements. The following documents are exhibits to this RFP and can be found at [www.thecha.org/doing-business](http://www.thecha.org/doing-business):

- A. Contract Compliance Certification
- B. Letter of Intent-MWDBE and Section 3 Subs
- C. Subcontractor Information Submittal Form
- D. Waiver Request-M/W/DBE *(If Applicable)*
- E. Submittal Requirements Checklist
- F. Contractor’s Affidavit
G. Statement of Bidder’s Qualification
H. Economic Disclosure Statement
I. HUD Form 5370-C

Proposals not containing all submittal requirements may be deemed Non-Responsive.

ARTICLE VI INSURANCE REQUIREMENTS

Insurance is applicable to All Contracts as approved by CHA Risk Management.

Prior to the commencement of this Agreement, Vendor shall procure and maintain at all times during the term of this Agreement insurance against claims for bodily injury or property damage which may arise from or in connection with services performed under this Agreement and from the negligent acts, omissions and errors of the Vendor, its officers, agents, representatives or employees. The insurance carriers used must be authorized to conduct business in the State of Illinois and shall have an A.M. Best rating of not less than A: VII.

Minimum Coverage and Limit Requirements

1. **Commercial General Liability**: General Liability Insurance on an occurrence basis with limits not less than $1,000,000 per occurrence with an aggregate of not less than $2,000,000 covering bodily injury and property damage. This coverage shall also include, but not be limited to, contractual liability, products and completed operations, personal and advertising injury.

2. **Workers’ Compensation and Employer’s Liability**: Coverage must be in accordance with the laws of the State of Illinois and include a waiver of subrogation in favor of Chicago Housing Authority.
   - Coverage A – Statutory Limits
   - Coverage B - Employers Liability - $500,000 bodily injury or disease each accident; each employee

3. **Auto Liability**: Required when any vehicles (owned, hired and/or non-owned) are used in connection with the Services to be performed, coverage limits of not less than $1,000,000 each accident combined single limit for Bodily Injury and Property Damage.

Related Insurance Requirements

1. Prior to the issuing of the Notice to Proceed by the CHA, the Vendor shall submit a Certificate of Insurance via an email to the CHA Procurement Specialist, evidencing compliance with the insurance requirements set forth above. The Certificate of Insurance evidencing the minimum coverages required herein shall be in force on the Effective Date of the Contract and continuously throughout the duration. The required documentation must be received prior to the commencement of any work under this Agreement.

2. It is understood and agreed to by the parties hereto that Chicago Housing Authority and others listed below shall be included as Additional Insureds on Vendor’s liability policies,
with the exception of Professional Liability and Employer’s Liability and such insurance is primary to and will not seek contribution from any insurance, deductibles, self-insured retentions and/or self-insured programs available to Chicago Housing Authority.

Certificate Holder:  Chicago Housing Authority
60 E Van Buren
Chicago, IL  60605

Additional Insureds: Collectively referred to as the “Additional Insureds” shall include Chicago Housing Authority, Chicago Housing Administration, LLC; and/or other Partnership, Limited Liability Company as established by CHA; its respective commissioners, board members, officers, directors, agents, property management firms, agents, employees, invitees and visitors.

Primary Coverage:  For any claims related to this Agreement, the Vendor’s insurance coverage shall be the primary policy. The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and shall not contribute with insurance provided by the Vendor.

3. The required coverages evidenced on the Certificate of Insurance shall be in force on the Effective Date of the Contract and must be received prior to the commencement of work under this Agreement. Copies of the endorsement(s) adding the CHA to Vendor’s policy as an additional insured are required upon request. Updated Certificates of Insurance are required for policies which renew during the term of this Agreement or extensions thereof. Under no circumstances shall the Vendor allow any required coverage to lapse, cancel or non-renew throughout the duration of the Agreement or extensions thereof.

4. At the CHA’s option, non-compliance will result in (1) all payments due the Vendor being withheld until the Vendor has complied with the Agreement; or (2) the Vendor will be assessed Five Hundred Dollars ($500.00) for every day of non-compliance; or (3) the Vendor will be immediately removed from the premises and the Agreement will be terminated for default. The receipt of any certificates does not constitute agreement by the CHA that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the certificate comply with all Agreement requirements. The insurance policies shall provide for thirty (30) days prior written notice to be given to the CHA in the event coverage is substantially changed, canceled or non-renewed.

5. The Authority in no way warrants that the minimum limits contained herein are sufficient to protect the Authority from liabilities that might arise out of the performance of the work under this Agreement by the Vendors or its Subcontractors. Vendor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverages. The Vendor is not relieved of any liability or other obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain sufficient insurance. If the Vendor maintains broader coverage and/or higher limits than the minimum requirements, CHA requires and shall be entitled to the broader coverage and/or the higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to CHA.

6. The Vendor shall require all subcontractors to carry the insurance required and adhere to the same requirements and conditions as outlined above for the duration of the
Agreement. In the event that Vendor utilizes subcontractors to perform any Services under the Agreement on its behalf, Vendor shall require and verify that such subcontractors maintain the minimum insurance required herein or as appropriate for the work being performed. Vendor shall ensure that CHA is included as an additional insured on subcontractor’s liability insurance.

7. The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and will not contribute with insurance provided by the Vendor and/or any of its subcontractors.

ARTICLE VII EVALUATION PROCESS

Proposals will be scored on a (100) point scale by an evaluation committee scoring the technical criteria in accordance with the evaluation criteria set forth below, with CHA Diversity Goals scored by Compliance and Pricing scored by Procurement. Each Respondent must indicate its fees on the attached fee form. Fees must be reasonable and justifiable and must reflect the proposed approach/work plan, which is being evaluated under Article VII. CHA will make an award to the responsive and responsible Respondent whose proposal conforms to the solicitation and whose combined total score for price, compliance, technical factors and oral presentations provides the best value. Notwithstanding anything contained herein, CHA reserves the right to make an award based on any other relevant considerations and in the best interest of CHA. CHA reserves the right to perform site visits that may be included in the evaluation scoring.

CHA will utilize a ratio method for scoring proposed fees. With this method, the proposal with the lowest price receives the maximum points allowed (20 points). All other proposals will receive a percentage of the points available based on their price relationship to the lowest. This is determined by applying the following formula:

\[(A/B) \times C = D\]

A—the lowest Respondent’s price.  
B—the Respondent’s price being scored.  
C—the maximum number of price points available. D—Respondent’s pricing score (points).

Lowest proposed price divided by the Respondent’s price times the maximum points allowed.

**Example:** The lowest proposed price is $100,000. The next lowest proposal price is $125,000. The maximum point total available for price is 20 points. The proposal with the $100,000 price would receive 20 points (because it is the lowest of all proposals). Using the lowest proposal price as a base (or numerator), we would then divide the second lowest price by the first lowest price (denominator) and then multiply the result by the max point value (20) to determine the point value relative to the lowest price, as follows:

\[\frac{100,000}{125,000} = 0.80\]  
\[0.80 \times 20 = 16\text{ (points)}\]

As such, the proposed price of $125,000 would be awarded 16 points out of a maximum point value of 20.
Materials, information or explanations should be included in each Respondent’s proposal, as required in Article V Submittal Requirements, and/or as otherwise necessary to allow the following evaluation criteria to be considered:

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>MAXIMUM POINTS</th>
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<tbody>
<tr>
<td><strong>APPROACH AND WORK PLAN (TECHNICAL):</strong></td>
<td></td>
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<tr>
<td>• Demonstrates understanding of the intent of the Scope of Services and Statement of Work and all tasks required to be performed. (10 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrates a thorough strategy for ensuring that Participants receive necessary assessment, referral and follow-up services and provides flow chart depicting program model and service delivery. (10 points)</td>
<td>50</td>
</tr>
<tr>
<td>• Demonstrates ability to plan and implement services and activities that engage residents and demonstrate measurable impact to the target population. (5 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrates ability to collaborate with public and private resources to provide Residents with enhanced access to services and benefits (5 points)</td>
<td></td>
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<tr>
<td>• Demonstrates a thorough strategy to ensure that staff are properly trained in accordance with CHA requirements. (5 points)</td>
<td></td>
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<tr>
<td>• Demonstrates a plan to provide culturally and linguistically relevant services and programming at Service Locations proposed. (5 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrates a thorough strategy to provide staff coverage and supervision of SCAP program at all Service Locations proposed, including during staff vacancy or leave of absence. (5 points)</td>
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<tr>
<td>• Demonstrated ability to thoroughly track and monitor relevant outcomes, maintain client files and provide high quality reports to CHA. (5 points)</td>
<td></td>
</tr>
<tr>
<td><strong>PAST PERFORMANCE (TECHNICAL):</strong></td>
<td>20</td>
</tr>
<tr>
<td>• Possesses a verifiable and successful past performance of projects of similar scope as outlined in the Scope of Services and Statement of Work. (10 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrates relevant past experience/work history providing services to senior residents and collaborating with other senior-serving agencies. (5 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrates a history of measuring, tracking and documenting outcomes related to the Scope of Services and Statement of Work outlined in this solicitation. (5 points)</td>
<td></td>
</tr>
<tr>
<td><strong>QUALIFICATIONS OF KEY PERSONNEL (TECHNICAL):</strong></td>
<td>10</td>
</tr>
<tr>
<td>• Describes, in detail, the roles and responsibilities of key personnel, partners, sub-contractors Respondents (if applicable) and experience of key personnel to complete the Scope of Work. (5 points)</td>
<td></td>
</tr>
<tr>
<td>• Demonstrated ability and experience of personnel to complete all of the required services outlined in the Scope of Services and Statement of Work. (5 points)</td>
<td></td>
</tr>
<tr>
<td><strong>DIVERSITY AND INCLUSION GOALS</strong></td>
<td>10</td>
</tr>
</tbody>
</table>
• Demonstrated understanding and quality of CHA’s diversity goals, including MWDBE and Section 3 goals. (10 points)

PROPOSED FEES
• Respondent’s overall proposed fee to provide services as outlined in the statement of work. (10 points)

TOTAL COMBINED POINTS for TECHNICAL, MBE/WBE/DBE, SECTION 3 PLAN and PROPOSED FEES

After the evaluation committee has evaluated and scored the Respondents’ proposals, the MBE/WBE/DBE and Section 3 Business Utilization Plans and the proposed fees have been evaluated and scored, CHA’s Contracting Officer shall establish the competitive range. If deemed necessary for the purpose of efficiency and economy, CHA has the right to limit the number of Respondents in the competitive range. Respondents within the competitive range will be notified and unless otherwise indicated, will be required to participate in presentations/discussions with CHA. CHA may also require further information or clarification from the Respondents in the competitive range regarding their proposals prior to the presentations/discussions.

CHA, however, reserves the right to make its decision to award a contract based solely on the written submitted Proposals without any requests for presentations, formal interviews, negotiations or further discussions.

The objective of the presentations/discussions is to answer questions, clarify issues, and/or provide additional information regarding a Respondent’s proposal and negotiate. Presentations will be evaluated according to the criteria established by the evaluation committee. Respondents in the competitive range will be scored on a maximum 30-point scale. The resulting points will be added to their written proposal scores for a total score.

<table>
<thead>
<tr>
<th>ORAL PRESENTATION EVALUATION CRITERIA</th>
<th>MAXIMUM POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL ORAL PRESENTATION POINTS</td>
<td>30</td>
</tr>
</tbody>
</table>

Following the presentations, the evaluation committee members will evaluate and summarize their findings for each firm that participates in the presentations, and the evaluation committee will submit scores to Procurement. CHA will make an award to the responsive and responsible Respondent(s) whose proposal conforms to the solicitation requirements and whose combined total score for price, compliance, technical factors and oral presentations provides the best value to CHA. Notwithstanding anything contained herein, CHA reserves the right to make an award based on any other relevant considerations and in the best interest of CHA.

CHA reserves the right to reject any and all proposals and reserves the right to secure services solicited by this RFP by means of a non-competitive proposal process in accordance with §2 CFR 200.320 (c) or to re-solicit competitive proposals.

ARTICLE VIII DIVERSITY AND INCLUSION GOALS

In its procurement of goods and services, CHA seeks relationships with vendors who share our values for inclusive and equitable contracting opportunities. CHA values contract diversity and is
committed to strengthening workforce development and economic opportunities for low-income workers, and Minority, Women, and Disadvantaged Business, including Section 3 Businesses.

1. Summary of Contract Requirements

<table>
<thead>
<tr>
<th>Type of Contract</th>
<th>M/W/DBE</th>
<th>Section 3 (Labor Hours)</th>
<th>S3 Business subcontracting (&gt; $250,000)</th>
<th>Davis Bacon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Professional Service (licensure required)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Professional Service (non-licensure required)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Professional Services (direct services to residents)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Material &amp; Supply</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

* if not self-performing

Minimum Thresholds for Contract Diversity:

Minority/Women/Disadvantaged Business Enterprises (M/W/DBEs)

Certified Minority, Women, and Disadvantaged Business Enterprises (M/W/DBEs) shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with federal funds. Vendors and their subcontractors or suppliers must take all necessary and reasonable steps to ensure that M/W/DBEs have the maximum opportunity to compete for and perform contracts financed in whole or in part by federal funds. CHA establishes minimum thresholds for all contracts over $50,001. The percentage is required for the entire project amount and not limited to CHA’s funding. Vendors unable to meet the threshold requirement may propose indirect participation subject to CHA’s written approval.

Section 3 Business Subcontracting – For contracts >$250,000, vendors are required to subcontract to Section 3 Businesses, unless self-performing. CHA establishes minimum thresholds. To locate a Section 3 Business visit the Workforce Opportunity Resource Center (WORC) site. Professional Services that directly provide support services for CHA residents are not required to sub-contract to Section 3 Businesses but are encouraged to sub-contract when feasible. Vendors unable to meet the threshold requirement may propose indirect participation subject to CHA’s written approval. These may include, but are not limited to mentorship programs, internships, training, and employment opportunities for non-CHA funded projects, or payment into CHA’s Workforce & Education Fund.

Section 3 Labor Hours
CHA supports HUD’s Section 3 requirement which counts labor hours. All applicable contracts require at least 25% of the labor hours performed on a project are done so with Section 3 workers and businesses, of which 5% of those hours must be performed by Targeted Section 3 workers (i.e. CHA residents and HCV participants). Vendors will report these hours via B2Gnow and/or LCPtracker or through required affidavits based on the contract type (HUD Section 3 24 CFR part 75).

**Davis Bacon and Minimum Wage Requirements:**

The Davis-Bacon & Related Acts apply to construction contracts over $2,000 and ensures that all construction employees are paid under the US Department of Labor’s wage decision. Union contractors must ensure that Davis-Bacon wages are met, in accordance with the contract.

All CHA contracts must comply with the current local Minimum Wage requirement. The Minimum Wage Requirements shall be specifically incorporated as a contractual requirement in any award and agreement resulting from this solicitation for any of the Selected Respondent’s covered employees. The Respondent must consider the Minimum Wage Requirement in determining its fees for services to be performed or provided by the Respondent under its fee proposal and other submittals. Note that Federal wage determinations (either Davis-Bacon or HUD-Determined Wage Rates) preempt any conflicting State prevailing wage rate or the Minimum Wage Requirement when the State prevailing wage rate or the Minimum Wage Requirement is higher than the Federally imposed wage rate (24 CFR 965).

The following chart indicates the goals set by CHA for each type of contract.

<table>
<thead>
<tr>
<th>Type of Contract</th>
<th>Contract Amount</th>
<th>MBE/WBE/DBE Participation</th>
<th>Section 3 Business Subcontracting (&gt; $250,000)</th>
<th>Section 3 Labor Hours (25% of which 5% is through CHA resident hires)***</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>$50,001+</td>
<td>30%</td>
<td>10%</td>
<td>25%</td>
</tr>
<tr>
<td>Supply &amp; Delivery</td>
<td>$50,001+</td>
<td>20%</td>
<td>3%*</td>
<td>N/A</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$50,001+</td>
<td>20%</td>
<td>3%**</td>
<td>25%</td>
</tr>
</tbody>
</table>

*Or indirect  **excludes direct support service providers  *** Required regardless of contract amount

1. Utilization Plan:

This chart is a list of items needed to evaluate a full utilization Plan (UP). All respondents to CHA solicitations must submit a UP which enables CHA to evaluate how they will fulfill contract requirements.
<table>
<thead>
<tr>
<th>Utilization Plan (UP) M/W/DBE and Section 3 Businesses</th>
<th>Prime Contractor</th>
<th>This Excel worksheet will include all M/W/DBE and Section 3 Businesses subcontracting as well as proposed indirect, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Intent</td>
<td>Each M/W/DBE and Section 3 subcontractor listed on the UP including a self-performing Prime Contractor</td>
<td>If a Prime is a M/W/DBE and they are self-performing, they must submit a Letter of Intent. A Letter of Intent for each sub-contractor that is MWD/BE or Section 3 Business must also be submitted. The information outlined in the UP must correspond with the Letters.</td>
</tr>
<tr>
<td>Letter of M/W/DBE Certification</td>
<td>Each M/W/DBE listed on UP, including a self-performing Prime Contractor</td>
<td>This form must be submitted with every UP and Letter of Intent and include current certification letters. Applications are not accepted.</td>
</tr>
<tr>
<td>Waiver Request-M/W/DBE</td>
<td>Prime Contractor</td>
<td>This form is only to be used if a vendor cannot meet their subcontracting requirements and all good-faith efforts, including indirect participation, have been exhausted. The form must include (1) the scope of work and (2) the reason the Prime cannot meet the commitments outlined.</td>
</tr>
<tr>
<td>Other Economic Opportunities (OEO)</td>
<td>Prime Contractor</td>
<td>If vendor is unable to subcontract to a Section 3 Business in full or in part they will need to propose indirect participation through the OEO section on the UP, or make commensurate payment upfront into the Workforce and Education Fund, subject to approval by CHA.</td>
</tr>
<tr>
<td>Contract Compliance Certification</td>
<td>Prime Contractor</td>
<td>Acknowledgment by the Vendor of their understanding of the CHA’s diversity and inclusion contract requirements.</td>
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</table>

2. Reporting Requirements:

<table>
<thead>
<tr>
<th>Contract Requirement</th>
<th>System</th>
<th>Details</th>
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<tr>
<td>Construction Contracts</td>
<td>LCPtracker</td>
<td>Certified Payroll Reports must be entered into LCPtracker weekly. This system also tracks compliance with Davis Bacon and Section 3 hours.</td>
</tr>
<tr>
<td>Professional Services</td>
<td>B2GNow</td>
<td>Payments must be entered into B2Gnow for every pay application monthly. This system tracks and verifies Prime and Subcontractor payments made and received.</td>
</tr>
</tbody>
</table>
Additional Information:

(a) COUNTING M/W/DBE AND SECTION 3 BUSINESS (S3B) CREDIT: A business that is both self-identified/certified as a Section 3 Business and certified as a M/W/DBE will count towards subcontracting requirements for both the M/W/DBE and Section 3 sub-contracting requirements.

(b) PROVIDING OPPORTUNITIES TO SECTION 3 WORKERS: In accordance with 24 CFR part 75.9, Prime and sub-contractors (including Section 3 Businesses) on CHA/HUD-funded contracts must ensure that Section 3 workers are provided economic opportunities with the following preference when applicable: a) residents of the project where the assistance is being provided; b) residents of other public housing or Section 8; c) Youthbuild participants; and d) resident of the metropolitan area.

(c) SUBSTITUTION/REMOVAL OF SUBCONTRACTOR: A prime contractor that needs to remove or substitute a subcontractor on its approved utilization plan must submit a written request for the removal or substitution of the subcontractor concerned. Only when Department of Procurement and Contracts (DPC) approves such a request in writing can the removal or substitution be done by the prime contractor. Under no circumstance should a prime contractor unilaterally remove or substitute a subcontractor on its CHA/HUD-funded contract without prior approval by DPC.

Definitions

Section 3 Business are defined a business that either is a) 51% owned by public housing or housing choice voucher participant(s); b) 51% owned by a low-income person(s); or c) 75% of the labor hours are performed by low-income workers.

Davis-Bacon and Related Acts directs the US Depart of Labor to determine prevailing wage for construction projects.

Indirect Participation refers to the value of payments made to MWD/BE firms for work that is done outside of the proposed project or commensurate value to S3 Business or CHA residents/participants in other economic opportunities.

Additional information on CHA’s contract requirements and forms can be found at www.thecha.org/doing-business.

ARTICLE IX STANDARD PROFESSIONAL SERVICES AGREEMENT

Upon the award of a contract, the Selected Respondent(s) will execute CHA’s Professional Services Agreement in substantially the same form with the same terms and conditions as set forth in the attached Agreement. A Respondent shall include, as part of its cover letter for its proposal to CHA, an acknowledgement that it has read, understands and accepts the terms and conditions of the Agreement. If there are any terms and conditions to which the Respondent has objections, such objections and the specific section numbers must be noted in the cover letter. The Respondent’s proposed alternative language, if any, must be included as an attachment to the cover letter and such requests for revisions will be taken into consideration when determining a Respondent’s responsiveness to the RFP. A Respondent who fails to provide objections and propose alternative language shall waive its objections.
right to subsequently object to any terms of the agreement if awarded a contract by CHA (refer to Attachment D).
ARTICLE X  EXECUTIVE SUMMARY FORM

A. The undersigned, hereby acknowledges having received a full set of the Request for Proposal (RFP) Event # 3239.

B. The undersigned proposes, in accordance with all terms of the contract documents of which this proposal is a part, to perform all services in accordance with the terms and conditions specified herein. The proposer also agrees that this proposal to offer services to CHA will remain in effect for one hundred eighty (180) days from the date on which proposals are due unless a written letter of withdrawal is submitted to CHA Contracting Officer prior to the award of the contract.

C. All prices quoted herein shall remain firm for the period of this contract and shall not increase during the initial term of the contract.

D. Company’s Name: _____________________________________________________

Address: _____________________________________________________________

City, State, Zip Code:_____________________________________________________

I do solemnly declare and affirm under penalty of perjury that the contents of the foregoing documents are true and correct, and that I am authorized, on behalf of the firm, to commit to this proposal.

Name of Preparer (print)                                                  Title

______________________________________________________________________

Signature                                                                Date

______________________________________________________________________

Attesting Signer’s name (required for corporations)>Title

______________________________________________________________________

Attesting Signature (required for corporations)>Title

______________________________________________________________________

Contact Person’s Name and Title

______________________________________________________________________

Telephone Number                                                     Fax Number

______________________________________________________________________

Email Address

Note: Executive Summary Sheet must be completed, or Proposal may be deemed non-responsive. Rubber-stamped or typed signatures will disqualify your proposal.
ATTACHMENT B

LETTER OF INTENT TO SUBMIT A PROPOSAL
REQUEST FOR PROPOSALS (RFP) EVENT # 3239
Resident Services Coordination Program
Office of Resident Services

I, _______________________________, the undersigned being a duly authorized official of _________________________________ hereby acknowledges receipt of the above referenced RFP offering and certify the intent of this firm to submit a Proposal in response to the Request.

*************************************************************************************************************

PLEASE EXECUTE AND SUBMIT THIS FORM THE SUPPLIER PORTAL AT
HTTPS://SUPPLIER.THECHA.ORG. NO LATER THAN Tuesday, September , 5, 2023 BY 10:00 AM, CST.

*************************************************************************************************************

FIRM’S NAME: ______________________________________________________________________

ADDRESS: __________________________________________________________________________

CITY: ___________________________ STATE: __________ ZIPCODE: ______________________

TELEPHONE: ___________________________ WEBSITE: _________________________________

PRINCIPAL CONTACT: ___________________________ TITLE: __________________________

SIGNATURE: ___________________________ DATE: _________________________________

DIRECT PHONE: ___________________________ EMAIL: _________________________________
ANTICIPATED EXHIBITS/ATTACHMENTS
Exhibit 1

CHA Service

Locations
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<tr>
<th>Number of Buildings</th>
<th>Common Property Name</th>
<th>Number of RSCs</th>
<th>Unit Count</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
<th>Region</th>
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*Building can accommodate one staff member at this time.*
Exhibit 2
Resident Service
Coordination Program
Guide
RESIDENT SERVICE COORDINATION PROGRAM GUIDE

INCREASE STABILITY AND QUALITY OF LIFE
Helping seniors age in place as long as possible
Overview
Chicago Housing Authority’s (CHA) mission is to leverage the power of affordable, decent, safe, and stable housing to help communities thrive and low-income families increase their potential for long-term economic success and a sustained high quality of life.

For the purpose of this guide, a senior is defined as a CHA leaseholder residing at a CHA senior building that is an approved service site. CHA’s Resident Service Coordination Program focuses on helping CHA seniors maintain and increase their quality of life. Resident Service Coordinators (RSC’s) foster an environment conducive to aging in place that is based on knowledge of best practices and welcoming to active seniors as well as those needing more support. The RSC’s coordinate and link seniors to services that provide the support necessary for them to remain independent and in their home for as long as possible. RSC’s support residents in advocating for themselves or can advocate on their behalf. The Resident Service Coordination Program serves residents who live in CHA’s senior housing.

Benefits to Residents
- Residents can ask for and receive assistance from the RSC.
- Residents who are at risk of harm while performing their Activities of Daily Living (ADLs) can receive support to minimize risk.
- Residents gain access and opportunities to a wide range of social services, health and wellness education, socialization and recreation activities through the programming efforts of the RSC.
- Risk of abuse and exploitation is quickly addressed when an active RSC program works together with the property management team.
- Through the linking and advocacy functions of the RSC, residents can have access to other community agencies when services are needed.
- Residents, with their supporting family members, can make more informed decisions through the RSC’s knowledge on housing choices and services.

Qualifications and Expectations of RSCs
Based on experience, CHA has found that the minimum staff qualifications below are necessary when performing the duties of an RSC and are expected to perform the following:
- A Bachelor’s Degree in Social Work, Gerontology, Psychology or Counseling is preferable; Two to three years’ experience in social service delivery with seniors, or if without a degree, a combination of education and experience. Demonstrated working knowledge of supportive services and other resources for seniors in Chicago.
- Must be knowledgeable of obligations as a Mandated Reporter and able to appropriately operationalize when indicated.
- Must be able to effectively use basic MS Office including MS Word, MS Excel, MS PowerPoint and Outlook as well as other platforms utilized by CHA including CMTS and SharePoint to provide data and reports as required in a professional way.

In general, the RSC is responsible for:
- Treating senior residents attentively, fairly and with respect; this includes demonstration of cultural
competency and inclusion techniques.

- Being accessible, daily, to coordinate service request referrals. The RSC shall foster an “open door policy” and ensure residents feel welcomed and comfortable during office visits.

- Posting office hours outside of the office; some evening or weekend hours may be required. This is especially true when RSCs are unable to engage with residents during regular business hours due to the resident’s schedule.

- Setting standard administrative hours so that residents are aware when they are able to stop by for assistance. Administrative hours are designed to work on reports, data entry and prepare for building meetings/activities. Administrative hours must not be utilized when there are other meetings/trainings on the same day that will minimize time with residents even more. For example, RSC should not go to a meeting in the morning, return to the building at 3:00p and take 2 hours of administrative hours.

- Ensuring capacity to speak and comprehend the primary spoken language of the assigned building and make arrangements for interpretation as needed. RSCs are required to utilize the CHA language access line to ensure appropriate in person or written communication is available to non-English speaking residents.

- Advocating for the resident when necessary, including working with property management to resolve issues/concerns.

- Conducting face-to-face visits with each senior in the assigned building twice each year, to establish a rapport with senior residents and promote services that are available. For seniors who request additional assistance or are referred for services, the RSC must complete a CHA approved assessment. Residents 80 years and older must be assessed annually.

- Consulting regularly with the property manager and building council president regarding resident issues, concerns and interests; this may include educating staff on the management team on issues related to aging in place and service coordination, to help them to better work with and assist the residents. RSCs are required to meet monthly with the building president or other designee per the LAC president.

- Facilitating meetings with residents and participating in other meetings that are open to all residents. This includes weekly/monthly meetings with management and building leadership and attending resident meetings including building meetings, SHAC meetings and/or Tenant Services meetings.

- Welcoming new residents that move into the building by scheduling a meet and greet meeting or activity for the new residents to meet others in the building and offering a welcome packet of information including the services provided by the RSC.

- Providing good customer service and follow up on resident concerns.

- Working closely with stakeholders to ensure CHA senior residents receive good quality services.

- Supporting CHA outreach initiatives as requested. Examples of this include but is not limited to vaccine clinics, music festival, holiday recognitions, holiday gala, etc.

**Reporting to CHA Senior Services**

The RSCs and/or RSC supervisors shall report to a designated CHA Senior Manager and/or Senior Services, Manager. CHA employs one Senior Manager (SM) and two Senior Services Managers (SSM) who are aligned with each of the three Senior regions: South, Central and North.
The SM and SSMs will monitor the RSC functions to assure services are effectively implemented and provide technical assistance and guidance when needed. This includes, but is not limited to, ensuring that the RSC Contractor adheres to program policies and procedures, approving resident activities, and monitoring implementation of the Senior Community Ambassador Program (SCAP). The SM and SSMs will provide initial training on any new program expectations however RSCs must receive direct support from their immediate supervisor which is the RSC director.

**Senior Community Ambassadors (SCAP)**
CHA offers seniors the ability to perform duties within their building in exchange for rent credit. The RSC Contractor is responsible for the management and oversight of the Senior Community Ambassadors in the building in accordance with SCAP guidelines, however CHA will process rent credits for the work of the Senior Community Ambassadors (refer to SCAP Program Guide). RSC Contractor is responsible for providing supervision and processing rent credits on a timely basis.

**Well-Being Checks**
RSC Contractor must conduct well-being checks per protocols set by CHA or during special circumstances, such as extreme weather conditions; building emergencies, such as water shut off, elevator outage, power outage, public health emergencies, such as a pandemic, etc. Each building's Senior Community Ambassador may assist in carrying out the well-being checks and provide the documentation to the RSC for review. Please note, ambassadors are not allowed to conduct temperature checks with a heat gun or enter any units without building staff.

**Extreme Weather Conditions**
CHA is concerned about residents’ good health and wellness, especially during extremely hot or cold weather. As temperatures rise, the Chicago Housing Authority reminds everyone, especially seniors, to take basic precautions to stay cool and to be aware of the signs and symptoms of heat stroke and heat exhaustion. When weather is extremely hot or cold, CHA Property Management is responsible for conducting well-being checks with an emphasis on frail and seniors at all CHA owned properties. RSC Contractor and Senior Community Ambassadors are expected to assist in carrying out the well-being checks. In addition, all Senior Building community rooms serve as cooling centers (or warming centers in winter) unless otherwise directed.

**Public Health Emergencies**
CHA will follow the guidance set by government health agencies. RSCs will assist with helping residents to follow protocols as set by the CHA. RSCs will also assist with any deficiencies as a result of the emergency, such as connecting residents to food resources and personal protective equipment (PPE) provided by internal and outside resources. The RSCs shall follow required city ordinances regarding wellness checks for all senior residents.

In addition, RSC Contractor is expected to mobilize and dispatch staff to assist with stabilizing residents regarding shelter and safety, and to help distribute food, water and emergency supplies, during extreme weather conditions, and building and public health emergencies. This requirement is applicable during business and non-business hours.

**Assessment and Referral Services**
RSC Contractor shall ensure:
• CHA standardized senior assessment, or an approved comparable assessment is completed with senior residents, including:
  o Those who request assistance with securing services;
  o Those who are referred to the RSC by property management because of a lease violation; or
  o Those who have other observable needs.
• Appropriate referrals and linkages to services that meet the resident’s needs and/or address their goals/interests are made. Resources, such as the Community Care Program assessment for eligibility for supportive services (e.g., homemaker services) and the designated Chicago Department of Family & Support Services should be utilized to assist with making appropriate referrals.
• Resident follow up occurs to determine if referrals have been effective.
• Linkages are established with senior-serving agencies and service providers in the community. A binder of written information must be maintained and accessible to residents to research community resources. RSC Contractor should have a close working relationship with Case Coordination Unit/Community Care Program agency assigned to the zip code where the corresponding building is located.
• Collaboration with CHA’s Manager for Clinical Services to address behavioral health or grief and loss issues when contractor has exhausted internal resources, or additional consultation is needed.
• Personnel abide by state laws and statutes for mandated reporting and make the designated SSM aware of reports made.
• Residents receive assistance with accessing financial assistance (e.g. Low Income Home Energy Assistance Program services) or other senior-oriented benefit programs.
• Face to face visits, assessment, referrals, follow up and completed mandated reports are documented in CHA’s Client Management Tracking System (“CMTS”) and client file.

Resident Activity
It is important to mitigate social isolation and depression among seniors. Thus, RSC Contractor is responsible for planning and coordinating appropriate activities/events each month. There should be a variety of social, wellness, and educational events for residents of the building. Quarterly, RSCs must plan and coordinate a specialized workshop/training for their building community to help educate and inform of issues specific to their building. RSC Contractor is encouraged to facilitate activities via virtual platforms to allow for social engagement when in person/group settings isn’t possible. This includes activities such as email registration. RSC Contractor may collaborate with CHA approved health and wellness partners. The list of CHA approved health partners is updated monthly and is available on the CHA website. Resident participation must be documented in CMTS or as directed by CHA.

RSC Contractor must coordinate with CHA on large scale events. This includes coordinating resident registration and securing transportation, as needed.

RSC Contractor is also required to assist with providing activities for residents who are temporarily out of the unit due to construction projects which require work inside the unit. This can include providing meals for impacted residents and activities to keep engaged during the determined time frame. The RSC is also expected to attend meetings, assess resident’s needs related to the project, assist residents with transfer of utilities and provide updated information regarding the project.
The RSC is responsible for providing a calendar of activities to the senior residents, property manager, and senior services staff in an appropriate format for seniors.

**Collaboration**

RSC Contractor is expected to be responsive to CHA Senior Services staff. This includes response to emails, phone calls, voicemails, texts, video conferencing or other forms of communication in a timely manner (i.e. same day in emergency situations or within 1 business day for non-emergency situations). If an RSC will be absent from the office for more than one business day, CHA must be notified, and attendance reports must be updated accordingly.

RSC Contractor are expected to check in regularly as determined by CHA SSM with the designated CHA SSM and adhere to all deadlines. Other required meetings may include but not limited to group senior service meetings to address planning and training needs, and monthly Senior Housing Advisory Council (SHAC) meetings; RSC Contractor must be present to foster good communication and collaboration. RSCs must also meet weekly with the property manager and facilitate a monthly meeting with the building president and property management. RSC Contractor must also meet with the designated Senior LAC President to share information and updates. Agendas, meeting minutes and meeting notices should be drafted by RSCs and distributed to pertinent parties. Meeting documents are due within one week of held meetings and should be saved in the appropriate folder on SharePoint.

CHA Senior Services uses SharePoint to communicate program information and announcements to RSC Contractor personnel. RSC Contractor personnel are advised to check SharePoint daily to get information about upcoming events, program advisories, CHA requests, etc.

**Training**

RSC Contractor must ensure that all RSC’s complete **annual training in the following areas:**

- Supportive services for the aging/older adult services;
- Federal programs and requirements; state administered programs and requirements/entitlement programs; legal liability; HUD’s service coordinator program; locally administered program requirements.
- Communicating effectively in all situations; including difficult situations; or
- Current issues related to an aging population/aging process; medication/substance use and abuse; strategies for dealing with cognitive impairments.
- The aging process, senior services, disability services, eligibility for and procedures of Federal and applicable State and Area Agency on Aging (AAA) entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse by the elderly, and mental health issues.

**Sources for Training**

While some training may be offered throughout the year by CHA, RSC Contractor must determine its own plan and sources for securing the required training. Records must be kept of all completed training and available for CHA to monitor upon request.

**Customer Service**

CHA expects a high level of customer service from RSC Contractor personnel. This applies to interactions with residents, property management, CHA, and external partners to CHA. Elements of effective customer service include:
• Being accessible and welcoming to everyone, whether contact is via phone, in person, or electronically.
• Behaving in a respectful and age-friendly manner that considers the customer’s culture, circumstance and perspective.
• Being knowledgeable of services, appropriately dressed, and articulate with everyone.
• Promptly reacting and taking the appropriate action to resolve the issue being presented.
• Providing accurate information and effective solutions on a timely basis related to issues that are presented.

Hours of Operation
RSC Contractor is expected to have office hours between the hours of 8:30 a.m.– 5:00 p.m., Monday through Friday to include one weekday evening and one Saturday per month.

Office Hours must be clearly posted outside each office. This includes hours away from the office due to staff meetings, holidays or vacation. RSC Contractor must demonstrate flexibility in serving individual residents on evenings and weekends, if necessary (e.g., an event takes place on a Saturday, an emergency situation due to weather or other building emergency, no contact during regular business hours, etc.).

Telephone
RSC Contractor must ensure each RSC has a telephone which is answered between the scheduled office hours. When the RSC is away from his/her desk, a detailed voicemail greeting, which includes the anticipated timeframe for returning calls must be communicated to callers. RSCs must be reachable when away from the office for business matters; RSC Contractor must notify the CHA Senior Services staff regarding the best method (e.g., mobile phone number) for reaching the RSC.

Email Accounts
All RSCs will receive a CHA contractor email account. CHA Senior Services requires RSCs to send and receive emails from the assigned email account. The email account will be used as the primary business account and will be used to establish access to CMTS and SharePoint. RSCs are responsible for always ensuring accessibility to this account during business hours; this includes updating the password when required and maintaining an active multifactor authenticator (MFA) account to receive security codes for access to these systems. RSCs can contact the CHA Tech Support team at (312)786-4000 or thecha.freshdesk.org for any issues regarding the access. If there is an issue with MFA the RSC should seek assistance from RSC Contractor technical support.

All emails from RSCs should include an email signature with RSC name, title, building location, building address, office phone and mobile phone. E.g.:

Jane John, Resident Service Coordinator
Sassy Senior Building
102 S. State Street, Chicago, IL 60600
Office: 741-321-6543 mobile: 963-222-4567

Hours of Operation
When an RSC’s office is not open (e.g., due to a holiday, special event, meeting/training, etc.), residents and building staff must be provided with an alternate phone number, and the RSC’s voicemail greeting must be updated with appropriate contact information. Contact information (POC, email & phone number) must be posted on the door, and it should include expected return date. The voicemail greeting must include a statement “if this is a medical emergency, please hang up and dial 911”. The RSC should respond to all resident inquiries within 1 business day or
immediately in emergency situations. RSC Contractor must have an Emergency Hotline for residents to contact the RSC Staff when out of the office. Signage must be displayed on the office door with the phone number. RSC Contractor will be responsible for retrieving the calls/messages and disseminating the information.

RSC Contractor must seek and receive approval from CHA Senior Manager and Director via email for office closures. The following steps must be followed:

- Send email to CHA Senior Manager and Director listing the reason(s) for closure.
- If authorized, notify the following entities: residents, LAC & PPM.
- Contact information (POC, email & phone number) must be posted on the door and it should include expected return date.
- Notifications to cancel/reschedule any existing appointments (e.g. food deliveries, scheduled activity etc.)
- If an incident report applies, it must be submitted within 24hrs.
- If closure due to staffing shortage, a coverage plan should be in place within 5 days of the vacancy.

Emergency Office Closures
If there is an emergency (weather-related or other), RSC Contractor must notify CHA Senior Manager and Director immediately prior to modifying office hours or closing a Resident Service Coordinator office. If an incident report applies, it must be submitted within 24 hours.

Media Requests & Legal Requests
RSC Contractor must contact CHA’s senior services prior to the release of information for research, media, or inquiries from advocate groups. All inquiries and requests for comment by media, research, and advocacy groups regarding CHA initiatives must be forwarded to the CHA’s Director of Senior Services at XXX who will then loop in CHA’s Communications department for guidance.

Requests from Elected Officials
All inquiries and requests from elected officials regarding CHA initiatives should be directed to Nathaniel Tortora, Manager, Government and External Affairs at 312.786.3358 or ntortora@thecha.org.

Changes in Personnel
All changes in personnel including, but not limited, to hiring a new RSC, termination of an RSC, extended absence, or reassignment of an RSC must be reported immediately via email to CHA’s Senior Services, Manager and Senior Manager, in advance. In the case of RSC position vacancies, a plan for coverage must be provided to the CHA’s Senior Services, Manager and Senior Manager within 5 business days of the vacancy. The plan must include the name(s) of the RSC Contractor personnel who will provide the coverage, the days and hours of the coverage and how long the plan will be in effect. RSC Contractor must fill RSC vacancies within a reasonable amount of time and no less than 90 days from vacancy. RSC Contractor is responsible for all the training of all the new staff including but not limited to CMTS, SCAP and other CHA requirements.

RSCs that are out on leave for more than two weeks will be considered on extended leave and all access privileges will be suspended until they return, including CHA email, CMTS and SharePoint. RSC Contractor must notify the SSM of any personnel expected to be out of the office for more than two weeks and have a plan for coverage for that building.
When RSCs leave the position permanently, RSC Contractor is responsible for making sure any keys, passwords, furniture, office equipment, program supplies etc. are retrieved prior to leaving. The SSM will also confirm the RSC office and equipment is left in good and working condition.

**Outreach**

The RSC must make an effort to contact every resident to meet them and describe the services that are available. The methods of outreach are at the discretion of RSC Contractor Outreach efforts should also be included in monthly reports. Additionally, the RSC Contractor must distribute CHA materials when requested.

**Welcoming New Residents**

When a resident moves into the building, within the first two weeks, the RSC must introduce him/herself and become acquainted with the new resident. During the initial contact, a packet of information must be given to the resident with RSC office information, work hours, telephone number and an explanation of the role of RSC Contractor personnel and corresponding responsibilities. The RSC is encouraged to collaborate with the building council and property manager to create a comprehensive welcome packet.

A useful tool is a folder with pockets that includes flyers and pamphlets from local agencies. Comprehensive resources should be included in the welcome packet including, but not limited to:

- Building council information
- Information regarding the area senior center, library, park district, places of worship and shopping
- Calendar of events and meetings
- Local pharmacies, and pharmacies that offer delivery services
- Emergency Medical Information (EMI) cards
- Resource guides, program pamphlets and newsletters
- Pertinent applications or information
- Language Access information
- Senior calendar
- List of important contact numbers

**Confidentiality**

The rights to privacy, confidentiality and informed consent are fundamental concepts that all service organizations and helping professions must address when providing services to residents, patients or clients. Federal, state and local laws, legislation, regulations and guidelines on privacy, confidentiality and informed consent can be far reaching and complex. The resident files that are maintained by the RSC are owned by the Chicago Housing Authority. These files can be subject to subpoena and court actions. Therefore, it is incumbent upon the RSC to understand and respect the policy and procedural requirements of privacy, confidentiality and informed consent as they are applied to the information and actions included in the resident file. RSC Contractor must attempt to contact every resident to discuss the services available, review the Consent to Services and Privacy Agreement form and complete the Emergency Contact Information form for their file. The resident is required to sign the form or provide the contact information, however, refusal to sign should be noted in the case notes.

RSC Contractor shall ensure residents’ right to privacy and follow appropriate procedures for obtaining informed consent when information is released to others. Following are additional guidelines:

- All information obtained by the RSC regarding a resident is to be held in the strictest possible confidence.
• The resident has a right to privacy and personal dignity and must be made aware of the limitations of confidentiality, before the disclosure of private information.

• The RSC should disclose only the information necessary and relevant to the situation or purpose when imminent danger, harm, lease violations, or illegal activities are involved.

• The RSC shall not discuss confidential matters in public or semi-public areas such as hallways, waiting rooms, elevators and restaurants and other public areas.

• All resident records, files and documentation shall be kept in a secure location (locked file cabinet) with the assurance it is not accessible to property management staff, Senior Community Ambassadors and residents.

Informed Consent

• RSC shall provide services to residents only in the context of a professional relationship based, when appropriate, on valid informed consent (release of information).

• The RSC may disclose confidential information with a valid consent from the resident or person legally authorized to act on his/her behalf.

• A valid informed consent should detail:
  o What information is to be sought from whom;
  o What information will be disclosed and to whom;
  o In what time frame; and
  o Who has access to the information when legally necessary; to prevent serious, foreseeable and imminent harm to themselves or someone else (this can include medical emergencies, domestic violence, mental health crisis and disasters) or in situations where there is a lease violation.

• The RSC should obtain informed consent from residents before audio taping, videotaping, photographing or permitting third party observations.

Professional Boundaries and Conflicts of Interest

• All RSCs are expected to adhere to CHA’s code of conduct and Ethic policy (reference policy for more information).

Senior Needs Assessment

CHA requires that all seniors receive an assessment or check in at least once annually. The CHA Senior Needs Assessment (Assessment) is designed to evaluate a senior’s need in order to recommend and refer services. This assessment shall be conducted for residents aged 55 and older living in the senior building and for those referred by the property management company via a Referral and Disposition Report because of a lease violation.

All assessments must be entered into CMTS. All fields marked as required must be completed. A printout of the completed assessment must be placed in the Resident file. No signature is required.

Please Note: Before obtaining any information from a resident, a Consent to Services and Privacy Agreement must be completed.

• Assessments conducted as a result of a referral from property management must include a completed Resident Service Coordination Program Referral & Disposition Report. This document should be issued by the property manager.
When providing information such as phone number or address, it is not necessary to conduct an assessment, however if the reason is because of a possible need, continue the conversation to determine if an assessment is needed.

**Lawton Instrumental Activities of Daily Living Scale**

The Lawton Instrumental Activities of Daily Living Scale (IADL) is a research-based instrument to assess independent living skills (Lawton & Brody, 1969). A modified portion of this tool is part of CHA’s senior assessment.

**Benefits Eligibility Checkup**

Benefits Eligibility Checkup is a free service used to assist Chicago residents aged 60 and older to determine their eligibility for more than seventy local, state and federal benefits to which they may be entitled (visit https://benefitscheckup.org/) These programs include: taxes, energy or financial assistance, housing, transportation, health, legal and many support services.

Conducting a Benefits Eligibility Checkup (BEC) is not mandatory however the opportunity to go through the BEC must be offered to each eligible resident receiving an assessment along with an explanation about what it is and how it may be useful; the resident may accept or decline.

When a BEC is completed a “Verification of Benefits Check Up” form must be completed and placed in the Resident file. All BEC’s must be completed within 30 days of original date of assessment. If this does not happen, case notes must provide the reason(s) why.

**Referrals**

RSC initiated referrals are in reference to contacting an external agency for services (e.g. DFSS, Distribution Programs, Chicago Park District, etc.) and not for any internal services such as attending bingo or going to the computer lab. All referrals made must be documented in CMTS and require either a CHA referral form or CMTS printout to be placed in the Resident’s file. The Resident must always receive a copy of the completed referral form.

All senior referrals require follow-up, so always enter "Yes" for Follow-Up Needed in CMTS. If a Resident is successfully contacted for follow-up, enter Successful Follow-Up Date, even if the Resident has not received the service. If Resident is not reached after three follow-up attempts, enter the Final Unsuccessful Follow-Up Date. Once the RSC is no longer following up (either because the Resident was successfully contacted or because the Resident was not contacted after three attempts), enter the appropriate response for Did Resident Receive Services field in CMTS. Case notes must show evidence of at least three follow-up attempts.

All Referral and Disposition Reports received from property management because of a lease violation shall be documented on the tracking grid and shared with property management on a monthly basis. RSCs must conduct outreach accordingly to established guidelines.

If RSCs learn that eviction proceedings are being considered or have been initiated, RSCs shall immediately follow up with the resident to find out if the resident has alternative housing options, for example, a family member. RSCs should also contact the CHA SSM and Senior Services Director via email with details including resident name, unit number, reason for eviction, date of eviction if known and details of steps taken by the RSC to assist resident in maintaining housing or seeking appropriate assistance for the resident. As needed, CHA’s Manager for Clinical Services may be consulted.
Activities
Events hosted by the CHA (music festival/senior gala) and building meetings facilitated by the property manager do not count toward the required minimum number of activities according to contract terms and conditions. Events must have a minimum of five (5) resident attendees to be counted toward the minimum requirement. Meetings/events that are not open to the entire building do not count towards the minimum requirement; this includes ongoing groups such as “Courage to Quit.”

The Contractor shall coordinate appropriate activities in accordance with the Senior Services Resident Service Coordination Program Guide. The Contractor shall coordinate and collaborate with CHA to implement high priority initiatives, such as Bingocize®, ERAP and CHA events.

A monthly calendar is required to be submitted to the Senior Services SharePoint Site. The calendar must indicate all planned resident activities, field trips, meetings, office closures, etc. If an event title is not descriptive, a brief description of the event should be included at the bottom of the calendar; a copy of the calendar should also go to the SSM. Calendars are due on or before the 25th day of the month for the following month. (e.g. May calendar is due on or before April 25th.)

Event Binders must be kept on-site and organized chronologically by month. Each binder must include:
- Copy of monthly calendar listing all events completed for the month;
- A sign-in sheet for each event. If a resident chooses to not sign in, the RSC should list them as an attendee and indicate on the sign-in sheet that they were signed in by the RSC;
- A general case note for the event. The case note should give a description of the event (who facilitated, where it was held, what information was covered, and what activities took place);
- An event leverage worksheet (a copy of the leverage worksheet must be sent to Program Specialist, Health & Wellness Programs); and
- Copies of any materials handed out at the event.

Large scale, reoccurring services offered by partners such as Greater Chicago Food Depository (GCFD) Commodity Box Program or Produce Markets do not require an entry in CMTS or a case note. A master binder must be maintained for each of these services to include Resident attendee information, sign-in sheets and other supporting documentation for the program. Sign-In sheets must be submitted to Program Specialist and Health & Wellness Programs monthly. These services shall also be included in the monthly and quarterly reports. RSC Contractor should contact the designated SSM in writing to request other exceptions for consideration.

RSC Contractor will be responsible for signing all agreements for programming that the RSCs are administering including but not limited to the Illinois Department of Human Services Commodity Supplemental Food Program (CSFP) agreement with sub-distribution agency & distribution site partner.

Health and Wellness Programming
CHA strives to develop partnerships with both government and private health organizations to keep informed about important health issues, strategies and programs. Recent examples include the Affordable Care Act implementation, smoking cessation resources, and asthma intervention. CHA will share relevant information, resources and updates regarding resident health and health care coverage is received and will ask RSCs to inform residents accordingly.

Health related workshops can be presented by a CHA approved health partner. A current list of all approved health partners is updated monthly on the CHA website http://www.thecha.org/residents/services/health-wellness/. Any health vendor requests or solicitations to access residents must follow the Health Partnership Application Protocol.
A minimum of one workshop or presentation per quarter must be presented on health and safety topics including but not limited to Fire Safety, Bullying, Substance Abuse, Senior Safety and Scams, etc.

Some suggested guidelines to follow when preparing for a health and wellness event include:

- Solicit topics and ideas from building council, surveys and management staff;
- Ensure the “topic of discussion” provides valuable educational information related to a topic of interest and does not promote the solicitation of any product of service - the presenter should in no way indicate that CHA promotes the use of a specific service or agency over any other provider;
- Ensure presentations do not involve the direct solicitation of any product or service;
- Promote events by posting flyers, publishing in newsletter or digital bulletin board at least one week in advance;
- Ensure free giveaway items, disseminated by presenters, do not exceed $25 per resident in attendance; and
- Ensure RSC and RSC Contractor personnel do not accept any gifts or incentives from presenters.

Resident satisfaction surveys must be given to residents that attend a Health/Wellness events facilitated by a CHA Health Partner. Survey results must be entered by the RSC or designated RSC Contractor personnel into the appropriate on-line survey (the Health and Wellness Program Specialist will send out a link each month for surveys completed that month). Surveys are due on or before the 5th of the month for previous month events. (E.g., health/wellness event surveys for January must be entered by February 5th.) Social Events or Education Events facilitated by a Health Partner may not be entered on the online survey. Satisfaction surveys must be kept on-site in a binder organized by chronological date.

**Caseloads**

As residents move and change throughout the year, there will be additions and deletions to the caseload. The RSC must maintain an updated list of all residents and an updated list of all frail residents; these lists must be updated monthly. New residents will be added regularly.

To add a resident to a caseload, an email must be sent to hophelp@thecha.org with detailed information including the resident name and client number and the reason for the request (e.g., ‘adding a resident to the caseload’).

Residents will be removed from the caseload if they no longer live in the assigned CHA property (e.g. move out of CHA, death, eviction, etc.) or move to another CHA senior building. An email shall be sent to hophelp@thecha.org with detailed information including the resident name and client number and the reason for the request to have a resident removed from a caseload.

The RSC must copy the SSM on all requests sent to hophelp@thecha.org.

**Frail List**

Frail elderly is an elderly person who is unable to perform at least three “activities of daily living” comprising of eating, bathing, grooming, dressing, or home management activities. The frail list must contain the contact information for all residents who struggle to function independently and will require assistance and special needs in case of an emergency.

The RSC must coordinate with the property manager to identify those who are frail. The RSC must inform the property manager of changes regarding the frail to help them keep the frail report updated. This can be done by
discussing the frail list during meetings with property management or by requesting a copy of the frail report from the property manager on a monthly basis and reviewing it to make sure the RSC has the same residents listed as frail. If there are any additions or removals from the frail list the RSC or designated RSC Contractor personnel shall notify to the property manager so changes can be made in Yardi. A list of those who are frail can be generated from the CHA custom reports in Yardi. This report can be requested from property manager.

The RSC shall assist property management by checking on the frail daily. In cases of extreme weather conditions, heat or cold, the frail must be checked more regularly. The RSC must maintain a monthly report indicating the condition of all included on the frail list. This list may be requested by CHA SSM during emergencies. The RSC shall follow CHA’s well-being check protocol for requesting entry into an apartment in the case of no resident response. The RSC must consult with the property management firm for current protocol and procedures.

Files
The RSC must maintain a case file for each resident to include emergency contact, next of kin if different, and service provision information. All files must follow a standardized format. Files must be kept in the RSC’s office in a locked file cabinet to protect residents’ privacy. The RSC must notify CHA and provide residents with a copy of their complete case file within five business days at no cost to the resident, if requested by the resident. CHA Senior Services must be notified when a case file is requested. All information concerning residents served by the RSC must remain confidential.

Documentation must be organized in file folders with dividers. Each resident is required to have a file which includes all assessed and non-assessed residents. Additionally, separate files for all household members must have their own file. Each file must clearly identify the resident name, CHA client ID number and unit number.

Group activities can be stored in a 3-ring binder. The support documentation for group activities must include, but is not limited to monthly calendar, event/activity flyer, sign-in sheets, etc.

- Each file must contain legible case notes. Files should follow standard social work type formats. CHA can provide an example should the contractor need. Case notes should be drafted in the Data, Assessment, Plan format.

The RSC shall retain files according to current contract terms and conditions. Further guidance can be found in the Chicago Housing Authority Records Management Policy for storage of inactive files.

Program Support
CHA Senior Services will provide the Resident Service Coordinator RSC Contractor with ongoing technical assistance in achieving the goals and outcomes of the program. In addition, Senior Services holds regularly scheduled Senior Services meetings with RSC personnel; RSC personnel attendance at these meetings is mandatory. RSC personnel must notify the designated CHA SSM, if unable to attend a meeting.

Monitoring and Evaluation
Resident Services may conduct monitoring and evaluation on-site file reviews of Resident Services Coordinator program operation in accordance with contract terms. On-site reviews may include examining RSC service delivery and file documentation that supports outcomes recorded by the RSC.

Reporting
The RSC is responsible for entering data into CMTS within two business days of service delivery. Based on the data entry, CHA will generate regular performance reports to track cumulative progress toward program performance outcomes. Only data recorded by the end of the reporting period will be considered for inclusion on the performance reports.

The RSC shall submit a report each month to CHA’s SSM using a CHA approved reporting template. Reports are due on or before the 5th day of the following month unless otherwise noted. Reports should include programmatic progress including, but not limited to:

- Narrative to explain programmatic trends, successes and challenges.
- Requests to CHA to assist in addressing challenges.
- A summary of completed resident group activities.
- Additional information requested by CHA.

The RSC contractor shall submit a report each month to the CHA’s Senior Services director using a CHA approved reporting template. These reports are also due on or before the 5th day of the following month unless otherwise noted. Reports should include a summary of programmatic progress for the region including but not limited to:

- Narrative to explain programmatic trends, successes and challenges.
- Requests to CHA to assist in addressing challenges.
- A summary of completed resident group activities.
- Staffing changes for the month including new hires, vacancies, plan of coverage, etc.
- Training completed for the RSCs each month
- Additional information requested by CHA.

Scheduled activities and events must be entered on the calendar in SharePoint to include building name, event/activity title, and time. Calendars will be reviewed regularly by CHA SSMs and shared with CHA Communications and leadership.

All reporting shall be submitted in a professional manner using approved format. This includes but is not limited to MS Word; MS Excel; survey links etc.
CHA Resident Services Contact Information

Senior Services Information Line: (312)913-7164

Venis Frazier
Director, Senior Services
vfrazier@thecha.org
(312) 913-7696

Bertha Davis
Senior Manager, Senior Services (Senior Central)
bdavis@thecha.org
(312) 786-3105

Evelyn Almeida
Program Specialist, Senior Services
ealmeida@thecha.org
(312) 786-4054

Keith Clincy
Manager, Senior Services (Senior South)
kclincy@thecha.org
(312) 913-7152

Raul Velez
Manager, Senior Services (Senior North)
rvelez@thecha.org
(312) 913-7468
Exhibit 3
CHA Anticipated Dates
### Exhibit 3

#### Annual Anticipated CHA Events

<table>
<thead>
<tr>
<th>Month</th>
<th>Martin Luther King, Jr. Day Event</th>
<th>CHA Senior Music Festival</th>
<th>Senior Gala</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>January</td>
<td>August</td>
<td>December</td>
</tr>
<tr>
<td><strong>Estimated</strong></td>
<td><strong>Number of</strong></td>
<td><strong>Participants</strong></td>
<td><strong>(150 total)</strong></td>
</tr>
<tr>
<td><strong>Anticipated</strong></td>
<td><strong>Venue</strong></td>
<td><strong>Indoor venue within Chicago</strong></td>
<td><strong>Outdoor venue within Chicago</strong></td>
</tr>
</tbody>
</table>

#### Financial Responsibility

<table>
<thead>
<tr>
<th>Service</th>
<th>Partner Organization</th>
<th>CHA Respondent(s)</th>
<th>CHA Respondent(s)</th>
<th>CHA Respondent(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Venue</strong></td>
<td>CHA</td>
<td>CHA</td>
<td>CHA</td>
<td>CHA</td>
</tr>
<tr>
<td><strong>Registration Process</strong></td>
<td>CHA</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Transportation</strong></td>
<td>CHA</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Food</strong></td>
<td>CHA</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Portable Restrooms</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Hand Sanitizing Stations</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Tents (Outdoor)</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>DJ</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Dancefloor</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
<tr>
<td><strong>Water</strong></td>
<td>Not Applicable</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
<td>CHA Respondent(s)</td>
</tr>
</tbody>
</table>

*CHA Senior Residents residing at family properties are permitted to participate in CHA sponsored events*
Exhibit 4
CHA Leveraged Resources and Financial Responsibility
### Exhibit 4

**Anticipated Resources and Financial Responsibility**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Quantity Available at Contract Award</th>
<th>Notes</th>
<th>Financial Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office or Conference Space</td>
<td>1 per building</td>
<td>Private with lock and key.</td>
<td>CHA</td>
</tr>
<tr>
<td>File Cabinet*</td>
<td>1 per building</td>
<td>Lateral or vertical with lock and key.</td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Desk with Chair*</td>
<td>1 per approved project staff member**</td>
<td>Some developments may have more than one Resident Service Coordinator.</td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Guest Chair*</td>
<td>Varies</td>
<td>Minimum of one per office space.</td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Printer*</td>
<td>1 per building</td>
<td>Print color and black and white.</td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Copier, Scanner, and Fax Machine</td>
<td>1 per building</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Utilities</td>
<td>As required</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Internet Access</td>
<td>As required</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Mobile Hotspot for Internet Access</td>
<td>As required</td>
<td>In the event of a service outage.</td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Land Line Telephone</td>
<td>1 per building</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Land Line Telephone Service</td>
<td>As required</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Janitorial Services</td>
<td>As required</td>
<td></td>
<td>CHA</td>
</tr>
<tr>
<td>Basic Office Supplies – Printer Ink, Paper, Pens, etc.</td>
<td>As required</td>
<td></td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Laptop computer</td>
<td>As required</td>
<td></td>
<td>Selected Respondent(s)</td>
</tr>
<tr>
<td>Desktop computer</td>
<td>1 per building</td>
<td>If replacement is needed, responsibility of CHA. Software is included.</td>
<td>CHA</td>
</tr>
<tr>
<td>Licenses to Client Management Tracking System</td>
<td>As required</td>
<td>Access to CHA’s CMTS.</td>
<td>CHA</td>
</tr>
<tr>
<td>Cell Phones</td>
<td>1 per approved Project staff member</td>
<td>Service fees and software installation are the responsibility of the Selected Respondent(s).</td>
<td>Selected Respondent(s)</td>
</tr>
</tbody>
</table>

*Some resources may be shared amongst partner staff within a building.*
*Available at contract award date. If replacement is needed, this is the responsibility of the selected respondent(s).

**Buildings with more than 1 FTE or a floater are not guaranteed a permanent workstation.
Exhibit 5

SCAP Guide
Exhibit 5

Chicago Housing Authority (CHA)
Senior Community Ambassador Program (SCAP)

CHA

*Mission:* To leverage the power of affordable, decent, safe, and stable housing to help communities thrive and low-income families increase their potential for long-term economic success and a sustained high quality of life.

*Vision:* The Chicago Housing Authority will foster an innovative, diverse, dynamic, and productive team that works in a healthy, collaborative, and respectful environment towards a shared vision of excellence.

Resident Services Division

*Mission:* Resident Services works to improve the quality of life for all residents and support those on a pathway towards self-sufficiency.

*Impact:* Resident Services aims to help seniors remain out of crisis and meet their basic needs; for seniors, help them age in place as long as possible.

Senior Community Ambassador Program Purpose

The purpose of the Senior Community Ambassador Program is to provide senior residents who desire to do meaningful community service within the building an opportunity to do so, and earn a rent credit of $100 (or the amount of rent if rent is less than $100) monthly. Serving as a Community Ambassador in accordance with the program rules and time commitment, will satisfy the HUD Community Service requirement for those between 55-61 years of age.

Senior Community Ambassadors (SCA) will work under the supervision of the Resident Service Coordinator (RSC) in each senior building to assist the RSC with overall support of residents. This may include: checking on the well-being of residents, promoting and encouraging participation and access to services and activities, distributing information to residents, and assisting with carrying out of building events and activities. The SCA will maintain an on-going dialogue with residents to hear about their interests and needs and to keep the RSC and building management informed when attention or action is needed to support residents.

Senior Community Ambassadors

*Application and selection process*

Seniors who are interested in joining the Senior Community Ambassador Program must complete an application. All applicants who meet the eligibility requirements will be
interviewed in order of application date if there is an opening. Residents will be interviewed by the RSC and a member of the CHA Senior Services Team. Once the maximum number of SCA’s has been reached, the remaining eligible applicants will be placed on a wait list for up to two years.

Applications to become a Senior Community Ambassador may be accepted through the RSC at any time and will be time/date noted upon receipt. A maximum of 25 applications may be kept on file at any given time until an opening occurs. Applications older than two years will require resubmission at the time an opening occurs but will retain their initial time-date stamp.

Once the waitlist is exhausted, RSC’s are responsible for reinstating the recruitment process. New marketing material is to be developed, including where the applications can be accessed and the application period end date. This date should be 10 business days from the date the announcement was posted.

**New Senior Community Ambassador**
Once accepted into the program, new SCA will not be able to start until the 21\textsuperscript{st} of the following month.

**Number of SCA’s per building**
No more than one SCA per 25 occupied units in each building will be selected with a minimum of four SCAs per building.

All changes in active SCAP status shall be documented with appropriate letter. For example, any new SCA shall receive a “Congratulations” letter; anyone that is removed from the schedule shall receive a letter indicating cause for removal, for example, suspension or termination, etc. A letter signed by the RSC and the SSM is required and must be submitted to Senior Services and it must be filed accordingly in the RSC office.

**Rent Credit**
All compliant SCAs who work 40 hours per month, will receive a $100 rent credit for that month in return for their participation. For those whose rent is less than $100, the maximum credit applied will be the amount of their rent.

For example, if the Senior Community Ambassador’s rent is $125/month, the rent credit would be $100 for each month of working 40 hours or more. For the Senior Community Ambassador who pays $75/month in rent, the rent credit would be $75.
Senior Community Ambassadors who work less than 40 hours in each month will not receive a rent credit for that month. No additional rent credits are available if work exceeds 40 hours. RSC must provide on the rent credit log under the comment section the reason why the Ambassador did not complete 40 hours. RSC must also provide on the rent credit log under the comment section the reason the Ambassador exceeded 40 hours. The actual time worked must always be recorded on the rent credit log.

Ambassadors are not required to work over 40 hours nor on weekends unless approved by the CHA Senior Services manager.

**Time Sheets**
- Time sheets for the Senior Community Ambassador will be managed by the RSC and kept in the office.
- Each Senior Community Ambassador must check in and out for each shift. The RSC supervisor should also check to confirm the total hours worked each day.
- Ambassadors cannot sign in/out in advance. They must report on a daily basis to the RSC office to check in/out.
- Hours worked that exceed 40 hours in the calendar month will not count towards additional rents credit and will not roll over.
- RSCs will maintain time sheets at the site for review by CHA. RSCs will use the information in the time sheets to complete a rent credit log and send it to the Senior Service Manager (SSM) for review.
- CHA’s Property Office is responsible for approving the rent credits to be applied each month which are then processed by the CHA property accounting.

RSCs will fill out the time sheet (building name, date, hours, assignments/tasks and sign their name at the bottom of the timesheet at the end of the period to confirm the hours worked.

Each SCA should write in time (in and out) on the days worked and initial at the end of each shift.

**Rent Credit Logs**
RSCs must maintain a monthly log of the hours worked that will be sent to CHA’s Property Office for processing of rent credits. RSCs must complete the log in its entirety and submit them to CHA Senior Services for review by established deadlines. The following must be included:
- Date submitted
- Handwritten initials
• Building name and address
• Ambassadors listed in alphabetical order by first name
• Client ID#
• Apt#
• Total Current Rent Amount
• Total Actual Hours Worked
• Work Period (Ex. 5/21/2023- 6/20/2023)
• Notes/Comments (staffing changes, explanations for insufficient hours worked and excess hours worked, suspensions, terminations, resignations, changes in rent amount, lease violations etc.).

Note:
RSCs must verify lease compliance and current client ID numbers and rent amounts with the property manager every month before submitting to CHA Senior Services via seniorservices@thecha.org. SCAs should also notify the RSC supervisor of any updates including rent, client#, unit#, compliance status etc.

Term of Service
The SCA will serve one term of two years. At the end of the two-year term, SCA must wait twelve months before serving another term as a SCA. When a vacancy occurs, applications already on file will be reviewed first prior to issuing a call for new applications. CHA reserves the right to have an SCA extend the two-year time limit if there are no eligible or interested applicants.

Eligibility Requirements
a. A resident of the building
b. Lease compliant during the past 6 months (Lease compliancy will be verified by property management)
c. Must adhere to current public health regulations.

Senior Community Ambassador Qualifications
1. Strong customer service skills, be outgoing to engage fellow residents and possess a patient, pleasant demeanor.
2. Solid communication skills and ability to communicate well with all building stakeholders: residents, RSC’s, building leadership and management; must be able to communicate in basic English with any resident.
3. Ability to maintain confidentiality.
4. Knowledge of basic clerical and computer skills is a plus.
**Program Requirements**

1. Must adhere to, in writing, the Chicago Housing Authority Senior Community Ambassador Program rules and regulations.
2. Must maintain lease compliance in accordance with CHA’s Admissions and Continued Occupancy Policy and lease.
3. Must have ability to perform the required duties and be available to work 40 hours per month during scheduled hours (M-F between 8:00 am and 5:00 pm); flexibility to work evenings or weekends as needed.
4. Must accept the Resident Service Coordinator (RSC) as the manager of the program and follow direction and assignments made by the RSC.
5. Must comply with established policies and procedures implemented during health or safety emergencies. Please refer to current health or safety emergencies in the addenda located on the last page of the guide.
6. Should a resident no longer meet the eligibility or program requirements after becoming approved to be in the SCA program, the SCA may be subject to discipline up to and including termination.

**Suggested Senior Community Ambassador Duties**

- Promote opportunities for resident engagement within the building by disseminating information (e.g.; event flyers and other information) and encouraging resident participation; disseminate information on other programs and resources that have been reviewed and approved by the RSC.
- Perform well-being checks including during inclement weather, building emergencies and inform RSC or PM of any issues/concerns.
- Serve as a part of the “Welcoming Committee” greeting new residents and providing them with information about the building, services and activities.
- Assist RSC with office work such as data entry, copying, creating flyers which does not include any resident information.
- Assist the RSC with meetings and other events (e.g.; building events; summer music festivals; senior gala etc.) serve as hosts, assisting with food set-up, and escorting residents to/from internal and external events.
- Assist with monitoring and assisting in the building’s common spaces such as the laundry room, computer lab, exercise and social rooms for example.
- Conduct, disseminate and collect surveys to ascertain subjects of interests and concerns of their fellow residents.
- Participate in trainings offered to the senior ambassadors and other senior residents in the building.
• Regularly attend all Property Management and Building Council meetings to keep well-informed on all activities, programs and services that are available to seniors.
• Building stairwells, hallways walk down.
• Assist with walk down of building stairwells and hallways and reporting any dirty floors, light outages, accumulated trash, cracked tile, dirty bathrooms, etc. in the building.
• Assist as needed in helping residents stay compliant in special circumstances for example extreme weather/building emergencies and public health emergencies such as pandemic. (refer to addendum page 9)
• **Promote**, health and safety, through positive customer service.
• **Educate**, share information.
• **Be a Role Model**, follow the rules.
• **Report**, any violations to your supervisor and/or property management.
• If the property management and/or building advisory council would like to request assistance from the senior community ambassadors, that must be requested and approved from the RSC by submitting the Senior Community Ambassador program work request form for approval.

*Please note*: Types of work and suggested duties are subject to change at any time. Senior Community Ambassadors will be notified if /when this occurs.

**Work Schedule**
Senior Community Ambassadors must have availability to work 40 hours per month during scheduled hours (M-F between 8:30 and 5PM) and will work with the RSC to develop their schedule based on the work required.

During instances of extreme weather conditions, building wide emergencies, or for a special building event or initiative, Senior Community Ambassadors may be asked to work on the weekends or beyond the 5:00pm hour. This may include assisting with well-being checks or distributing notices and/or informational flyers, distributing emergency supplies e.g. water/food.

The ambassador weekly work schedule must **always** be posted in the RSC office. The schedule should include the ambassador name, assignment and shift. If the assignment or shift schedule changes, the RSC must update or notate the schedule accordingly. This information should also be shared with the building manager as a courtesy.

If an ambassador is unable to volunteer for an extended amount of time (addressing health concerns, lease compliance issues, taking vacation, or handling personal
emergencies), their position will be secured for up to 90 business days. Ambassador under this circumstance should check in with the RSC on a monthly basis to provide a status on the requested leave.

After the 90-day period has expired, they will be released from the program, and must start the application process to be considered for ambassadorship in the future. If RSC’s are out of the office for an extended amount of time, they and/or the RSC Directors are responsible for providing their Senior Services Manager (SSM) with a detailed plan for managing the SCA’s in their absence which includes coverage options to provide necessary credit logs.

**Supervision**
The SCA’s will be supervised and their work will be assigned by the Resident Service Coordinator for the building.

**Performance Evaluation**
SCA’s will be evaluated by the RSC on a designated schedule. Components of evaluation include:

- Assigned tasks and responsibilities consistently completed
- Timely submission of paperwork including time worked and completion of any required forms
- Attendance at mandatory meetings
- Professionalism
- Customer service delivery to staff and peers
- “Success stories” describing positive examples of an SCA’s good work
- Overall RSC assessment

**Cause for discipline -- behavior or circumstances include but are not limited to:**

- Lease violation (Automatic suspension that ranges from a minimum of one work period until the violation is cured for up to 90 days
- Not performing the assigned duties
- Swearing
- Stealing
- Insulting, intimidating or fighting with residents
- Intentional damage to CHA property
- Engaged in illegal activities
- Acting in the capacity of security personnel
- Leaving your assigned post without approval from the Resident Service Coordinator
- Lack of communication with the RSC supervisor
• Disrespect towards RSC supervisor or CHA staff
• Improper display of SCAP uniform vest/shirt
• Falsifying time sheets
• Not reporting to the RSC office to sign in/out

**Disciplinary Actions**

1. Verbal discussion – for minor, first time violations or incidents that are not consistent with the guidelines of the program.
2. Written warning – for more serious or on-going violations.
3. Suspensions- for continued violations or unacceptable behavior.
   a. Suspensions can range from a minimum of one work period up to 90 days.
   b. The SCA will not receive rent credit during suspension.
   c. After a suspension, SCA are not allowed to return before the start of the next time period.
4. Termination of participation in the Senior Community Ambassador Program – termination can occur at any time depending the circumstances of the violation. Terminations are recommended by the RSC with approval from CHA Senior Services. Ambassadors who are terminated are eligible to reapply to the program 2 years after date of the termination.

**Office Space**

When space and/or equipment is required for assigned duties, the SCA will be assigned space, preferably in or near the RSC office, with appropriate access to telephone and other office equipment and supplies as needed.

**Training**

All SCA’s are required to participate in all trainings offered to enhance this program. Trainings may include customer service, cultural sensitivity, and diversity training.

Transportation to trainings will not be provided. It is the responsibility of the SCA to arrange their own transportation to and from required training sessions.

**Uniform**

The SCA will wear a SCA uniform (vest/shirt) or other identification provided by CHA while working. If the SCA is not on duty, they should not be wearing the “uniform”. The SCA should put on the required uniform at the start of the shift and remove it as soon as the shift is over. SCAs on duty who do not wear their uniforms are not in compliance with program policy. Repeated violations of the uniform requirement may result in disciplinary actions. SCA shall be responsible for cleaning the uniform.
Office Supplies
Office supplies shall be provided by the RSC.

Questions? Contact your Resident Service Coordinator (RSC) or CHA’s Senior Services Team!

Senior Services Info: seniorservices@thecha.org  312-913-7164

CHA Senior Services Team
✔ Venis Frazier, Director, Senior Services  vfrazier@thecha.org  312-913-7696
✔ Evelyn Almeida, Program Specialist-Senior Services ealmeida@thecha.org  312-786-4054
✔ Bertha Davis, Senior Manager, Senior Services (Senior Central) bdavis@thecha.org  312-786-3105
✔ Raul Velez, Manager, Senior Services (Senior North) rvelez@thecha.org  312-913-7468
✔ Keith Clincy, Manager, Senior Services (Senior South) kclincy@thecha.org  312-913-7152

*  *  *
Exhibit 6
Senior Buildings
Primary Languages
### Senior Central Region: Resident Service Coordinator Program

<table>
<thead>
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<th>Number of Buildings</th>
<th>Common Property Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
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**Senior Central Region Subtotal**

### Senior North Region: Resident Service Coordinator Program

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**Senior North Region Subtotal**
## Senior South Region: Resident Service Coordinator Program

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**Senior South Region Subtotal**
Exhibit 7

IDHS Sub-Distribution to Distribution Site

Agreement
Illinois Department of Human Services
Commodity Supplemental Food Program (CSFP)

AGREEMENT WITH SUB-DISTRIBUTION AGENCY & DISTRIBUTION SITE PARTNER

CSFP Sub-Distribution Agency: ______________________________________________________________

CSFP Distribution Site Partner: ______________________________________________________________

Distribution Site Partner Address: _____________________________________________________________

Distribution Site Contact Person & Phone Number: _______________________________________________

Contract Effective Date: ___________________________________________________________

The Distribution Site Partner for CSFP hereby agrees to the following terms and conditions:

1. The distribution site partner will adhere to all guidelines developed by the United States Department of Agriculture, Food and Consumer Service as set forth in Title 7, Part 247 and Title 7, Part 250 of the United States Code of Federal Regulations.

2. The distribution site partner receiving USDA Foods for distribution is responsible for any loss resulting from improper distribution, or improper storage, care, or handling of USDA Foods.

3. The distribution site partner will provide facilities for the handling, storage, and distribution of CSFP commodities which are sanitary, safeguarded against theft, spoilage and other loss, will be capable of maintaining foods at proper temperatures, allow adequate storage to stock and space food in a manner that distinguishes it from other programs/products, and allow other protective measures as necessary.

4. The distribution site partner will maintain applications and invoices received with deliveries on file for a minimum period of three years.

5. The distribution site partner will be responsible for the CSFP product once it has been delivered to their building.

6. CSFP boxes will be ordered and accepted only in quantities that can be distributed/used without waste in a three-month timeframe or less as determined by the sub-distribution agency.

7. Facilities and records related to CSFP may be audited/inspected by officials of the sub-distribution agency listed on this agreement, the Illinois Department of Human Services, USDA, or their representatives at any reasonable time.

8. The distribution site partner will notify the sub-distribution agency of any damaged or infested product for instruction on how to dispose of it and how it will be replaced.

9. The distribution site partner indicates willingness to abide by the policies, procedures, and record keeping requirements of the sub-distribution agency listed on this agreement.

10. The distribution site partner will not sell or trade commodities or use them to further the political interest of any individual, organization, or party.
11. The distribution site partner agrees to safe and proper handling of the CSFP product, which conforms to all local, state, and federal regulations.

12. The distribution site partner is responsible for accepting and transferring CSFP product into their building. If assistance is required from an employee of the sub-distribution agency listed on this agreement, the distribution site partner representative requesting assistance assumes the responsibility for any damage caused by an employee of the sub-distribution agency listed on this agreement while transferring product into their building. Requests for assistance may or may not be accepted.

13. The distribution site partner/provider agency hereby agrees that it will comply with:

   i. Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.);
   ii. Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.);
   iii. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794);
   iv. Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.);
   v. Title II and Title III of the Americans with Disabilities Act (ADA) of 1990 as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189);
   vi. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." (August 11, 2000);
   vii. All provisions required by the implementing regulations of the Department of Agriculture (USDA) (7 CFR Part 15 et seq.);
   viii. Department of Justice Enforcement Guidelines (28 CFR Parts 35, 42 and 50.3);
   ix. Food and Nutrition Service (FNS) directives and guidelines to the effect that, no person shall, on the grounds of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity for which the Program applicant receives Federal financial assistance from USDA; and hereby gives assurance that it will immediately take measures necessary to effectuate this Agreement.
   x. The USDA non-discrimination statement that in accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant, or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA. This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

By accepting this assurance, the distribution site partner/provider agency agrees to compile data, maintain records, and submit records and reports as required, to permit effective enforcement of nondiscrimination laws and permit authorized USDA personnel during hours of program operation to review and copy such records, books, and accounts, access such facilities and interview such personnel as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, the Department
of Agriculture, FNS, shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the distribution site partner/provider agency, its successors, transferees and assignees as long as it receives assistance or retains possession of any assistance from USDA. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the distribution site partner/provider agency.

14. The distribution site partner will allow the sub-distribution agency listed on this agreement to monitor the food distribution operations site regularly.

15. The distribution site partner is expected to abide by all state, local, and CDC guidelines, as it relates to public health matters. The distribution site partner must implement operational changes as needed to ensure the safety of their staff, volunteers, customers, and community.

16. The sub-distribution agency listed on this agreement may terminate this agreement upon receiving evidence of non-compliance with policies.

17. Acknowledge that this agreement can be terminated by either party, without cause by written notice of 30 days to a maximum of 60 days.

The CSFP Program’s authorized representative’s signature below confirms that the CSFP Program Distribution Site Partner is accepting and agrees to abide by all terms of this agreement.

CSFP PROGRAM DISTRIBUTION SITE PARTNER SIGNATURE:

CSFP Distribution Site Partner Signature ___________________________ Date __________

Printed Name of CSFP Distribution Site Partner that signed this agreement

SUB-DISTRIBUTION AGENCY SIGNATURE:

CSFP Sub-Distribution Agency Signature ___________________________ Date __________

Printed Name of CSFP Sub-Distribution Agency that signed this agreement
Exhibit 8

Resident Services Cost

Reimbursement Procedures
Chicago Housing Authority

RESIDENT SERVICES COST REIMBURSEMENT PROCEDURES

Updated March 2023
PURPOSE OF PROCEDURES

The purpose of the Resident Services Cost Reimbursement Procedure is to:

1. Ensure Resident Services Contractors are aware of and adhere to CHA guidelines and applicable federal policies and CHA procedures.
2. Provide a framework for the efficient submission and reimbursement of program expenses.
3. Provide a foundation for analyzing expenditures, enabling both CHA's Resident Services Division and its Contractors, to monitor expenditures and take timely corrective measures as needed.

GUIDELINES

1. Contractors shall submit invoices using the invoicing guidance and forms provided by CHA. CHA shall make all efforts to reimburse Contractors within 30 days of receipt of invoice.
2. Financial Analysts will review all invoices, including the payroll registers and other supporting documentation, to verify eligibility for reimbursement.
3. Contractors must utilize budget revisions to ensure that funding is allocated efficiently for each expense category. Expenses that exceed the Cost Category budget will not be reimbursed. Budget revisions must be approved by Resident Services' Chief or Deputy Chief.
4. Financial Analysts will ensure that Contractors adhere to guidelines included in the Resident Services Cost Reimbursement Procedures.
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Invoice Submission Overview

All invoices and support documentation must be submitted electronically to RS invoicing@thecha.org by the time frame identified in the contract.

The following must be submitted with each reimbursement request including, but not limited to:

- Invoice Cover Sheet (Contractor letterhead)
- Invoice Summary (CHA Excel Worksheet)
- Cost Reconciliation Worksheet (CHA Excel Worksheet)
- Summary of Personnel Salaries and Benefits (CHA Excel Worksheet)
- Fringe Benefit Worksheet (CHA Excel Worksheet)
- Payroll Registers/Check Copies (Contractor supporting documentation)
- Summary of Non-Personnel Expenditure for Project (CHA Excel Worksheet)
- Documentation of all expenses including but not limited to invoices, proof of payment and allocation sheets. (Contractor supporting documentation)
- Advanced written approval from CHA for asset purchases over $10,000 and any renovation expenses. (CHA Form used as Contractor supporting documentation)

Each of the CHA Excel Worksheets referenced above will be contained in one Microsoft Excel workbook, which is created by the Financial Analyst and distributed to the Contractor. The Excel workbook must be submitted in a Microsoft Excel format with each invoice. If CHA pays a Contractor’s invoice but denies one or more expenses of that invoice because additional supporting documentation is required, the Financial Analyst will notify the Contractor in writing of the specific expenses that were denied. If applicable, the Contractor must resubmit the denied expenses as a separate invoice.

Invoice Cover Sheet

Each invoice must include an Invoice Cover Sheet on the Contractor’s letterhead or standard invoicing format that includes the 1) Organization Name, 2) CHA Program Name, 3) Contract Number, 4) Purchase Order Number, 5) Invoice Amount, 6) Invoice Number, 7) Invoice Date and 8) Signature of the Preparer.

Invoice Summary (CHA FORM)

The Invoice Summary provides a summary of the invoice request, including the requested reimbursement amount, contract budget total and contract budget remaining. The information as shown in the ‘Current Request’ should match the Cost Category information in the Cost Reconciliation.

Cost Reconciliation Worksheet (CHA FORM)

The Cost Reconciliation Worksheet provides an overview of the budget and expenses according to the Cost Categories and line items in the contract budget. This template should be used to track past and current monthly expenditure, total expenditure and the balance remaining on the budget. Additional lines cannot be added to this template and changes cannot be made to Cost Categories or line items; unless written approval has been given by CHA (See Budget Revision). Contractors should use this template to analyze expenditures, with specific attention to any expenses that exceed or are projected to exceed the budget amounts. CHA will not reimburse expenses that exceed the budget for a Cost Category (e.g. Personnel, Fringe,
Operating/Technical, etc.). Accordingly, agencies must carefully monitor expenses and request budget revisions when necessary.

**Guidelines for Personnel Expenses**

**Summary of Personnel Salaries and Benefits (CHA FORM)**

The Summary of Personnel Salaries and Benefits provides a breakdown of the salary rate and time allocated to the program for each employee. The amount allocated to the program should be the employee’s total salary multiplied by their allocation to the program. This information must be supported by third party payroll registers or checks issued to the employee.

Following is an example of how an employee should be allocated on the Summary of Personnel Salaries and Benefits: if Employee A earns $2,000 per pay period according to the payroll register and dedicates 20% of their time to the program:

**Correct Entry:**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Title</th>
<th>Total Pay Rate</th>
<th>Total Fringe Benefits</th>
<th>% of Time Spent</th>
<th>Payroll Total</th>
<th>Fringe Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee A</td>
<td>Trainer</td>
<td>$2,000.00</td>
<td>$500</td>
<td>20.00%</td>
<td>$400.00</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

The primary source to document wages is the payroll register. Therefore, 'Total Pay Rate' is $2,000.00 as shown by the payroll register. The allocation of the employee also needs to be included. It is also known that the employee only devoted part of their time to the program and thus, '% of Time Spent' is 20 percent.

The 'Payroll Total' = 'Total Pay Rate' X '% of Time Spent'

If an individual is allocated to multiple programs, the individual's salary must be allocated according to the time devoted to each program. In addition, the personnel assigned to the contract must remain consistent with the approved contract budget. Salary rates and allocations must also remain consistent across the entire contract period unless otherwise specifically stated in the original budget submission. Any changes to staff or salary must be addressed through a budget revision or a requested budget revision. CHA reserves the right to limit the increase of salaries. Additionally, tenure or performance-based bonuses are not reimbursable without written, advance CHA approval.

If a non-profit agency chooses to utilize a Federally Approved Indirect Rate, or a for-profit agency chooses to utilize a CHA-approved Cost Allocation Plan, any individual who is included as indirect as part of their Federally Approved Indirect Rate or Cost Allocation Plan cannot be included as a direct cost in the Personnel budget.

If a third-party payroll register is not available and the amount paid to the employee does not match the amount invoiced to CHA due to benefit deductions from employee payments, CHA will require bank statements to demonstrate that specific employees were paid.

NOTE: CHA Contractors are subject to CHA's Minimum Wage Requirements. All Contractors must adhere to the City of Chicago Office of Labor Standards current minimum wage requirements for the current contract time frame.
Fringe Benefits (CHA FORM)
The reimbursement of fringe benefits must be proposed by the Contractor and agreed upon by CHA prior to contract award. Respondents to Request for Proposals (RFPs) must propose which fringe benefits will be requested for reimbursement (i.e. FICA, SUTA, Workman's Compensation, etc.). These expenses will not be interchangeable during the contract period. Fringe benefits will be reimbursed based on actual expenses.

Documentation including invoices from 3rd party fringe benefit providers, proof of payment and the allocation to the specific program must be provided monthly.

Guidelines for Non-Personnel Expenses

Summary of Non-Personnel Expenditures for Project (CHA FORM)
The Summary of Non-Personnel Expenditures provides an itemization of all non-personnel expenses related to the contract. Contractors are required to include support documentation for all expenses. This includes but is not limited to invoices, proof of payment and allocation sheets when necessary.

Occupancy Expenses
Prior to the contract award, it will be determined if the proposed program locations enable the Contractor to effectively execute the Scope of Work. Factors to be examined include the activities being offered at each site, location of site in relation to the resident target population and staff distribution.

Occupancy Expenses must be tracked separately for each location. For buildings owned by a Contractor, occupancy expenses may include mortgage and maintenance of a building. For buildings that are leased by a Contractor, occupancy expenses may include rent and utilities (if applicable) paid to a third party. CHA will not reimburse for security deposits. CHA will only reimburse occupancy expenses for space which is used to provide services to residents. Eligible occupancy expenses will be determined during the contracting process. If an allocation is being used, all expenses included in the total occupancy costs and the method of allocation must be detailed in the Respondent's budget and proposal during the contracting process. Once the budget for Occupancy Costs has been approved, additional expenses cannot be included without prior written approval.

If occupancy expenses are allocated to the program at less than 100%, an allocation sheet is required. The allocation sheet should clearly detail the expenses being allocated to the program with the basis of allocation clearly stated.

For all office locations, leased and owned, CHA may require Contractors to analyze the square footage, cost and use of the location to determine viability of the location. Note: CHA is not required to reimburse expenses that result from a lease term that extends beyond the term of the contract with CHA. This includes leases for both equipment and office space.
Employee Mileage/Travel
CHA will only reimburse local travel expenses on a mileage basis. Mileage rates cannot exceed the standard mileage rates published by the Internal Revenue Services. Contractor's employees are expected to use their own vehicles or contractor pool vehicles for local travel. CHA has the sole discretion to determine the Contractor's home office location; CHA will not reimburse a Contractor traveling from their corporate office location to another primary office location owned by CHA.

Employee Vehicles
To be eligible for reimbursement for local travel, Contractor employees must maintain a mileage log signed by both the employee and manager. These mileage logs must be submitted with the invoice for the contractor to be reimbursed.

Gas Cards
Contractors may choose to provide gas cards to employees to use for personal or pool vehicles. However, CHA will only reimburse local travel on a mileage basis. If gas cards are used by employees, please do not submit gas card receipts since CHA will only use mileage reports as support for reimbursement. Transit cards are the preferred method of client support for program participants. If the contractor believes a gas card is required for participants, prior written approval is required.

Leased Vehicles
CHA will not reimburse Contractors for leased vehicles without prior approval. Allowances may be approved for programs that require transportation for participants as part of the Statement of Work.

Parking
CHA will not reimburse parking expenses for staff to park full-time at their primary office locations. These parking expenses are not considered occupancy expenses and should not be included in that category. However, parking reimbursement is allowable when staff need to attend meetings. For example, if a case coordinator makes home visits during the morning and needs to return for a 2-hour meeting at a downtown office location, this reimbursement is allowable. Parking reimbursements are also allowable for CHA meetings and events.

Out of Town Travel
Travel expenses for air and hotel accommodations are not allowable unless travel is specifically requested by CHA. If the Contractor's location is outside the Chicago area, every effort must be made to conduct meetings virtually to reduce the need for travel. Travel expenses for air and hotel accommodations will not be reimbursed without prior written approval from CHA.

Communication Expenses
The use of site telephones and other communication devices are integral to the success of resident programs. CHA will reimburse site telephones per the invoices for the specific locations. Additional communication expenses such as cell phones, Internet and other technology will also be reimbursed based on supporting documentation and needs of program staff. Phone rates being used for employees must be appropriate for the individual's responsibilities. Reimbursement will be denied for directory assistance, entertainment lines and other expenses deemed unreasonable or extraneous.
If an allocation is being used, all expenses included in the communication costs and the method of allocation must be detailed in the Contractors' original proposed budget and agreed to prior to contract award. Once an allocation has been approved for communication expenses, it cannot be increased without prior written approval.

If communication expenses are allocated to the program at less than 100% of the invoice/payment, an allocation sheet is required. This allocation sheet should clearly detail the expenses being allocated to the program with the basis of allocation clearly stated.

**Office Supplies**

Invoices for office supplies that are specifically related to the performance of a contract will be reimbursed with supporting documentation. Expenses related to coffee or water service for staff is considered an indirect cost and will not be reimbursed as a direct expense. Coffee or water service may be reimbursed if it is available for use by program participants (i.e. office waiting areas).

**Client Support**

Depending on the services provided, Contractors may be required to provide various types of Client Support, including, but not limited to:

**Transit Cards**

If transit cards are included in the program budget, Contractors must have them available for residents upon request at all offices and locations where residents receive services. Participants who are not engaged, but seek transportation assistance should be accommodated if the resident has documentation that supports their request (e.g. school registration, interview, etc.). Transit cards must be distributed under the following circumstances:

1. Participation in employment preparation, placement, and retention as outlined in the resident's goals. This includes transit cards for residents who conducting job search, participating in job readiness, preparation or training, scheduled for an interview, or employed but require assistance until receiving his/her first paycheck.
2. Participation in youth programming to ensure youth and/or parents can participate: this may include summer youth programs, Chicago Public Schools, Chicago Park District program, After School Matters or other youth activity designed to promote academic success.
3. Participation in training and education: residents attending adult education, certificate, or other education programs should receive transportation assistance as requested and needed. Full-time students must first apply for a U-Pass. If ongoing support is requested, considerations should be made if a hardship exists and no other means of transportation are available.
4. Medical/mental health appointments.
5. Emergency situations.
**Gift Cards**
Gift cards should never be used as an incentive to exchange information needed to document an achieved outcome (e.g. complete an assessment in exchange for a gift card). Gift cards cannot be used to make general agency purchases (e.g. office supplies, refreshments for events, etc.). Gift cards may be purchased and distributed to residents in the following limited circumstances, including:

1. As part of a CHA funded initiative.
2. As an established incentive for completing an employment training program.
3. To assist the resident with work or school related items such as uniforms.
4. As an incentive for participation in a group activity. For example, a group of 10-15 residents may enter drawing for one gift card.

**Food Purchases**
The use of Client Support for food for resident events and activities should be judicious. CHA will not reimburse expenses, including on-site resident events and tickets for events (e.g. food, movies, circus, sporting events, etc.), without prior written approval from CHA.

CHA will only reimburse food expenses purchased directly from a vendor; food purchased by Contractor staff will not be reimbursed. Food expenses will only be reimbursed for residents, not Contractor staff. Support documentation in the form of invoices, receipts, proof of payment and proof of written approval from CHA will be required for reimbursement. Participant sign-in sheets do not need to be submitted for reimbursement but must be maintained by the Contractor and are subject to CHA review upon request. Entertainment (e.g. event tickets) may be reimbursed for staff if they are accompanying residents.

**Housing Assistance**
A contractor’s budget should not be utilized to pay a resident’s current or delinquent rent or utility bills. Contractors should assist residents with delinquent rent or utilities by referring them to appropriate resources. Emergency requests for rent or utilities require prior written approval from CHA to be eligible for reimbursement. In addition, CHA funds shall not be used to assist HCV landlords in any manner, including potential landlords in Opportunity Areas who need to obtain documentation to meet HCV program requirements (e.g. warranty deeds).

**College Tuition**
Contractors cannot utilize their contract budgets to directly pay current or past due college tuition. The Contractor should assist residents with Free Application for Federal Student Aid (FAFSA), other financial aid applications, scholarships or CHA sponsored programs.

**CHA Directed Client Support Requests**
There may be occasions when CHA will direct support service dollars for unforeseen events or services. Contractors will utilize Client Support dollars at the direction of CHA when requested.

**Hardships**
If Contractors wish to provide gift cards, transit cards or financial support for any reasons not listed above, Contractors must have prior written approval from CHA.
General Guidelines

Indirect Rates/M & G
An indirect rate must be agreed upon prior to contract award. The agreed upon rate must be used for the duration of the contract term. This rate encapsulates indirect expenses which have not been directly identified in the contract budget (e.g. agency wide HR and IT costs, executive and administrative staff not allocated to the direct personnel budget, etc.).

The Contractor must negotiate the Indirect Rate during the procurement process. Non-profit organizations can use their Federal Approved Indirect Rate or the standard rate of 10% of Direct Expenses may be used. For-profit organizations can propose to use an indirect cost rate based upon a cost allocation plan or the standard rate of 10% of Direct Expenses may be used. The Indirect Rate will be a percentage applied to each month's expenses and the Contractor will not be reimbursed beyond the approved rate.

Subcontractors
Subcontractors may be used to effectively execute the scope of work. Subcontractors must be presented during the RFP process, including the proposed budget terms and scope of work. In addition, an executed copy of the subcontract must be presented to CHA prior to reimbursement of subcontractor expenses. It is the Contractor's responsibility to ensure that subcontract agreements structured as cost reimbursement adhere to Resident Services cost reimbursement procedures.

Contractors can structure subcontract agreements as either fixed fee or cost reimbursement. However, if a proposed subcontractor has an existing cost-reimbursement contract with CHA, any subcontracts must also be cost reimbursement. This will ensure that CHA can appropriately monitor the personnel and non-personnel expenditures for both the direct contract with CHA and any subcontracts with contractors.

Budget Revisions
Contractors must review their budget and expenses consistently and submit requests for budget revisions to ensure that funding is appropriately allocated for each cost category. Contractors shall also ensure that services which directly benefit clients are adequately funded (e.g. Client Support).

When needed, Contractors shall submit budget revision requests, subject to CHA approval, utilizing CHA's budget revision request form. A narrative must also be provided to detail the necessity for the budget revision and its impact on services to residents.

Procedures for submitting a budget revision are as follows:
1. Budget Revisions should be submitted prior to the Contractor exceeding the amount stipulated for the Cost Category.
2. Budget revisions must be signed by both the Contractor's program and finance staff.
3. CHA will respond to budget revision requests within ten (10) business days.

CHA will not approve budget increases to the salary and fringe benefits cost categories without significant justification. Specifically, Contractors cannot make reductions to non-personnel line items prior to the end of the contract to fund personnel expenses such as unused vacation time,
sick leave, or other employee benefits. Contractors must continue to fulfill the scope of work and contract requirements through the end of the contract term; this includes the staffing outlined in the Project Operating Budget.

**Small Purchase Competition Requirements**

Any purchase that exceeds $10,000 requires prior written approval from CHA using the Approval for Purchase of Assets or Renovations (CHA Form). Contractors must demonstrate a competitive bidding process for any purchase more than $10,000 by providing no less than three quotes to CHA in advance of the purchase. The request should include the item, the business purpose and how it will add value to the program. CHA will not reimburse contractors for assets purchased without prior written approval.

Assets purchased with CHA funds is property of CHA (e.g. computers, furniture, etc.). If the contract is terminated for any reason, CHA has the authority to recover all assets purchased with CHA funds. Any purchases related to property improvements or renovations, including purchases less than $10,000, requires prior written approval using the Approval for Purchase of Assets and Renovations Form.

**CFDA Numbers**

The Catalog of Federal Domestic Assistance (CFDA) is a government-wide compendium of Federal programs, projects, services and activities that provide assistance or benefits to the public. Each program is assigned a unique number by agency and program that follows the program throughout the assistance lifecycle enabling data and funding transparency. The CFDA number is a five-digit number, XX.XXX, where the first two digits represent the Funding Agency and the second three digits represent the program.

CFDA numbers commonly used for Resident Services programs are outlined below. Several programs utilize multiple funding sources. Contractors are responsible for accurately reporting CFDA numbers and should contact their Financial Analysts to identify the appropriate CFDA numbers related to their reimbursements.

1. MTW Funding: CFDA 14.881
2. Jobs Plus Grant Funding: CFDA 14.895

**Year End Accrual Process**

CHA operates on a fiscal year of January 1 through December 31. Toward the end of each year, CHA will communicate information about its financial year end closing and accrual process. The dates below are approximate and should serve as a general guideline. Contractors should check with their Financial Analysts for the specific dates each year.

**Final Year End Invoices:** Final invoices for the year must be submitted by December 1 in order to receive payment by December 31. Any invoices submitted after this time will not be processed until mid to late January.

Accrual Amounts: Any expenses not reimbursed to the Contractor prior to the end of the year must be accrued in CHA’s budget. Therefore, Contractor’s must estimate all unpaid expenses (i.e. the accrual amount) and submit this estimated accrual amount to CHA in the timeframe specified by CHA. CHA expects that, at a maximum, only November and December expenses will be accrued.
Contact Information

If you have any questions about these procedures, please contact your Financial Analyst with a copy to Lucas Fopma (email: lfopma@thecha.org) and your Program Lead:

1. Beverly Ward: (email) bward@thecha.org; (p) 312-913-7702 (f) 312-913-7703
2. Brianne Phillips: (email) briphill@thecha.org; (p) 312-786-6630 (f) 312-786-6631
3. Lucia Papartis: (email) lpaparti@thecha.org; (p) 312-786-4036 (f) 312-786-4037
4. Angela Williams: (email) anwilliams@thecha.org; (p) 312-786-3466 (f) 312-786-3467