



Chicago Housing Authority

Tenant Services Committee

Agenda

60 E Van Buren St
Chicago, IL 60605

Tuesday, November 19, 2024

9:00 AM

CHA Corporate Offices

I. Roll Call

II. Approval of Minutes

Approval of Minutes of September 12, 2024.

III. Resolutions

8 Authorization to award and execute Professional Service Agreements for the FamilyWorks Program.

Presenter: Mary Howard, Chief Administrative & Resident Services Officer

9 Authorization to execute an Intergovernmental Agreement with the Chicago Department of Family and Support Services to provide various support service for CHA households.

Presenter: Mary Howard, Chief Administrative & Resident Services Officer

IV. Public Participation

V. Adjournment



Board Letter

Agenda Date: November 19, 2024

Agenda #:

Approval of Minutes of September 12, 2024.



Board Letter

Agenda Date: November 19, 2024

Agenda #: 8

Authorization to award and execute Professional Service Agreements for the FamilyWorks Program.

Presenter: Mary Howard, Chief Administrative & Resident Services Officer

Recommendation

The Interim Chief Executive Officer (“CEO”) of the Chicago Housing Authority (“CHA”) recommends that the CHA Board of Commissioners (“Board”) approve the award of contract(s) to the below listed contractor(s) in the approximate aggregate value of \$40,885,918 consisting of an aggregate original contract value of \$15,725,638 for a two-year base term from January 1, 2025 through December 31, 2026 and three (3) one-year option terms in the combined amount of \$25,160,280 to provide coaching and supportive services to CHA residents.

The Board further authorizes the Interim CEO to approve each request to exercise the options awarded under the contract.

Recommended Awardee	Base Contract Value	Base Term	Option Terms	Total Contract Value
Metropolitan Family Services (MFS) – Service Location 1	\$3,923,395	Two Year	1 st Option: \$2,040,043 2 nd Option: \$2,094,368 3 rd Option: \$2,150,323	\$10,208,129
Near West Side Community Development Corporation (NWS) – Service Location 2	\$5,033,015	Two Year	1 st Option: \$2,594,471 2 nd Option: \$2,648,531 3 rd Option: \$2,704,213	\$12,980,230
Employment & Employer Services, Inc. (E&ES) – Service Location 3	\$6,769,228	Two Year	1 st Option: \$3,531,404 2 nd Option: \$3,650,458 3 rd Option: \$3,746,469	\$17,697,559
Total:	\$15,725,638		\$25,160,280	\$40,885,918

The requested action complies in all material respects with all applicable federal, state, and local laws, and CHA policies. CHA staff has completed all necessary due diligence to support the submission of this initiative.

Funding

MTW Funds

Background

The FamilyWorks Program has been administered by CHA's Resident Services Division since 2009 to ensure residents have access to comprehensive social service support. FamilyWorks services include assessment of resident needs, coaching, lease compliance support, wellness services, referrals and community events (including workshops for new tenants). Lease compliance support includes services to address resident needs following lease compliance referrals from CHA property management firms (e.g., work compliance, poor housekeeping, etc.).

FamilyWorks staff provide participants with the resources needed and agreed upon to meet their individual and family goals. A key aspect of this model empowers the participant to take the lead to accomplish goals, while staff provide the necessary support. While guidance and education are necessary for coaching to be effective for a family, the goal is to allow the resident to drive the work, while receiving coaching and support. A key tool for service delivery is the Family Action Plan, which includes goals for the family.

FamilyWorks services focus on addressing Resident Services' three primary impact areas: (1) Increase Economic Power; (2) Support Academic Achievement; and (3) Enhance Quality of Life & Housing Stability. All families in the family public housing developments, identified in the designated Service Locations, are eligible for FamilyWorks services.

FamilyWorks will serve residents in family properties in the following three Service Locations:

- Service Location 1: Altgeld Gardens and Murray Homes
- Service Location 2: ABLA Brooks Homes, Cabrini Green Homes, Dearborn Homes, Henry Horner Homes/Westhaven Park, and Lawndale Gardens
- Service Location 3: Bridgeport Homes, Lake Parc Place, Lowden Homes, Trumbull Park Homes, Washington Park, and Wentworth Gardens

Procurement Activities

Specifications prepared by the CHA staff were publicly advertised as Request for Proposal (RFP) Event #3247 for FamilyWorks Services on June 4, 2024. A Pre-Proposal Conference was held on June 13, 2024 and nine (9) firms attended. Four (4) proposals were received on July 15, 2024. The responses to the RFP are depicted in the table below:

Vendor Responses
Employment & Employer Services, Inc.
Metropolitan Family Services
Near West Side Community Development Corporation
YWCA of Metropolitan Chicago

The recommended vendor(s) were selected through a competitive procurement process in accordance with HUD regulation CFR 200.318 that evaluated responses in the following areas:

1. Approach and Work Plan -- 60 points
2. Experience and Past Performance -- 10 points
3. Qualifications of Key Personnel -- 10 points

4. Proposed Fees -- 10 points
5. Diversity and Inclusion -- 10 points

Final scores received from the evaluation committee were used to determine the competitive range. The highest-ranking firms were invited for oral presentations and best and final offers were completed. Based on the overall scoring, CHA staff recommends Metropolitan Family Services (Service Location 1), Near West Side Community Development Corporation (Service Location 2) and Employment & Employer Services, Inc. (Service Location 3) for awards to provide FamilyWorks services.

Diversity Contracting Requirements

The CHA has reviewed the proposed vendors and has determined the vendor's respective utilization plans meet the CHA's stated goals.

Employment and Employer Service, Inc has submitted a Utilization Proposal to meet M/W/DBE requirements through a combination of a partial waiver and direct subcontracting to one vendor, Essential Community Resources (MBE/City of Chicago) at 5.04%. The participation consists of 5.04% direct involvement and a 14.96% waiver.

Near West Side Development Corporation has provided a Utilization Proposal and plans to meet the M/W/DBE requirement via a combination of partial waiver, direct and indirect participation subcontracting to seven (7) vendors. The following vendors are providing direct participation: Daniel's Printing & Office Supplies (WBE/Cook County) at 0.58%, Essex Technology (MBE/City of Chicago) at 1%, Windy City Silk Screen (WBE/NWBE) at 0.04%, Educational Advantage (WBE/City of Chicago) at 0.19%, Ammons Transportation (MBE/City of Chicago) at 0.08%, and Dr. Shawnte Jenkins Alexander (WBE/City of Chicago) at 4.62%. Additionally, Joyell LLC (MBE/Cook County) is serving in an indirect capacity at 0.10%. Overall, the participation totals 6.61% for direct and indirect contributions, alongside a 14% waiver.

This contract provides professional support for CHA residents. While subcontracting to an S3BC is not required Near West Side Dev Corp has proposed direct subcontracting to three S3BCs: Active Office Solutions (75%+LH) at 0.96%, Ms. B's Kitchen (51%+ROB) at 0.35%, and Pin Goal Services (51%+LI) at 0.92%, resulting in a total participation of 2.24%.

Metropolitan Family Services has submitted a Utilization Proposal to meet M/W/DBE requirements through indirect participation by subcontracting to four vendors: Ammons Transportation (MBE/City of Chicago) at 0.66%, Big Kahuna (MBE/City of Chicago) at 0.69%, Allitech LLC (MBE/NMSDC) at 18.61%, and Clarks Catering (MBE/Cook County) at 0.05%, resulting in a total commitment of 20% participation.

Metropolitan Family Services has proposed direct subcontracting to two S3BCs: The Reigning Housekeeper (51%+ROB) at 2.59% and Jerk World Chicago (51%+LI) at 0.41%, resulting in a total participation of 3%.

Vendor Background Information

Larry Fitzpatrick, President & CEO; 223 West Jackson Boulevard, Suite 1005 Chicago IL, 60606. E&ES was founded in 1983 and provides workforce development services through the Chicago Cook Workforce Partnership. E&ES has offered programming in collaboration with CHA for the FamilyWorks Program, Employment Placement Services, Golden Diners and Summer Food Programs, and Summer Youth Employment Program.

Ricardo Estrada, President & CEO; 101 North Wacker Drive, 17th Floor, Chicago, IL 60606. MFS has been serving the Chicago area since 1857. MFS provides employment training and placement services; early childhood education services; before and afterschool programs; adult protection services; mental health services and more. MFS has offered programming in collaboration with CHA for the FamilyWorks Program, Resident Service Coordination and Summer Youth Employment Program.

Earnest Gates, Executive Director; 216 South Hoyne Avenue, Chicago, IL 60612. Since 1988, NWS has been organizing and providing supportive services to low and moderate income residents in the West Haven community. NWS works with residents to develop, design, and execute sustainable strategies for the comprehensive development of the community. NWS provides job preparation, life skills training, financial literacy, social services and more. NWS has offered programming in collaboration with CHA for the FamilyWorks Program and Summer Youth Employment Program.

Based on the foregoing, it is in the best interest of the CHA for the Board to authorize the CEO or her designee, to enter into a contract for FamilyWorks services with Employment & Employer Services Inc., Metropolitan Family Services and Near West Side Community Development Corporation in the aggregate amount of \$40,885,918.

Respectfully Submitted:

Angela Hurlock
Interim Chief Executive Officer



Agenda #: 8

RESOLUTION NO. 2024-CHA-X

WHEREAS, the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated November 19, 2024, entitled "Authorization to Award and Execute Professional Service Agreements for the FamilyWorks Program."

THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CHICAGO HOUSING AUTHORITY:

THAT, the Board of Commissioners authorizes the Interim Chief Executive Officer, or her designee, to execute professional services agreements with Employment & Employer Services, Metropolitan Family Services and Near West Side Community Development Corporation for the FamilyWorks Program. The Agreements shall have a two-year base term, with three one-year option terms for an aggregate value not to exceed \$40,885,918.

Matthew Brewer
Interim Chairman
Chicago Housing Authority



Board Letter

Agenda Date: November 19, 2024

Agenda #: 9

Authorization to execute an Intergovernmental Agreement with the Chicago Department of Family and Support Services to provide various support service for CHA households.

Presenter: Mary Howard, Chief Administrative & Resident Services Officer

Recommendation

The Interim Chief Executive Officer (“CEO”) of the Chicago Housing Authority (“CHA”) recommends that the CHA Board of Commissioners (“Board”) approve an Intergovernmental Agreement (“IGA”) with Chicago Department of Family and Support Services (“DFSS”) for a two-year base term from January 1, 2025, through December 31, 2026, for an approximate value of \$2,564,000 to provide support services for Chicago Housing Authority residents.

The requested action complies in all material respects with all applicable federal, state, and local laws, and CHA policies. CHA staff has completed all necessary due diligence to support the submission of this initiative.

Funding

MTW Funds

Background

Since 2008, CHA has partnered with DFSS to provide various support services for CHA households. This collaboration allows CHA and DFSS to strategically address homelessness and leverage resources to enhance youth and senior services for CHA residents.

Through the Golden Diners Program, seniors receive free meals at 20 CHA senior buildings throughout Chicago. This is a critical service to senior residents who may experience mobility challenges or lack incentive to prepare meals. During the current IGA term (2023-2024), over 300,000 Golden Diners meals have been served at CHA properties.

DFSS also provides structured enrichment opportunities for CHA youth during out of school time. During the current term, 983 CHA youth have participated in out of school time youth services funded through the IGA. DFSS has leveraged other funding to provide out of school time programs to more than 2,400 CHA youth.

Through the IGA, DFSS provides supportive services to approximately 56 HCV participants engaged in initiatives aimed at addressing homelessness. Separately, CHA also collaborates with DFSS and contributes to the Flexible Housing Pool to address coordinated access for people experiencing homelessness.

Expected Outcomes Under New IGA

Metric	Annual Goal
Special Initiatives for Individuals/Families Experiencing Homelessness	55
Number of Golden Diners Meals Served	200,000
Number of CHA Youth Participating in After School, Summer and Vacation Day Programs funded through the IGA	400
Leverage: Number of CHA Youth Participating in After School, Summer and Vacation Day Programs not funded through the IGA	800

Respectfully Submitted:

Angela Hurlock
Interim Chief Executive Officer



Agenda #: 9

RESOLUTION NO. 2024-CHA-X

WHEREAS, the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated November 19, 2024, entitled "Authorization to execute an Intergovernmental Agreement with the Chicago Department of Family and Support Services to provide various support services for CHA households."

THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CHICAGO HOUSING AUTHORITY:

THAT, the Board of Commissioners authorizes the Interim Chief Executive Officer, or her designee, to execute an Intergovernmental Agreement with Chicago Department of Family and Support Services for CHA family support services. The Agreement shall have a two-year base term for an aggregate value not to exceed \$2,564,000.

Matthew Brewer
Interim Chairman
Chicago Housing Authority