

Contract Summary Sheet

Contract (PO) Number: 2155

Specification Number: 11655

Name of Contractor: LAKEFRONT SRO

City Department: DEPARTMENT OF HUMAN SERVICES

Title of Contract: FY 04 HOMELESS SERVICES

Term of Contract: Start Date: 7/1/03

End Date: 6/30/05

Dollar Amount of Contract (or maximum compensation if a Term Agreement) (DUR):

\$204,000.00

Brief Description of Work: FY 04 HOMELESS SERVICES

Procurement Services Contact Person: LISA BUTTS

Vendor Number: 1000223

Submission Date:

JUL 03 2003

UNTITLED

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BLANKET PURCHASE ORDER NUMBER: 2155
FUND NUMBER: 066-53-2005-0140-0140
100-53-2005-9025-0140
VENDOR CODE: 1000223 C
DEPARTMENT NUMBER: HS-2377

AGREEMENT

BETWEEN

**THE CITY OF CHICAGO
(DEPARTMENT OF HUMAN SERVICES)**

AND

**LAKEFRONT S.R.O. CORPORATION
(Contractor)**

ENTERED INTO AS OF 07/01/2003

HOMELESS SERVICES PROGRAM

**RICHARD M. DALEY
MAYOR**

AGREEMENT

This Agreement ("Agreement") is entered into as of 07/01/2003, by and between **LAKEFRONT S.R.O. CORPORATION**, a corporation ("Contractor"), whose mailing address is: 4946 N. Sheridan Road, Chicago, IL 60640, and the **CITY OF CHICAGO** ("City"), a municipal corporation and home rule unit of local government existing under the Constitution of the State of Illinois, acting through its **DEPARTMENT OF HUMAN SERVICES** ("Department"), whose mailing address is: 1615 West Chicago Avenue, Chicago, Illinois 60622, at Chicago, Illinois.

BACKGROUND INFORMATION

The City has received grants pursuant to the Illinois Department of Human Services ("IDHS") Emergency Food and Shelter Grant Program and various United States Department of Housing and Urban Development ("HUD") programs funded, in part, pursuant to the Stewart B. McKinney Homeless Assistance Act of 1988, 42 U.S.C. § 11301 *et seq.* (collectively, the "**Homeless Services Program Funds**"). **Homeless Services Program Funds** are to be used to provide housing and related services for the homeless.

The City desires to enter into this Agreement to procure services with **Homeless Services Program Funds** and the Contractor warrants and represents that it has the professional experience and expertise to provide these services to the full satisfaction of the City and that it is ready, willing and able to enter into this Agreement.

This Agreement will take effect as of 07/01/2003 and continue through 06/30/2005 ("Term"), or until the Services are completed or until this Agreement is terminated whichever occurs first, and on the condition that the term is in accordance with the applicable grant agreements, regulations, etc.

Any payments under this Agreement will be made from **Fund Number 066-53-2005-0140-0140 / 100-53-2005-9025-0140** and are subject to annual appropriation and availability of funds. In subsequent years, the City may change the fund number at its sole discretion. The maximum compensation that Contractor may be paid under this Agreement, without an amendment to this Agreement authorizing a higher amount, is \$204,000. (the "Maximum Compensation").

Notwithstanding the Maximum Compensation, the amount of funds the City commits to pay to the Contractor as of the effective date of this Agreement ("Committed Compensation") is limited to \$68,000., and such amount is reflected in the "Budget Summary," attached as Exhibit C and incorporated by reference. If the City has funds available, and those funds are appropriated for the services/programs covered by this Agreement and the grant agreements, if any, associated with those funds authorize the expenditure of the funds during the time period associated with the increased Committed Compensation, then the City, in its sole discretion, may increase the amount of Committed Compensation by written notification from the Commissioner of the Department of Human Services ("Commissioner") to the Contractor and subject to the

satisfactory submission of a revised Budget Summary by the Contractor. The Contractor must submit a revised Budget Summary to the Department, for approval by the Department and the City Comptroller (Attention: Special Accounting Division), reflecting such additional funds, the cumulative Committed Compensation and the revised fund number. Once approved by the Department and the City Comptroller, the revised Budget Summary will supersede the Budget Summary, attached as Exhibit C. In no event will the cumulative Committed Compensation exceed the Maximum Compensation without a written amendment to this Agreement. In the event that the City pays the Contractor the total amount of Committed Compensation for the Services without providing written notification of an increase in the amount of Committed Compensation, this Agreement will automatically terminate at the time the final payment totaling the Committed Compensation is made.

If and to the extent the City makes any payments to the Contractor for the Contractor's provision of services pursuant to a particular project ("Project") under this Agreement from a source of funds other than City funds ("Non-City Funds") from a United States ("Federal") or State of Illinois ("State") department or agency ("Funding Agency"), the Contractor must comply with all the Terms and Conditions of this Agreement, with all grant agreements pursuant to which the City received the Non-City Funds and also with the additional requirements ("Additional Requirements") associated with those Non-City Funds, which may be found in Exhibit A.

Non-City Funds include funds received by the City under: (1) IDHS' Emergency Food and Shelter Grant Program; (2) HUD's Supportive Housing Grant Program; (3) HUD's Shelter Plus Care Program; and (4) HUD's Emergency Shelter Grant Program.

The Additional Requirements pertaining to IDHS' Emergency Food and Shelter Grant Program include, but are not limited to, those contained in Article I of Exhibit A. The Additional Requirements pertaining to HUD's Supportive Housing Grant Program include, but are not limited to, those contained in Article II of Exhibit A. The Additional Requirements pertaining to HUD's Shelter Plus Care Program include, but are not limited to, those contained in Article III of Exhibit A. The Additional Requirements pertaining to HUD's Emergency Shelter Grant Program include, but are not limited to, those contained in Article IV of Exhibit A. Finally, the Additional Requirements pertaining to construction and rehabilitation services funded with HUD's Emergency Shelter Grant Program include, but are not limited to, those contained in Article V of Exhibit A.

The Contractor warrants and represents that, with respect to any Non-City Funds from which the City makes payments to the Contractor for the provision of services pursuant to a Project, neither it nor any of its employees, agents or Subcontractors of any tier will act or fail to act in any way that would cause the City to violate any of the grant agreements under which the City received the pertinent Non-City Funds.

Now Therefore, the parties agree as follows:

TERMS AND CONDITIONS

ARTICLE 1 **INCORPORATION OF BACKGROUND INFORMATION AND EXHIBITS**

The Background Information is incorporated by reference.

The following attached Exhibits are made a part of this Agreement:

Exhibit A	Additional Requirements
Exhibit B	Scope of Services
Exhibit C	Budget Summary
Exhibit D	Economic Disclosure Statement & Affidavit
Exhibit E	Insurance Requirements & Insurance Certificate
Exhibit F	HIPPA Requirements

ARTICLE 2 **TERM AND FUNDING**

2.1 CONTRACT PERIOD

The Term of this Agreement is noted in the Background Information. Also, the Contractor acknowledges that in the performance of the Services, **TIME IS OF THE ESSENCE**.

2.2 PROGRAM FUNDING

Any payments during the first year of this Agreement will be made from the Fund Number shown in the Background Information and is subject to annual appropriation and availability of funds. For each subsequent year, the revised fund number will be included on the revised Budget Summary and is subject to annual appropriation and availability of funds. The Maximum Compensation that Contractor may be paid without an amendment authorizing a higher amount, is noted in the Background Information.

The City, in its sole discretion, may reduce

the Maximum Compensation or Committed Compensation at any time, upon written notice to the Contractor. Upon reduction of the Maximum Compensation or Committed Compensation, the Contractor will fully cooperate with the City's deobligation and/or reprogramming of funds.

2.3 EARLY TERMINATION

The City may terminate this Agreement, or any portion of it remaining to be performed, at any time, upon written notice to the Contractor. If the Agreement is terminated by the City, the Contractor will deliver to the City all finished or unfinished documents, data, studies, and reports prepared by the Contractor under this Agreement. Payment for the work performed before the effective date of such termination will be based upon a proration of the work actually performed by the Contractor to the date of termination, as determined by the Chief Procurement Officer. Payment made by the City, pursuant to such proration, will be in full settlement for all Services rendered by the Contractor.

2.4 CONTRACTOR CONTRIBUTIONS

The Contractor will contribute to the payment of expenses incurred in performing the Services, the amounts, if any, described in Exhibit C. The Contractor's contribution will be cash or in-kind.

2.5 NON-APPROPRIATION

If no funds or insufficient funds are appropriated and budgeted in any City fiscal period for payments to be made under this Agreement, the City may notify Contractor in writing of such occurrence and this Agreement will terminate on the earlier of the last day of the fiscal period for which sufficient appropriation was made or whenever the funds appropriated for payment under this Agreement are exhausted. No payments will be made or

due to the Contractor under this Agreement beyond those amounts appropriated and budgeted by the City to fund payments under this Agreement.

ARTICLE 3 **DUTIES OF THE CONTRACTOR**

3.1 SCOPE OF SERVICES (WORK PROGRAM)

The Contractor will carry out the Services pursuant to the Scope of Services (Work Program), attached as Exhibit B and incorporated by reference, and the Budget Summary, attached as Exhibit C and incorporated by reference, in accordance with the requirements of this Agreement. The Scope of Services (Work Program) is intended to be general in nature and is neither a complete description of the Contractor's Services nor a limitation on the Services which the Contractor will provide.

3.2 STANDARD OF PERFORMANCE

The Contractor will perform all Services under this Agreement with the degree of skill, care and diligence normally shown by a contractor performing services of a scope, purpose and magnitude comparable with the Services ("Standard of Performance"). The Contractor will use its best efforts on behalf of the City to assure timely and satisfactory completion of the Services.

If the Contractor fails to comply with the Standard of Performance, the Contractor will continue to perform any Services required by the City as a result of the failure. This provision in no way limits the City's legal or equitable rights against the Contractor.

3.3 CONTRACTOR'S PERSONNEL

If assignment of personnel is required for the proper completion of the Services or is otherwise required by this Agreement, then the Contractor will assign immediately and maintain for the duration of the Services, a staff of competent personnel that is fully licenced, equipped, competent and qualified to perform the Services. The Contractor will retain and make available to the City, state and federal agencies governing funds provided under this Agreement, proof of certification or expertise including, but not limited to, licences, resumes and job descriptions.

3.4 MINORITY-OWNED AND WOMEN-OWNED BUSINESS ENTERPRISE PROCUREMENT PROGRAM

A. If only Non-City funds are expended pursuant to this Agreement and the Contractor's Scope of Services (Work Program) is solely limited to social services (including, but not limited to, job training and placement, education, child day care, emergency shelter, home-delivery meals and health care), then the Contractor need not comply with the Minority-Owned and Women-Owned Business Enterprise Procurement Program (the "MBE/WBE Ordinance"). Municipal Code of the City of Chicago (the "Municipal Code") Section 2-92-420 et seq.

B. If, however, City funds are expended pursuant to this Agreement or the Contractor's Scope of Services (Work Program) includes construction, renovation, rehabilitation or facility enhancement, the Contractor must comply with the MBE/WBE Ordinance, except to the extent waived by the Chief Procurement

Officer.

3.5 NON-DISCRIMINATION

In performing its Services under this Agreement, Contractor must comply with applicable laws prohibiting discrimination against individuals and groups.

A. Federal Requirements

In performing the services under this Agreement and in its employment practices the Contractor must not engage in unlawful employment practices, such as:

- i. failing or refusing to hire or discharging any individual, or otherwise discriminate against any individual with respect to his or her compensation, or the terms, conditions, or privileges of his or her employment, because of such individual's race, color, religion, sex, age, handicap/disability or national origin; or
- ii. limiting, segregating, or classifying its employees or applicants for employment in any way that would deprive or tend to deprive any individual of employment opportunities or otherwise adversely affect the individual's status as an employee, because of that individual's race, color, religion, sex, age, handicap/disability or national origin.

In discharging the responsibilities required by the terms and conditions of this Agreement, the Contractor will comply with the Civil Rights Act of 1964,

42 U.S.C. § 2000e *et seq.*, as amended and the Civil Rights Act of 1991, P.L. 102-166; Executive Order No. 11246, as amended by Executive Order No. 11375 and by Executive Order No. 12086; the Age Discrimination Act of 1975, 42 U.S.C. §§ 6101-6106; Age Discrimination in Employment Act, 29 U.S.C. §§ 621-34; Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-83 and 1685-86); the Rehabilitation Act of 1973, 29 U.S.C. §§ 793-794; the Americans with Disabilities Act, 42 U.S.C. § 12101 *et seq.*; 41 C.F.R. part 60; and all other applicable federal statutes, regulations and other laws.

B. State Requirements

In performing the services under this Agreement, the Contractor will comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.*, the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 *et seq.* and any rules and regulations promulgated thereunder, including, but not limited to, the Equal Employment Opportunity Clause, 44 Ill. Admin. Code § 750 Appendix A, and all other applicable state statutes, regulations and other laws.

C. City Requirements

In performing the services under this Agreement, the Contractor will comply with the Chicago Human Rights Ordinance, Municipal Code § 2-160-010, and all other applicable City ordinances and rules. Further, the Contractor must furnish, and cause every subcontractor to furnish, such reports and information

as may be requested from time to time by the Chicago Commission on Human Relations.

D. Subcontractors Required to Comply

The Contractor will incorporate all of the provisions set forth in this Section in all subcontracts entered into with all suppliers of materials, furnishers of services, subcontractors of any tier, and labor organizations which furnish skilled, unskilled and craft union skilled labor, or which may provide any materials, labor or services in connection with this Agreement.

The Contractor must cause its subcontractors to execute such certificates as may be necessary in furtherance of these provisions. Such certifications will be attached and incorporated by reference in the applicable subcontracts. If any subcontractor is a partnership or joint venture, the Contractor will also include provisions in its subcontract insuring that the entities comprising such partnership or joint venture will be jointly and severally liable for the partnership's or joint venture's obligations under the subcontract.

3.6 INSURANCE

Contractor must provide and maintain or cause to be provided during the term of this Agreement the insurance coverages and requirements specified in Exhibit E, insuring all operations related to this Agreement. Contractor must submit Certificates of Insurance of the required coverage's prior to this Agreement being fully executed to:

City of Chicago
Comptroller's Office
Federal Funds Insurance
Unit

33 North LaSalle Street
Room 800
Chicago, Illinois 60602.

3.7 INDEMNIFICATION

- A. Contractor must defend, indemnify, keep and hold harmless the City, its officers, representatives, elected and appointed officials, agents and employees from and against any and all Losses, including those related to:
- i. injury, death or damage of or to any person or property;
 - ii. any infringement or violation of any property right (including any patent, trademark or copyright);
 - iii. failure to pay or perform or cause to be paid or performed Contractor's covenants and obligations as and when required under this Agreement or otherwise to pay or perform its obligations to any Subcontractor;
 - iv. the City's exercise of its rights and remedies under this Agreement; and
 - v. injuries to or death of any employee of Contractor or any Subcontractor under any workers compensation statute.
- B. "Losses" means, individually and collectively, liabilities of every kind, including losses, damages and reasonable costs, payments and expenses (such as, but not limited to, court costs and reasonable attorneys' fees and disbursements), claims, demands, actions, suits, proceedings, judgments or

- settlements, any or all of which in any way arise out of or relate to the acts or omissions of Contractor, its employees, agents and Subcontractors.
- C. At the City Corporation Counsel's option, Contractor must defend all suits brought upon all such Losses and must pay all costs and expenses incidental to them, but the City has the right, at its option, to participate, at its own cost, in the defense of any suit, without relieving Contractor of any of its obligations under this Agreement. Any settlement must be made only with the prior written consent of the City Corporation Counsel, if the settlement requires any action on the part of the City.
- D. To the extent permissible by law, Contractor waives any limits to the amount of its obligations to indemnify, defend or contribute to any sums due under any Losses, including any claim by any employee of Contractor that may be subject to the Workers Compensation Act, 820 ILCS 305/1 *et seq.* or any other law or judicial decision (such as, *Kotecki v. Cyclops Welding Corporation*, 146 Ill. 2d 155 (1991)). The City, however, does not waive any limitations it may have on its liability under the Illinois Workers Compensation Act, the Illinois Pension Code or any other statute. Contractor's waiver under this provision, however, is not intended and does not require Contractor to indemnify the City for the City's own negligence in violation of the Construction Contract Indemnification for Negligence Act ("Anti-Indemnity Act"), 740 ILCS 35/0.01 *et seq.*, if the Anti-Indemnity Act applies.
- E. The indemnities contained in this section survive expiration or termination of this Agreement for matters occurring or arising during the term of this Agreement or as the result of or during the Contractor's performance of Services beyond the term. Contractor acknowledges that the requirements set forth in this section to indemnify, keep and save harmless and defend the City are apart from and not limited by the Contractor's duties under this Agreement, including the insurance requirements in Exhibit E. In the event that a court or other governmental authority having competent jurisdiction determines any portion or provision of this Section to be inoperative or unenforceable pursuant to the Anti-Indemnity Act, the inoperative or unenforceable portion or provision will be deemed severed and deleted, and the remaining provisions will remain enforceable to the maximum extent permitted by applicable law.
- ### 3.8 NON-EXPENDABLE PERSONAL PROPERTY
- The Contractor will comply with all Federal, State and Local laws and ordinances regarding property management.
- The Contractor will request and receive written authorization from the City prior to the purchase of tangible personal property having a **useful life of more than 1 year and an acquisition cost of \$5,000 or more per unit** with funds received pursuant to this Agreement ("Non-expendable Personal Property").
- All Non-expendable Personal Property will be the property of the City to the extent that such property is not the property of the federal government or the State of Illinois.
- The Contractor will maintain a current

inventory listing of such Non-expendable Personal Property and will deliver a copy of such listing to the City on an annual basis.

The Contractor will return all Non-expendable Personal Property to the City, upon the termination of the Services, completion of this Agreement or at any time requested by the Department. However, upon the receipt of the final inventory of all Non-expendable Personal Property, the City may allow such property to remain in the possession of the Contractor if the City, in its sole discretion, determines that the Non-expendable Personal Property is necessary for the performance of any new or other services by the Contractor for the City.

3.9 SUBCONTRACTS

All subcontracts and all approvals of subcontractors, regardless of their form, will be deemed to be conditioned upon performance by the subcontractor in accordance with the terms and conditions of this Agreement. The approval of subcontractors will under no circumstances operate to relieve the Contractor of any of its obligations or liabilities under this Agreement.

Upon entering into any subcontract, the Contractor will furnish the City with 1 copy of the subcontract for distribution to the Chief Procurement Officer and the Department. All subcontracts will contain provisions that require the Services to be performed in strict accordance with the terms and conditions of this Agreement and that the subcontractor is subject to all of the terms and conditions of this Agreement, including the rights of the City to approve or disapprove of the use of any subcontractor. As long as such subcontracts do not prejudice any of the City's rights under this Agreement and do not affect the quality of the Services to be rendered in any way, subcontracts may contain different provisions than are provided in this Agreement.

3.10 PROGRAM INCOME

The Contractor will return to the City all gross income received by the Contractor that is directly generated by the use of funds received from the City ("*Program Income*"), in any form or manner the City requires. Program Income includes the following:

- A. proceeds from the disposition by sale or long term lease of real property purchased or improved with City funds;
- B. proceeds from the disposition of equipment purchased with City funds;
- C. gross income from the use or rental of real or personal property acquired by the Contractor with City funds, less the cost incidental to the generation of such income;
- D. gross income from the use or rental of real property owned by the Contractor that was constructed or improved with City funds, less the costs incidental to the generation of such income;
- E. proceeds from the sale of obligations secured by loans made with City funds;
- F. interest earned on funds held in a revolving fund account;
- G. interest earned on Program Income pending disposition of such income; and
- H. funds collected through special assessments made against properties owned and occupied by households of low and moderate income persons where such assessments are used to recover all or part of the City's portion of a public improvement.

3.11 RELIGIOUS ACTIVITIES

A. Definitions:

"Pervasively Sectarian Organization" means an organization whose primary purpose is religious, such as a church, synagogue, mosque, religious primary or secondary school, or corporate entity which includes such religious uses.

"Religiously Affiliated Organization" means an entity with a secular purpose, which is affiliated with a Pervasively Sectarian Organization or whose members are motivated by a religious purpose.

"Line-Item-Services Agreement" means an Agreement for the provision of items (e.g., meals, vaccinations, etc.) or services (e.g., homeless services, job training, child care, medical care, etc.), which sets forth each particular type of expenditure for which Contract amounts are to be spent, and which is based on the number of persons to be served.

B. The Contractor warrants that in providing the Services:

- i. it will not discriminate against any employee or applicant for employment on the basis of religion and will not limit employment or give preference to persons on the basis of religion, unless otherwise expressly allowed by law;
- ii. it will not discriminate against any person applying for the Services on the basis of religion and will not limit the Services or give preference to persons on the basis of religion;

iii. it will not provide religious instruction, conduct religious worship or services, or engage in religious proselytizing, nor, unless otherwise expressly allowed by law, will it provide religious counseling or exert other religious influence in the provision of the Services.

C. If this Agreement is any type of agreement other than a Line-Item-Services Agreement, the Contractor warrants that it is not a Pervasively Sectarian Organization.

D. If the Contractor is a Pervasively Sectarian Organization, then Contractor warrants that it will not use any funds received under this Agreement for any general purposes of the Contractor, and that it will return to the City any such funds not spent by it on the Services, promptly upon completion of the Services or termination of this Agreement in accordance with its terms, whichever occurs earlier.

E. If the Contractor is a Religiously Affiliated Organization and it receives funds under this Agreement for construction, rehabilitation or facility enhancements ("Improvements") of premises, the Contractor warrants that the premises will be used for wholly secular purposes and that if, during the useful life of the Improvements, the premises are ever used for any religious purposes by the Contractor, its successors or assigns, the Contractor will reimburse the City for the present value of the Improvements, up to the amount of funds provided by the City for the improvements.

F. The Contractor's breach of any of the warranties described in this

Section 3.11, in addition to any other remedies available at law, in equity or under this Agreement, entitles the City to void this Agreement and recapture all funds given to the Contractor under this Agreement.

3.12 DRUG-FREE WORKPLACE

The Contractor must administer a policy designed to ensure that the program facility is free from the illegal use, possession, or distribution of drugs or alcohol by its beneficiaries. The Contractor must further maintain a drug free workplace in accordance with the requirements of the Drug Free Workplace Act of 1988 (Pub. L. 100-690 and 24 C.F.R. Part 24, Subpart F), and the Illinois Drug Free Workplace Act (30 ILCS 580/1 et seq.) and must implement specific policies and guidelines as may be adopted by the City. In addition, the Contractor must execute certifications pursuant to the Drug Free Workplace Act of 1988, as may be requested by the Department.

Contractor will establish procedures and policies to promote a drug free workplace. Further, Contractor will notify all employees of its policy for maintaining a drug free workplace, and the penalties that may be imposed for drug abuse violations occurring in the workplace. The Contractor will notify the City if any of its employees are convicted of a criminal drug offense in the workplace no later than 10 calendar days after such conviction.

3.13 ACKNOWLEDGMENT OF FUNDING SOURCES

A. The Contractor will not make any public announcement with respect to the Services without the prior written approval of the City. The Contractor will conspicuously acknowledge the co-sponsorship of the City on all promotional materials including, but

not limited to, brochures, flyers, written or electronic public notices, news releases, public service announcements, acknowledgments at any special events intended to promote the Services, or solicitation of the private sector. The Contractor will not attribute any statement to the City without the City's prior written approval.

All reports, maps and other documents completed as part of this Agreement, other than documents exclusively for internal use within the City, will contain the following information in a conspicuous place on the front of the report, map or document:

- i.** the name of the City of Chicago;
 - ii.** the month and year of preparation; and
 - iii.** the name of the project.
- B.** Also, if the Contractor is expending federal funds under this Agreement, the Contractor, when issuing statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with federal money, will clearly state:
- i.** the percentage of the total costs of the program or project which will be financed with federal money;
 - ii.** the dollar amount of federal funds for the project or program; and
 - iii.** the percentage and dollar amount of the total costs of

the project or program that will be financed by nongovernmental sources.

Such statement must not represent or suggest in any way that the views expressed are those of the federal government.

ARTICLE 4 **REPORTING, MONITORING &** **DOCUMENTATION**

4.1 REPORTING REQUIREMENTS

For fiscal year 2004, Contractor must submit its programmatic performance reports on a quarterly basis as indicated in its *CDHS Report Package* to the Grants Management Division of the Department. Contractor must also submit its *Shelter Clearinghouse Report* on a daily basis, the *HUD Shelter Plus Care Report* on a weekly basis (if applicable) to the Family Support Services Division of the Department.

4.2 RECORDS

The Contractor will maintain and make available to the City information such as, but not limited to, dates of and reports or memoranda describing the Contractor's activities that is necessary to assist the City in its compliance with all applicable laws. The Contractor will maintain all documents pertaining to this Agreement including, but not limited to, all financial, statistical, property and participant information documentation.

The Contractor will retain books, documentation, papers, records and accounts in connection with this Agreement in a safe place for at least **5 years** after the City and, if applicable, the federal government determines that the Contractor has met all closeout requirements for this

Agreement, and will keep them open to audit, inspection, copying, abstracting and transcription, and will make these records available to the City, the United States Comptroller General or the Auditor General of the State of Illinois at reasonable times during the performance of its Services.

If Contractor conducts any business operations separate from the Services using any personnel, equipment, supplies or facilities also used in connection with this Agreement, then Contractor will maintain and make available to the City, the U.S. Comptroller General and Auditor General of the State of Illinois detailed records supporting Contractor's allocation of the costs and expenses attributable to any such shared usages.

The Contractor will maintain books, records, and documents, and will adopt accounting procedures and practices sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred for or in connection with the performance of this Agreement. This system of accounting must be in accordance with generally accepted federal accounting principles and practices, as set forth in the applicable OMB Circulars A-21, A-87, A-102, A-110, A-122 and A-133.

The Contractor's failure to maintain any books, records and supporting documents required by this Section will establish a presumption in favor of the City for the recovery of any funds paid under this Agreement for which adequate books, records, and supporting documentation are not available to support their purported disbursement.

No provision in this Agreement granting the City a right of access to records and documents impairs, limits or affects any

right of access to such records and documents that the City would have had in the absence of such provisions.

4.3 AUDIT REQUIREMENT

If the Contractor is a not-for-profit corporation and is expending federal funds under this and other agreements totaling \$300,000 or more during its fiscal year, it must submit an audit conducted in accordance with OMB Circular A-133 (entitled "Audits of States, Local Governments and Non-Profit Organizations"), the compliance requirements set forth in OMB Compliance Supplement, and any additional testing and reporting required by the City. If an A-133 audit is required, that audit must cover the time period specified by OMB Circular A-133 and its implementing regulations. Organization-wide audited financial statements must, at a minimum, cover the Term of this Agreement.

If the Contractor is a for-profit entity, then it is subject to the annual audit requirements under generally accepted government auditing standards (Government Auditing Standards) promulgated by the Comptroller General of the United States (for-profit entities).

The Contractor acknowledges that the City may perform, or cause to be performed, various monitoring procedures relating to the Contractor's award(s) of federal funds, including, but not limited to, "limited scope audits" of specific compliance areas.

The Contractor must submit the audit reports within 6 months after the end of the audit period. The Contractor must submit the audit, within this time frame, to the Department and to:

City Department of Finance

Internal Audit
Audit Compliance Unit
33 North LaSalle Street, Room 800
Chicago, Illinois 60602.

If an OMB audit is required, the Contractor will also send a copy of the audit, within the same time frame indicated in Sec. 320 of OMB Circular A-133, to:

Federal Audit Clearinghouse
Bureau of the Census
1201 E. 10th Street
Jeffersonville, IN 47132

Further, the Contractor must submit, with the audit, a report which comments on the findings and recommendations in the audit, including corrective action planned or taken. If no action is planned or taken, an explanation must be included. Copies of written communications on non-material compliance findings must be submitted to the Department and the City Department of Finance.

The City retains its right to independently audit the Contractor.

If the Contractor is found in non-compliance with these audit requirements, by either the City or any federal agency, the Contractor may be required to refund financial assistance received from the City or the applicable federal agency(ies).

The City may in its sole discretion audit the records of Contractor or its Subcontractors, or both, at any time during the term of this Contract or within five years after the Contract ends, in connection with the goods, work, or services provided under this Contract. Each calendar year or partial calendar year is considered an "audited period." If, as a result of such an audit, it is determined that Contractor or any of its Subcontractors has overcharged the City in

the audited period, the City will notify Contractor. Contractor must then promptly reimburse the City for any amounts the City has paid Contractor due to the overcharges and also some or all of the cost of the audit, as follows:

- A. If the audit has revealed overcharges to the City representing less than 5% of the total value, based on the contract prices, of the goods, work, or services provided in the audited period, then the Contractor must reimburse the City for 50% of the cost of the audit and 50% of the cost of each subsequent audit that the City conducts;
- B. If, however, the audit has revealed overcharges to the City representing 5% or more of the total value, based on the contract prices, of the goods, work, or services provided in the audited period, then Contractor must reimburse the City for the full cost of the audit and of each subsequent audit.

Failure of Contractor to reimburse the City in accordance with A or B above is an event of default under this Contract, and Contractor will be liable for all of the City's costs of collection, including any court costs and attorneys' fees.

4.4 CONFIDENTIALITY

All reports, deliverables and documents prepared, assembled or encountered by or provided to the Contractor under this Agreement are property of the City and are confidential, and the Contractor warrants and represents that, except as may be

required by law, the reports, deliverables and documents will not be made available to any other individual or organization without the prior written consent of the Commissioner of the Department ("Commissioner"). The Contractor will implement measures to ensure that its staff and its subcontractors will be bound by this Section.

The Contractor will not issue any publicity news releases or grant press interviews, and except as may be required by law during or after the performance of this Agreement, disseminate any information regarding its Services or the project to which the Services pertain without the prior written consent of the Commissioner.

When the Contractor is presented with a request for documents by any administrative agency or with a subpoena duces tecum regarding any records, data or documents which may be in the Contractor's possession by reason of this Agreement, the Contractor will immediately give notice to the Commissioner and the City's Corporation Counsel with the understanding that the City will have the opportunity to contest such process by any means available to it, before such records or documents are submitted to a court or other third party. The Contractor will not be obligated to withhold such delivery beyond that time as may be ordered by the court or administrative agency, unless the subpoena or request is quashed or the time to produce is otherwise extended.

To the extent not defined here, the capitalized terms in Exhibit F will have the same meaning as set forth in the Health Insurance Portability and Accountability Act (Act). See 45 CFR parts 160 and 164. Contractor and all its subcontractors must comply with the Act and all rules and regulations applicable to it including the

Privacy Rule, which sets forth the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164 subparts A and E; and the Standards for Electronic Transactions, which are located at 45 CFR parts 160 and 162.

Additionally, if Contractor is a Business Associate it must comply with all requirements of the Act applicable to Business Associates including the provisions contained in Exhibit F.

If the Contractor fails to comply with the applicable provisions under the Act, such failures will constitute an event of default under this Agreement for which no opportunity for cure will be provided.

4.5 MONITORING

The Contractor will allow the City:

- A. to have access at all times to all facilities supported under this Agreement whenever requested by appropriate staff members of the City;
- B. to have access at all times to all staff supported under this Agreement whenever requested;
- C. to make physical inspections of the premises used by the Contractor in the performance of the Services and to require such physical safeguards to safeguard the property and/or equipment authorized including, but not limited to, requiring locks, alarms, safes, fire extinguishers and sprinkler systems; and

- D. to be present at any and all meetings held by the Contractor, including, but not limited to, staff meetings, board of directors meetings, advisory committee meetings and advisory board meetings, if an item relating to this Agreement is to be discussed.

The Contractor will make staff available on a regular basis at meetings convened by the Department, for the purpose of, but not limited to, making presentations, answering questions, and addressing issues related to the Services. The Contractor's chief executive officer, or their designee, will participate in all delegate agency conferences.

The Contractor will respond within 2 weeks to questionnaires, if any, regarding demographics, staff, quality, etc., from the Department.

Nothing in this Agreement will be construed as restricting or otherwise limiting the rights of the City toward the appropriate management of this program.

4.6 INTELLECTUAL PROPERTY

A. Patents and Copyrights

The City reserves an exclusive, perpetual and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for City purposes, including, but not limited to, commercial exploitation:

- i. the copyright or patent in any work developed under this Agreement; and
- ii. any rights of copyright or patent to which the Contractor purchases ownership with the funds awarded pursuant to this Agreement.

If the federal government determines that a patent or copyright which is developed or purchased by the Contractor serves a federal government purpose, a royalty-free, non-exclusive and irrevocable license will vest in the federal government.

Any discovery or invention arising out of, or developed in conjunction with the Services will be promptly and fully reported to federal government for a determination as to whether patent protection on such invention or discovery should be sought. The rights to such patent will be administered as set forth above and in 37 C.F.R. Part 401.

B. Ownership of Documents

All required submittals, including but not limited to work products, materials, documents, and reports, if any, described in Exhibit B, will be the property of the City. During the performance of the Services, the Contractor will be responsible for any loss or damage to the documents while they are in its possession and any such document lost or damaged will be restored at the expense of the Contractor. If not restorable, the Contractor will be responsible for any loss suffered by the City on account of such destruction. Full access to all finished or unfinished documents, data, studies and reports to be prepared by Contractor hereunder during the performance of Services will be available to the City during normal business hours upon reasonable notice.

C. Hold Harmless

Unless prohibited by state law, upon request by the Federal government, Contractor will indemnify, save, and

hold harmless the City and its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the Contractor of proprietary rights, patents, copyrights, or rights of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any material or data produced under the Agreement.

ARTICLE 5
COMPENSATION

5.1 BASIS OF PAYMENT

The Contractor will be compensated for Services performed and/or costs expended pursuant to the Budget Summary contained in Exhibit C, which is attached and incorporated by reference.

5.2 METHOD OF PAYMENT

The Contractor will submit **MONTHLY** requisitions for reimbursement identifying the payment due for the Services and/or costs expended in such detail and supported by such documents as the City may require. The requisitions for reimbursement will be on a form provided and approved by the City. The City will process the payment within 60 calendar days following submission.

The requests for reimbursement and supporting documents will be sent to the Department's Mailing Address noted in this Agreement's Preamble.

The Contractor waives all rights to payment if the request for reimbursement is submitted later than 45 calendar days following the termination or completion of this Agreement. Costs incurred by the Contractor after the expiration date or after earlier termination of this Agreement will not be paid by the City.

5.3 REDUCTION OF COMPENSATION

If, after this Agreement is signed, anticipated federal and/or state funding is reduced for any reason, then the City reserves the right upon written notice to the Contractor to reduce or modify the amount of the payments to be issued to the Contractor under this Agreement. If federal and/or state appropriations are reduced to such an extent that, in the sole discretion of the City, no funds will be available to compensate the Contractor under this Agreement, then the City will provide notice of such occurrence to the Contractor. The notice will constitute notice of Early Termination in accordance with this Agreement.

If, pursuant to a reduction in federal and/or state funding, the City reduces the compensation to be paid to the Contractor under this Agreement, the Contractor will have 30 calendar days, from the date of the receipt of the written notice, to submit a revised work program, budget or any other necessary document ("*Revised Submittals*") to the City reflecting the reduction in the compensation and accordingly modifying the Services to be performed. The City will have the discretion to modify the Revised Submittals as it may deem appropriate in order to realize the goals of the Agreement. The Revised Submittals will be reviewed by the Chief Procurement Officer and the City's Office of Budget and Management and upon their final approval will become a part of this Agreement superseding the previous documents.

5.4 ALLOWABLE COSTS

All costs allowed by the City Comptroller's Office, are not considered final and may be disallowed upon the completion of audits ordered or performed by the City or the appropriate federal or state agency. In the event of a disallowance, the Contractor will refund the amount disallowed to the City.

5.5 ADVANCES OF FUNDS

The Contractor may request an advance of funds and, at the City's sole discretion, may receive up to a 45 calendar day operating advance, provided the advance meets all federal, state and City requirements for funding under this Agreement. All advances will be liquidated prior to the end of the contract period in a manner specified by the City.

ARTICLE 6 **NON-SOLICITATION**

The Contractor warrants and represents that the Contractor has not employed any person solely for the purpose of soliciting or procuring this Agreement, and has not made, and will not make, any payment or any agreement for the payment of any commission, percentages brokerage, contingent fee or other compensation in connection with the procurement of this Agreement.

ARTICLE 7 **DISPUTES**

Except as otherwise provided in this Agreement, the Contractor or the City will, in writing, bring any dispute concerning a question of fact arising under this Agreement, to the Chief Procurement Officer for decision. The Chief Procurement Officer will issue a written decision and mail or otherwise furnish a copy of it to the Contractor. The decision of

the Chief Procurement Officer is final and binding upon the parties. (A copy of the "Regulations of the Department of Procurement Services for Resolution of Disputes between Contractors and the City of Chicago" is available in City Hall, 121 N. LaSalle, Room 301, Bid and Bond Room.)

ARTICLE 8

EVENTS OF DEFAULT & REMEDIES

8.1 EVENTS OF DEFAULT DEFINED

The following will constitute events of default:

- A.** Any material misrepresentation, whether negligent or willful and whether in the inducement or in the performance, made by the Contractor to the City.
- B.** Any material failure by the Contractor to perform any of its obligations under this Agreement including, but not limited to, the following:
 - i.** Failure to perform the Services with sufficient personnel and equipment or with sufficient material to ensure the performance of the Services due to a reason or circumstances within Contractor's reasonable control;
 - ii.** Failure to perform the Services in a manner satisfactory to the City, or inability to perform the Services satisfactorily as a result of insolvency, filing for bankruptcy or assignment for the benefit of creditors;
 - iii.** Failure to promptly re-perform within a reasonable time

- Services that were rejected as erroneous or unsatisfactory;
- iv.** Discontinuance of the Services for reasons or circumstances within Contractor's reasonable control; and
- v.** Failure to comply with a material term or condition of this Agreement including, but not limited to, the provisions concerning insurance and nondiscrimination.
- C.** The Contractor's default under any other agreement it may presently have or may enter into with the City during the Term of this Agreement. The Contractor consents that in the event of a default under this Agreement, the City may also declare a default under any other agreements with the City.
- D.** Any action or failure to act by the Contractor that causes the City to be in violation of any agreements it has with Federal or State departments or agencies.

8.2 REMEDIES

Upon the City's determination that an event of default has occurred, the City will give notice of such occurrence to the Contractor in accordance with the terms and conditions of this Agreement ("Cure Notice"). If the Contractor fails to cure the event of default within 30 calendar days after the Cure Notice is given, or if the Contractor has failed, in the sole opinion of the City, to commence and continue diligent efforts to cure the event of default, or if the event of default cannot reasonably be cured within 30 calendar days after the Cure Notice is given, then the City

may, in the sole discretion of the City, declare the Contractor to be in default under this Agreement. The decision to declare the Contractor to be in default is within the sole discretion of the Chief Procurement Officer, the decision is final and binding upon the Contractor, and neither that decision nor the factual basis for it is subject to review or challenge.

If the Chief Procurement Officer determines that the Contractor is in default under this Agreement, written notification of this determination ("Default Notice") will be provided to the Contractor, and the Default Notice will include notice of the decision of the Chief Procurement Officer to terminate this Agreement, if that is his such decision. Upon the City's giving the Default Notice, the Contractor will discontinue any services, unless otherwise directed in the notice, and will deliver all materials accumulated in the performance of this Agreement, whether completed or in the process, to the City. Following or at the same time as the Default Notice, the City may invoke any or all of the following remedies:

- A. The right to take over and complete the Services or any part of them as agent for and at the cost of the Contractor, either directly or through others. The Contractor will have, in that event, the right to offset from the cost the amount it would have cost the City under the terms and conditions of this Agreement, had the Contractor completed the Services;
- B. The right to terminate this Agreement as to any or all of the Services yet to be performed effective at a time specified by the City;
- C. The right of specific performance, an injunction or any other appropriate equitable remedy against the

Contractor;

- D. The right to money damages;
- E. The right to withhold all or any part of the Contractor's compensation; and
- F. The right to deem the defaulting Contractor non-responsible in future contracts to be awarded by the City.

If the City considers it to be in the City's best interests, it may elect not to declare default or to terminate the Agreement. The parties acknowledge that this provision is solely for the benefit of the City and that if the City permits the Contractor to continue to provide the Services despite one or more events of default, the Contractor will in no way be relieved of any of its responsibilities, duties or obligations under this Agreement nor will the City waive or relinquish any of its rights.

The remedies under the terms and conditions of the Agreement are not intended to be exclusive of any other remedies provided, but each and every such remedy is cumulative and is in addition to any other remedies, existing now or later, at law, in equity or by statute. No delay or omission to exercise any right or power accruing upon any event of default will impair any such right or power nor will it be construed as a waiver of any event of default or acquiescence in it, and every such right and power may be exercised from time to time and as often as the City deems expedient.

8.3 RIGHT TO OFFSET

To the extent permitted by applicable law,

- A. In connection with performance under this Agreement, the City may offset any excess costs incurred:

- (i) if the City terminates this Agreement for default or any other reason resulting from the Contractor's performance or non-performance;
- (ii) if the City exercises any of its remedies under Section 8.2 of this Agreement; or
- (iii) if the City has any credits due or has made any overpayments under this Agreement.

The City may offset these excess costs by use of any payment due for Services completed before the City terminated this Agreement or before the City exercised any remedies. If the amount offset is insufficient to cover those excess costs, the Contractor is liable for and must promptly remit to the City the balance upon written demand for it. This right to offset is in addition to and not a limitation of any other remedies available to the City.

- B.** In accordance with Section 2-92-380 of the Municipal Code and in addition to any other rights and remedies (including any of set-off) available to the City under this Agreement or permitted at law or in equity, the City is entitled to set off a portion of the price or compensation due under this Agreement in an amount equal to the amount of the fines and penalties for each outstanding parking violation complaint and/or the amount of any debt owed by the Contractor to the City, as those terms are defined in Section 2-92-380.
- C.** Without breaching this Agreement, the City may set off a portion of the price or

compensation due under this Agreement in an amount equal to the amount of any liquidated or unliquidated claims that the City has against the Contractor unrelated to this Agreement. When the City's claims against the Contractor are finally adjudicated in a court of competent jurisdiction or otherwise resolved, the City will reimburse the Contractor to the extent of the amount the City has offset against this Agreement inconsistently with the determination or resolution.

8.4 SUSPENSION OF SERVICES

The City may, at any time, request that Contractor suspend the Services, or any part of them, by giving 15 calendar days prior written notice to the Contractor or upon no notice in the event of emergency. No costs incurred after the effective date of the suspension will be allowed. The Contractor will promptly resume its performance of the Services under the same terms and conditions upon written notice by the Chief Procurement Officer and such equitable extension of time as may be mutually agreed upon by the Chief Procurement Officer and the Contractor when necessary for continuation or completion of the Services. Any additional costs or expenses actually incurred by Contractor as a result of recommencing the Services will be treated in accordance with this Agreement.

No suspension will, in the aggregate, exceed a period of 45 calendar days within any one contract year. If the total number of days of suspension exceeds 45 calendar days, the Contractor, by written notice to the City, may treat the suspension as an Early Termination by the City.

8.5 NO DAMAGES FOR DELAY

Neither Contractor nor Contractor's agents, employees, and subcontractors are entitled to

any damages from the City, nor is any party entitled to be reimbursed by the City, for damages, charges or other losses or expenses incurred by the Contractor by reason of delays or hindrances in the performance of the Services, whether or not caused by the City. On Notice to the City of a delay outside Contractor's control, Contractor may request additional time to complete its performance. The decision to grant additional time is in the sole and absolute discretion of the Chief Procurement Officer.

ARTICLE 9 **GENERAL CONDITIONS**

9.1 WARRANTIES AND REPRESENTATIONS

In connection with the execution of this Agreement, the Contractor:

- A. warrants that it is financially solvent; that it and each of its employees, agents, subcontractors of any tier are competent to perform the Services; that it is legally authorized to execute and perform the Services; and
- B. warrants that no officer, agent or employee of the City is employed by the Contractor or has a financial interest directly or indirectly in this Agreement or the compensation to be paid, except as may be permitted in writing by the City's Board of Ethics; that no payment, gratuity or offer of employment will be made by or on behalf of any subcontractors of any tier, as an inducement for the award of a subcontract or order; the Contractor acknowledges that any agreement entered into, negotiated or performed in violation of any of the provisions of City of Chicago's Ethics Ordinance, Municipal Code § 2-156 et

seq., is voidable by the City; in accordance with 41 U.S.C. § 22, the Contractor must not admit any member of or delegate to the United States Congress to any share or part of the Services or the Agreement, or any benefit derived therefrom; and

- C. warrants that it will not knowingly use the services of any ineligible subcontractor or Contractor for any purpose in the performance of its Services; and
- D. warrants that it and its subcontractors are not in default at the time of the execution of this Agreement, or deemed by the Chief Procurement Officer to have, within 5 years immediately preceding the date of this Agreement, been found to be in default on any contract awarded by the City; and
- E. warrants that it has carefully examined and analyzed the provisions and requirements of this Agreement; that it understands the nature of the Services required; that from its own analysis it has satisfied itself as to the nature of all things needed for the performance of this Agreement, the general and special conditions, and all other matters which in any way may affect this Agreement or its performance; that the time available to it for such examination, analysis, and preparation was adequate; that it was permitted access to any person or information in connection with its preparation of the proposal; and
- F. warrants that performance of this Agreement is feasible and that the Contractor can and will perform, or cause to be performed, the Services

in strict accordance with this Agreement; and

- G. represents that it and, to the best of its knowledge, its subcontractors are not in violation of the provisions of Section 2-92-320 of the Municipal Code, the Illinois Criminal Code, 720 ILCS 5/33E-1 *et seq.*, and the Illinois Municipal Code, 65 ILCS 5/11-42.1-1.

9.2 INSPECTOR GENERAL

It will be the duty of any bidder, proposer, or contractor, subcontractor, and every applicant for certification of eligibility for a City contract or program, and all officers, directors, agents, partners, and employees of any such bidder, proposer, contractor, subcontractor or applicant to cooperate with the Inspector General in any investigation or hearing undertaken pursuant to Chapter 2-56 of the Municipal Code; that the Contractor understands and will abide by all provisions of Chapter 2-56 of the Municipal Code and that it will inform Subcontractors of this provision and require their compliance.

9.3 WHOLE AGREEMENT - INTEGRATION

This Agreement, including attached Exhibit A through Exhibit F, constitutes the entire agreement between the parties, and no warranties, representations, inducements, considerations, promises or other inferences will be implied that are not expressly stated in the Agreement. No variation or amendment of this Agreement and no waiver of its provisions are valid unless in writing and signed by duly authorized officers of the Contractor and the City. This Agreement supersedes all other agreements between the Contractor and the City.

9.4 MODIFICATIONS AND AMENDMENTS

No changes, amendments, modifications, cancellations or discharges of this Agreement, or any part of it are effective unless in writing and signed by the Contractor and the City, or their respective successors and assigns.

9.5 COMPLIANCE WITH ALL LAWS

The Contractor will comply with all applicable laws, ordinances and executive orders and regulations of the federal, state, local and city government, which may in any manner affect the performance of this Agreement. Contractor must pay all taxes and obtain all licenses, certificates and other authorizations required by them. Contractor must require all subcontractors to do, also. Further, Contractor must execute and must cause any subcontractor to execute an Economic Disclosure Statement and Affidavit in the form attached to this Agreement as Exhibit D. Notwithstanding acceptance by the City of the Economic Disclosure Statement and Affidavit, failure to include all information required under the Municipal Code renders this Agreement voidable at the option of the City.

9.6 COMPLIANCE WITH ACCESSIBILITY LAWS

Contractor will comply with all accessibility standards for persons with disabilities or environmentally limited persons including, but not limited to: the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 *et seq.*; and the Rehabilitation Act of 1973, 29 U.S.C. §§ 793-794. In the event the above cited standards are inconsistent, the Contractor will comply with the standard providing greater accessibility.

9.7 NO FEDERAL OR STATE OBLIGATIONS TO THIRD PARTIES

The Contractor acknowledges that, absent the express written consent of the federal

government and the State of Illinois, the State of Illinois and the federal government will not be subject to any obligations or liabilities to any person not a party to the grant agreement between the City and the State of Illinois or between the City and the federal government. Notwithstanding any concurrence provided by the State of Illinois or federal government in or approval of any solicitation, agreement, or contract, the State of Illinois and federal government continue to have no obligations or liabilities to any party, including the Contractor.

9.8 NON-LIABILITY OF PUBLIC OFFICIALS

No official, employee or agent of the City will be charged personally by the Contractor, or by any assignee or Subcontractor of the Contractor, with any liability or expenses of defense or be held personally liable to the Contractor under any term or condition of this Agreement, because of the City's execution or attempted execution, or because of any breach.

9.9 INDEPENDENT CONTRACTOR

This Agreement is not intended to and will not constitute, create, give rise to, or otherwise recognize a joint venture, partnership, corporation or other formal business association or organization of any kind between the parties, and the rights, and the obligations of the parties will be only those expressly set forth in this Agreement. The Contractor will perform under this Agreement as an independent contractor to the City and not as a representative, employee, agent, or partner of the City.

9.10 INTERNATIONAL ANTI-BOYCOTT

Contractor certifies that neither the Contractor nor any substantially owned affiliate company of the Contractor is participating or will

participate in an international boycott, as defined by the provisions of the U.S. Export Administration Act of 1979 or its enabling regulations.

9.11 JOINT AND SEVERAL LIABILITY

In the event that the Contractor, or its successors or assigns, is comprised of more than one person, then every obligation or undertaking to be fulfilled or performed by the Contractor will be the joint and several obligation or undertaking of each such person.

9.12 PROOF OF BUSINESS FORM

Upon request from the City, the Contractor will provide copies of its latest articles of incorporation, by-laws and resolutions, or partnership or joint venture agreement, as applicable, and evidence of its authority to do business in the State of Illinois, including without limitation, registrations of assumed names or limited partnerships and certifications of good standing with the Secretary of State of Illinois.

9.13 ECONOMIC DISCLOSURE STATEMENT AND AFFIDAVIT

The Contractor will provide the City with a Economic Disclosure Statement and Affidavit, which is attached as Exhibit D and incorporated by reference, and further will provide any other affidavits or certifications as may be required by federal, state or local law in the award of public contracts, all to be attached under Exhibit D and incorporated by reference. The Contractor will cause its subcontractors or, if a partnership or joint venture, all members of the partnership or joint venture, to submit all required affidavits to the City.

9.14 CONFLICTS OF INTEREST

No member of the governing body of the City or other units of government and no other officer, employee, or agent of the City or other unit of government who exercises any functions or responsibilities in connection with the Services will have any personal interest, direct, or indirect, in this Agreement. No member of or delegate to the Congress of the United States or the Illinois General Assembly and no alderman of the City or City employee will be admitted to any share or part of this Agreement or to any financial benefit to arise from it.

The Contractor covenants that it, its officers, directors and employees, and the officers, directors and employees of each of its members if a joint venture, and its subcontractors, presently have no interest and will acquire no interest, direct or indirect, which would conflict in any manner or degree with the performance of the Services. The Contractor further covenants that no person having any such interest will be employed. The Contractor acknowledges that if the City determines that any of Contractor's services for others conflict with the Services, Contractor will terminate such other services immediately upon request of the City.

In addition to the conflict of interest requirements in OMB Circular A-110 and 24 C.F.R. 84, no person who is an employee, agent, Contractor, officer, or elected or appointed official of the City and who exercises or has exercised any functions or responsibilities with respect to assisted activities, or who is in a position to participate in a decision making process or gain inside information with regard to such activities, may obtain a financial interest or benefit from the activity, or have an interest in any contract, subcontract, or agreement or their proceeds, either for himself or herself or for those whom he or she has family or business ties, during his or her tenure or for 1 year thereafter.

Furthermore the Contractor warrants and represents that it is and will remain in compliance with federal restrictions on lobbying set forth in Section 319 of the Department of the Interior and Related Agencies Appropriations Act for Fiscal year 1990, 31 U.S.C. § 1352, and related rules and regulations set forth at 54 Fed. Reg. 52,309 (1989), as amended.

In addition, if State of Illinois funds are used for the Agreement, the Contractor must comply with the conflict of interest provisions contained in the Illinois Procurement Code (30 ILCS 500/50-13) and other provisions in the Illinois Procurement Code regarding participation in agreement negotiation by a State employee (30 ILCS 500/50-15).

9.15 COOPERATION WITH CITY

The Contractor will cooperate fully with the City and act in the City's best interests. If this Agreement is terminated for any reason, or if it is to expire on its own terms and conditions, the Contractor will make every effort to assure an orderly transition to another provider of the Services, if any, orderly demobilization of its own operations in connection with the Services, uninterrupted provision of Services during any transition period and will comply with the reasonable requests and requirements of the City in connection with the termination or expiration of this Agreement.

9.16 WAIVER

Nothing in this Agreement authorizes the waiver of any requirement or condition contrary to law or ordinance or which would result in or promote the violation of any federal, state or local law or ordinance.

Whenever the City, by a proper authority, waives the Contractor's performance in any

respect or waives a requirement or condition to either the City's or the Contractor's performance, the waiver so granted, whether express or implied, will only apply to the particular instance and will not be deemed a waiver forever or for subsequent instances of the performance, requirement or condition. No waiver will be construed as a modification of the Agreement regardless of the number of times the City may have waived the performance, requirement or condition.

9.17 GOVERNING LAW

This Agreement is governed as to performance and interpretation in accordance with the laws of the State of Illinois.

9.18 SEVERABILITY

If any provision of the Agreement is held to be or in fact is illegal, inoperative or unenforceable on its face or as applied in any particular case, in any jurisdiction (or in all cases because it conflicts with any other provision of this Agreement, or any constitution, statute, municipal ordinance, rule of law or public policy, or for any other reason), that circumstances will not have the effect of rendering the provision in question inoperative or unenforceable in any other case or circumstance, or of rendering any other provision of this Agreement illegal, invalid, inoperative or unenforceable to any extent whatever. The invalidity of any one or more phrases, sentences, clauses or sections contained in this Agreement does not affect the remaining portions of this Agreement or any part of it.

9.19 INTERPRETATION

Any headings in this Agreement are for convenience of reference only and do not define or limit its provisions. Words importing the singular number include the plural number and vice versa, unless the context

otherwise indicates. All references to any exhibit, appendix or document include all supplements and/or amendments to any such exhibits, appendixes or documents entered into in accordance with the terms and conditions of this Agreement. All references to any person or entity include any person or entity succeeding to the rights, duties, and obligations of the person or entity in accordance with the terms and conditions of this Agreement. In the event of any conflict between this Agreement and any exhibits to it, the terms and conditions of this Agreement control.

9.20 NONASSIGNABILITY

Contractor will not assign all or any part of its work or responsibilities under this Agreement without the prior written consent of the Chief Procurement Officer and the Commissioner; but any such consent will not relieve Contractor of its obligations under this Agreement. Any transfer or assignment without the prior written consent of the Chief Procurement Officer constitutes an event of default under this Agreement and is void as to the City. The City reserves the right to assign, in whole or in part, any funds, claims or interests, due or to become due, under this Agreement.

9.21 CONTRACTOR'S AUTHORITY

Execution of this Agreement by the Contractor is authorized by a resolution or ordinance of its governing body. The signature of the individual signing on behalf of the Contractor has been made with complete and full authority to commit the Contractor to all the terms and conditions of this Agreement. Evidence of signature authority should be forwarded to the City with the executed Agreement.

9.22 DEEMED INCLUSION

Provisions required by law, ordinances, rules, regulations, or executive orders to be inserted in this Agreement are deemed inserted in this Agreement whether or not they appear in this Agreement or, upon application by either party, this Agreement will be amended to make the insertion; however, in no event will the failure to insert the provisions before or after this Agreement is signed prevent its enforcement.

ARTICLE 10
NOTICES

All notices and communications to be provided by the City and the Contractor pursuant to this Agreement must be in writing and may be delivered personally, by overnight courier or by First Class certified mail, return receipt requested, with postage prepaid and addressed as follows:

If to the City:

The Department's Mailing Address
Noted In This Agreement's Preamble

and

Department of Procurement Services
City Hall, Room 403
121 North LaSalle Street
Chicago, Illinois 60602
Attention: Chief Procurement Officer

With Copies to:

Department of Law
City Hall, Room 600
121 North LaSalle Street
Chicago, Illinois 60602
Attention: Corporation Counsel

If to Contractor:

The Contractor's Mailing Address
Noted In This Agreement's Preamble

The Contractor will advise the City of any significant change in its organizational

structure. Significant changes include, but are not limited to, changes to:

- A. the official to whom notice regarding the Agreement is provided and their mailing address;
- B. the officers of the corporation, including president, chairman, vice president, treasurer, secretary; and
- C. the key staff of the agency and/or its program sites, including executive director, site director, fiscal director; and site address or agency official address, telephone numbers.

Such communication must be directed within 10 calendar days of such occurrence, to the Department's Mailing Address noted in this Agreement's Preamble

Communications delivered by mail are deemed received 3 business days after mailing in accordance with this Article 10. Communications delivered personally are deemed effective upon receipt. Communications sent via overnight courier are deemed effective on the next business day.

ARTICLE 11
BUSINESS RELATIONSHIPS WITH
ELECTED OFFICIALS

Pursuant to Section 2-156-030(b) of the Municipal Code, it is illegal for any elected official of the City, or any person acting at the direction of such official, to contact, either orally or in writing, any other City official or employee with respect to any matter involving any person with whom the elected official has a business relationship, or to participate in any discussion in any City Council committee hearing or in any City Council meeting or to vote on any matter involving the person with whom an elected official has a business

relationship. **Violation of Section 2-156-030(b) by any elected official with respect to this Agreement is grounds for termination of this Agreement.** The term business relationship is defined as set forth in Section 2-156-080 of the Municipal Code of Chicago.

Section 2-156-080 defines a “business relationship” as any contractual or other private business dealing of an official, or his or her spouse, or of any entity in which an official or his or her spouse has a financial interest, with a person or entity which entitles an official to compensation or payment in the amount of \$2,500 or more in a calendar year; provided, however, a financial interest shall not include: (i) any ownership through purchase at fair market value or inheritance of less than one percent of the share of a corporation, or any corporate subsidiary, parent or affiliate thereof, regardless of the value of or dividends on such shares, if such shares are registered on a securities exchange pursuant to the Securities Exchange Act of 1934, as amended; (ii) the authorized compensation paid to an official or employee for his office or employment; (iii) any economic benefit provided equally to all residents of the City; (iv) a time or demand deposit in a financial institution; or (v) an endowment or insurance policy or annuity contract purchased from an insurance company. A “contractual or other private business dealing” shall not include any employment relationship of an official’s spouse with an entity when such spouse has no discretion concerning or input relating to the relationship between that entity and the City.

ARTICLE 12 LIVING WAGE ORDINANCE

Section 2-92-610 of the Municipal Code requires eligible contractors and their subcontractors to pay a living wage (currently \$9.05 per hour minimum base wage) to

covered employees employed in the performance of this Agreement. You are an eligible contractor if at any time during the performance of this Agreement you have 25 or more full-time employees. If you are, or become, eligible, you and your subcontractors must pay at least the base wage to covered employees. Covered employees are: security guards (but only if you and your subcontractors employ in the aggregate 25 or more of them), and, in any number, parking attendants, day laborers, home and health care workers, cashiers, elevator operators, custodial workers and clerical workers. As of July 1, 2003, and each July 1 thereafter, the Base Wage will be adjusted, using the most recent federal poverty guidelines for a family of four as published annually by the U.S. Department of Health and Human Services, to constitute the following: the poverty guidelines for a family of four divided by 2000 hours or the current base wage, whichever is higher. At all times during the term of this Agreement, Contractor and all other Performing Parties must pay the Base Wage (as adjusted in accordance with the above). Section 2-92-610 does not apply to not-for-profit corporations with federal 501(c)(3) tax exempt status. Also, if the work being done under this Agreement is subject to payment of prevailing wages, and the prevailing wages are higher than the base wage, then prevailing wage rates apply and must be paid.

ARTICLE 13 NOTICE OF CHANGE IN CIRCUMSTANCES

In event the Contractor, its parent or related corporate entity, becomes a party to any litigation, investigation or transaction that may reasonably be considered to have a material impact on the Contractor’s ability to

perform under this Agreement, the Contractor must immediately notify the City in writing. Contractor must also notify the Department regarding incidents that significantly impact the health and safety of clients or incidents that could result in the interruption of service. Contractor must follow procedures provided by the Department for reporting incidents.

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ARTICLE 14 **INTERNET ACCESS**

Contractor must have Internet access at the site level during fiscal year 2004. Internet access may be either dial-up or high speed/DSL. Contractor must maintain at a minimum, one business e-mail address that will be the primary receiving point for all e-mail correspondence for the Department. Contractor may list additional addresses at contract execution. The additional addresses may be for a specific department/division of Contractor or for specific employees of Contractor. During any period that the Department directly funds Contractor's Internet service, Contractor must use the Department assigned E-Mail address as their primary E-mail address. Contractor may list additional e-mail points of contact in the same manner as listed above. Contractor must notify the Department of any e-mail changes within five business days from the effective date of the change.

ARTICLE 15 **ADDITIONAL AGREEMENT PROVISIONS**

Additional provisions of this Agreement are listed in Exhibit A, which is attached and incorporated by reference. All provisions listed in Exhibit A have the same force and effect as if they had been listed in the body of this Agreement.

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EXHIBIT A

ADDITIONAL REQUIREMENTS

HOMELESS SERVICES PROGRAM

ARTICLE I OF EXHIBIT A

ILLINOIS DEPARTMENT OF HUMAN SERVICES EMERGENCY FOOD AND SHELTER GRANT ("EFSG") PROGRAM

A-1.1 COMPLIANCE WITH EFSG PROGRAM REGULATIONS

The Contractor must comply with, and certifies that it is in compliance with, all the provisions and regulations of the EFSG Program, and all related City of Chicago, State of Illinois and United States rules, regulations and requirements, including, but not limited to: Fair Housing Act (42 U.S.C. § 3601 *et seq.*); Executive Order 11063, as amended by Executive Order 12259; Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327-33 as supplemented by 29 C.F.R. part 5); National Environmental Policy Act of 1969 (24 C.F.R. part 50); Clean Air Act (42 U.S.C. §7401 *et seq.*); Federal Water Pollution Control Act ("Clean Water Act") (33 U.S.C. § 1251 *et seq.*); Executive Order 11738, and U.S. Environmental Protection Agency regulations (40 C.F.R. part 15); the Contractor must report all violations and must require all subcontractors to report all violations of the Clean Air Act and/or the Clean Water Act to the City, HUD and the appropriate Regional Office of the U.S. Environmental Protection Agency; Flood Disaster Protection Act of 1973 (42 U.S.C. § 4106); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601); Executive Order 11246, as amended by Executive Orders 12086 and 11375; Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821 *et seq.*); Residential Lead-Based Paint Hazard Reduction Act of 1992 (Pub. L. 101-550, 42 U.S.C. 4851 *et seq.*) and implementing regulations at 24 C.F.R. Part 35; Executive Order 12372; Copeland "Anti-Kickback" Act (18 U.S.C. § 874 and 40 U.S.C. § 276(c) as supplemented by 29 C.F.R. part 3); Federal Fair Labor Standards Act (29 U.S.C. § 201 *et seq.*); the Uniform Administrative Requirements contained in 24 C.F.R. Parts 84 and 85, as amended; Hatch Act 5 U.S.C. §§ 1501-08 and 7324-28); Byrd "Anti-Lobbying" Amendment (31 U.S.C. § 1352); mandatory standards and policies relating to energy efficiency which are contained in the State of Illinois energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163); Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §3801 *et seq.* (in accordance therewith, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, or it may make pertaining to this Agreement); and Debarment and Suspension (Executive Orders 12549 and 12689). Additionally, the Contractor must comply with the applicable provisions of OMB Circulars A-21, A-87, A-102, A-110, A-122 and A-133 as amended, succeeded or revised. The Contractor also must not take any action (or fail to act) that would cause the City to be in breach of any grant agreement pursuant to which the City received the [EFSG] funds that fund this Agreement.

A-1.2 COMPLIANCE WITH EFSG PROGRAM GRANT

The Contractor warrants and represents the following for each Article in Exhibit A:

A. Bribery

The Contractor has not been convicted of bribery or attempting to bribe an officer or employee of the State of Illinois, nor made an admission of guilt of such conduct which is a matter of record. (30 ILCS §§ 505/10.1 and 505/10.3).

B. Bid Rigging

The Contractor has not been barred from contracting with a unit of State or local government as a result of a violation of Section 33E-3 or 33E-4 of the Criminal Code of 1961. (720 ILCS §§ 5/33E-3 and 5/33E-4).

C. Educational Loan

The Contractor is not barred from receiving State Agreements as a result of default on an educational loan. (5 ILCS § 385/1 *et seq.*).

D. Dues and Fees

The Contractor is not prohibited from selling goods or services to the State of Illinois because it pays dues or fees on behalf of its employees or agents, or subsidizes or otherwise reimburses them, for payment of their dues or fees to any club which unlawfully discriminates (775 ILCS § 25/1 *et seq.*).

E. Clean Air Act and Clean Water Act

The Contractor is in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401 *et seq.*) and the Federal Water Pollution Control Act, as amended (33 U.S.C. § 1251 *et seq.*). Contractor must report all violations and must require all subcontractors to report all violations to the U.S. Department of Health and Human Services and the appropriate Regional Office of the U.S. Environmental Protection Agency.

F. Debarment

The Contractor is not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Agreement by any Federal department or agency. (45 C.F.R. Part 75)

G. Pro-Children Act / Environmental Tobacco Smoke

The Contractor is in compliance with the Pro-Children Act of 1994 (Public Law 103-227) in that it prohibits smoking in any portion of its facility used for the provision of health, day care, early childhood development services, education or library services to children under 18 which services are supported by Federal or State government assistance (except portions of the facilities which are used for inpatient substance abuse treatment). (20 U.S.C. § 6081 *et seq.*)

H. Felony Conviction

If applicable, the Contractor certifies that it has been more than one year after completion of a sentence served for a felony. (30 ILCS § 500/50-10).

I. Charitable Trust

If the Contractor is a charitable organization subject to the Charitable Trust Act (760 ILCS § 55/1), or the Solicitation for Charity Act (225 ILCS § 460/1), the Contractor certifies that all information required by these statutes has been filed with the Illinois Attorney General.

J. Grant Funds Recovery

If the funds awarded are subject to the provisions of the Grant Funds Recovery Act (30 ILCS 705), any funds remaining at the end of the Agreement period which are not expended or legally obligated by the Contractor must be returned to the Department within 45 days after the expiration of this Agreement.

K. Cash Management

If applicable, federal funds received under this Agreement must be managed in accordance with the Cash Management Improvement Act of 1990 (31 U.S.C. 6501 *et seq.*) and any other applicable federal laws or regulations.

A-1.3 CERTIFICATION REGARDING LOBBYING

The Contractor certifies that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal agreement, the making of any Federal grant, the making of any

Federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any Federal agreement, grant, loan or cooperative agreement.

If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence any of the above persons in connection with this Agreement, the undersigned must also complete and submit Federal form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

If there are any indirect costs associated with this Agreement, total lobbying costs must be separately identified in the indirect cost rate proposal, and thereafter treated as other unallowable activity costs.

The Contractor must include the language of this certification in any contracts with its subcontractors. All subcontractors are also subject to certification and disclosure.

This certification is a material representation of fact upon which reliance was placed to enter into this transaction and is a prerequisite for this transaction, pursuant to 31 U.S.C. § 1352. Any person who fails to file the required certifications are subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure

A-1.4 ADDITIONAL CERTIFICATION REGARDING CONFLICTS OF INTEREST

The Illinois Procurement Code (PA 90-572, Section 50-13) prohibits a person from acquiring an Agreement with the State if that person is elected to, appointed to, or employed in any office of State government and who receives compensation from such in excess of 60% of the salary of the Governor of the State of Illinois, or is an officer or employee of the Capital Development Board or the Illinois Toll Highway Authority, or is the spouse or minor child of any such person.

If any person as described above is entitled to receive more than 7.5% of the distributable income of a firm, partnership, association or corporation, or an amount in excess of the salary of the Governor, or if, in the aggregate, any such person together with spouse and minor children are entitled to receive more than 15% of the distributable income, or an amount in excess of two times the salary of the governor, then that firm, partnership, association or corporation cannot enter into this Agreement and any such Agreement is void.

The Contractor must comply with the other provisions in the Illinois Procurement Code (PA 90-572 Section 50), regarding participation in agreement negotiations by a State of Illinois employee who has a agreement of employment or possible future employment with the Contractor.

A-1.5 GIFTS AND INCENTIVES

The Contractor is prohibited from giving gifts to City or State of Illinois employees. The Contractor must provide the City with advance notice of the Contractor's providing any gifts, excluding: (1) charitable donations, given as incentives to community-based organizations in Illinois; and (2) clients in Illinois to assist the Contractor in carrying out its responsibilities under this Agreement.

A-1.6 USE AS EMERGENCY SHELTER

The Contractor warrants and represents that the building for which funds under this Agreement are used for one or more of the eligible activities will be maintained as a shelter for the homeless for not less than a 3 year period, or for not less than a 10 year period if the grants amounts are used for major rehabilitation or conversion of the building. However, if funds are used exclusively and only for payment of maintenance, operation, insurance, utilities or furnishings, the Contractor must maintain such facility as a shelter for the homeless for the period during which such assistance is provided.

A-1.7 ASSISTANCE TO THE HOMELESS

Exhibit A - Page 3 of 17

The Contractor must comply with the educational provisions as cited under Section VII, Subtitle B, of the Stewart B. McKinney Homeless Assistance Act of 1987, as amended.

The Contractor must provide assistance to the homeless in obtaining: (1) appropriate supportive services, including permanent housing, medical health treatment, mental health treatment, counseling, supervision and other services essential for achieving independent living; and (2) other federal, state, local and private assistance available for such individuals.

The Contractor must comply with the Department of Human Services' Standards for Homeless Services and Programs, as may be amended from time to time. The Contractor also must: (1) meet all appropriate life safety codes for facilities used in the provision of services; (2) have a written policy of nondiscrimination; (3) have a written policy that attendance at or membership in any organization (church, union, political, fraternal, etc.) must not be required as a prerequisite for receipt of services; (4) have procedures for handling, investigating and resolving complaints; and (5) participate in the Emergency Assistance claiming process for families. The Contractor also must comply with the formal process established by the City regarding the termination of assistance to any individual or family.

ARTICLE II OF EXHIBIT A

UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT SUPPORTIVE HOUSING PROGRAM ("SHP")

A-2.1 COMPLIANCE WITH SHP REGULATIONS

The Contractor must comply with, and certifies that it is in compliance with, all the provisions and regulations of the SHP Program, and all related City of Chicago, State of Illinois and United States rules, regulations and requirements, including, but not limited to: Subtitle C of Title IV of the Stewart B. McKinney Homeless Assistance Act of 1988, as amended (42 U.S.C. §§ 11381 *et seq.*); the Supportive Housing Rule (24 C.F.R. part 583); Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. § 1701(u)); all applicable regulations at 24 C.F.R. parts 45 and 85; Facility Standard Requirements at 24 C.F.R. Part 8 (8.23 (a) or (b)); 24 C.F.R. § 583.315 (relating to rent); Executive Orders 11625, 12432 and 12138; National Historic Preservation Act of 1966 as supplemented by Executive Order 11593; Coastal Barrier Resources Act of 1982 (16 U.S.C. 3501 *et seq.*); Title VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.* and 24 C.F.R. Part I); Civil Rights Act of 1991; Fair Housing Act (42 U.S.C. § 3601 *et seq.* and 24 C.F.R. Part 100), Executive Order 11063, as amended by Executive Order 12259 and implementing regulation at 24 C.F.R. Part 107, Davis-Bacon Act, as amended (40 U.S.C. §§ 276a - 276a-5); Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327-33 as supplemented by 29 C.F.R. part 5); National Environmental Policy Act of 1969 (24 C.F.R. part 50); Clean Air Act (42 U.S.C. § 7401 *et seq.*); Federal Water Pollution Control Act ("Clean Water Act") (33 U.S.C. § 1251 *et seq.*); Executive Order 11738, and U.S. Environmental Protection Agency regulations (40 C.F.R. part 15); the Contractor must report all violations and must require all subcontractors to report all violations of the Clean Air Act and/or the Clean Water Act to the City, HUD and the appropriate Regional Office of the U.S. Environmental Protection Agency; Flood Disaster Protection Act of 1973 (42 U.S.C. § 4106); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601); Executive Order 11246, as amended by Executive Orders 12086 and 11375 and implementing regulations at 41 C.F.R. Chapter 60-1; Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821 *et seq.*); Residential Lead-Based Paint Hazard Reduction Act of 1992 (Pub. L. 101-550; 42 U.S.C. 4851 *et seq.*) and implementing regulations at 24 C.F.R. Part 35; Executive Order 12372; Copeland "Anti-Kickback" Act (18 U.S.C. § 874 and 40 U.S.C. § 276(c) as supplemented by 29 C.F.R. part 3); Federal Fair Labor Standards Act (29 U.S.C. § 201 *et seq.*); as amended; the Uniform Administrative Requirements contained in 24 C.F.R. Parts 84 and 85, as amended; Hatch Act 5 U.S.C. §§ 1501-08 and 7324-28); Byrd "Anti-Lobbying" Amendment (31 U.S.C. § 1352); mandatory standards and policies relating to energy efficiency which are contained in the State of Illinois energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163); Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §3801 *et seq.* (in accordance therewith, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, or it may make pertaining to this Agreement); and Debarment and Suspension (Executive Orders 12549 and 12689). Additionally, the Contractor must comply with the applicable provisions of OMB Circulars A-21, A-87, A-102, A-110, A-122 and A-133 as amended, succeeded or revised.

A-2.2 CERTIFICATION REGARDING LOBBYING

The Contractor certifies that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal agreement, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any Federal agreement, grant, loan or cooperative agreement.

If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence any of the above persons in connection with this Agreement, the undersigned must also complete and submit Federal form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

If there are any indirect costs associated with this Agreement, total lobbying costs must be separately identified in the indirect cost rate proposal, and thereafter treated as other unallowable activity costs.

The Contractor must include the language of this certification in any contracts with its subcontractors. All subcontractors are also subject to certification and disclosure.

This certification is a material representation of fact upon which reliance was placed to enter into this transaction and is a prerequisite for this transaction, pursuant to 31 U.S.C. § 1352. Any person who fails to file the required certifications are subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

A-2.3 PARTICIPANT ELIGIBILITY

The Contractor must comply with specific eligibility requirements of the Supportive Housing Program related to homelessness and income (24 C.F.R. Part 583). Additionally, the Contractor must use its best efforts to ensure that eligible hard-to-reach persons are served.

A-2.4 PROGRAM REQUIREMENTS

The Contractor must comply with all specific program requirements, including the following. The Contractor must: (1) involve homeless, to the maximum extent feasible, in the provision of supportive services and in the governance of the program; (2) conduct an ongoing assessment of housing and supportive services required by participants and make adjustments as appropriate; (3) ensure that assisted housing meets applicable housing quality standards (habitability standards) (see 24 C.F.R. §583.300), including actual physical inspection of units; (4) ensure that rents for HUD assisted units are reasonable; (5) enter into occupancy agreements with participants and charge and collect rent in accord with established standards; (6) terminate assistance to participants only in the most severe cases, while following due process and any formal process established by the City.

The Contractor must comply with the Department of Human Services' Standards for Homeless Services and Programs, as may be amended from time to time and the educational provisions as cited under Section VII, Subtitle B, of the Stewart B. McKinney Homeless Assistance Act of 1987, as amended.

A-2.5 MAINTENANCE OF EFFORT

In accordance with 24 C.F.R. Part 583.150(a) ("Maintenance of Effort"), the Contractor acknowledges that no assistance received under this Agreement (or any State or local government funds used to supplement this assistance) may be used to replace funds provided under any State or local government assistance programs previously used, or designated for use, to assist homeless persons.

ARTICLE III OF EXHIBIT A

UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT SHELTER PLUS CARE ("S+C") PROGRAM

A-3.1 COMPLIANCE WITH S+C PROGRAM REGULATIONS

The Contractor must comply with, and certifies that it is in compliance with, all the provisions and regulations of the S+C Program, and all related City of Chicago, State of Illinois and United States rules, regulations and requirements, including, but not limited to: Subtitle F of Title IV of the Stewart B. McKinney Homeless Assistance Act of 1988, as amended (42 U.S.C. §§ 11381 *et seq.*); HUD Shelter Plus Care Program Regulations (24 C.F.R. part 582); Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. § 1701(u)); all applicable regulations at 24 C.F.R. parts 45 and 85; Facility Standard Requirements at 24 C.F.R. Part 8 (8.23 (a) or (b)); 24 C.F.R. § 583.315 (relating to rent); Executive Orders 11625, 12432 and 12138; National Historic Preservation Act of 1966 as supplemented by Executive Order 11593; Coastal Barrier Resources Act of 1982 (16 U.S.C. 3501 *et seq.*); Title VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.* and 24 C.F.R. Part I); Civil Rights Act of 1991; Fair Housing Act (42 U.S.C. § 3601 *et seq.* and 24 C.F.R. Part 100); Executive Order 11063, as amended by Executive Order 12259 and implementing regulation at 24 C.F.R. Part 107; Davis-Bacon Act, as amended (40 U.S.C. §§ 276a - 276a-5); Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327-33 as supplemented by 29 C.F.R. part 5); National Environmental Policy Act of 1969 (24 C.F.R. part 50); Clean Air Act (42 U.S.C. § 7401 *et seq.*); Federal Water Pollution Control Act ("Clean Water Act") (33 U.S.C. § 1251 *et seq.*); Executive Order 11738, and U.S. Environmental Protection Agency regulations (40 C.F.R. part 15); the Contractor must report all violations and must require all subcontractors to report all violations of the Clean Air Act and/or the Clean Water Act to the City, HUD and the appropriate Regional Office of the U.S. Environmental Protection Agency; Flood Disaster Protection Act of 1973 (42 U.S.C. § 4106); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601); Executive Order 11246, as amended by Executive Orders 12086 and 11375 and implementing regulations at 41 C.F.R. Chapter 60-1; Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821 *et seq.*); Residential Lead-Based Paint Hazard Reduction Act of 1992 (Pub. L. 101-550; 42 U.S.C. 4851 *et seq.*) and implementing regulations at 24 C.F.R. Part 35; Executive Order 12372; Copeland "Anti-Kickback" Act (18 U.S.C. § 874 and 40 U.S.C. § 276(c) as supplemented by 29 C.F.R. part 3); Federal Fair Labor Standards Act (29 U.S.C. § 201 *et seq.*); the Uniform Administrative Requirements contained in 24 C.F.R. Parts 84 and 85, as amended; Hatch Act 5 U.S.C. §§ 1501-08 and 7324-28); Byrd "Anti-Lobbying" Amendment (31 U.S.C. § 1352); mandatory standards and policies relating to energy efficiency which are contained in the State of Illinois energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163); Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 *et seq.* (in accordance therewith, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, or it may make pertaining to this Agreement); and Debarment and Suspension (Executive Orders 12549 and 12689). Additionally, the Contractor must comply with the applicable provisions of OMB Circulars A-21, A-87, A-102, A-110, A-122 and A-133 as amended, succeeded or revised.

A-3.2 CERTIFICATION REGARDING LOBBYING

The Contractor certifies that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal agreement, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any Federal agreement, grant, loan or cooperative agreement.

If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence any of the above persons in connection with this Agreement, the undersigned must also complete and submit Federal form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

If there are any indirect costs associated with this Agreement, total lobbying costs must be separately identified in the indirect cost rate proposal, and thereafter treated as other unallowable activity costs.

The Contractor must include the language of this certification in any contracts with its subcontractors. All subcontractors are also subject to certification and disclosure.

This certification is a material representation of fact upon which reliance was placed to enter into this transaction and is a prerequisite for this transaction, pursuant to 31 U.S.C. § 1352. Any person who fails to file the required certifications are subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

A-3.3 PARTICIPANT ELIGIBILITY

The Contractor must comply with specific eligibility requirements of the S+C Program related to homelessness, disability, and very low income, 24 C.F.R. Part 582. Additionally, the Contractor must use its best efforts to ensure that eligible hard-to-reach persons are served.

A-3.4 MATCHING REQUIREMENT

The Contractor certifies that it will provide or ensure the provision of supportive services appropriate to the needs of the population being served and at least equal in value to the aggregate amount of rental assistance provided by HUD.

The Contractor further gives reasonable assurance that supportive services will be made available to participants for the entire term of the rental assistance.

A-3.5 PROGRAM REQUIREMENTS

The Contractor must comply with all specific program requirements, including the following. The Contractor must: (1) involve homeless, to the maximum extent feasible, in the provision of supportive services and in the governance of the program; (2) conduct an ongoing assessment of housing and supportive services required by participants and make adjustments as appropriate; (3) ensure that assisted housing meets applicable housing quality standards (habitability standards) (see 24 C.F.R. §583.300), including actual physical inspection of units; (4) ensure that rents for HUD assisted units are reasonable; (5) enter into occupancy agreements with participants and charge and collect rent in accord with established standards; (6) terminate assistance to participants only in the most severe cases, while following due process and any formal process established by the City.

The Contractor must comply with the Department of Human Services' Standards for Homeless Services and Programs, as may be amended from time to time and the educational provisions as cited under Section VII, Subtitle B, of the Stewart B. McKinney Homeless Assistance Act of 1987, as amended.

A-3.6 MAINTENANCE OF EFFORT

In accordance with 24 C.F.R. Part 583.150(a) ("Maintenance of Effort"), the Contractor acknowledges that no assistance received under this Agreement (or any State or local government funds used to supplement this assistance) may be used to replace funds provided under any State or local government assistance programs previously used, or designated for use, to assist homeless persons.

ARTICLE IV OF EXHIBIT A

UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT EMERGENCY SHELTER GRANTS ("ESG") PROGRAM

A-4.1 COMPLIANCE WITH ESG PROGRAM REGULATIONS

The Contractor must comply with, and certifies that it is in compliance with, all the provisions and regulations of the ESG Program, and all related City of Chicago, State of Illinois and United States rules, regulations and requirements, including, but not limited to: Subtitle B of Title IV of the Stewart B. McKinney Homeless Assistance Act of 1988, as amended (42 U.S.C. §§ 11381 *et seq.*); Sections 832(b), 832(c), 832(d), 832(e)(1) and 832(e)(2) of the National Affordable Housing Act (Pub. L. 101-625); Sections 104(g), 1402(b), 1402(d) and 1402(e) of the Housing and Community Development Act of 1992 (Pub. L. 102-550); HUD Regulations found at 24 C.F.R. part 576; Facility Standard Requirements at 24 C.F.R. Part 8 (8.23 (a) or (b)); 24 C.F.R. § 583.315 (relating to rent); Executive Orders 11625, 12432 and 12138; National Historic Preservation Act of 1966 as supplemented by Executive Order 11593; Coastal Barrier Resources Act of 1982 (16 U.S.C. 3501 *et seq.*); Title VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.* and 24 C.F.R. Part I); Civil Rights Act of 1991; Fair Housing Act (42 U.S.C. § 3601 *et seq.* and 24 C.F.R. Part 100); Executive Order 11063, as amended by Executive Order 12259 and implementing regulation at 24 C.F.R. Part 107; Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327-33 as supplemented by 29 C.F.R. part 5); National Environmental Policy Act of 1969 (24 C.F.R. part 50); Clean Air Act (42 U.S.C. § 7401 *et seq.*); Federal Water Pollution Control Act ("Clean Water Act") (33 U.S.C. § 1251 *et seq.*); Executive Order 11738, and U.S. Environmental Protection Agency regulations (40 C.F.R. part 15); the Contractor must report all violations and must require all subcontractors to report all violations of the Clean Air Act and/or the Clean Water Act to the City, HUD and the appropriate Regional Office of the U.S. Environmental Protection Agency; Flood Disaster Protection Act of 1973 (42 U.S.C. § 4106); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601); Executive Order 11246, as amended by Executive Orders 12086 and 11375 and implementing regulations at 41 C.F.R. Chapter 60-1; Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821 *et seq.*); Residential Lead-Based Paint Hazard Reduction Act of 1992 (Pub. L. 101-550; 42 U.S.C. 4851 *et seq.*) and implementing regulations at 24 C.F.R. Part 35; Executive Order 12372; Copeland "Anti-Kickback" Act (18 U.S.C. § 874 and 40 U.S.C. § 276(c) as supplemented by 29 C.F.R. part 3); Federal Fair Labor Standards Act (29 U.S.C. § 201 *et seq.*); the Uniform Administrative Requirements contained in 24 C.F.R. Parts 84 and 85, as amended; Hatch Act 5 U.S.C. §§ 1501-08 and 7324-28); Byrd "Anti-Lobbying" Amendment (31 U.S.C. § 1352); mandatory standards and policies relating to energy efficiency which are contained in the State of Illinois energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163); Program Fraud Civil Remedies Act of 1986, as amended, 49 U.S.C. § 3801 *et seq.* (in accordance therewith, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, or it may make pertaining to this Agreement); and Debarment and Suspension (Executive Orders 12549 and 12689). Additionally, the Contractor must comply with the applicable provisions of OMB Circulars A-21, A-87, A-102, A-110, A-122 and A-133 as amended, succeeded or revised.

A-4.2 CERTIFICATION REGARDING LOBBYING

The Contractor certifies that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal agreement, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any Federal agreement, grant, loan or cooperative agreement.

If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence any of the above persons in connection with this Agreement, the undersigned must also complete and submit Federal form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

If there are any indirect costs associated with this Agreement, total lobbying costs must be separately identified in the indirect cost rate proposal, and thereafter treated as other unallowable activity costs.

The Contractor must include the language of this certification in any contracts with its subcontractors. All subcontractors are also subject to certification and disclosure.

This certification is a material representation of fact upon which reliance was placed to enter into this transaction and is a prerequisite for this transaction, pursuant to 31 U.S.C. § 1352. Any person who fails to file the required certifications are subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

A-4.3 MAINTENANCE OF EFFORT

In accordance with 24 C.F.R. Part 583 150(a) ("Maintenance of Effort"), the Contractor acknowledges that no assistance received under this Agreement (or any State or local government funds used to supplement this assistance) may be used to replace funds provided under any State or local government assistance programs previously used, or designated for use, to assist homeless persons.

A-4.4 ASSISTANCE TO THE HOMELESS

The Contractor must comply with the educational provisions as cited under Section VII, Subtitle B, of the Stewart B. McKinney Homeless Assistance Act of 1987, as amended

The Contractor must provide assistance to the homeless in obtaining: (1) appropriate supportive services, including permanent housing, medical health treatment, mental health treatment, counseling, supervision and other services essential for achieving independent living; and (2) other federal, state, local and private assistance available for such individuals

The Contractor must comply with the Department of Human Services' Standards for Homeless Services and Programs, as may be amended from time to time. The Contractor also must: (1) meet all appropriate life safety codes for facilities used in the provision of services; (2) have a written policy of nondiscrimination; (3) have a written policy that attendance at or membership in any organization (church, union, political, fraternal, etc.) must not be required as a prerequisite for receipt of services; (4) have procedures for handling, investigating and resolving complaints; and (5) participate in the Emergency Assistance claiming process for families. The Contractor also must comply with the formal process established by the City regarding the termination of assistance to any individual or family.

A-4.5 USE AS EMERGENCY SHELTER

The Contractor warrants and represents that the building for which funds under this Agreement are used for one or more of the eligible activities will be maintained as a shelter for the homeless for not less than a 3 year period, or for not less than a 10 year period if the grants amounts are used for major rehabilitation or conversion of the building. However, if funds are used exclusively and only for payment of maintenance, operation, insurance, utilities or furnishings, the Contractor must maintain such facility as a shelter for the homeless for the period during which such assistance is provided.

ARTICLE V OF EXHIBIT A

ADDITIONAL AGREEMENT PROVISIONS FOR UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT EMERGENCY SHELTER GRANTS ("ESG") PROGRAM CONSTRUCTION AND REHABILITATION PROJECTS

ATTACHMENT 1	PREVAILING WAGES
ATTACHMENT 2	PERFORMANCE BOND
ATTACHMENT 3	SECTION 3 REQUIREMENTS AND
ATTACHMENT 4	CITY OF CHICAGO SECTION 3 COMPLIANCE PLAN MBE/WBE SPECIAL CONDITIONS AND SCHEDULES

A-5.1 ACCESSABILITY COMPLIANCE

If this Agreement involves design for construction or construction, the Contractor warrants that all design documents produced or utilized under this Agreement and all construction or alterations undertaken under this Agreement must comply with all federal, state and local laws and regulations regarding accessibility standards for persons with disabilities or environmentally limited persons including, but not limited to, the following: the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 *et seq.* and the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities ("ADAAG"); the Architectural Barriers Act, Pub. L. 90-480 (1968), and the Uniform Federal Accessibility Standards ("UFAS"); and the Illinois Environmental Barriers Act, 410 ILCS 25/1 *et seq.*, and all regulations promulgated thereunder, *see* Illinois Administrative Code, Title 71, Chapter 1, Section 400.110. If the above cited standards are inconsistent, the Contractor must comply with the standard providing the greatest accessibility. Also, the Contractor must, prior to construction, review the plans and specifications to insure compliance with the above referenced standards. If the Contractor fails to comply with the foregoing standards, the Contractor must perform again at no expense, and all services required to be reperformed as a direct or indirect result of such failure.

A-5.2 LICENSE, PERMITS AND SAFETY CONSIDERATIONS

Contractor must, in a timely manner consistent with its obligations under this Agreement, secure and maintain at its expense such permits, licenses, authorizations and approvals as are necessary to engage in any construction or rehabilitation under this Agreement.

Contractor must at all times exercise all reasonable care, comply with all applicable provisions of federal, state and local laws to prevent accident or injuries, including, but not limited to, 29 C.F.R. part 1926, and take all appropriate precautions to avoid damage to and loss of its property, City property and the property of third parties in connection with any pre-development, rehabilitation or construction work hereunder. Contractor must erect and properly maintain at all times all necessary safeguards, barriers, flags and lights for the protection of Contractor's and Subcontractors' employees, City employees, and the public.

Contractor must report to the City any damage on, about, under or adjacent to its property, City property or the property of third persons resulting from Contractor's performance under this Agreement. Contractor is responsible for any damage to City property or the property of third parties due, in whole or in part, to Contractor's performance under this Agreement, and Contractor must remedy such damage to a reasonably acceptable standard.

A-5.3 PREVAILING WAGES

If required by law, Contractor must comply, and must cause its Subcontractors of any tier to comply with the Davis-Bacon Act, 40 U.S.C. § 276a *et seq.*, and Section 12 of the Housing Act of 1937, regarding the payment of the general prevailing rate of hourly wage for all laborers, workers, and mechanics employed by or on behalf of Contractor and all Subcontractors in connection with any and all construction work. The prevailing

rates of wages applicable at the time of execution of this Agreement are included as Attachment 1 of Exhibit A of this Agreement, which is incorporated by reference as though fully set forth herein.

A-5.4 PERFORMANCE BOND

If required by law:

- A. Contractor will provide or will cause its Subcontractors of any tier to provide a performance bond with a surety acceptable to the City in the amount of the rehabilitation and construction services to be performed. Except as provided in paragraph (b) below, the performance bond must be in the form of City Form P.W.O. 62, attached hereto as Attachment 2 of Article V of Exhibit A of this Agreement, which is hereby incorporated by reference as if fully set forth herein.
- B. If the Contractor does not directly perform the construction and/or rehabilitation work, the Contractor must, prior to the commencement of construction/rehabilitation, require its general contractor, or its individual contractors when a general contractor is not used, to be bonded, for any work to be performed, for performance and payment, by sureties having an AA rating or better, using American Institute of Architects Form A311 or A312. The City must be named as an additional obligee on each such bond.
- C. The Contractor expressly acknowledges that the City may withhold funds under this Agreement, until the bonding requirement described in subsection (A) or (B) hereof is satisfied, as determined by the Chief Procurement Officer.

A-5.5 COMPLIANCE WITH ENVIRONMENTAL, HEALTH AND SAFETY LAWS

Contractor must identify and comply with all environmental laws, statutes, ordinances and regulations relating to environmental matters including, without limitation, the Comprehensive Environmental Response and Compensation and Liability Act, 42 U.S.C. § 9601 et seq., the Hazardous Material Transportation Act, 49 U.S.C. § 1801 et seq., the Resource Conservation and Recovery Act of 1976, 42 U.S.C. § 6901 et seq., the Clean Water Act, 33 U.S.C. § 1251 et seq., the Clean Air Act, 42 U.S.C. § 7401 et seq., the Toxic Substances Control Act of 1976, 15 U.S.C. § 2601 et seq., the Safe Drinking Water Act, 42 U.S.C. § 300f, the Occupational Safety and General Services Act of 1970, 29 U.S.C. § 651 et seq., the Emergency Planning and Community Right-to-Know Act, 42 U.S.C. § 11001 et seq., the Illinois Environmental Protection Act, 415 ILCS 5/1 et seq., and the Municipal Code of Chicago, each as amended or supplemented, and any other present or future law, ordinance, rule, regulation, permit or permit condition, order or directive regulating, relating to or imposing liability or standards of conduct concerning any lead-based paint, wastes, special wastes or hazardous materials (collectively "Environmental Laws"). If the Contractor fails to comply with any Environmental Laws, the City may terminate this Agreement in accordance with the default provisions of this Agreement.

Contractor must at all times comply with all applicable provisions of federal, state and local laws related to the use, testing and abatement of lead-based paint including, but not limited to, Residential Lead-Based Paint Hazard Reduction Act of 1992 (Pub. L. 101-550; 42 U.S.C. 485 et seq.) and implementing regulations at 24 C.F.R. Part 35 and 40 C.F.R. parts 260-271.

The Contractor must comply with the Illinois Health and Safety Act, as amended, 820 ILCS 225/3 et seq. The rules pursuant to this Act are on file with the Secretary of State of Illinois and are identical in every respect with the standards in effect under Federal OSHA standards, pursuant to orders of the Illinois Industrial Commission. Pursuant to the Federal and State standards, Contractor must provide reasonable protection to the lives, health and safety of all persons employed under the Agreement. Such act and rules and the applicable parts thereof will be considered part of this Agreement.

A-5.6 RETAINAGE

If required by law, notwithstanding any other provision of this Agreement, the City will retain 10% of all amounts up to the first 50% of the total price under this Agreement which otherwise would be payable to Contractor.

Whenever, in the opinion of Contractor, the work has achieved substantial completion, Contractor will notify the Commissioner in writing that the work will be ready for inspection and/or testing on a definite date. Notice will be given at least 5 calendar days in advance of such date. If the Commissioner concurs that the project is ready for inspection and/or testing on the date given, the Commissioner will arrange for such inspection at a convenient time for all parties, but within a reasonable period of time. If the work is found to have achieved substantial completion in accordance with the Agreement, the City will retain 3% of the aforementioned reserve and release the balance to the Contractor.

Upon (1) final acceptance of the work; (2) the Contractor's compliance with the Agreement's conditions for payment and performance of the work covered by the Agreement in accordance with the terms and conditions hereof and compliance with all other terms and conditions of the Agreement; (3) payment to all Subcontractors, workers, employees, suppliers and materialmen for work performed and materials supplied; and (4) computation of the final quantities of work, the final retained amount less any damages or other amounts that the Chief Procurement Officer determines should be deducted, will be paid to the Contractor as final payment.

A-5.7 NO LIEN-PROVISION

The Contractor must notify its Subcontractors that no mechanics' liens under the Illinois Mechanics' Lien Act, 770 ILCS 60/0.01 *et seq.*, will be permitted to arise, be filed, or maintained against public funds, this project, or any part thereof, or any interest therein, or any improvements thereon, or against any monies due or to become due to Contractor's Subcontractors on account of any work, labor, services, materials, equipment, or other items performed or furnished for or in connection with the project hereunder. The Contractor, for itself and its Subcontractors, does hereby expressly release and relinquish such liens and all rights to file or maintain such liens, and acknowledges further that this waiver of liens and waiver of the right to file or maintain such liens will be an independent covenant. If any of Contractor's Subcontractors, employees, officials, agents, or any other person directly or indirectly acting for or through, or under any of them files or maintains a lien or claim as described above, Contractor must cause such liens and claims to be satisfied, removed, or discharged by bond, payment or otherwise, within 30 days from the date of filing thereof.

A-5.8 PROTECTION OF EXISTING STRUCTURES AND PROPERTY

The Contractor will avoid damage, as a result of its operation, to trees, plant life, existing sidewalks, curbs, streets, alleys, pavements, utilities, adjoining property, the work of other contractors, and the property of the City and third parties and will at its own expense repair any damage caused thereto by Contractor's operations.

A-5.9 NESHAP COMPLIANCE ON CITY CONTRACTS

The Contractor warrants that all work performed under this Agreement by the Contractor or its Subcontractors, must be performed in accordance with all federal, state and local laws and regulations, including but not limited to, the National Emission Standards for Hazardous Air Pollutants ("NESHAP"), 40 C.F.R. § 61.145.

A-5.10 SECTION 3 CLAUSE

In the event the funding under this Agreement exceeds \$100,000 and the Contractor performs construction or rehabilitation activities, or the funding under this Agreement exceeds \$200,000 and the Contractor uses a subcontractor or subcontractors to perform construction or rehabilitation activities, the Contractor must comply with the Section 3 Clause, attached hereto as Attachment 3 of Article V of Exhibit A of this Agreement, and the City of Chicago Section 3 Compliance Plan Booklet.

A-5.11 CHICAGO RESIDENCY REQUIREMENTS

If the funding under this Agreement is \$100,000 or more, and except as otherwise prohibited by law, the Contractor and all Subcontractors that perform work on-site on the construction project undertaken pursuant to this Agreement must comply with the minimum percentage of total worker hours performed by actual residents of the City of Chicago specified in Section 2-92-330 of the Municipal Code (at least 50% of the total worker hours must be performed by actual residents of the City of Chicago). Provided, however, that in addition to complying with this percentage, the Contractor and all Subcontractors must make good faith efforts to utilize qualified residents of the City of Chicago in both unskilled and skilled labor positions.

A contractor or bidder may request a reduction or waiver of this minimum percentage level of Chicagoans as provided for in Section 2-92-330 in accordance with standards and procedures developed by the Chief Procurement Officer.

"Actual residents of the City of Chicago" means persons domiciled within the City of Chicago. The domicile is an individual's one and only true, fixed and permanent home and principal establishment.

The Contractor must provide for the maintenance of adequate employee residency records to ensure that actual Chicago residents are employed on the project. The Contractor and its Subcontractors must maintain copies of personnel documents supportive of every Chicago employee's actual record of residence.

Weekly certified payroll reports (U.S. Department of Labor Form WH-347 or equivalent) submitted to the Commissioner of the supervising department in triplicate, must identify clearly the actual residence of every employee on each submitted certified payroll. The first time that an employee's name appears on a payroll, the date that the company hired the employee should be written in after the employee's name.

Full access to the Contractor's and Subcontractors' employment records must be granted to the Chief Procurement Officer, the Commissioner of the supervising department, the Superintendent of the Chicago Police Department, the Inspector General, or any duly authorized representative thereof. The Contractor and Subcontractors must maintain all relevant personnel data and records for a period of at least three years after final acceptance of the work.

At the direction of the supervising department, affidavits and other supporting documentation will be required of the Contractor to verify or clarify an employee's actual address when doubt or lack of clarity has arisen.

Good faith efforts on the part of the Contractor to provide utilization of actual Chicago residents (but not sufficient for the granting of a waiver request as provided for in the standards and procedures developed by the Chief Procurement Officer) will not suffice to replace the actual, verified achievement of the requirements of this Section concerning the worker hours performed by actual Chicago residents.

When the work is completed, if the City has determined that the Contractor failed to ensure the fulfillment of the requirements of this Section concerning the worker hours performed by actual Chicago residents or failed to report in the manner as indicated above, the City will thereby be damaged in the failure to provide the benefit of demonstrable employment to Chicagoans to the degree stipulated in this Section. Therefore, in such a case of non-compliance it is acknowledged that one-twentieth of one percent of the approved contract value for this Agreement will be surrendered by the Contractor to the City in payment for each percentage of shortfall toward the stipulated residency requirement. Failure to report the residency of employees entirely and correctly will result in the surrender of the entire liquidated damages as if no Chicago residents were employed. The willful falsification of statements in the certification of payroll data may subject the Contractor or Subcontractors or employee to prosecution. Any retainage to cover contract performance that may become due to the Contractor pursuant to Section 2-92-250 of the Municipal Code may be withheld by the City pending the Chief Procurement Officer's determination whether the Contractor must surrender damages as provided in this paragraph.

Nothing herein provided will be construed to be a limitation upon the "Notice of Requirements For Affirmative Action To Ensure Equal Employment Opportunity, Executive Order 11246" and "Standard Federal Equal Employment Opportunity, Executive Order 11246" or other affirmative action required for equal opportunity under the provisions of this Agreement. The Contractor must include this provision in all subcontracts.

ATTACHMENT 1 OF ARTICLE V OF EXHIBIT A

PREVAILING WAGES
(IF REQUIRED BY LAW)

ATTACHMENT 2 OF ARTICLE V OF EXHIBIT A

PERFORMANCE BOND
(IF REQUIRED BY LAW)

ATTACHMENT 3 OF ARTICLE V OF EXHIBIT A

SECTION 3 REQUIREMENTS AND
CITY OF CHICAGO SECTION 3 COMPLIANCE PLAN
(IF APPLICABLE)

SECTION 3 REQUIREMENTS

- A. The work to be performed under this Contract is subject to the requirements of Section 3 ("Section 3") of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (the "Housing Act"). The purpose of Section 3 is to ensure that employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by Section 3, must, to the greatest extent feasible, be directed to low- and very low-income persons, particularly persons who are recipients of HUD assistance for housing. Terms used in this Section have the meanings ascribed thereto in Section 3 or in the regulations promulgated under the Housing Act (the "Regulations") and found at 24 C.F.R. Part 135.
- B. The Contractor must comply with the Regulations which implement Section 3. As evidenced by its execution of this Contract, the Contractor certifies that it is under no contractual or other impediment that would prevent it from complying with the Regulations.
- C. The Contractor must send to each labor organization or representative of workers with which the Contractor has a collective bargaining agreement or other understanding, if any, a notice advising the labor organization or workers' representative of the Contractor's commitments under this Section, and to post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice must describe the Section 3 preference, must set forth minimum number and job titles subject to hire, availability of apprenticeship and training positions, the qualifications for each; and the name and location of the person(s) taking applications for each of the positions; and the anticipated date the work will begin.
- D. The Contractor must include the language contained in this Section in every subcontract subject to compliance with the Regulations and must take appropriate action, as provided in an applicable provision of the subcontract or in this Section, upon a finding that any subcontractor with whom the Contractor contracts is in violation of the Regulations. The Contractor will not subcontract with any subcontractor where the Contractor has notice or knowledge that the subcontractor has been found in violation of the Regulations.
- E. The Contractor will certify that any vacant employment positions, including training positions, that are filled (1) after the Contractor is selected but before the Contract is executed and (2) with persons other than those to whom the Regulations require employment opportunities to be directed, were not filled to circumvent the Contractor's obligations under the Regulations.
- F. Noncompliance with the Regulations may result in sanctions, including, but not limited to, termination of this Contract for default, and debarment or suspension from future HUD assisted contracts.

SECTION 3 ACKNOWLEDGMENT & DEFINITIONS

A. ACKNOWLEDGMENT

The Contractor acknowledges receipt from the City of a copy of the City of Chicago Section 3 Compliance Plan booklet ("Booklet"). The Contractor must complete or cause to be completed, as applicable, the forms contained therein and referenced herein, and to submit these forms to the City at such times as are noted herein or otherwise required. The Contractor hereby represents and warrants that all forms heretofore or hereafter submitted by or on behalf of the Contractor are or will be true and correct, and that work under the Contract will be carried out in accordance with the existing employee list, new hire plan, training plan, contracting plan, and compliance effort narrative, as applicable, as submitted by the Contractor to the City unless otherwise agreed to in writing by the Chief Procurement Officer.

B. DEFINITIONS

"Section 3 resident" means:

- i. a low- or very low-income person, as defined in Section 3(b)(2) of the U.S. Housing Act of 1937, residing within the metropolitan area in which the Contract will be performed; or
- ii. a public housing resident.

"Business concern" means a business entity formed in accordance with state law, and which is licensed under state, county or municipal law to engage in the type of business activity for which it was formed.

"Section 3 business concern" means a business concern:

- i. that is 51% or more owned by Section 3 residents; or
- ii. whose permanent, full-time employees include persons, at least 30% of whom:
 - a. are currently Section 3 residents; or
 - b. were Section 3 residents at the time when the business concern initially employed them, provided the date of initial employment is not more than three years ago; or
- iii. that commits to subcontract in excess of 25% of the dollar amount of all subcontracts to be awarded in connection with the Contract to Section 3 business concerns as defined in (i) and (ii) herein above.

Please refer to the Booklet for numerical goals and order of preference established by HUD for the employment of Section 3 residents and subcontracting awards to Section 3 business concerns.

CANVASSING FORMULA PREFERENCE FOR SECTION 3 BUSINESS CONCERN

With respect to any Section 3 covered contract to be awarded pursuant to competitive sealed bidding, the Chief Procurement Officer will accept the lowest bid or evaluated bid price from a responsive and responsible Section 3 business concern ("low Section 3 bid") provided that the low Section 3 bid does not exceed the lowest bid or evaluated bid price from a responsive and responsible non-Section 3 business concern ("low bid") by more than the following:

where the low bid is:	the low Section 3 bid does not exceed the low bid by the lesser of:
less than \$100,000	10% of the low bid or \$9,000
between \$100,000 and \$199,999.99	9% of the low bid or \$16,000
between \$200,000 and \$299,999.99	8% of the low bid or \$21,000
between \$300,000 and \$399,999.99	7% of the low bid or \$24,000
between \$400,000 and \$499,999.99	6% of the low bid or \$25,000
between \$500,000 and \$999,999.99	5% of the low bid or \$40,000
between \$1,000,000 and \$1,999,999.99	4% of the low bid or \$60,000
between \$2,000,000 and \$3,999,999.99	3% of the low bid or \$80,000
between \$4,000,000 and \$6,999,999.99	2% of the low bid or \$105,000
\$7,000,000 or more	1.5% of the low bid

SECTION 3 OPPORTUNITIES PLAN

A. BACKGROUND INFORMATION

Prior to award of the Contract, the Contractor must provide the Department with the following information:

- i. A list of all current contracts the Contractor holds with the City (FORM-2);
- ii. The City service area in which the project is located (worksheet for FORM-3); and
- iii. A list of current employees and job categories, including employee addresses and hiring dates (FORM-4).

B. EMPLOYMENT AND TRAINING OPPORTUNITIES

To ensure maximization of the use of Section 3 residents as trainees and employees, the Contractor is required to:

- i. Participate in a Pre-Award Conference where the Contractor must submit a written plan with respect to hiring Section 3 residents as employees and trainees. This written plan must include the following:
 - a. Goals for the training and employment of Section 3 residents expressed as percentages of the planned aggregate number of new hires for the Contract during the one-year period beginning December 1, 1999, and each successive one-year period of the Contract's performance;
 - b. A hiring plan which includes job categories, expected total number of new hires and number of Section 3 hires, and beginning and ending work dates for expected new hires (FORM-5);
 - c. A training plan which includes anticipated areas and types of training (FORM-6); and
 - d. A description of the method used to develop the goals in part (i) and the methods through which these goals will be achieved, including the extent to which the preferences outlined herein above will be applied (form entitled "Efforts to Comply with Section 3 Hiring and Contracting Goals Narrative").
- ii. Maintain, and cause its subcontractors to maintain, a record of persons applying for positions throughout the term of the Contract. This record must include the applicant's name, address, family income, the date of the application and the disposition of same. This record should be used by the Contractor to achieve its Section 3 hiring goal. Hiring will be based first on the applicant's qualifications and second on the date of application.
- iii. Submit weekly certified payroll reports to the Department which identify whether each employee is a Section 3 resident, the actual residence of each employee, and other information as required (FORM-11). The first time that an employee's name appears on a payroll, the date that the Contractor hired the employee should be written in after the employee's name. In addition the Contractor must obtain, and cause its subcontractors to obtain, affidavits from new hires certifying their status as Section 3 residents (FORM-9). Affidavits must be submitted to the Department together with the certified payroll report the first time that the employee's name appears on the report. When a Section 3 employee is terminated, the Contractor must submit to the Department together with the certified payroll report, an employee termination tracking form which identifies terminated Section 3 employees (FORM-12).

- iv. Exert maximum effort to achieve its Section 3 hiring goal. The Contractor must send each labor organization or representative of workers with which the Contractor has a collective bargaining agreement or other understanding a notice explaining the Contractor's commitments under this Section. The Contractor must also post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice must describe the Section 3 preference, must set forth minimum number and job titles subject to hire; availability of apprenticeship and training positions and the qualifications for each; the name and location of the person taking applications for each of the positions; and the anticipated date the work will begin. The Contractor may also utilize additional methods of filling vacancies.
- v. Document its efforts to affirmatively seek Section 3 residents by maintaining copies of advertisements and postings of job vacancies. Further, the Contractor must maintain copies of letters, memos and records of telephone calls which request referral of applicants from training institutions.
- vi. Should the Contractor, after exhausting all methods listed above, be unable to hire Section 3 residents in sufficient numbers, it must advise the Department in writing of its desire to obtain relief from these obligations. This request should be filed no later than five working days from the Contractor's determination that it cannot comply. The request must be received and approved before another payout is made. Upon receiving this request, the City will examine the Contractor's documentation of its efforts and will determine if relief will be granted.

SUBCONTRACTING OPPORTUNITIES

To ensure maximization of the use of Section 3 business concerns as subcontractors, the Contractor is required to:

- A. Participate in a Pre-Award Conference at which time the Contractor must submit a written plan with respect to the utilization of Section 3 business concerns as subcontractors. This written plan will include:
 - i. A goal expressed as a percentage of total planned subcontracting dollars for the utilization of Section 3 business concerns as subcontractors;
 - ii. The dollar amounts and types of all planned subcontracting, and whether it will be with Section 3 business concerns (FORM-7);
 - iii. A description of the method used to develop the goals in part (i) and the methods through which these goals will be achieved, including the extent to which the preferences outlined hereinabove will be applied (form entitled "Efforts to Comply with Section 3 Hiring and Contracting Goals Narrative").
- B. Submit an affidavit of each subcontractor that is a Section 3 business concern at the Pre-Award Conference. If the Contractor uses additional or substitute subcontractors during the term of the Contract, an affidavit for the new subcontractors must be submitted to the Department as soon as the subcontractor is selected (FORM-10).
- C. Subcontract, to the greatest extent feasible, with Section 3 business concerns. The Contractor must document its efforts to subcontract, to the greatest extent feasible, with Section 3 business concerns by maintaining copies of letters, memos, and records of telephone calls requesting

quotations from Section 3 business concerns. In addition, the Contractor must submit to the Department a subcontractor activity report detailing the dollar amounts and types of actual subcontracting, and whether it is with Section 3 business concerns (FORM-8) as soon as the subcontractors are selected or at other times as determined by the Department.

COMPLIANCE WITH SECTION 3

The Contractor must at all times fully cooperate with the City to demonstrate compliance with Section 3. The Contractor must submit affidavits from all Section 3 resident new hires, subcontractor activity reports, and other documentation as may be required at such time intervals as herein stated or as otherwise may be determined by the Department. In addition, full access to the Contractor's and subcontractors' employment records must be granted to the Department and the Chief Procurement Officer or his duly authorized representative.

Failure to comply with the Section 3 requirements may cause the Contractor to be deemed a non-responsible bidder in future City contracts. Further, during the term of the Contract, failure or refusal to comply or provide satisfactory evidence of efforts to comply with Section 3 requirements set forth herein will constitute an event of default. In such case the City may invoke the remedies set forth in the Contract. In addition, such failure or refusal to comply may result in the Department of Housing and Urban Development rendering the Contractor ineligible or debarred from participation on federally assisted projects.

CONTRACTOR'S SECTION 3 COMPLIANCE STATEMENT

I have read and understand both Title 24 C F.R. Part 135 (Section 3 Regulations), and the instructions to contractors regarding these regulations.

I will comply with all Section 3 requirements set forth therein for work to be performed on the HUD-funded projects. Further, I will take all necessary and reasonable steps to insure that all subcontractors performing on this project adhere to same.

I have not violated Section 3 and I will not contract with subcontractors that have violated Section 3 if I have notice or knowledge of such violation.

I will submit and insure the submission of all documents to the City of Chicago and HUD.

I understand that failure to carry out these requirements, constitutes a breach of contract which may result in the termination of this Contract or other sanctions.

CONTRACTOR

DATE

(CORPORATE SEAL)

Subscribed and sworn to before me

this ____ day of _____, 200____

Notary Public

My commission expires _____

CITY OF CHICAGO
SECTION 3 COMPLIANCE PLAN

EXHIBIT B

SCOPE OF SERVICES

Requisition Number <u>HS-2377</u>		Signature for Approval	CHGO. DEPT. of HUMAN SERVICES Work Program & Budget Exhibit 1		
			DIVISION	DIRECTOR	INITIALS DATE
Contract Number	X	Contracts Management	Alan K. Mathis		6/18/03
	X	Family Support Services	Don Davis	Not Required	
P.O. # 2155	X	Finance	Lorraine Lynch	Not Required	
	X	Commissioner	Ray Vázquez	Not Required	

Name of Delegate Agency: Lakefront S.R.O. Corporation

Project Name: South Side Supportive Services

Funding Period of Project: 07/01/2003 through 06/30/2004

Funding Source: IDHS

Funding Source: Corporate

CAPS Code: 066-53-2005-0140-0140

CAPS Code: 100-53-2005-9025-0140

Maximum Comp: \$ 204,000. Committed Comp: \$68,000.

Main Site Information: Ward: 48

Program Site Information: See Project Facility Information for primary and multiple sites

<u>Homeless Services</u>	<u>Beds</u>	<u>Clients</u>
Gettinjg Housed - Permanent Housing	<u>288</u>	

Reviewer: ZJL

Date: 6/18/03

Supervisor: KCB

Date: 6/18/03

FY' 04 HOMELESS SERVICES

WORK PROGRAM AND BUDGET

Department

Human Service

Program

Family Support Services- Homeless Service Program

Contact Name

Don Davis

Phone # 746-8610

Fax # 746-8335

Organization Name:

Lakefront SRO - Southside

Organization Address:

4946 N. Sheridan Road

City, State, Zip:

Chicago, IL 60640

Executive Director /CEO:

Jean Butzen

Phone # / Fax # / EMAIL:

Ph. Fx. / E-m.

773-561-0900 773-561-4693

Program Director:

Debra Byrd

Program Name:

South Side Supportive Services

Program Address:

0

City, State, Zip:

Emergency Contact Name:

Emergency Phone#:

Ph. Fx. / E-m.

Program Phone # / Fax # /email:

Total Budget For This Project:

(Other Cash Share +CDHS Share)

\$410,432

FY' 04 CDHS Allocation:

\$68,000

IRS ID#:

36-3453183

Contract Period:

7/1/03 to 6/30/04

Instructions

Please complete the following work program and budget forms.

(ALL REQUIRED SIGNATURES MUST BE IN BLUE INK)

Contracts - Work Program/Budget Revised 5/03



FY' 04 HOMELESS SERVICES WORK PROGRAM AND BUDGET

Department:

HUMAN SERVICES

Program:

FAMILY SUPPORT SERVICES-HOMELESS SERVICES PROGRAM

Contact Name:

DON DAVIS

Phone #: 746-8610

Fax #: 746-8335

ORGANIZATION NAME:

Lakefront Supportive Housing

ORGANIZATION ADDRESS:

4946 N. Sheridan Road

CITY, STATE, ZIP:

Chicago, IL 60640

EXECUTIVE DIRECTOR /CEO:

Jean Butzen

PHONE # / FAX # / EMAIL:

Ph. 773.561.0900 Fx. 773.561.4693 / E-mil. jbutzen@lakefront.org

PROGRAM DIRECTOR:

Deborah Byrd, Director of Case Management Services

PROGRAM NAME:

South Side Homeless Services

PROGRAM ADDRESS:

4946 N. Sheridan Road

CITY, STATE, ZIP:

Chicago, IL 60640

EMERGENCY CONTACT NAME:

Deborah Byrd

EMERGENCY PHONE#:

773-561-0900 x247

PROGRAM PHONE # / FAX # /EMAIL:

Ph. Fx. 773.561.4693 / E-mil. dbyrd@lakefront.org

TOTAL BUDGET FOR THIS PROJECT:

(OTHER CASH SHARE +CDHS SHARE)

\$ 410,432

FY' 04 CDHS ALLOCATION:

\$ 68,000

IRS ID#:

36-3453183

CONTRACT PERIOD:

7/1/03 through 6/30/04

INSTRUCTION

*Please complete the following work program and budget forms.
(ALL REQUIRED SIGNATURES MUST BE IN BLUE INK)*

Contracts - Work Program/Budget Revised 5/03

A. PROGRAM DESCRIPTION

In response to the following items (1-2), please submit a maximum of five (5) or less double-spaced typewritten pages.

1. Overview of your program. Your overview should include, but not be limited to a description of how your agency intends to deliver or make available to clients, services such as:
 - (1) permanent housing,
 - (2) medical care,
 - (3) financial benefits,
 - (4) employment services,
 - (5) physically disabled clients,
 - (6) children's education,
 - (7) child care,
 - (8) referrals.
2. Describe the strategies that meet the special needs of the shelter's proposed service population, inclusive of:
 - alcohol abuse
 - drug abuse
 - mental illness
3. Attach a copy of the following documents: (1) shelter rules and regulations which must include intake procedures and criteria for admission; (2) agency's client grievance procedures; (3) client discharge procedures; and (4) agency's involuntary client termination procedures.

4. AGENCY DATA

~~Does the shelter have a Special User Permit?~~ **N/A**

YES NO

If yes, permit issued on: _____
(Date)

Exp. Date: _____

When did shelter first open? _____ / or New? _____
Month/Year

How long has the agency been involved in providing
shelter related services? _____



LAKEFRONT SUPPORTIVE HOUSING
more than a roof

C.D.H.S.
CONTRACTS & G.
MANAGEMENT DIV.
2003 MAY 30 PM 3:

May 30, 2003

Alan K. Mathis
Contracts and Grants Management Division Director
Chicago Department of Human Services
1615 W. Chicago Avenue, 3rd Floor West
Chicago, IL 60622

Dear Mr. Mathis:

Enclosed, please find Lakefront Supportive Housing's (formerly Lakefront SRO) work program package and contract documents for the South Side Homeless Services program (HS 277).

As the face of homelessness changes, so have we. Families are now the fastest growing segment of the homeless population. With the opening of our Holland Apartments in 2001, we now provide housing for this vulnerable group. For this reason, we have decided to change our name to Lakefront Supportive Housing. This change is reflected in the attached program and contract documents.

If you have questions or need additional information, please call Allen Hailey, Lakefront's Director of Institutional Development, at (773) 561-0900 x235.

Sincerely,

Jean Butzen
President

Enc.

**Lakefront Supportive Housing
Program Description – South Side Homeless Services**

Supportive Housing – a Solution to Homelessness

To break the cycle of homelessness, we provide our tenants with permanent affordable housing as well as a web of comprehensive social services. This combination of housing and services is known as supportive housing. At Lakefront, supportive housing has proved to be a solution to homelessness, and at least 80% of our tenants remain housed with us for at least one year, with those leaving doing so for positive reasons such as reuniting with a family or moving into a larger apartment.

Lakefront's South Side Homeless Services program provides 280 single homeless adults and eight families with permanent, supportive housing at two properties, the South Loop Apartments in the South Loop neighborhood and the Holland Apartments in Roseland. Our mission statement captures the spirit of Lakefront's pledge to provide these single adults and families as well as our other tenants around the City with the tools to achieve an independent life:

Lakefront is committed to ending homelessness as a matter of social justice. Lakefront advocates for and provides quality permanent supportive housing for adults and families who are homeless or at-risk of becoming homeless.

Lakefront's Tenants

Our South Side Tenants range in age from infancy to elderly and many of them suffer from mental illness, developmental disabilities, or chronic health problems. Others (mainly women) have struggled to cope with sexual and/or physical abuse. Also, many tenants have past or current problems with substance abuse. While each tenant's history is different, many share similarities such as poverty. For example, all of the tenants that live at the Holland were homeless at the time they moved in and 47% of single adults earn less than \$500 per month and 88% of the family household heads earn less than \$1,000 per month and at the South Loop Apartments, 91% of tenants earn less than \$1,000 per month.

Permanent Housing

Lakefront's South Side buildings offer a mix of affordable, market-rate housing, and rent-subsidized apartments are reserved for the homeless and low-income population. The first floor of each building includes community spaces for tenant activities, offices and meeting rooms for the on-site social

**Lakefront Supportive Housing
Program Description – South Side Homeless Services**

service and property management staff. The structured support system that Lakefront provides allows tenants to establish stability in their housing and supports their work toward long-term selfsufficiency.

At each Lakefront building, a team of Case Managers and Property Managers ensures that each tenant has all the resources s/he needs to achieve their goals of housing stability and independence. This process begins with an initial assessment during which the tenant meets with a Case Manager to develop an action plan. This plan is a personal strategy for such things as recovering from addiction, finding employment, and becoming involved in civic life. Lakefront offers a number of on-site training programs and support groups.

Lakefront's Supportive Services

Case management services help tenants assess their strengths and needs, develop goals, and help them plan and coordinate action plans that lead towards selfsufficiency. A unique feature of the Holland is its substance free status. All of the single adult tenants as well as the heads of household for the family units are currently in substance abuse treatment programs or have had previous problems with drugs and alcohol. To serve these tenants, there is an on site treatment center run by Cornel Interventions. Cornel also has on-site services at the South Loop Apartments for tenants that require their services. Lakefront uses an assertive style of case management, working with tenants before problems become severe. Lakefront provides a wide array of supportive services at our facilities, ranging from life skills to support groups to enrichment services. Each tenant's action plan addresses needs for help with life skills, education, and training, provided through referral to the Employment and Training Department services. It facilitates referrals to other agencies for medical care, substance abuse treatment, and psychiatric evaluations. In addition to referrals to other service providers, Case Managers also help tenants identify and encourage them to apply for other benefits for which they may be eligible. For example, 90 tenants were referred to NorthSide Federal Community Credit Union and Bank One, two of Lakefront's Financial Literacy Program partners, for assistance with filing their 2002 tax returns. As a result, these tenants claimed \$32,000 in refunds and an additional \$19,500 in Earned Income Tax Credits, for a combined total of \$51,500 in refunds for the people who need it the most. The Case Manager works with each tenant on

Lakefront Supportive Housing

Program Description – South Side Homeless Services

how his/her strengths can be used to meet specific goals. This proactive approach helps our tenants to continue striving to accept new challenges and opportunities.

Life Skills Development

To successfully maintain their housing, the majority of our tenants need to utilize one or more of the supportive services that we offer on-site at each of our developments. Many of our tenants need help with life skills – learning how to live within a budget, clean one's apartment, do laundry and go grocery shopping.

Alcohol, Drug Abuse, and Mental Illness

To help tenants overcome drug and alcohol addictions and to maintain their sobriety, Lakefront operates a recovery support services program. In addition to partnering with Cornel Interventions, Lakefront also partners with agencies that provide mental health counseling services, including Chicago Health Outreach (CHO) and Community Counseling Centers of Chicago (C4). Case Managers assist tenants to form their own support groups and Men's and Women's Groups meet regularly at the South Side buildings.

Employment, Training, and Education

Lakefront's Employment, Training, and Education Program operates out of two locations: the Uptown Bank Building at 4753 North Broadway and the USG Job Training and Employment Center at 1521 South Wabash (the South Loop Apartments). Both sites have computer labs that offer training in everything from basic office software to comprehensive courses on CD-ROM. Customers who are looking for employment use the labs to identify open jobs, work on their resumes, and practice word processing and other computer skills. An Employment Resource Library contains books, videotapes and other reference materials and is available to aid customers at both sites in their job searches. Special classes and initiatives in the Employment, Training, and Development Program include Career Development Workshops, Job Placement and Retention Services, and a Learning and Literacy Program.

The Career Development Workshops are designed to be to be the impetus for participants to find and keep a job. These two-week Workshops simulate a workplace environment where participants will

**Lakefront Supportive Housing
Program Description – South Side Homeless Services**

not simply attend a class, but will instead learn and practice behaviors that will help them succeed in the workplace. Through the Job Placement and Retention Services Program, participants gain new skills and confidence that enable them to find and maintain a job, Lakefront's Employment Specialists are available to help them develop resumes, conduct job searches, and practice interviews. Potential employers are accessed through job fairs held at the Miriam Apartments and at the program's office in the Uptown Bank Building, as well as by other organizations such as Project J.O.B.S. The Literacy and Learning Program matches participants who have math and or reading skills below a ninth grade level with trained tutors that assist them in improving their skills. These improvements in reading and math often lead to better self-sufficiency and independence.

Financial Benefits

Lakefront's Financial Literacy Program teaches participants how to better manage their money by teaching them how to budget, open and maintain a checking and savings account, apply for small personal loans, avoid predatory lenders, as well as assist them with preparing their taxes.

Tenant Leadership Development and Tenant Leadership Guilds

Lakefront encourages tenants to make the connection between their personal experiences of homelessness and the public policies that make it difficult for low-income persons and families to earn a livable wage and find affordable housing and healthcare. With a common voice, tenants can affect positive change. Each building elects leaders to participate in bi-monthly Tenant Leadership Guild meetings. There is a guild for each of the four neighborhoods in which buildings are located. On the South Side there is a guild for the South Loop Apartments and the Holland. At the meetings, tenants discuss and take action on neighborhood issues and plan activities for their building in relation to community or neighborhood concerns.

Program Goals 2003

Lakefront is changing the way in which we plan our programs and evaluate their impact, adopting Program and Logic Evaluation Models (logic models) for each program we operate. Logic models relate the characteristics of the population we deal with – homeless and at-risk families and single adults – to the specific needs that they look to us to help them address. Housing is at the core of these needs, but they

**Lakefront Supportive Housing
Program Description – South Side Homeless Services**

also include the need to access services we do not offer (health, mental health, and recovery, disability income, Food Stamps), as well as services we do – life skills training, education, social support, and advocacy.

Lakefront has begun to integrate logic models into our programming during the past year, migrating from a goals and objectives framework, which looks only at the front and back ends of program processes. Because the logic model looks at all components of the program – available resources, program inputs, activities, outputs, and outcomes – we believe that it will improve the way in which Lakefront carries out planning, program design, and program implementation. However, its greatest utility lies in program evaluation and the measurement of our program's impact.

- Housing Stability: 80% of the single adults and families housed by Lakefront will demonstrate housing stability by maintaining stable residency for a continuous 12 months.
- Increased Skills and Income: 80% of single adults and families receiving supportive services will increase their skill level in one or more areas towards social and /or economic self-sufficiency.
- Self Sufficiency: 80% of individuals developing service plans will meet a minimum of one goal.

Conclusion

For tenants of Lakefront, finding affordable housing is the first step toward reaching the goal of achieving personal and financial independence. Our Case Managers and Employment Specialists offer tenants (and persons on our waiting list) the encouragement and resources they need to develop and implement action plans that will help them accomplish this goal. In the process, tenants build a sense of community within their building and develop the self-confidence they need to succeed. By weaving these components together – housing, services, and community – Lakefront delivers a permanent solution to homelessness.

Grievance, Voluntary Discharge, and Involuntary Termination Procedures

Given the fact that tenants relate to social service staff on a voluntary basis, the situation of a grievance is rare. If, however, the nature of the grievance is in the tenant-case manager relationship, a meeting could be requested with the Vice President of Housing Management during which the concerns could be aired. Grievances between tenants are monitored by social service staff by means of reviewing entries in the daily log book kept by the 24-hour front desk clerk, reviewing complaint forms that have been filled out by tenants, and responding to verbally communicated problems and concerns. Every effort is made to resolve any problem informally, in discussions between tenants and social service staff.

Although Lakefront provides permanent housing, tenants occasionally seek other places to live. Positive reasons for leaving include getting a job, marriage, and reunion with family. In addition, some also leave Lakefront because of need of additional, more intensive care. In any of these circumstances, social service staff will, with consent of the tenant, communicate with other service providers to assure continuity of care.

Since the primary goal of social services at Lakefront is to maintain tenants' housing, every effort is made to prevent eviction. When problems threaten a resident's tenancy and a tenant fails to address the problem, an eviction might be unavoidable. Final decisions on eviction are made by property management and social service staff. If a resident is evicted, social service staff will work with the tenant to assist them in obtaining alternate housing.

A proposed statement of policy with regard to discrimination and harassment is attached that all Lakefront property managers and case managers will sign. Staff will receive training with

regards to this policy and asked to sign. A copy of the building rules for each Lakefront Supportive Housing building that is part of this project is also attached.

DISCRIMINATION

Lakefront Supportive Housing ("LSH") is an Equal Housing Opportunity owner and operator of apartments. LHS does not discriminate against applicants or tenants based upon race, color, religion, national origin, age, sex, familial status, disability, sexual orientation or other status or classification that may be prohibited by any state or municipality where it operates.

As an employee of Lakefront Supportive Housing, I understand that the above policy is a 'zero tolerance' policy. If I violate this policy my employment will be terminated immediately upon reasonable verification that this violation occurred.

If I observe that another employee of LSH is violating this policy, I will report the violation immediately to my supervisor and an executive of LSH. Failure to do so may result in my termination or employment.

In the event that a situation occurs about which I am unclear as to whether it violates LSH policy, I will report the situation to my supervisor for review.

SEXUAL HARASSMENT

Because of the nature of the relationship between employees of LSH and the Residents of our communities, a situation exists that might allow sexual harassment of a Resident by an employee. Lakefront Supportive Housing will not tolerate this type of behavior.

I understand that LSH does not tolerate this behavior and considers it a violation of this policy as cause for immediate dismissal.

If I observe another employee of LSH violating this policy, I will report the violation immediately to my supervisor and to an executive of LSH. Failure to do so may result in my termination.

If I am unclear about a situation that may violate this policy, I understand that I should review the situation with my supervisor. Failure to do so may result in my termination of employment.

My signature below certifies that I understand and accept this policy.

Signature of Employee

Date

Signature of Witness

Date

Printed Name of Employee

Printed Name of Witness

HOLLAND BUILDING RULES
(Formerly known as "Roseland Apartments")

Rental Policy

- Rent is due on the 1st day of each month. Rent shall be paid by cashier's check, money order, or personal check payable at the front desk. No cash will be accepted.
- Security deposits may not be used for rent.
- The person(s) listed on the lease are the only one(s) who will be allowed to occupy unit.
- A \$10.00 charge will be incurred for failure to return unit keys upon move-out.
- Upon move-out, all charges for repairs due to damages will be deducted from the security deposit. There is a \$50 labor charge for cleaning units if the unit is not returned in the same condition as when the tenant moved in (i.e. clean tub, toilet, sink, etc.).
- If the unit is returned to the management in its original condition, the security deposit will be returned.
- If there is any damage in the unit please inform the manager immediately.
- All service calls placed by the leaser at the lessee's insistence and which result in emergency charges where nothing is found in need of repair will be billed to the lease.
- Management reserves the right to charge cleaning costs to tenants who have poor housekeeping and/or have damaged their unit or furnishings.

Building Policy

- The use or possession of illegal drugs in or around the building at any time is grounds for immediate eviction.
- The use or possession of alcoholic beverages in or around the building at any time is grounds for eviction.
- Lakefront SRO is responsible for the maintenance of Lakefront equipment. In addition, Lakefront SRO is responsible for all network and internet connections in the Holland Computer Lab. Permission must be granted by Lakefront SRO to connect any computer to Lakefront's computer network.
- Personal belongings left in common areas will be disposed of immediately.
- No tampering or disconnecting the heat and smoke detectors. A fine of \$10 for each incident of disabling, tampering, or destroying the smoke detector in your unit will be levied, and repeated infractions of this rule could jeopardize housing.
- Anyone involved in criminal activity will be immediately prosecuted.
- Disruptive noises are not allowed (i.e. arguments, TVs, radios, stereos, etc.) Any excessive noise after 10pm is in direct violation of the city's ordinance.
- No loitering in the hallways, fire escapes, stairs, lobby or around the building.

- No one is allowed in the common areas of the building while under the influence of alcohol and/or drugs; this includes guests of tenants.
- Violent or aggressive behavior towards staff or other tenants will not be tolerated.
- No abusive or foul language is to be used against any staff person or fellow tenant.
- All tenants and guests must be fully clothed (including shoes) in public areas of the building.
- Fire escapes are to be used for emergencies only. Fire escape doors must be closed at all times.
- Trash must be removed from the unit daily and placed in the trashcans provided on the floor. No placing garbage in the toilets, hallways, stairs, or fire escapes, or recycling bins. Do not throw trash out of the window.
- Turn off all lights, radios, TVs, etc. upon leaving your unit.
- Tenants are responsible to purchase and replace light bulbs when they burn out. Light bulbs may be purchased at a hardware store, or from the management office.
- Keep your doors locked at all times.
- Tenants are not allowed to paint walls, furniture, bathroom fixtures or building property without written approval from management.
- Do not post signs outside or on unit doors.
- Tenants are not allowed to affix tape stickers or nails in the walls without approval from management.
- Report any complaints or problems to the front desk, and use the Grievance Procedure and Tenant/Staff Complaint forms.
- Management reserves the right to enter the unit for any necessary repairs, monthly exterminations, and monthly inspections. Tenants will receive 48-hours notice prior to repairs and extermination/inspections, except in building emergency situations. Any tenant refusing entry to the exterminator will be charged \$50.00 for a return visit.
- Management reserves the right to bar tenants out of the common areas.
- Eating and drinking are not permitted in the lounges.
- You must have approval in writing from management to have a pet in the building.

Mail Policy

- Only mail delivered for individuals listed on the lease will be accepted.
- Upon moving, each head of household must place a change of address with the post office. The building will not be responsible for a former tenant's mail after 30 days.

Lock-out Policy

- If you lock yourself out of your apartment, the head of household will have to pay a lock out charge. The charge must be paid to the desk clerk before maintenance will be called to let you into your apartment. The lock out fees are as follows:

Monday-Friday 9:00 am-4: 59 pm \$2.00

Saturday & Sunday	5:00 pm-9:59 pm	\$25.00
	10:00pm- 8:59 am	\$25.00
	10am-9:59 pm	\$25.00
	10pm-9:59 am	\$25.00
Holidays	All Day	\$25.00

Guest Policy

Visiting hours are as follows:

Monday-Sunday **8:00am-10:00pm**

Visitors are not allowed to enter the building after 10:00pm, unless they have prior approval from the manager (special request form).

- Visitors must follow all building rules.
 - Tenants are responsible for the behavior and actions of their guests and may not leave their guests alone in common areas.
 - Households may not have more than two (2) guests during regular visiting hours.
 - Minors must have written permission before entering the building.
 - Overnight guests are not allowed to leave the building after 11:45pm and return to the building.
 - Heads of Household are responsible for the behavior and actions of their visitors and their children. Visitors are not to be left unattended at any time. This includes the tenant's unit.
 - All visitors over the age of fifteen must stop at the front desk, sign in for the person they are visiting and leave proper identification at the desk while they are visiting. Proper identification includes: Drivers License, State ID, INS card, School ID and Passport.
 - Special request approvals must be obtained from the manager or Supportive Services during regular business hours. Special request forms can be obtained from the front desk clerk.
 - Family households are limited to two adult (18+) and two minor (under 18) guests per week.
 - The Desk Clerk on duty will buzz the apartment requested by the guest. The Clerks will not search in other apartments for tenants or guests. Visitors may not ask the clerk to ring more than one room.
 - Visitors must know the tenants name and his/her unit number in order for the desk clerk to buzz an apartment.
 - Management reserves the right to restrict any individuals from entering the building even if invited by the tenant.
 - Tenants who have been granted permission to have a dog are not allowed to walk that dog in the playlot or area adjacent to the playlot. In addition, tenants must clean up after their pets if any accidents happen on Holland Apartments premises.

Building Rules:

- The Head of Household is responsible for any damages incurred by minor residents and their guests.
- Residents are not allowed to play in hallways, stairwells, or common areas of the building except for the Family Resource Center.
- No resident under the age of 8 will be allowed in playlot without adult supervision at anytime.
- Minor residents are not allowed in outside playlot after dark unless accompanied by their guardian.
- Minor residents must register with the front desk clerk prior to playing in the playlot.
- Residents may play in the Family Resource Center as long as there is an adult monitor on duty in the FRC. The FRC will remain open until 10p.m. as long as there is an adult monitor on duty.
- Household members under the age of 12 are not to be left alone in any unit for any length of time.
- If the Head of Household needs to be out of the unit overnight or longer, she/he must provide for temporary residence for her/his children elsewhere, or must arrange for a custodian on site. Special requests must be submitted for these arrangements if they are to last longer than two nights.

Management reserves the right to modify the building rules when necessary and to take legal action if any of the above rules are violated.

Tenant Signature

Date

Management Signature

Date

SOUTH LOOP APARTMENTS BUILDING RULES

RENTAL POLICY

1. Security deposits are not to be used for rent.
2. Only persons listed on the lease will be allowed to occupy the apartment.
3. A \$50.00 labor charge will be made for cleaning apartments.
4. A \$10.00 charge will be made for failure to return apartment keys.
5. Any charges for repairs will be deducted at the time the security deposit is to be returned (move-out).
6. If the apartment is returned to the management in the condition that existed at the time the resident moved in, the entire security deposit will be returned.
7. If there is damage in the apartment, please inform the management on the first day you move in. This is important in order that you not be charged for it when you move out.
8. Lessor reserves the right to terminate this lease upon ten (10) days' notice to lessee for just cause. Just cause includes but is not limited to excessive noise in and around the apartment complex.
9. Residents will be responsible for the acts of their guests and children in determining just cause.
10. Rent is due on the first day of each month. Rent shall be made payable to **SOUTH LOOP APARTMENTS**, in the form of a check or money order, payable at the front desk. **NO CASH WILL BE ACCEPTED AT ANY TIME.**
11. All damages accrued in the apartment by the Resident will be paid by the Resident.
12. All service calls placed by Management at the lessee's insistence that result in emergency charges and nothing is found in need of repair will be billed to the lessee.
13. Management reserves the right to charge individuals who have poor housekeeping or have damaged their apartment or furnishings.

GUEST POLICY

1. A. One (1) overnight guest is allowed twice a week.
B. If visitors follow rules, they will be allowed in the apartment during the following visiting hours:

Monday – Friday	8:00 am - 11:45pm
Saturday	10:00 am - 11:45pm
Sunday	10:00 am - 10:00pm

NO VISITORS ARE ALLOWED TO ENTER THE BUILDING AFTER 11:45 P.M. MONDAY – SATURDAY AND 10:00 P.M. ON SUNDAY.

2. A parent or guardian must accompany all children under the age of 18 entering the building. If not accompanied, a letter from the parent/guardian must be submitted to Management before the child can enter the premises. The letter must include the name, address, and telephone number of the parent/guardian
3. Any special request for visitors (i.e. additional overnights a week) must be obtained in advance from management during business hours.
4. The desk clerk on duty will only beep your apartment for your guests. The clerks are not allowed to search other apartments for you or your guests. The desk clerk will ring only one room for a visitor. Visitors may not ask the clerk to ring more than one apartment. Residents must come down to the front desk and escort their visitors into the building.
5. Management reserves the right to restrict individuals who may adversely affect the welfare, safety or comfortable possession of the residents from entering the building (whether invited or not invited by the residents).
6. All visitors must stop at the front desk, must sign in for the person they are visiting and show proper identification (driver's license, State ID, or passport only), which will be held at the front desk.

SOUTH LOOP APARTMENTS

Page Two

GUEST POLICY (cont.)

7. You, the resident, are responsible for the behavior and actions of your guests. Guests must not be left alone in the lounge or in the apartments.

BARRED

Management has the right to bar individuals from the property. You must inform guest(s) of all South Loop Apartment rules and regulations. If your guest breaks the rules and regulations, they may be barred from the premises and/or arrested for criminal trespassing. If a resident breaks these rules and regulations, it is grounds for termination of tenancy.

MAIL POLICY

1. Only mail delivered for residents under their lease will be accepted. Guests, friends and relatives must arrange to have their mail sent elsewhere.
2. Upon moving, each resident must place a change of address with the post office. The building will not be responsible for a former resident's mail after 30 days.
3. There is a \$5.00 replacement key charge for mailbox keys and a \$10.00 replacement lock charge for new mailbox locks.

LOCK-OUT POLICY

If you lock yourself out of your apartment, a lock-out charge will be assessed. The fees for lock-outs are as follows:

Monday – Friday:	5:00pm-9:59pm	\$10.00
	10:00pm-8:59am	\$25.00
Saturday	ALL DAY	\$25.00
Sunday	ALL DAY	\$25.00
Holidays	ALL DAY	\$25.00

The desk clerk must have the money, in the form of a cashier's check or money order, before they will call maintenance staff. Bathroom lock-outs will be charged to the offender. Residents may buy a spare key for \$2.00 at most hardware stores. If you lose all copies of your keys, you will be charged \$10.00 to have another one made.

ELEVATOR KEYCARD POLICY

1. Your elevator keycard is required to access to elevator from the lobby.
2. Residents will be issued one (1) keycard. It is the Residents' responsibility to carry their keycard when entering the lobby or exiting the building.
3. Desk clerks will not access the elevator for visitors.
4. Residents will be charged a \$1.00 fee for requesting the desk clerk to access the elevator for them. Resident must have proper identification in order for the desk clerk to access the elevator for them. The desk clerk must have the money before they will access the elevator.
5. There will be a \$10.00 charge for a replacement keycard.

PARKING POLICY

1. Parking in the lot is for residents only. Visitors are not allowed to park in the lot.
2. All cars must have a parking permit sticker to park in the lot.
3. All cars must be in operating condition and have current city and license plate stickers.
4. Only emergency repairs (i.e. jump starts, flat tires) will be allowed in the parking lot.

SOUTH LOOP APARTMENTS

Page Three

ROOFTOP AND WINTER GARDEN POLICY

1. The rooftop garden will be open from 8:00 a.m. until 9:00 p.m.
2. The winter garden will be open from 8:00 a.m. until 10:00 p.m. Summer hours may change and will be posted in advance.
3. Anyone found damaging the gardens or disturbing others will be barred from the gardens.
4. You will not be allowed to enter the winter garden from the outside, so please remember that if you leave the building from the winter garden, you must reenter through the main entrance.
5. Please remember that this is your home so, PICK UP AFTER YOURSELF!

BUILDING POLICY

1. You must have written permission from management to have a pet in the building.
2. Disruptive noises are not allowed (i.e. arguments, TV's, radios, stereos, etc.)
3. No loitering in the hallways, fire escapes, stairs lobby or in front of the building.
4. Drinking of alcohol in the common areas of the building or in front of the building will not be tolerated.
5. No violent behavior.
6. All residents and guests must be fully clothed in public areas of the building.
7. Fire escapes are to be used for emergencies only. Fire escape doors must be closed at all times.
8. Trash must be removed from your room daily and must be in tied plastic bags and placed in the trash chutes provided on your floor. No placing of garbage in the toilets, hallways, stairs or fire escapes. Do not throw trash out the window.
9. Turn off all lights, TV's, radios, etc., upon leaving your room.
10. No abusive or foul language is to be used against any staff person or fellow resident.
11. Keep your door locked at all times. This protects you and your possessions.
12. A. Residents are not allowed to paint walls, furniture, bathroom fixtures or building property without written permissions from Management.
B. Residents are not allowed to affix tape, stickers or nails in the walls without permission from management.
13. Report any complaints or problems you may have to the front desk, or fill out a resident complaint form.
14. Do not knock on any door after 10:00pm unannounced.
15. Management reserves the right to enter the room for emergency repairs.

Management reserves the right to modify the building rules when necessary and to take corrective action, possibly eviction, if any of the above rules are violated.

I, _____, received, read, and understand these rules and regulations and agree to abide by them. I further understand that they are a part of my lease and any repeated violations of any of these rules and regulations may be grounds for termination of tenancy.

RESIDENT _____ DATE _____

WITNESS _____ DATE _____

Cannady, Erma

From: consulting, parson
Sent: Friday, May 30, 2003 7:26 AM
To: AM Reservations
Subject: Asset Management Conference Room Reservation

I would like to make the following reservation:

Where?

AM Conference Room

Who (name of group)?

Yardi Evaluation Project - Weekly Status + Conference Call

Day, Date & Time?

Monday June 2nd 8:30 - 10 AM

Contact Person?

Scott Faucett

of Attendees?

8

NOTE: Please remember if you need assistance with set-up or other accommodation to fill out a task request from and submit it to Administration.

Thank you for taking the time to fill out this form.

B. NEW PROGRAMS ONLY
(Never Funded by CDHS)

Programs Start Up: Outline the steps required for you to implement this program, as well as, the time frame necessary to complete each step.

STEP	TIME FRAME (<i>activities to be accomplished by specified dates</i>)
Example: Obtaining Site Control	

Hire Staff	July 1, 2003
	July 1-15, 2003

C. COMPLIANCE DATA

Does your agency/organization have any outstanding federal or state liabilities?

YES NO

If yes, please attach proof of a payment plan and agency compliance of plan.

Is your agency in full compliance with all entities which fund its program(s)?

YES NO

**D. Monitoring and Evaluation
(Using space provided)**

1. Describe the methods your agency will employ to monitor the program's progress and record program accomplishments.

Lakefront has adopted Program and Logic Evaluation Models (logic model) to plan our programs and evaluate their impact on our tenants. We are currently in the process of finalizing logic models for all of our programs, which in turn continues to help us identify our short-term program and grant specific outcomes, and illustrate their alignment with our longer-term organizational outcomes. Because the logic model identifies all components of a program – available resources, program inputs, activities, outputs and outcomes – we believe that it will improve the way lakefront carries out planning, program design and program implementation by showing how our planned work achieves the intended results for our tenants.

Using our tenant tracking database, ROSIE (Regional On-Line Information Exchange), we now have a centralized system to enter data about our tenants that result from our staff interactions. All Lakefront tenants work with staff to develop a service plan, which is entered into ROSIE. The service plan identifies their specific goals and allows us to serve their needs through Lakefront-provided services and referrals to third party providers of services. ROSIE allows us to effectively manage information (personal history, medical needs, socioeconomic background, education and eligibility for benefit) and document how we have assisted our tenants in stabilizing their housing, gaining new skills and become self-sufficient.

2. Describe how the agency will monitor program expenditures and ensure that appropriate fiscal controls and records are in place. (**ATTACH A COPY OF YOUR AGENCIES FISCAL POLICIES AND PROCEDURES**)

Lakefront has a Controller who records all program expenses using standard accounting procedures. Each month, Lakefront produces a financial statement showing budgeted expenses with actual monthly and year-to-date totals received. It is the responsibility of the Controller to file all vouchers with the City of Chicago and to submit fiscal reports to state and federal authorities.

**Lakefront SRO
Financial Policies & Procedures Manual**

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2015-2016

Financial Policies & Procedures Manual

Lakefront SRO.

BASIC POLICY STATEMENT

LAKEFRONT is committed to responsible financial management. The entire organization including the board of directors, administrators and staff will work together to make certain that all financial matters of the organizations are addressed with care, integrity and in the best interest of LAKEFRONT .

The policy and procedural guidelines contained in the handbook are designed to:

- 1) Protect the assets of LAKEFRONT ;
- 2) Ensure the maintenance of accurate records of LAKEFRONT 's financial activities;
- 3) Provide a framework of operating standards and behavioral expectations; and,
- 4) Ensure compliance with federal, state and local legal and reporting requirements.

The President of LAKEFRONT has the responsibility for administering these policies and ensuring compliance with procedures that have been approved by the Board of Directors. Exceptions to written policies may only be made with the prior approval of the Finance Committee. Changes or amendments to these policies may be approved by the Board of Directors at any time. A complete review of the policies shall be conducted every two years.

Every Director and every Administrator with financial related responsibilities is expected to be familiar with and operate within the parameters of these policies and guidelines.

LINE OF AUTHORITY

Board of Directors

have the authority to execute any policies it deems to be in the best interest of the organization within the parameters of the organization's articles of incorporation, bylaws, or federal, state and local law.

Executive Committee

has and may exercise, when the Board is not in session, all of the powers of the Board of Directors in the management of the organization except: the authority to amend the bylaws; adopt a plan of merger or consolidation; or sell, lease, exchange, mortgage, pledge or make any *other* disposition of all or substantially all of the property and assets of the organization.

Treasurer and Finance Committee

has authority as may be designated by the Board of Directors and is not limited to the following: to choose the auditor; perform regular, in-depth reviews of the organization's financial activity; oversee the development of the annual budget; and determine the allocation of investment deposits.

President

has the authority to make spending decisions within the parameters of the approved budget; employ and terminate personnel; determine salary levels; create and amend operating procedures and controls; make decisions regarding the duties and accountabilities of personnel and the delegation of decision-making authority; and enter into contractual agreements within board designated parameters.

Chief Financial Officer

has whatever authority as may be designated by the President not limited to the following: to design the organization's accounting system; make spending decisions within the parameters of the approved budget; make decisions regarding the disposition of investments within the parameters of the investment policy; make fixed asset purchase decisions ; and make decisions regarding the allocation of expenses.

Program Directors

Have the authority to make spending decisions within the parameters of the approved department or program budget subject to the approval of the Chief Financial Officer.

INDEMNITY POLICY

To the full extent that it shall have from time to time under applicable law and in the manner from time to time prescribed or permitted by applicable law, LAKEFRONT may indemnify any past, present or future Director, Officer, Employee or Agent against all costs, expenses and liabilities, including attorneys' fees, actually and necessarily incurred by or imposed upon them in connection with or resulting from their involvement with LAKEFRONT .

No such reimbursement or indemnity shall relate to any expense incurred or settlement made in connection with any matter arising out of their negligence or misconduct as determined either by a court of competent jurisdiction or, in the absence of such a determination, by LAKEFRONT acting on the advice of counsel.

LAKEFRONT will purchase and maintain insurance on behalf of any person who is or was serving at the request of LAKEFRONT , as a Director, Officer, Employee, Agent, Staff Volunteer or other enterprise, against any liability asserted against him or her and incurred by him or her in any such capacity, or arising out of his or her status as such.

INVESTMENT POLICY

POLICY STATEMENT:

Lakefront's investment policy will maximize income, within the constraints of a) maintaining acceptable liquidity levels, b) preserving capital accounts (predevelopment funds) and c) allowing for socially responsible investments.

1. DEFINITIONS OF ELIGIBLE INVESTMENTS:

- a. Obligations issued or guaranteed by the U.S. Government or its agencies.
- b. Obligations of local municipalities and the State of Illinois.
- c. Obligations of domestic banks with satisfactory CRA ratings and with preference to those receiving outstanding ratings, including, but not limited to, certificates of deposits, time deposits, notes, bonds, bankers' acceptances, and commercial paper.
- d. Obligations of domestic corporations, including, but not limited to, commercial paper, notes, bonds and debentures.
- e. Obligations of the Northside Community Federal Credit Union, including, but not limited to, certificates of deposit and time deposits.

In the case of the above

- 1) All investments shall be denominated in U.S. dollars and
- 2) Investments may include variable or floating rate instruments.

2. IMPLEMENTATION:

- a. Investments in notes, bonds or debentures shall be limited to obligations rated by Standard & Poor's and Moody's rating services at A-/a- or better and commercial paper rated at A1/P1 or better.
- b. With respect to short-term obligations at the Northside Community Federal Credit Union, investments should be covered by a federal insurance program up to a minimum of 100%. (See 1e)
- c. No more than 30% of the investment portfolio should be in 1c or 1b (above the \$100,000 insured limit).

3. MATURITY AND LIQUIDITY:

- a. A minimum of one month (approximately \$350,000) of total operating costs for Lakefront should be very liquid and mature within one month. A minimum of two months of total operating costs should mature within six months. All funds must mature within two years.

4. OTHER

- a. All investment decisions are to be reported to the Finance and Administration Committee at its regular monthly meeting. Any deviations from the policy must be approved by the Board of Directors.
- b. Where possible, investments should be made in communities where Lakefront maintains a presence, either through actual ownership of properties or through our technical assistance program.
- c. Where possible, investments should be made with certified MBE/WBE institutions.

Lead Staff Person:

Lisa Groff

Review Date: yearly

Board Committee:

Finance and Administration

Date of Amendments: 5/98

Date Adopted: 11/95

Last Review Date: 6/2000

OPERATING PROCEDURES

- The **Chief Financial Officer** has the primary responsibility for designing and maintaining the accounting system. Bookkeeping support will be provided by the Controller, Senior Accountants and Accountants. Monthly reports shall be provided to the President covering receipts, disbursements, receivables and payables.
- The **President/Chief Financial Officer** will be required to include budget comparisons in bi-monthly financial reports to the Treasurer and the Board. Standard Journal Entries should be reviewed by the Chief Financial Officer for reasonableness and approved for posting to the general ledger. Non-standard journal entries are to be reviewed by the auditor. Journal entries are pre-numbered and accounted for monthly.
- The **Finance Committee** will be required to provide annual budget reviews and annual reviews of the adequacy of insurance coverage.
- The **Finance Committee** will be required to secure an independent audit annually.

SEPARATION OF DUTIES

- The check signer(s) must not be the person who writes checks or who does the bookkeeping.
- Bank statements are reconciled by someone other than the check signer or writer.
- Deposit documentation and reconciliations are prepared by a person other than the one recording the receipts.

FINANCIAL REPORTING

- Annual budgets are prepared by the Chief Financial Officer and approved by the Board.
- Budgets are reviewed mid-year during preparation of the next year's budget. The board has agreed not to adjust budgets but to note anomalies.
- A Chart of Accounts is available and used to code receipts and disbursements to the proper accounts.
- Non-standard journal entries are discussed with the CPA to ensure proper accounting treatment.
- Bi-Monthly Financial Reports are provided to the Treasurer and the Finance Committee within 30 days of the close of the period.
- Detailed Financial Reports are provided to the Board of Directors at each Board meeting.
- Reference explanations for any and all budget variances of 10% or more are contained for the above referenced reports.
- Annual audits will be conducted by an independent CPA at the close of each fiscal year. Copies of these reports will be made available to the public.
- The Fiscal Period for the organization shall be January 1 to December 31.

SAFEGUARDING ASSETS

- The Chief Financial Officer shall have primary responsibility for ensuring that proper Financial Management procedures are maintained and that the policies of the Board are carried out.
- The Finance Committee shall provide fiscal oversight in the safeguarding of the Assets of the Organization and shall have primary responsibilities for ensuring that all internal and external financial reports fairly present its financial condition.
- A proper filing system will be maintained for all financial records.
- Actual income and expenditures will be compared to the budget on a monthly basis.
- All excess cash will be kept in an interest bearing account.
- Bank statements are promptly reconciled on a monthly basis.
- Documents on all securities and fixed assets will be kept in a locked fire-proof file. Inventory records will contain description, serial numbers, date of purchase or receipt, valuation and date of valuation.
- Appropriate insurance for all assets will be maintained.

INTERNAL CONTROLS AND ACCOUNTING PROCEDURES

Cash Receipts

Control Objective: To ensure that all cash intended for the organization is received, promptly deposited, properly recorded, reconciled, and kept under adequate security.

POLICIES

- Two copies of all receipts are made: one for deposit file documentation and one for source file documentation (i.e., contract files or donor files)
- All checks are stamped with “Deposit only” stamp immediately upon receipt.
- All cash receipts are recorded on pre-numbered duplicate receipts.
- The Controller will code all receipts to the proper income account and bank account. The Accountant will be responsible for preparing the documentation on receipts for deposits. Once the documentation has been reviewed and approved by the Controller, the Accountant will be responsible for making bank deposits.
- The Administrative Assistant prepares the daily listing of all items received for deposit. This will be used in helping the Controller code items and is to be compared to the general ledger (amount, date received, account number, etc.).
- A copy of the deposit slip from the Bank is compared and attached to the corresponding receipt copies and cash listing.

Procedures

Initial Receipt of Cash:

- All mail is opened upon receipt in the presence of the Administrative Assistant. All checks received are immediately restrictively endorsed with the organization's bank endorsement stamp. All monies received are promptly recorded in the Raiser's Edge data base by the Administrative Assistant, noting date, payee, check number, purpose and amount received.
- All daily receipts are submitted to the Controller, who places them in a locked filing cabinet for safekeeping until the bank deposit is prepared (deposits are made every Tuesday and Thursday).

Deposit of Cash:

- The Accountant is responsible for the preparation of the bank deposit. A deposit slip must be completed for all deposits, noting all monies being deposited, by check number and amount.
- In addition, copies should be made of all checks included in the deposit. The Accountant will code all cash receipts, on the check copies, according to the organization's chart of accounts and attach the check copies to the duplicate of the deposit slip.
- The Controller will compare the bank deposit to the daily cash receipts listing prior to the actual deposit. This is to ensure that all monies received are appropriately deposited. In addition, the Controller will review the account coding of all cash receipts.
- Upon deposit, a duplicate deposit receipt is received from the bank. The Controller compares the deposit receipt to the deposit log to ensure that all monies are deposited in the bank intact, and is attached to the deposit log.

Recording of Cash:

- The Accountant is responsible for promptly recording all deposits in the cash receipts journal maintained on the computer system. Each receipt is inputted into Yardi, using the accounting code noted on the deposit log.
- The Controller will review and compare computer generated printouts of the cash receipts to the deposit logs to verify account accuracy and completeness. The Controller will notify the Accountant of any errors noted. The Accountant will edit the cash receipt journal to correct the errors.

Yardi Cash Receipts Instructions (Computer Accounting Software Instructions)

Complete the following steps to input cash receipts into Yardi:

In Yardi you can either hit the moneybag icon to start or go to (receivable, receipt, detail receipt).

First you review the check and backup received from Lori we usually complete receipts for Lakefront, laundry for bldgs and Sloop, and other miscellaneous monies received.

- a. Once you are in the screen go to Property and enter the property it being Admin or TA, etc
- b. Enter in the Payer Name,
- c. Enter the Total amount of the check received to be deposited
- d. We usually keep the date we receive the checks
- e. Enter in the Check number
- f. Type in as much as you can about the check received in the notes section, the more detail the better
- g. Check off Print Receipt
- h. Enter in the Account Number you want this deposit to show up in (info is usually on the check or you can pull the chart of accounts for assistance)
- i. Make sure the Cash Account is correct. Don't forget to change the account to Bank One if the check is to be deposited to bank one.
- j. Save your receipt

Once you save your receipt a "Payment Receipt" will print out, attach the payment receipt to your back up and submit the check to be deposited. Although make sure that a copy of the check is attached with the back up. That information is vital for our bank reconciliation's.

Also we sometime receive Yellow Logs which are given to us by the Resources Development Department, Its usually monies received from either government foundations, individuals, corporations or funds we set up to meet some of our goals for the Buildings/Lakefront.

Cash Disbursements

Control Objective: To ensure that cash is disbursed only upon proper authorization of management, for valid business purposes, and that all disbursements are properly recorded.

Policies

- The President has (a) expenditure approval up to the parameters set by the annual operating budget, approved by a Board, and (b) must sign in person all checks over \$5,000.
- The Chief Financial Officer has (a) expenditure approval up to \$5,000 and (b) may not use a facsimile signature for checks greater than \$100.
- All Checks must have two signatures. Checks over \$5,000 require the signature of a Board Officer and the President. In the case of no officer being available, the Chief Financial Officer may sign after obtaining verbal approval from the Treasurer.
- Expenditure requests/Purchase Orders will be initiated in writing and approved within specified authority by the Chief Financial Officer and Program Directors.
- Check requests should be used.
- The Program Director/Vice President/Manager approves check requests after comparing to supporting documentation. The Controller or Senior Accountant codes all check requests prior to processing. The Accountant prints the pre-numbered checks only with approved requests. The unsigned check, support and request are presented to authorized check signers for their signatures (information on checks is compared to supporting documentation for accuracy by the Controller).
- Two signatures are required on all organizational checks
- All disbursements, except petty cash, are made by check and are accompanied by substantiating documentation.
- All checks are pre-numbered and accounted for monthly.
- All voided checks must be defaced and retained with the cancelled checks.
- No checks may be written to “cash” or “bearer”.
- Blank checks are stored in a locked drawer and locked office.
- The Accountant is responsible for invoices and check requests being marked “PAID” once they have been paid to guard against reuse.
- The President, the Chief Financial Officer, and one of four Board members are the two signatures which are required on all checks.
- Blank checks may never be signed in advance.

Procedures

Authorization and Processing of Disbursements:

- Purchase orders are to be used by employees to initiate purchases of supplies. Pre-numbered purchase orders may be obtained from the Maintenance department., and must be submitted to the related program manager for approval. The purchasing authority of each program supervisor is dictated by the approved budget for their respective programs. Any purchase orders that fall outside the supervisor's approved budget must be submitted to the Chief Financial Officer for approval.
- All purchase orders are submitted to the Administrative Assistant. The Administrative Assistant checks inventory to ensure the requested items are not already on hand, and submits the Purchase Order to the Office Manger or Director of Maintenance for approval.
- The Administrative Assistant is responsible for placing the order for all approved purchase orders. The purchase orders are maintained in the Administrative Assistant's files until order is received.
- A separate list of purchase orders given out is maintained by the Administrative Assistant and periodically checked for orders sent out, received or still outstanding. An original copy of the approved purchase orders are submitted to the Accountant for to be used for comparison with and attachment to the vendor's related invoice for payment
- Receiving reports (packing slips) are compared to actual items received, by the Administrative Assistant, to ensure completeness and accuracy of the items received. Any discrepancies must be noted on the receiving report. The receiving report and notice of any actions taken (items being returned/exchanged) must be submitted to the Accountant. The Accountant is responsible for attaching receiving reports to the respective purchase orders.
- All invoices received are stamped with the date it was received, by the Administrative Assistant, and promptly forwarded to the Accountant. The Controller is responsible for comparing the invoices to the original documentation (i.e., purchase orders/receiving reports) to verify accuracy. Any discrepancies noted will be brought to the attention of the Chief Financial Officer .
- The Accountant/Controller is responsible for obtaining approval of all invoices and expenditures by the Program Director and Chief Financial Officer
- No payments will be made from statements. Unpaid invoices, with supporting documentation, will be filed in the unpaid bill file. All invoices with a previous balance will be analyzed to determine if the previous balance has been paid.

- The Controller is responsible for ensuring the correct account distribution for all invoices. The Accountant is responsible for inputting all invoices into the computer system, utilizing the account distribution provided by the Controller.
- Checks are prepared once a week. All check requests must be submitted by Wednesday at noon to the Accountant. Check requests for expense reimbursements must be submitted for approval to the Program Director and Chief Financial Officer. Exceptions to this policy must be approved by the Chief Financial Officer .
- The Controller/Chief Financial Officer is responsible for determining which invoices are to be paid each week. The Accountant is responsible for the preparation of all checks, using pre-numbered checks.
- The checks, with support documentation attached, are forwarded to the Controller who audits the disbursement package. The cash disbursements journal is submitted to the Chief Financial Officer for review.
- The checks and supporting documentation are then presented to the Chief Financial Officer and President for signature. Any checks for amounts over \$5000.00 require a second signature from a board member.
- The signed checks and supporting documentation are submitted to the Accountant. A copy of each check is made, along with one copy of the supporting documentation. One copy of the check is attached to the original supporting documentation, and is filed by check number.
- The Accountant is responsible for completing the Check Writer's section of the Check Request Form and mailing of all checks.

Yardi Procedures

Function:

- Accounts Payable

Objective:

- To correctly input and distribute weekly accounts payable submissions

Reports and other information needed:

- Any payables that have been submitted and allocated/coded to be entered into YARDI

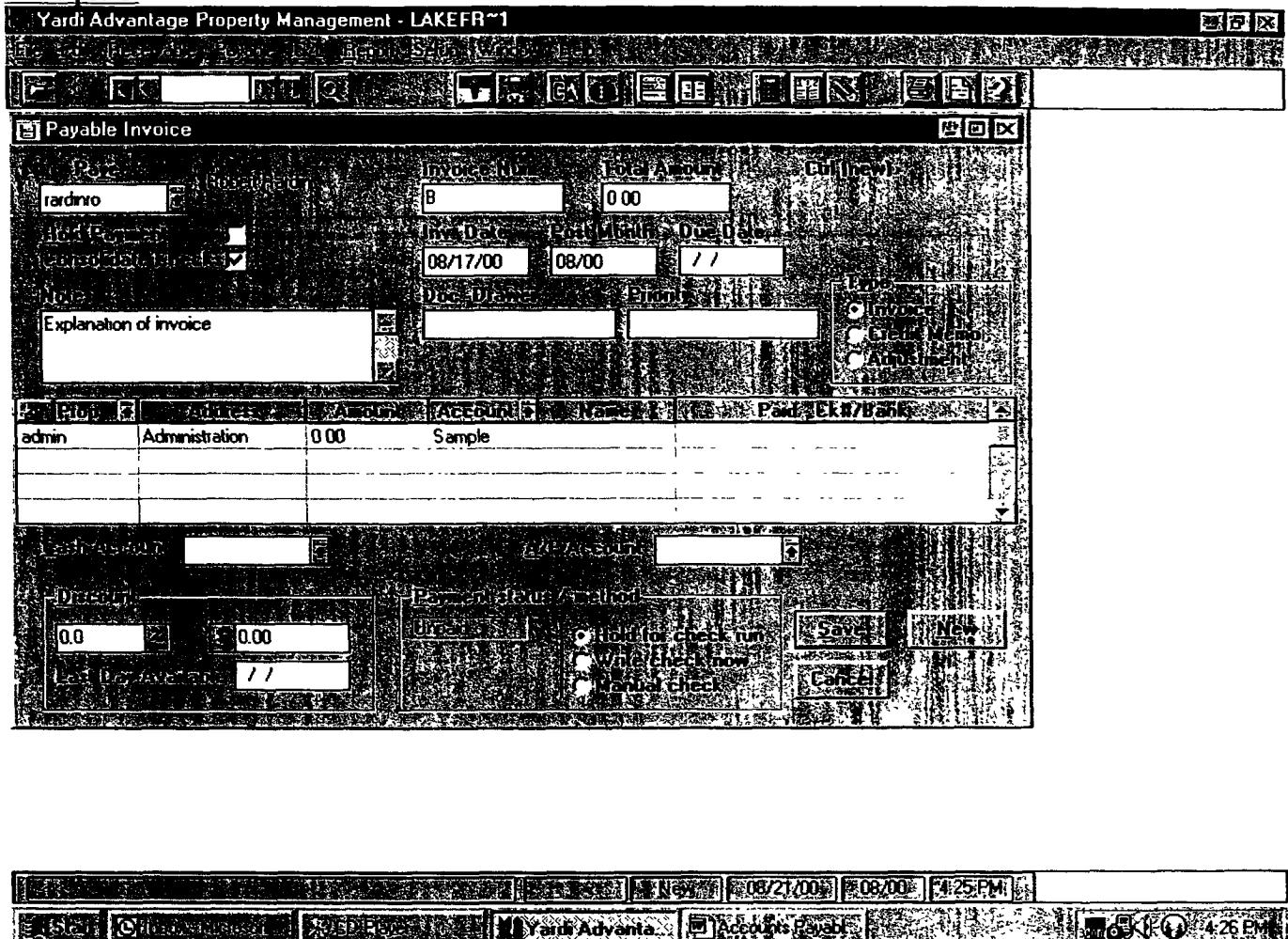
Procedure:

- The weekly schedule for Accounts Payable is as follows:
 - Wednesday: Deadline for employees and vendors to submit payables to be paid that business week
 - Thursday: Check requests have received approval, are allocated, and are ready to be inputted into YARDI by the staff accountant (process to be explained)
 - Friday: Once approval has been given by the Controller, checks are printed (process to be explained) and prepared, if needed, for signature by appropriate senior staff and appropriate reports are run.
 - Monday: Checks are reviewed and signed by appropriate senior staff and/or board members
 - Tuesday: Checks are copied with signature, and once approval has been given by the Controller, distributed and/or mailed
 - Wednesday: Deadline for staff accountant to have all payables from previous week filed

Task completion steps:

- 1) Collect all accounts payable (here-to-fore for to be referred to as A/P) invoices and check requests to be paid in current week

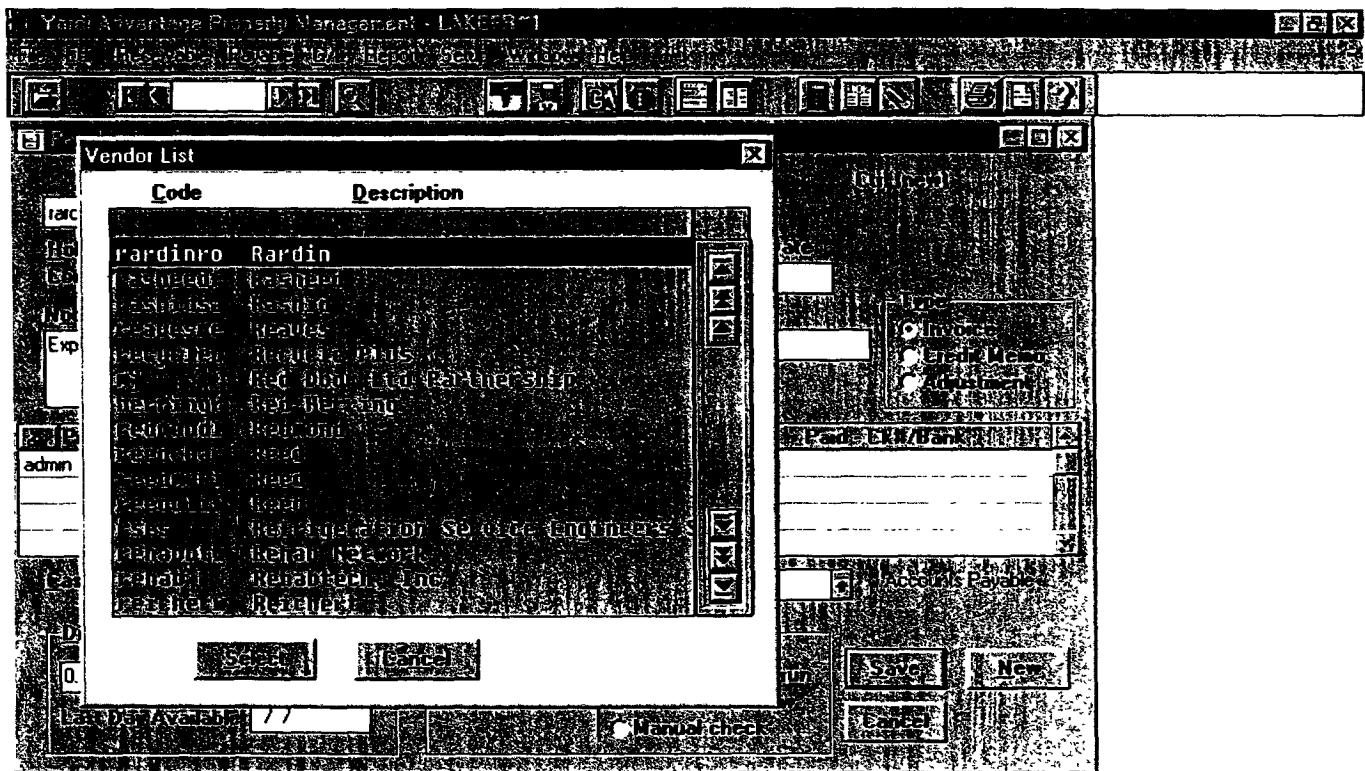
Example 1:



- 2) Enter in appropriate invoice/request. To enter in an invoice:

 - a. Select appropriate vendor for payment. To complete this, use the “drop-down” which is the arrow in the box marked “payee”. In the above example the payee is “Robert Rardin”.
 - b. The way to find the appropriate vendor is to select the drop down with the left-mouse button and you will see the “vendor list” box, as shown in Example 2.

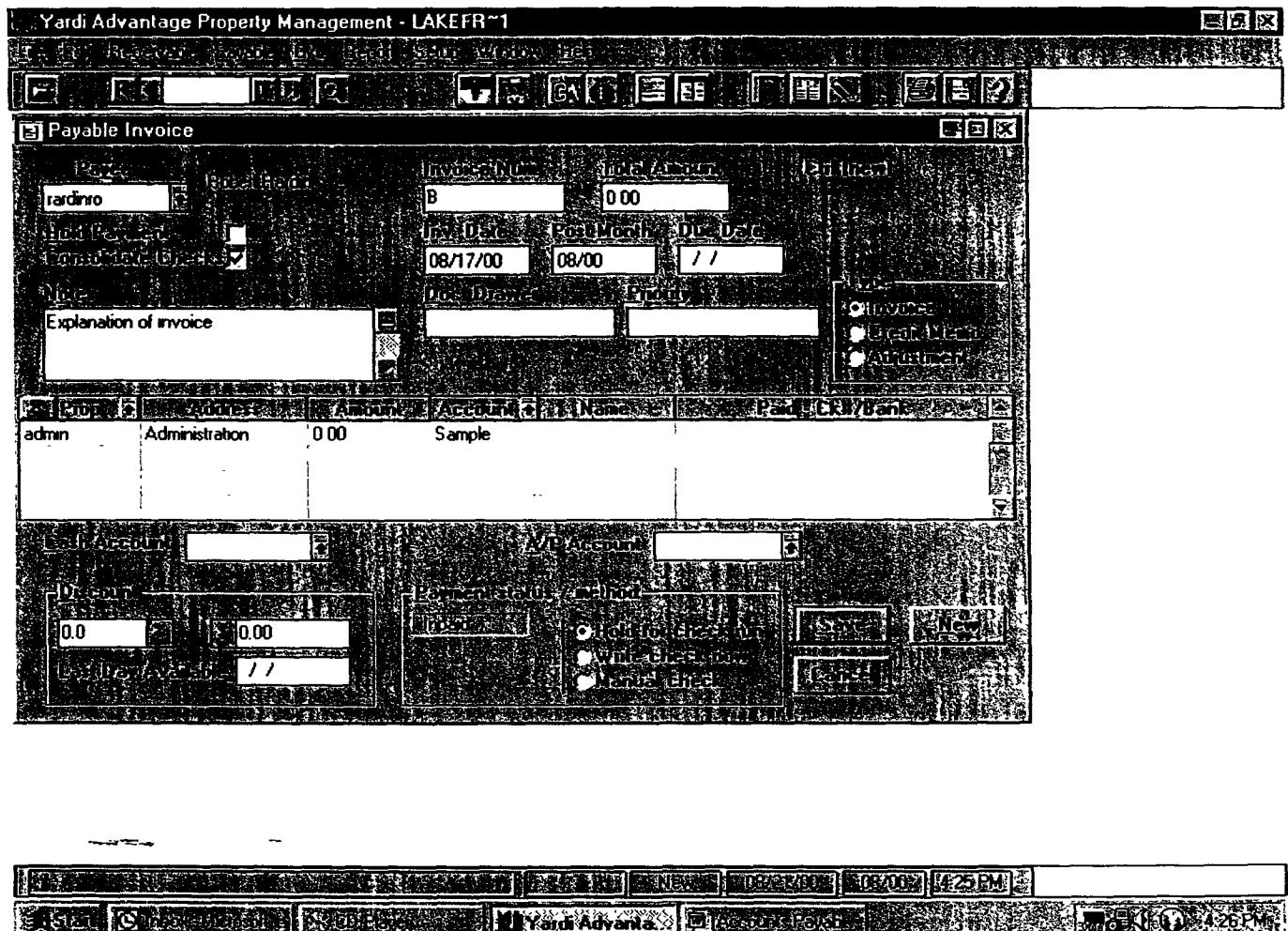
Example 2:



- c. To find a vendor within the vendor list try to search first in the description section of the vendor list. To search for a vendor by description:
- If the payee is an employee try to search by the first two to three letters of their respective last names. For example, to find Robert Rardin, try to search under "rar". The reason to only search by the first two to three letters of a name is to allow for error. For example, if one were to enter in "rarein", and then search, YARDI may not bring-up the appropriate payee.
 - If the payee is a vendor, try to search by the first two to three letters of their respective names. For example, to find Crafty Beaver, try to search under "cra". The same rationale applies in that YARDI will now bring-up all vendors that have "cra" as the vendor's description.
 - If the payee is still not found at this point, try to search using the same method as above in the "code" section. This should be a secondary search method,

- however, as often the codes do not necessarily correspond to the payee being searched. For example, if "amb" Ambassador Business Solutions were searched for under "code" it would not be found because the code is "abs" and Yardi would provide only payees with "amas" or greater alphabetically in the code.
- iv. If the vendor is still not found, search through a printed version of the vendor list that can be run by selecting "report/vendor/vendor directory". This method often gives a cleaner and less confusing view of all vendors available.
 - v. Once all these steps have been completed and the vendor is still not found, inform the Finance Manager/Vice-President of Asset Management and they will enter in the appropriate vendor code (see entering a vendor code).

Example 3:



- d. Enter in invoice number provided on the respective bill in the "Invoice Number" section. If there is no invoice number, enter in the date of the invoice (this particularly applies to employee requests as they often do not have invoices to backup the request)
- e. Enter in appropriate amount in "amount" section
- f. Enter in appropriate invoice date in "invoice date" section. This may be the same as the invoice number if there is no invoice number provided
- g. Enter in appropriate post month. **THIS STEP IS EXTREMELY IMPORTANT!** It is imperative that the appropriate post month is selected as numerous problems

will result if the post month is not the same as the month the checks are being printed:

- i. As a rule: The post month should reflect the month that you are physically working in. Once the month has been “closed” by Occupancy, YARDI will automatically default to the next post month, as it believes the month is now over.
 - ii. For example: If the month is closed by Occupancy August 25th and you are paying bills August 28th, YARDI will think that the post month should be September. In fact, YARDI will have you confirm each time that you enter in the month as August as it thinks you are inputting in error. For this example, all bills entered should have the post month 08/00 even though YARDI will think the month is now 09/00 because the bills/invoices/requests are physically being entered in during the month of 08/00. IF THERE IS ANY CONFUSION WITH THIS STEP PLEASE ASK YOUR SUPERVISOR TO GO OVER IT WITH YOU.
 - h. Enter in appropriate description in the “description” area. What is entered in this box is what will be written on the check, thus this is a very important step. The descriptions should be entered in as follows:
 - i. In most instances, if a Lakefront SRO account number, service numbers, etc. of any kind is provided enter in that information.
 - ii. If there is a particular service date provided (ex. A phone bill may have service dates included in the bill), enter in the service dates from the invoice. For example a gas bill may have the following description: “Svc. For 07/01/00 – 07/31/00 for Acct. #74568”.
 - iii. If no account number, service number, etc. is available then enter the most appropriate description. For example, a travel reimbursement request will not have an account number but an appropriate description may be: “Travel reimbursement for 06/15/00 – 06/30/00”.
 - i. Enter in appropriate property in the “property” section. Above the property there are two drop downs:
 - i. The 3-pronged icon is for what are commonly called “splits”. This means the bill allocator may have a particular bill/invoice/charge that uses a standard percentage breakout.
 - 1. For example, “Roscoe” is a common vendor for uniform cleaning. As we receive only one bill, but the service is used by all of the buildings, it is only appropriate the buildings pay their respective shares. A Roscoe bill may have a total of \$100.00 and should be split among the eight buildings. Rather than making eight different calculations, a predetermined percentage may already be set-up:

The bill may be coded with "all buildings w/Sloop" which when selected will automatically allocate the bill, using a predetermined percentage, as follows:

\$100.00 Roscoe Bill:

Belray (10%): \$10.00

Carlton (10%): \$10.00

Delmar (10%): \$10.00

Harold Washington (10%): \$10.00

Malden (10%: \$10.00)

Miriam (10%): \$10.00

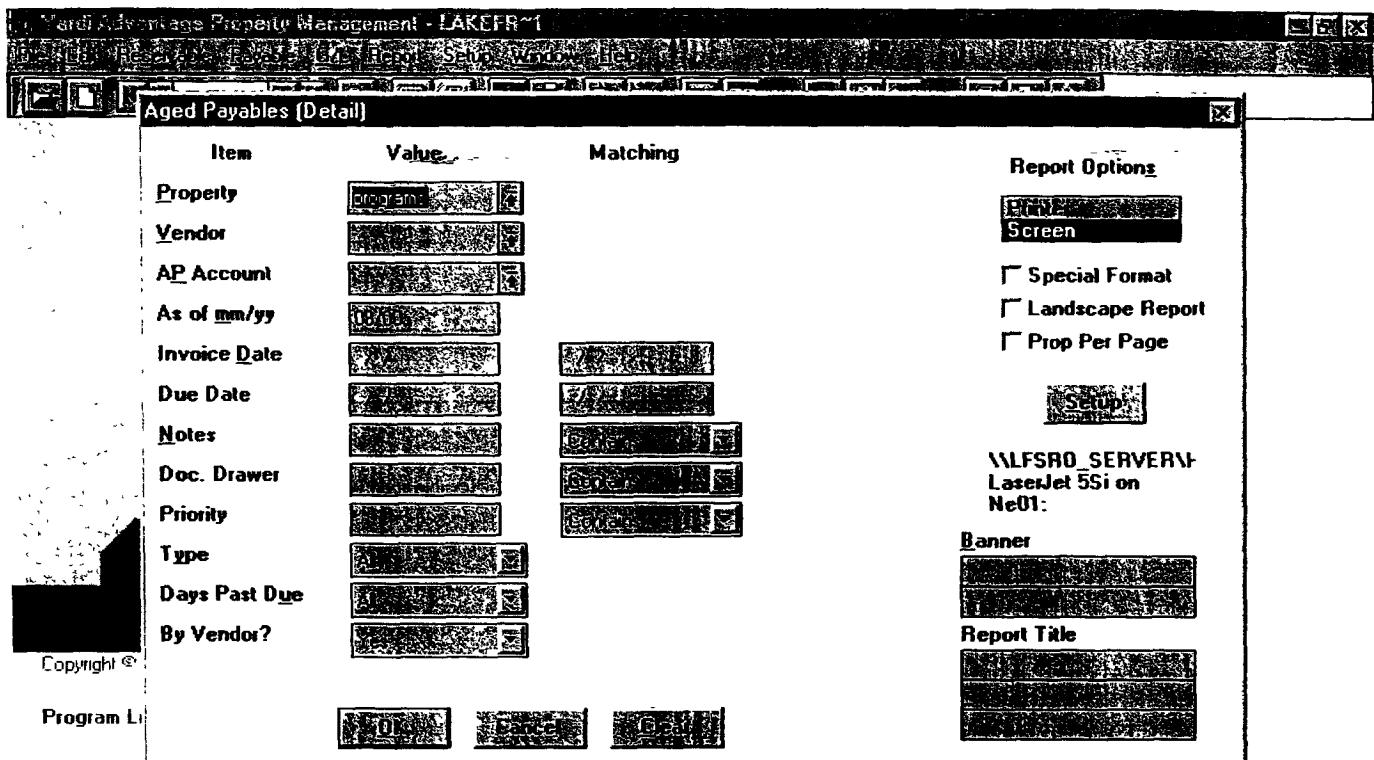
Major Jenkins (20%): \$20.00

South Loop (20%): \$20.00

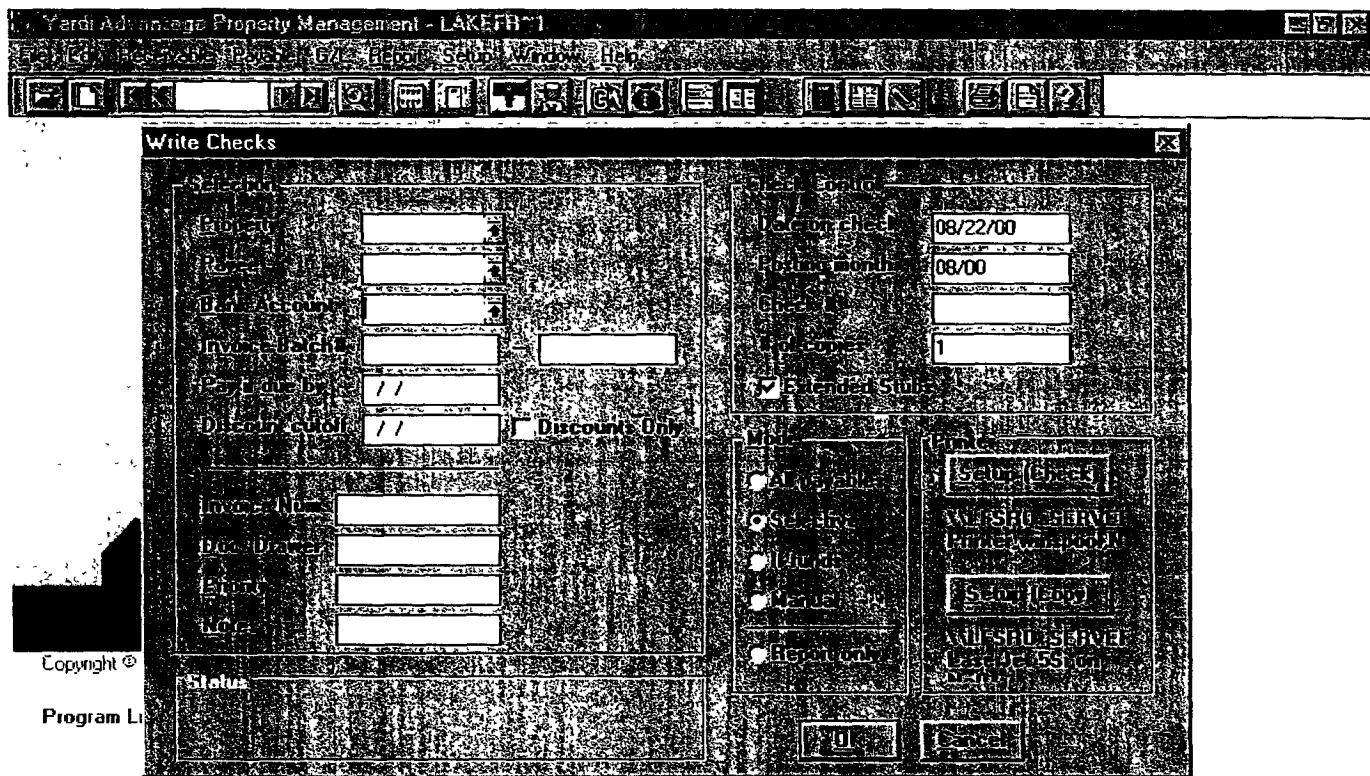
- ii. The standard property drop down (arrow pointing up to the right of the three-pronged drop down) is for all “non-splits” and includes most programs used. When bills are coded/allocated the most common programs are coded as, but are not limited to, the following codes and can be found in this particular drop down:

1. HWA: Harold Washington.
2. Mal: Malden
3. Mir: Miriam
4. Car: Carlton
5. Del: Delmar
6. MJ: Major Jenkins
7. Bel: Belray
8. S. Loop: South Loop
9. AD: Administration
10. AM: Asset Management
11. BM: Blended Management
12. C&GA: Community and Government Affairs
13. Employ: Employment
14. Housing: Housing Development
15. H&I: Hilliard and Ickes
16. JTC: South Loop Job Training Center (not to be confused with South Loop as this is its own Lakefront program and not related to the South Loop budget)
17. ResDev: Resource Development
18. TA: Technical Assistance/Consulting

- j. Once a property is selected the amount entered in the “total amount” space should automatically default into the amount preceding the property. If the bill is not fully allocated to one property or program, manual entry of this amount will be required. For example, an invoice may be split between BM and AD evenly for \$100.00. \$50.00 of the invoice must be allocated to one program and \$50.00 to the other. Unless done manually, YARDI will allocate the entire \$100.00 to the first program entered.
- k. After the correct amount has been entered proceed to the account section. YARDI provides a drop-down for this section as well, which can be used to manually search for general ledger accounts exactly as if you were searching for a vendor. However, the bill should have already been previously allocated/coded and should have the proper general ledger account already written on the bill/invoice/request.
- l. For quality control purposes do check to make sure that the general ledger account on the bill/invoice/request seems appropriate. For example a gas bill that has been allocated to g/l account #5440 for telephone bills would not be correct. In cases where the exact general ledger account is in question, inform your supervisor immediately.
- m. The final step is to verify the bank account. At the time of this document there are only two possibilities. Bank account #1010 (what YARDI will automatically default too), which applies to the Northside Credit Union, and #1011, which applies to any Bank One expenditures. The later applies at this time only to the South Loop and large program expenses.
- n. Once all these steps are complete, press the “save” button and YARDI will automatically bring-up a new invoice.



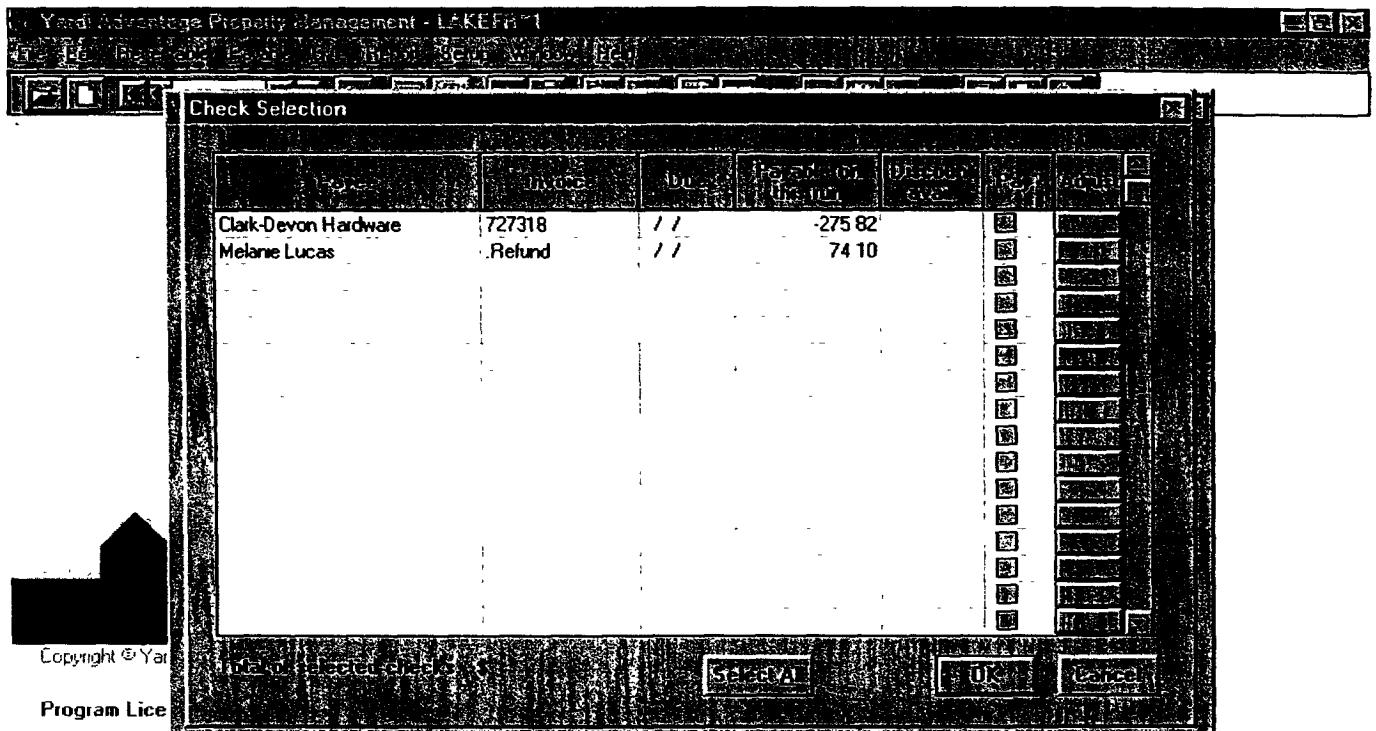
- 3) Running "aging detail reports". To run these reports (shown above):
 - a. In YARDI select report/payable/aging detail and this will bring you to the above pictured screen
 - b. Once in the above screen the only two sections that need be filled are "property" and "as of mm/yy".
 - c. A report should be run for each property (i.e. each individual building AND the "programs") for quality control use.
- 4) Once the reports are run, each building's payables should be separated and arranged alphabetically corresponding to the order on their respective report.
- 5) A final pre-check writing examination should be made using these reports. They are useful in that they show general ledger accounts, vendor names, amounts, etc. so that one can make sure that they did not misinput any information.
- 6) Upon completion AND review/approval from the Finance Manager or V.P. of Asset Management the checks may then be written.



Writing Checks (AGAIN, APPROVAL MUST BE SOUGHT OUT AND GIVEN BEFORE THIS PROCESS CAN BE COMPLETED):

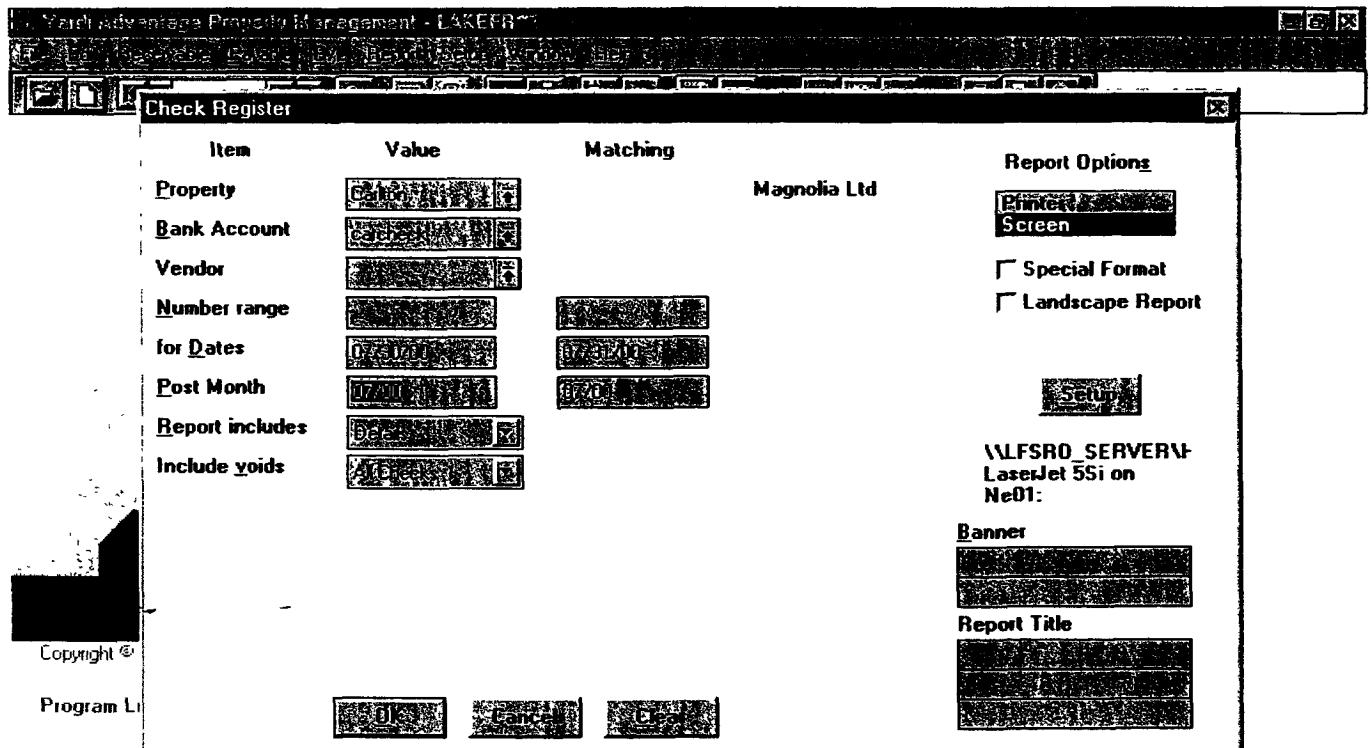
- 7) To write checks the following steps should be completed (shown above):
 - a. The "property" box should be filled out with the property that you wish to run. These include, and at this time limited to, the eight buildings and the "programs" which includes all active Lakefront programs.
 - i. If you are not sure exactly what the property code is, use the drop down and select the proper code for the checks that you wish to run. The properties available should be the same as when you entered the invoice into the YARDI.
 - b. The "bank account" box should be filled out with the corresponding bank account for the property. The accounts at this time are limited to Northside Credit Union checking and Bank One checking accounts ONLY.
 - i. For example: When printing the Harold Washington's checks the Harold Northside Community Credit Union checking account should be used.
 - ii. **Note:** At the time of these procedures were written the only two accounts with active Bank One bank accounts were for the South Loop and Lakefront programs.
 - c. **Yardi's check date and post month will automatically default to the current date and post month. HOWEVER, FOR REASONS OUTLINED ABOVE, IT IS VERY IMPORTANT THAT THE POST MONTH ON THE INVOICE INPUTTED, THE CHECK DATE, AND THE POST MONTH IN THE CHECK WRITING PAGE ARE THE SAME!**

- i. As a rule: The post month on the invoice entered should be the month that you are PHYSICALLY IN. I.e. if you are working in August your post month on the invoice should be 08/00. This should ALSO be your post month and check date in the check writing section. It is IMPERITIVE that these are all the same. **IF THERE IS ANY CONFUSION WITH THIS PLEASE ASK YOUR SUPERVISOR FOR HELP.**
- d. Once these four sections are completed and reviewed there are two more checks:
 - i. Make sure that the box for "extended stubs" is checked
 - ii. Make sure that the box for "selective" is checked. If it is not, all checks ready to be paid will be processed which can create problems.
 - e. Hit "okay" and you will be sent to the "check selection" screen seen below



- f. The "check selection" screen is where each check can be individually selected for payment. In the above example, the check for Melanie Lucas could be run by simply checking the "pay?" box.
 - i. It is imperative that you use this screen as a final check for input errors, as once "ok" is pressed, the checks will be written and are much harder to correct.
- 8) Once the checks have been written they should be prepared for signature by the Chief Financial Officer, or if unavailable for signature, the V.P. of Asset Management. The checks should be matched up and attached to their respective invoice/bill/check request in preparation of being stamped.

- 9) Once the bills have been attached to their invoice/bill/check request they should be stamped. To stamp the checks the following steps should be completed:
- For checks that are less than \$101.00: Get both the stamp of Lisa Groff and Jean Butzen
 - For checks that are more than \$101.00 but less than \$5000.00: Get a Jean Butzen signature stamp and the manual signature of Lisa Groff
 - For checks that are more than \$5000.00: Require the manual signature of an authorized board member and Jean Butzen's manual signature.
- 10) After the checks have been put together for signature, the following two reports should be run (both of which can only be run after the checks are printed):
- Check Register (report/payable/check register): Seen below, all of the following values must be filled in:
 - Property: Either a specific building or "programs"
 - Bank Account: The specific checking account from which you have run the checks. Note: For the South Loop and "programs" Bank One must be run as well, as often checks have been inputted for both the Northside Credit Union and Bank One
 - For Dates: This is for the range of dates of when you actually printed the checks. I.e. If the day of the month is 08/01/00, but you printed the checks on 07/31/00 then you must select 07/31/00 as the date for the register.



- Post Month: The post month that was inputted for your checks
- Report Includes: Must be set on "details"

- vi. Includes Voids: Unless you want voids only, this should be set on “all checks”
- b. Expense Distribution (reports/payables/expense distribution): Seen below, all of the follow must be selected:
 - i. Property: Either a specific building or “programs”
 - ii. Check mm/yy: The post month that the checks were written in
 - iii. Check Date: This is for the range of dates of when you actually printed the checks. I.e. If the day of the month is 08/01/00, but you printed the checks on 07/31/00 then you must select 07/31/00 as the date for the register.

Yardi Advantage Property Management - LAKEFRONT SRO

Expense Distribution

Item	Value	Matching	Report Options
<u>Property</u>	Program		<input type="checkbox"/> Print
<u>Payee</u>			<input type="checkbox"/> Screen
<u>From Acct</u>			<input type="checkbox"/> Special Format
<u>To Acct</u>			<input type="checkbox"/> Landscape Report
<u>Invoice mm/yy</u>	07/00		<input type="checkbox"/> Prop Per Page
<u>Check mm/yy</u>	07/00		
<u>Control Number</u>			
<u>Batch Number</u>			
<u>Invoice Date</u>			
<u>Check Date</u>	07/25/00		
<u>Notes</u>			
<u>Show</u>	Printed Amount		

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Program List

OK Cancel Clear

Print Screen Special Format Landscape Report Prop Per Page

VLSR0 SERVER\ LaserJet 5Si on Ne01:

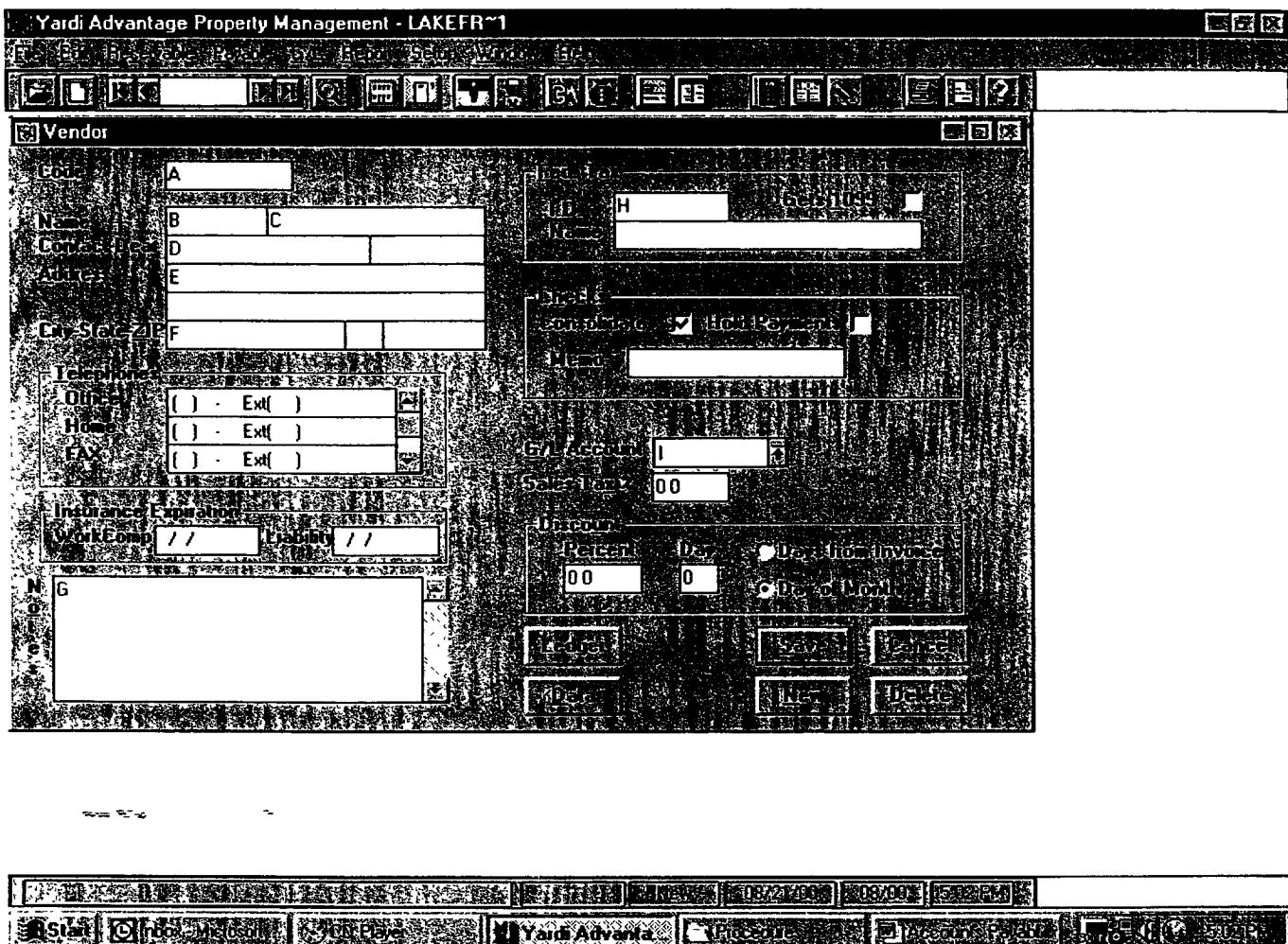
Banner Report Title



- c. Once the reports have been run for all buildings and programs, the report totals must be matched up.
 - i. For example: The Miriam check register total should match the Miriam expense distribution total
 - ii. Note: When comparing the check register for any account where Bank One is in use, should be the aggregate of the two amounts. For example, the check register for the South Loop, if checks have been run off both Bank One and NCFCU, will not match up directly to the South Loop expense distribution. The total of both the NCFCU check register and Bank One check register, however, should.
- d. After totals have been confirmed, the reports should then be given to the Finance Manager for review

- 11) When checks are received with proper signatures, they should be copied (with signatures on them), and then prepared for mailing.
- 12) Prior to sealing envelopes, attain approval from the Finance Manager first, and then send out those that need to be mailed and a notice to those employees whom have requested checks that week
- 13) File invoices away and the A/P task is complete.

Entering in a new vendor:

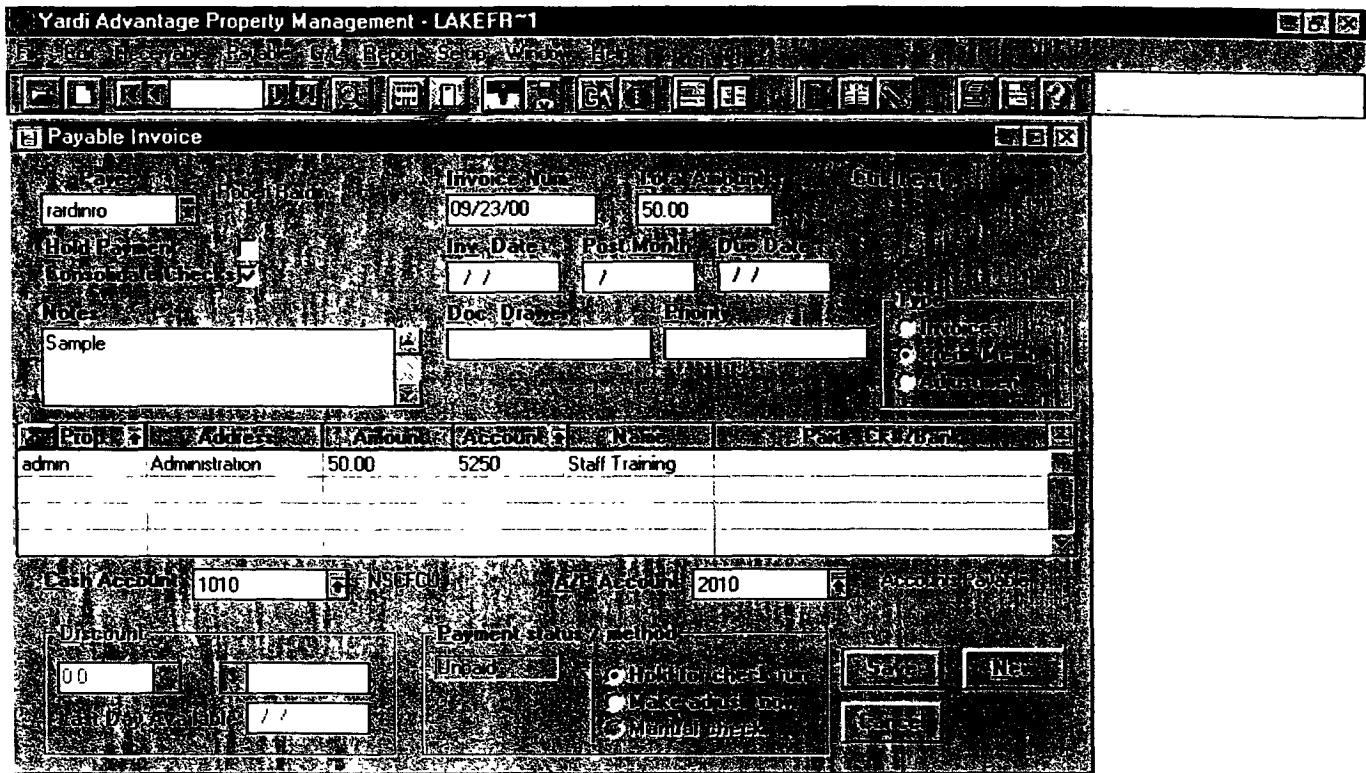


Entering in a new vendor (TO BE COMPLETED ONLY AFTER APPROVAL FROM EITHER THE FINANCE MANAGER OR V.P. OF ASSET MANAGEMENT AND AFTER ALL AVENUES HAVE BEEN EXAMINED (SEE ABOVE) TO WARRANT A NEW VENDOR):

- 14) To enter in a new vendor use the following steps EXACTLY (The letters indicated refer to the above picture):

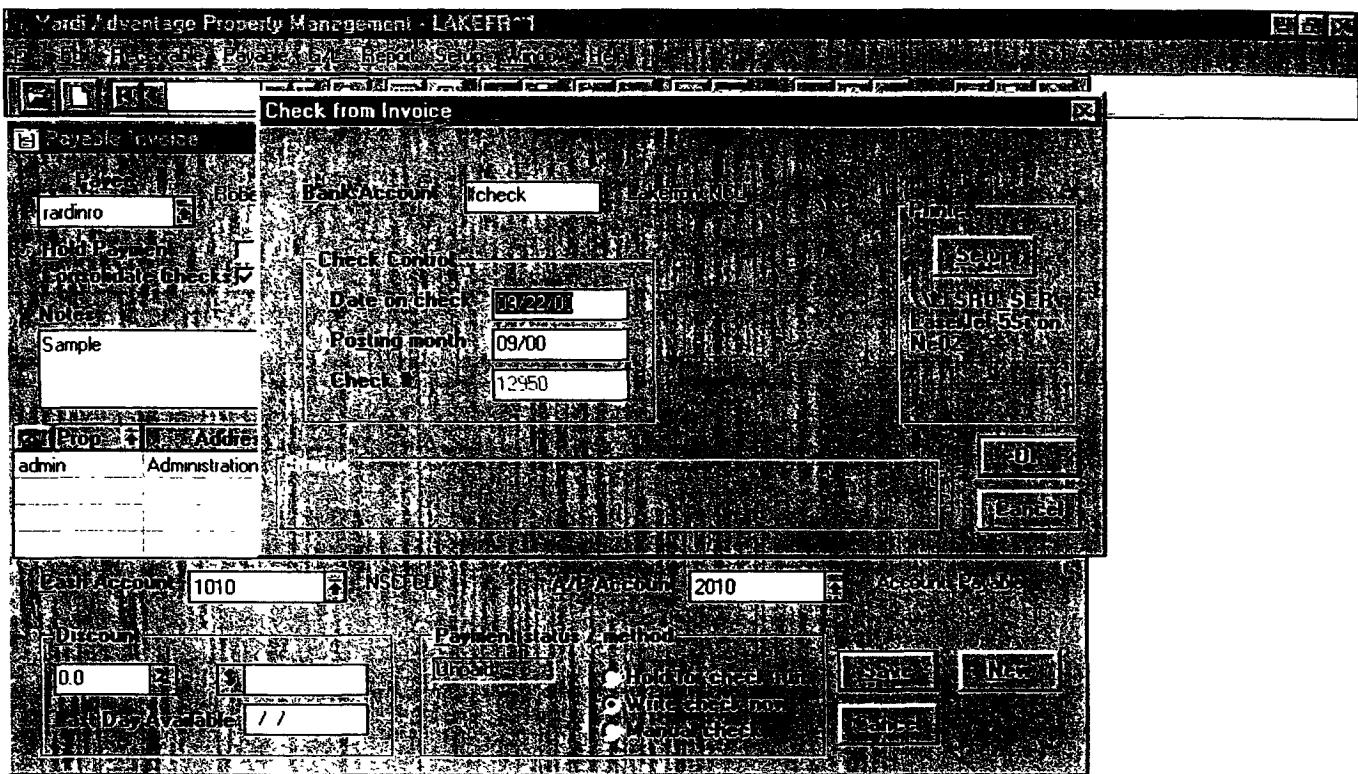
- a. (A) YARDI only allows eight characters to be used for the vendor code. Vendor code entry will be as follows and **WILL ALWAYS BE IN LOWER CASE AS YARDI IS CASE SENSITIVE:**
 - i. **For an employee or person:** As much of their last name and then first name will be used. For example: To enter in John Smith the code would be "smithjoh" or for Jane Smithson the code would be "smithson".
 - 1. If the code is already in use (i.e. two Smithsons) and it would thus be impossible to enter in another "smithson" with YARDI's 8 character limitations, then the last letter of the last name will be dropped and replaced by the first letter of their first name. For example if Bob Smithson were to be entered, then his code would be "smithsob".
 - 2. If the exact code is already in use (ex. James Smithson) and it would thus be impossible to enter in another "smithson" with YARDI's eight character limitations, then the last two letters of their last name will be dropped and replaced with the first two letters of their first name. In this example the code would thus be entered as "smithsja"
 - 3. The same rationale would be applied to a person who shared three letters or greater as above. Simply replace the appropriate amount of last name letters with first name letters until two distinctive names have been set-up
 - ii. **For a vendor:** As much of the company name as possible will be used. For example: To enter in Payless Food Stores the code would be "paylessf". **IF A DUPLICATE IS FOUND NOTIFY A SUPERVISOR IMMEDIATELY.**
 - iii. **Addendums:**
 - 1. Try as much as possible not to use acronyms, as they often are confusing to a new person attempting to find a vendor. In the above Payless Food Stores example, the code "pfs" may seem appropriate, but if one were to search in the code for "pay" rather than "pfs" the vendor would not be found.
 - 2. If the name is not eight characters long then simply enter in the entire name. For example: A store named "John's" would be entered in as "johns" unless a code is already in use with that same name.
- b. (B) This section is for first names of people ONLY (Capitalization is okay in this section)
- c. (C) This section is for last names of people AND full vendor names (Capitalization is okay in this section)
- d. (D) For such cases as "attn:" or very specific contact information
- e. (E/F) These sections are for address entry
- f. (G) For use when specific information is appropriate. For example for many of the utilities multiple accounts exist. Thus, if one of the bills is building or space specific it may be useful to include something like "Malden gas bill" in this space
- g. (H) This entire section should be filled out (S.S. #, name, and checking the 1099 box), when the new vendor is an individual contractor. This most often happens with consultants, photographers, etc.
- h. (I) For use when the same general ledger will be used EVERY TIME (ONLY ENTERED WITH APPROVAL). For example a water bill will always use the general ledger #5430 for Water and Sewer, thus it would be appropriate to have this entered in the vendor file so that YARDI will default to this particular general ledger account whenever this vendor is used.
- i. Review your entry and then press "save". YARDI will give you a confirmation stating that "This is the last record"

Entering In A Credit:



- 15) To enter in a credit all processes referenced above to entering in an invoice should be followed.
The only exception to the above process is:
a. The type of invoice icon needs to be changed from "invoice" to "credit memo"
i. Note: If the credit is more than the invoice for a particular vendor or if the vendor does not have an invoice ready to be paid YARDI will write a negative amount on the check it prints.

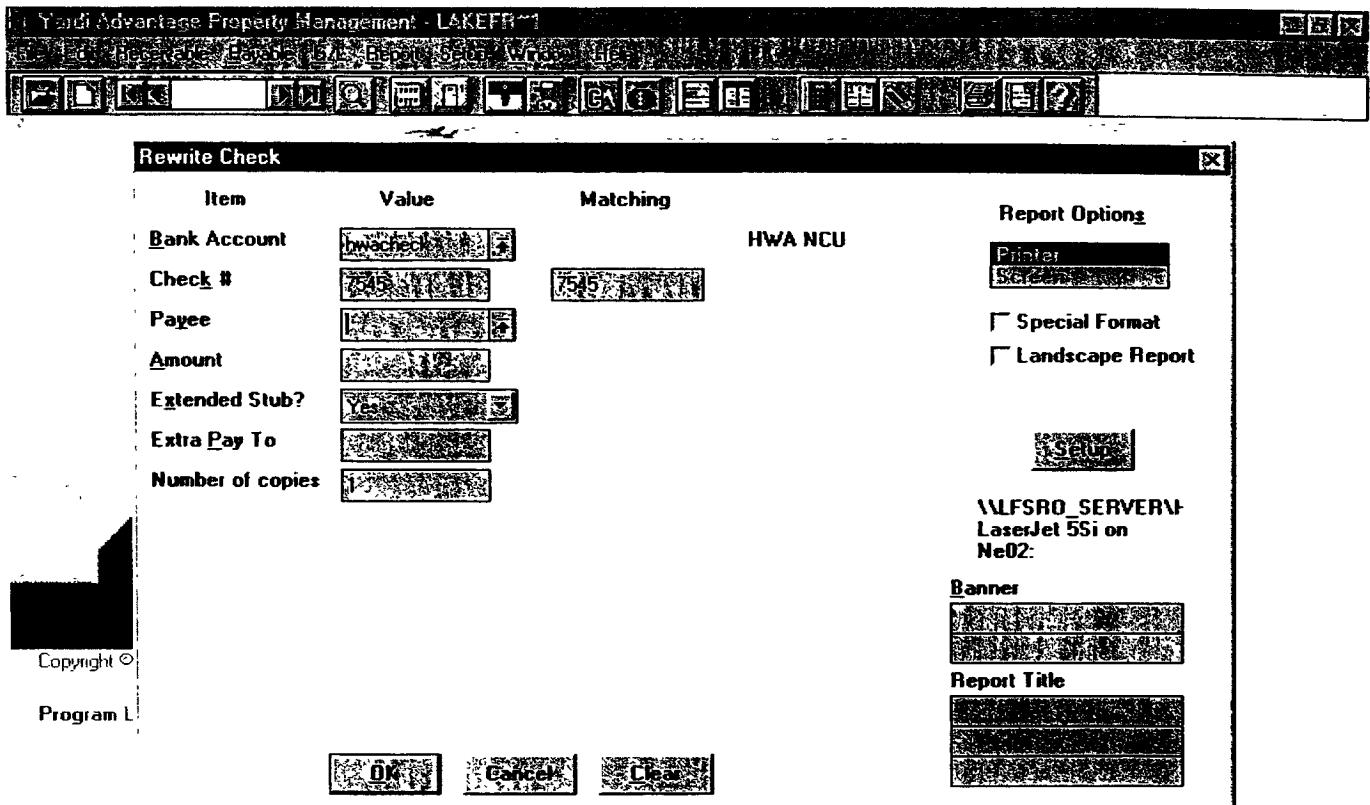
“Writing Checks Now”:



- 16) In instances where one is only printing out one check or a check is needed outside of the normal A/P process then the "write checks now" process may be used. To write checks all processes referenced above to entering in an invoice should be followed except when you have completed entering in the invoice:

 - a. At this point YARDI normally defaults to the "hold for check run" shown at the bottom of the page above in the "payment status/method" area. This should be switched to "write checks now".
 - b. Once this is switched and saved the above boxes will show-up. This "check from invoice" box should be treated exactly as if you were writing an entire A/P batch. Thus all things referenced above should be checked before printing. Again, this cannot be done without the Finance Manager or Vice President of Asset Management's approval.

"Rewriting Checks":



- 17) The “rewrite check” function should only be used when there is a physical problem with the checks that you have printed (ex. the printer tore the checks or the checks were in the printer the wrong way), because as far as YARDI is concerned the checks that have been printed are live. Thus, once a new check has been printed it is very important that the old one be disposed of. To “Rewrite checks” you first go to “payable” and then “rewrite checks” and the above “rewrite checks” box will appear:
- Once in the rewrite checks box you need only enter in the bank account and the check number of the check to rewrite. Once you have okayed this YARDI will indicate the check to be reprinted and you need simply check “yes” and your check will reprint.

PETTY CASH

Control Objective: To ensure that petty cash funds are disbursed only for proper purposes, are adequately safeguarded, and properly recorded.

Policies

The petty cash fund will be maintained on an imprest basis. Petty cash is used to support activities at all of the buildings. Senior Case Managers are responsible for managing the funds, securing receipts and requesting reimbursement. Activities include holiday meals, movie night activities and group sessions. At the beginning of the year the budget

Petty cash is to be used for small incidental expenses. Individual petty cash disbursements should not exceed \$100.00.

The Controller will act as the custodian of the administrative petty cash fund.

Petty cash is replenished when available cash falls below \$100.00. All checks for reimbursement of the petty cash fund must be made payable to the custodian of the petty cash fund.

Periodically, the Chief Financial Officer, shall make unannounced counts of the petty cash fund.

The petty cash fund shall be kept in a box, located in a locked file cabinet.

Procedures

Request for petty cash

Documentation

A receipt (an invoice, cash register or other proof of purchase) must be submitted for each petty cash withdrawal. If no receipt is available, the employee receiving the funds is responsible for preparing a written receipt indicating the payee, date, amount and a description of the purchase. The original receipt should be placed in the cash box.

Reimbursement petty cash fund

The custodian of the petty cash fund must submit a check request with the petty cash register which details distribution, for reimbursement of the petty cash fund to either the Controller or the Chief Financial Officer . All petty cash supporting documentation must be attached to the check request.

When the petty cash check is entered into the computer system the debits are made to the expense accounts affected by the summarized transactions.

PAYROLL

Control Objective: To ensure that payroll disbursements are made only upon proper authorization of management to bona fide employees, that payroll disbursements are properly recorded, and that related legal requirements are complied with.

Policies

All personnel salaries/wage rates shall be authorized by the President and the Executive Team. All changes in employment shall likewise be authorized by the Senior Vice President of Human Resources and Organizational Development.

The Director of Human Resources shall maintain all personnel files.

The Senior Accountant shall monitor usage of vacation and sick Time and maintain the time sheets.

Procedures

Payroll Processing:

- Time sheets are completed by each employee for each pay period. Each program manager shall review and approve all time and attendance records for their employees. The approved time records shall be submitted to the Senior Accountant for review.
- An outside payroll processing firm will be used to process payroll. The Controller shall review the payroll master file prior to the call-in to the outside payroll service. The Senior Accountant is responsible for notifying the payroll service of any changes to the payroll master file. The payroll service generates the payroll register, payroll checks, and processes the tax deposits. These documents are then sent to LAKEFRONT . The Senior Accountant is responsible for reviewing the payroll register for the proper processing of amounts.
- Checks are pre-signed by the Chief Financial Officer and the President and distributed the Senior Accountant.

Distribution of Payroll Checks

- Payroll checks will be issued on the 15th and the last day (30th) of each month. Should the 15th or the last day (30th) fall on a holiday or weekend, checks will be issued on the previous working day.
- Each payroll check must be distributed to the employees in a sealed envelope. Distribution will occur no later than 12:00 p.m. on the designated payday.

Lakefront SRO

Accounting Procedures

Function:

Processing Payroll through ADP

Objective:

To collect and process all timesheets and applicable payroll information.

Reports and other information needed:

- All timesheets (From managers and employees)
- All changes, deletions and additions to payroll (From HR and Accounting Dept)
- Lakefront's Company Code: G8R

Procedure:

1. Collect all timesheets. (There is a \$5.00 fee for all late timesheets. The employee is ultimately responsible for this fee. Non-payment of late timesheet fees may result in no promotions/raises at year-end.)
 - A. Non-Exempt/Hourly Timesheets are collected from Property Managers by deadline.
 - B. Exempt/Salaried Timesheets are collected from employees or their managers by deadline.
2. Sort timesheets.
 - A. Exempt timesheets are alphabetized by last name.
 - B. Non-Exempt timesheets are separated alphabetically by home departments/buildings. (If an employee worked in more than one building within that pay period, all of their timesheets should be placed together under their home department/building. For example, if an employee's home department/building is the Delmar, but he/she worked at the Delmar and the Major Jenkins, then both timesheets should be alphabetized under Delmar.)
3. Review all Exempt timesheets and notify employees/managers of any errors or changes.
4. Review and calculate all Non-Exempt timesheets. Notify applicable Property Managers of any errors or changes.
5. Collect all additions, deletions and changes applicable to payroll from Human Resources and Accounting.
6. Sort all payroll forms/documentation received from Human Resources and Accounting in the following order:
 - A. New Hires
 - B. All Changes to Employee Ledger (i.e. change of address, change in deductions...)
 - C. All Batch Information (i.e. temporary change in salary, bonuses...)

7. Enter all new hires.
 - A. Human Resource enters all new hires and personnel information.
 - B. Accounting reviews HR entries and completes all payroll information. (See Pages 1-7)

8. Create Payroll Batches (Paydata – New Batch/Open Batch). Please keep in mind that you have the option of creating, deleting or changing any batch that you choose. The following are just suggested batches to create (See Page 8-10):

<u>Batch ID</u>	<u>Batch Description</u>	<u>Grid</u>
201	Harold Washington	Lakefront Paydata
202	Malden	Lakefront Paydata
203	Miriam	Lakefront Paydata
204	Delmar	Lakefront Paydata
205	Carlton	Lakefront Paydata
206	Major Jenkins	Lakefront Paydata
207	Belray	Lakefront Paydata
210	Janitorial	Lakefront Paydata
610	Maintenance	Lakefront Paydata
7	Other Hourly	Lakefront Paydata
8	Miscellaneous	Lakefront Paydata

9. Enter Non-Exempt employee hours into appropriate batches. **Note:** If you select a specific employee within a batch and hit the F2 on the keyboard, this will create another line for that specific employee. The additional line(s) for that employee will allow you to enter hours worked and paid by another building other than the employee's home department. See Page 11.

10. Enter all other payroll information into PC System.
 - A. Enter Any Changes to Employee Ledger (See Pages 1-7)
 1. Personal Information
 2. Status Change (i.e. Terminations)
 3. Position Change
 4. Permanent Pay Rate Changes
 5. Taxes Exemption Changes
 6. Deduction Changes

 - B. Enter any other batch information under the Miscellaneous Batch. See Pages 11-12.
 -
 - 1. Bonuses
 - 2. Pay Rate Prorations
 - 3. Temporary Additional Pay

11. Verify that all Batches balance. (Paydata – Open Batch)

12. Run the Employee Changes Report and the Paydata-Summary Report (Paydata – Audit Reports)

13. Review information on both reports to ensure accuracy.

14. Give reports to Vice President of Asset Management for review and approval.

15. Prepare to Send Files to ADP.

16. Send Files to ADP. See Page 14.

ONCE PAYCHECKS ARE DELIVERED (usually the next business day after transmittal):

1. Retrieve files from ADP. See Page 15.
2. Load files from ADP. See Page 16.
3. Start next payroll cycle. See Page 17.

WHEN IN DOUBT, LOOK UNDER THE HELP FUNCTION OR CALL ADP (847) 718-2023.

Recording payroll in YARDI:

- Record Payroll entries from the ADP payroll register on the general ledger.
- Under YARDI main menu, select General Ledger, Transactions, General Journal.
- Enter the month for the payroll period to be entered.
- Enter the semi-monthly pay period and the total amount of salary and taxes.
- Choose the Salary List from the pop-up list which contains the allocations for the salary and fringe expenses. Enter the amount for each cost center using the salary allocation spreadsheet.

REPLACEMENT OF LOST CHECKS

If a check is lost or misplaced after it has been issued, complete the following steps:

1. Notify Company Bank

Notify Company Bank's "Development Deposits" Department who will process the request for stop payment. This department will also forward a confirmation notice to the requester by mail on the following day.

2. Void original check request form

After receiving notice from the bank retrieve the original documentation and write "VOID" on the check request form.

3. Request approval

The President must sign the stop payment order and mail it to the bank.

4. Void the check

- Void the check in the automated accounting system and reissue the check for the prior amount less the \$20.00 bank service charge (Note if the lost check was no fault of the payee LAKEFRONT . will incur the charges. Bank fees are debited to miscellaneous expense).
- Voided checks should have the signature portion removed and the check should be retained in the voided check file in numerical sequence.

5. Update Accounting Records.

- Voided checks must be recorded in Yardi. Checks are voided in the Cash Disbursements Browse window, which can be accessed either through the General Ledger Transactions menu, or the Accounts Payable menu.

To access the Cash Disbursements Journal, Enter:

1. Month/Year of the Transaction
 2. The Fund (Press F2 for the pop-up list).
 3. The Cash Account Number (Press F2 for the pop-up list).
- The Cash Disbursements Browse screen is displayed. Highlight the check to be voided and press F3-Void. YARDI will ask for confirmation to void the selected check. The check will not be deleted; it will still appear in the Cash Disbursements with a zero amount.

BANK RECONCILIATIONS

Policy

- All bank accounts should be reconciled within five business days of receipt.
- If possible, the reconciliation should be done by an individual who does not participate in the receipt or disbursement of cash.
- All checks outstanding for over ninety days should be investigated.

Procedures

Bank Reconciliation Record

When a bank statement is received, complete the following for automated reconciliation using the Yardi software program:

Items needed: Bank statements

Deposits

Account Transfers – Journal Entries

*Input all journal entries – these entries include all transfers of monies between accounts – No intercompany transactions, this means that no transfers are allowed between buildings.

Dividend Income, NSF checks, etc.

Once all journal entries have been entered, go to Yardi.

G/L

Bank Reconcile

Enter the account name (Each property has a least four accounts)

Enter the closing date – End of the month

Closing Balance – Balance @ the end of the month

Click o.k.

Load any journal entries that were created. Clear the journal entry – this is done by simply clicking on the box titled Clr?

Once all journal entries have been cleared, the "In balance" line should show 0.00.

If this is the case, click on the print box – this will bring you to a second page. Click on the print icon. Close that page and click on the HOLD box.

Go to Report – on the toolbar – Management – Bank Balance – Select the property account – Print report.

*For all checking accounts, you must clear the deposits made into the accounts and also the checks which cleared the account.

If this step is missed, it will not balance.

Checks that are outstanding at the end of the month will remain in the Checks box next to the Uncleared column.

After all accounts have been reconciled, print a Trial Balance for each property and a Balance Sheet. Include this with the month end bank reconciliation paperwork.

Management Review and Approval

- After the Controller reviews the bank reconciliation report, a copy is given to the Chief Financial Officer for review and approval.
- The original bank statement and reconciliation report is filed in the banking section.

BILLING AND RECEIVABLES

Control Objective: To ensure that all services are promptly billed and recorded at authorized rates, that payments are received promptly and unpaid accounts adequately followed up.

Policies

- All rates for services and prices for goods shall be established and approved by the board of directors.
- All billings for services or goods shall be approved in advance by authorized personnel.
- Monthly voucher billing: The DHS contract requires the submittal of regular vouchers, which allows the agency to be reimbursed for the DHS budgeted expenses which were incurred in prior periods. Please refer to the DHS guideline manual for general information about completing this process.
- DHS vouchers will be prepared by the Senior Accountant, reviewed by the department manager, and signed by the Chief Financial Officer/President.
- The Accountant shall prepare all billings and invoices on a timely basis. Prior to mailing the billing/invoices, the Accountant shall make one copy of the billing/invoice. The copy shall be submitted to the Controller records it in the general ledger. The copy is then placed in the voucher binder.

ACCOUNTS PAYABLE

Control Objective: To ensure that accounts payable are supported by appropriate documentation, are promptly paid and properly recorded.

- All approved invoices must be submitted to the Controller promptly upon approval.
- The Accountant shall record all invoices in the accounts payable ledger immediately upon receipt, and place the invoices in the unpaid open invoice file.
- The Controller shall compare vendors' statements with the open invoice file to ensure that all outstanding invoices have been received and processed.
- All invoices from unfamiliar or unusual vendors must be reviewed by the Chief Financial Officer for approval.
- All payments shall be immediately recorded in the accounts payable ledger by the Accountant.

- A listing of unpaid invoices shall be prepared by the Accountant on a weekly basis and submitted to the Controller for review.

COMPUTER CONTROLS

- The Accountant is responsible for inputting the financial data into the computerized accounting software package for generating financial reports. Only the Business Office employees (Chief Financial Officer, Controller, Accountant, and) will have access to the password required to log onto the system.
- Transaction totals are calculated prior to input and compared to the transaction totals calculated by the system. Any errors made during the inputting of information will be corrected.
- Detailed printouts of cash receipts and cash disbursements are to be obtained. The Controller is responsible for comparing the detailed printouts to source documents for accuracy.
- All subsidiary account balances are reconciled to the control accounts monthly.
- A trial balance on the general ledger totals should be obtained and compared to detailed reports for accuracy of balances.

Computer Backups

- Daily - Label five disks/tapes with the days of the week. Reuse the disks/tapes daily labeled for that day.
- Month End - Label 12 disks/tapes with the months of the year. Back up after all activity for the month has been entered.
- Disk Storage – Friday's disks/tapes should be taken home (stored off-site) and returned the following week to be reused. In an emergency, take backup disks to safety.

JOURNAL ENTRIES

- LAKEFRONT uses the “accrual based” accounting system to record transactions.
- Adjusting entries must be made at the end of each month to reconcile accounts.

1. To accrue the Government income sources

- Debit specific receivable
- Credit government income

2. Other adjusting entries

Other adjusting entries should be made at the discretion of the Chief Financial Officer, or the auditor for year-end reconciliation.

FINANCIAL STATEMENTS

Financial statements are produced on a monthly basis after completing the bank reconciliation and the adjusting journal entries for the current period. The three most useful statements are: the *balance sheet, the budget to actual statement and the statement of cash flows*.

1. Balance sheet

- Records all activity for the organization from the beginning of operations. The balance sheet classifies transactions by *asset, liability, or net assets* using the formula: **Asset - Liabilities = Net Assets.**
- This report is accessed through Yardi by selecting, from the *Main Menu, Reports, Financial Statements, Balance Sheet*.

2. Budget to actual income

- Income statement - Records transactions that increase and decrease revenue. The net assets (i.e. income minus expenses) shows agency's profitable or loss during a given period.
- The budget to actual income statements is created by using a spreadsheet program. The reports show both the monthly and year-to-date income and expense statements.
- Income statements can be accessed through Yardi select from the Main Menu,, *Reports, Financials, Budget Comparison*.
- First, use the 1st through 30th/31st of the current month and year to analyze the budget to actual expenses.

3. Cash Flow

- The *Cash Flow Analysis* shows the actual and projected cash inflows and outflows. It is useful in determining the agency's ability to cover monthly expenses. The cash flow statement is used as a planning tool to determine which expenses should or should not be incurred. Also, this report alerts management if short term loans are needed.
- A spreadsheet program is used to generate the cash flow "actual" or the cash flow "projected" report.

FIXED ASSETS AND INVENTORY CONTROL

Control Objective: To ensure that fixed assets are acquired and disposed of only upon proper authorization, are adequately safeguarded, and properly recorded.

Policies

- No equipment, furniture and fixtures shall be acquired, whether purchased, donated or loaned, without prior approval of the Chief Financial Officer .
- No equipment, furniture or fixtures shall be disposed of or transferred from the original location without the written approval of the Chief Financial Officer

Procedures

- Staff will complete property records for all tangible personal property having a useful life of more than one year and an acquisition cost of \$500 or more per unit.
- Staff will complete an Inventory/Property Report and provide the following information:
 - Transaction Type
 - Location Code
 - Purchase Price
 - Description
 - Purchase Date
 - Physical Location
 - Source of Funds
- All property will be given an identification tag and listed on the Master Inventory Record. Upon receipt of property, the Accountant shall prepare an Inventory Card for the item. The number assigned shall be included in the Master Inventory Record.
- A physical inventory will be completed annually. The results will be reconciled to the property records to verify the existing current utilization and continued need for the property.
- The Program Director shall be responsible for conducting an Annual Physical Inventory of all non-expendable property in their offices/program areas.
- All inventory shall be checked against the Master Inventory maintained in the Business Office.

- This inventory shall be completed and submitted to the administrative office by April 30th of each year.
- Staff will employ adequate maintenance procedures to keep the property in good condition. Each employee is responsible for the basic maintenance of equipment and furniture assigned to them (i.e., cleaning, replacing batteries, bulbs, ribbons, etc.). Requests for more extensive maintenance should be directed to the Business Office in accordance with the Purchasing/Disbursement section of this manual.
- Lease and rental agreements can only be executed by the President.
- Agency supplies and equipment, including telephones, shall be used only by employees and volunteers for organizational purposes.
- All inventories of equipment, furniture and fixtures are covered under the organization's insurance policies. In the event of damage or theft, the incident shall be reported immediately to the Chief Financial Officer so that an insurance claim can be submitted.
- All burglaries shall be reported immediately to the police and a police report shall be obtained. A copy of the police report shall be retained in the Business Office and a copy shall be sent to the Insurance Company.

OTHER INFORMATION

1. Support, Program Fees and Revenues

Budgets of contributions should be periodically compared to actual and significant differences investigated. Names of donors (other than anonymous) should be published in journals or newsletters of the organization. Records need to be kept of all donations including the donor's name, amount, date and related restrictions. Records of gifts contingents on future events or special events, such as bequests help line drivers should be periodically reviewed.

2. Donated Material, Facilities, and Services

- Materials - Donated materials should be physically inspected when received. Pre-numbered receipts should be issued for materials, and materials adequately safeguarded. A policy for recording and valuation of donated materials should be established.
- Facilities - Adequate records need to be maintained including description, location, quality or size, period of use and restrictions on use. A policy for recording and valuation should be established.
- Services - Procedures should be in place for supervision of volunteers. Adequate records maintained for requests for volunteer services, applications by volunteers and approval/authorization of volunteer services, terms of services. Time sheets or other records should be maintained to substantiate the date of service, nature of service and time.

3. Contract Compliance

Adequate records of compliance for specific provisions in all contracts entered into should be maintained. In the case of the City of Chicago contracts, spreadsheets should be maintained identifying and tracking specific requirements by the City for performance of the contract. Such records should be maintained by personnel who are aware of such contract provisions.

BUSINESS RECORD RETENTION SCHEDULE

ACCOUNTING AND FISCAL		CORPORATE	
Accounts Payable Records	5	Annual Reports	P
Accounts Receivables Records	5	Bonds	P
Audit Reports	P	Budgets	3
Audit Reports (Internal)	3	Contracts (After Expiration)	7
Bank Statements & Reconciliations	3	Copyrights	P
Canceled Checks	7	Correspondence (General)	3
Check Registers	P	Correspondence (Legal)	P
Deposit Slip Duplicates	2	Insurance Policies (After Expiration)	5
Expense Analysis & Distribution Schedules	7	Inventories	7
Financial Statements	P	Leases (After Expiration)	6
Fixed Assets Records	P	Legal Briefs	P
General Ledgers	P	Licenses	P
Invoices	7	Merger Acquisition Records	P
Journals/Cash Books	7	Minutes	P
Payroll Records	5	Office Equipment Records	6
		Patents	P
		Profit & Loss Statements	P
PERSONNEL		Property Records	P
		Trademark Records	P
Contracts (After Termination)	5		
Earnings Records	6		
Employee Personnel Files	3	TAXATION	
Employment Applications	5		
Insurance Records	P	Annuity or Deferred Payment Plan	P
Retirement & Pension Plans	P	Depreciation Schedules	P
Time Cards	2	Employee Withholding Statements	7
Training Manuals	P	Tax Bills & Statements	P
Travel Records	1	Tax Returns & Work Papers	P

Legal requirements may vary, so your accountant or lawyer should be consulted for specific needs. (Numerals indicate number of years records should be stored, P = Permanently)

Required Reporting Due Dates for Not-for-Profit Organizations

Report to File	Report Description	Report Due Dates
Form 990, 990EZ, 990T	IRS Annual Information Returns	15th Day of 5th month following the end of organization's fiscal year
AG 990-JL	State Attorney General's Office Annual Information Return	End of the 6th month following the end of organization's fiscal year
Annual Report	Secretary of State	1st Day of the month in which organization was originally incorporated
IRS Form 941	Employers Quarterly Federal Tax Return	1st Quarter - April 30 2nd Quarter - July 31 3rd Quarter - October 31 4th Quarter - January 31
Form IL-941	Employer's Quarterly Illinois Withholding Tax Return	1st Quarter - April 30 2nd Quarter - July 31 3rd Quarter - October 31 4th Quarter - January 31
UI-3/40	State Department of Employment Security Employer's Contribution and Wage Report	1st Quarter - April 30 2nd Quarter - July 31 3rd Quarter - October 31 4th Quarter - January 31
W-2	Wage and Tax Statement	January 31 - to each employee
W-3	Transmittal of Wage and Tax Statements to Social Security Administration	February 28
IL W-3	State Transmittal of Wage and Tax Statements	February 28
1099-Misc	Miscellaneous Income (Independent Contractors paid more than \$600)	January 31 - to each independent contractor
1096	Annual Summary and Tramittal of U.S. Information Returns	February 28

Report to File	Report Description	Report Due Dates
IRS Form 8109	Federal Withholding and FICA Deposit Coupons	Monthly Depositor - 15th of following month Semiweekly Depositor - Pay Day on Weds.- Fri.: Deposit by following Weds. Pay Day on Sat. - Tues.: Deposit by following Fri.
IL-501 Coupon	State Withholding Deposit Coupon	Accumulated Taxes < \$500: Months 1 & 2: Carry over to the following month Month 3: Pay with IL941 by the end of the month following the quarter Accumulated Taxes > \$500 < \$1,000: Months 1 & 2: Deposit by the 15th of the following month Month 3: Pay with IL941 by the end of the month following the quarter If more than \$1,000 is withheld by the 7th, 15th, 22nd or last day of any month: Deposit within 3 banking days

E. OTHER SHARE SOURCES

NOTE: OTHER SHARE MUST EQUAL AT LEAST 25% OF CASH ALLOCATED FROM CDHS

OTHER SOURCES OF FUNDS: Use the following categories to specify the source and amount of Agency cash contribution used to operate this program. List only funds already received, or firmly committed.

	CASH AMOUNT	DATE YOUR AGENCY RECEIVED FUNDS
a. Cash Share		
1. Foundations/Corporations	\$ <u>8000</u>	<u>1/1/03 – 5/1/03</u>
2. United Way	\$ _____	_____
3. Other Government Grants (non-DHS) specify		
<u>Hud SHP Singles</u>	<u>\$ 71,102</u>	<u>7/1/02 – 6/30/05</u>
<u>HUD SHP Families</u>	<u>\$ 80,167</u>	<u>7/1/01 – 6/30/04</u>
<u>Illinois DHS</u>	<u>\$ 150,675</u>	<u>7/1/03 – 6/30/04</u>
<u>HUD South Loop SHP</u>	<u>\$ 65,852</u>	<u>1/1/03 – 12/31/06</u>
4. Client Fees (Second Stage/ Transitional Housing Only)	\$ _____	_____
COMMITTED CASH CONTRIBUTION:	<u>\$ 375,796</u>	
UNCOMMITTED CASH CONTRIBUTION:	<u>\$ _____</u>	
TOTAL OTHER SHARE:	<u>\$ 375,796</u>	

OTHER SHARE SOURCES (Continued....)

- b. Does your agency conduct any regular fundraising efforts (events, solicitation - i.e., regular mailings, religious community contributions)?

Yes No

If yes, please complete the following chart:

FUNDRAISING HISTORY (AMOUNT RAISED)	SOURCE (EVENTS, AND/OR SOLICITATION)
FY '03/04 \$ _____ <small>(Projection)</small>	_____
FY '02/03 \$ _____ <small>(Actual)</small>	_____
FY '01/02 \$ _____ <small>(Actual)</small>	_____
FY '00/01 \$ _____ <small>(Actual)</small>	_____
IN-KIND (SERVICES/GOODS)	OTHER SHARE VALUE
_____	\$ _____
_____	_____
_____	_____
_____	_____
_____	_____
TOTAL IN-KIND VALUE	\$ _____

OTHER SHARE SOURCES (Continued....)

- c. Assets: Use the following categories to specify the assets held by the agency on behalf of this project. Include award letters and/or affidavits for each.

1. Savings	\$ _____
2. Capital Development Account	_____
3. Certificate(s) of Deposit	_____
4. Trust Funds	_____
5. Endowments	_____
6. Facility Value, If agency owned (Fair market value)	_____
7. Other (specify) checking	8,000
TOTAL ASSETS:	\$ 8,000

- d. Please indicate by category, the total amount of funding awarded to this agency during the past five (5) fiscal years.

TOTAL DOLLAR AMOUNT FUNDING OF ALL SOURCES		ALL SOURCES OF (Government, Foundations, Private Corporations)
CDHS		
FY' 03/04	\$ 68,000	375,796
FY' 02/03	68,000	382,804
FY' 01/02		
FY' 00/01		
FY' 99/00		
TOTAL	\$ 136,000	

**CHICAGO DEPARTMENT OF HUMAN SERVICES
ORGANIZATION AGREEMENT TO CDHS ADMINISTRATIVE
REQUIREMENTS**

Lakefront Supportive Housing, as the sponsoring Agency for the **Southside Homeless Services** program understands its responsibility to meet all the requirements set forth by the Chicago Department of Human Services (CDHS). The Agency agrees to follow all requirements governing: program reporting, evaluation reports, fiscal guidelines, reprogramming, method of allocating funds, sub-contractors, prohibition of discrimination and all other applicable Federal, State, and Local regulations.

PARTICIPATION IN CDHS MEETINGS AND/OR TRAINING

The Agency shall recognize that the shelter environment is one that should guarantee respect for all clients and protection from sexual harassment, whereby the agency will exercise with clients, the appropriate precautions. CDHS is working with the Department of Law and other City Departments and agencies to construct a formal policy and proposed guidelines for the treatment of issues within the shelters. When those guidelines are established, there will be a mandatory training and instructional workshop regarding these policies for all funded agencies. The Department will provide timely notices to all agencies of upcoming meetings. The agency agrees that appropriate staff from the agency will attend this mandatory training session when it is scheduled. In addition, the Agency will make a good faith effort to attend provider meetings and other information sharing sessions.

PARTICIPATION IN CDHS SHELTER CLEARINGHOUSE SERVICE NETWORK

It is agreed that the agency will fully participate in the Chicago Department of Human Services' Shelter Clearinghouse Service Network by providing the clearinghouse with timely and accurate information on program bed availability. Transitional Shelter programs will contact CDHS by calling (312) 746-7216 before 8:00 am on a daily basis (including holidays), to give bed availability. Second Stage and Transitional Housing programs will contact CDHS by calling (312) 746-7216 on Monday and Thursday (including holidays) by 12:00 noon, to give bed availability. Shelter Plus Care programs will contact CDHS by calling (312) 746-8287 on Thursday before 12 Noon, to give bed/unit availability. The agency further agrees to work with CDHS on intake and placement of clients seeking bed availability and program eligibility.

REPORTING AND RECORD KEEPING RESPONSIBILITIES:

Program Reporting forms and related materials are mailed to the agency's Executive Director (E.D.) or Chief Executive Officers (CEO) identified in the contract. The Agency will submit complete programmatic reports to CDHS accurately and timely in accordance with the form(s) and schedules required by the Department. The Agency agrees to notify in writing, CDHS Office of Reporting and the Contracts Management Division of any executive staff changes. Any requests for programmatic reporting corrections, shall be completed within three (3) working days of the request.

The Agency will maintain written records to verify all information recorded in the programmatic reports. These records will be available for inspection by CDHS or other designated agencies or departments. Records will be retained and available for a period of no less than five (5) years after the audit has been closed.

The agency acknowledges that late, incomplete or inadequate reporting represents non-compliance with the terms of agreement and presents cause for disciplinary action, including suspension or termination of the agreement.

ADDITIONAL REQUIREMENTS:

CDHS funds must not be used to supplant (replace a currently funded service with funds from another source i.e., CDHS funds) other funds.

Jean Butzen, President

Typed Name/Title

Jean Butzen
Signature of CEO or Executive Director

5/29/03
Date

CDHS SERVICE DESCRIPTION FY'04

1. ORGANIZATION NAME	Lakefront SRO - Southside	
2. ADDRESS	4946 N. Sheridan Road	
3. PROGRAM NAME	South Side Supportive Services	
4. PROGRAM ADDRESS		
5. FUNDING PERIOD	7/1/03 to 6/30/04	
6. PROGRAM DIRECTOR	Debra Byrd	7. PHONE 73-561-0900 ext 24
8. CONTACT	Allen Hailey	9. PHONE 73-561-0900 ext 23

10. TYPE OF PROGRAM - TO BE COMPLETED BY CDHS

<input type="checkbox"/>	A. YEAR-ROUND OVERNIGHT SHELTER		
<input type="checkbox"/>	B. EMERGENCY SHELTER RESPONSE CENTER		
Singles	<input type="checkbox"/>	Families <input type="checkbox"/>	
<input type="checkbox"/>	C. TRANSITIONAL SHELTER (Up to 120 days)		
Congregate in Dorms	<input type="checkbox"/>	Apartments <input type="checkbox"/>	Rooms <input type="checkbox"/>
<input type="checkbox"/>	D. SECOND STAGE HOUSING		
Shared Apartments	<input type="checkbox"/>	Individual Apartments <input type="checkbox"/>	
Private Rooms	<input type="checkbox"/>		
<input type="checkbox"/>	E. SOCIAL SERVICE PROGRAM		
<input type="checkbox"/>	F. DAYTIME SUPPORTIVE SERVICE CENTER		
<input type="checkbox"/>	G. SUPPORTIVE SERVICES - PREVENTION		
<input type="checkbox"/>	H. SUPPORTIVE SERVICES - OUTREACH		
<input type="checkbox"/>	I. INTERIM HOUSING		
<input type="checkbox"/>	J. PERMANENT HOUSING - SAFE HAVENS		
<input type="checkbox"/>	K. PERMANENT HOUSING WITH SHORT-TERM SUPPORT PROGRAM		
<input type="checkbox"/>	L. SHELTER PLUS CARE		
<input checked="" type="checkbox"/>	M. SUPPORTIVE HOUSING PROGRAM		

11. DAYS OF OPERATION	SUN	MON	TUES	WED	THU	FRI	SAT
From	<input type="checkbox"/>						
To	<input type="checkbox"/>						

Or: Is the program 24 hours 7 days a week **Yes**

12. INTAKE HOURS/DAYS: **Wednesday** To **9:00 AM** **5:00 PM**

Minimum Intake Hours - Transitional - Sunday - Saturday 7:00 a.m. to 11:00 p.m.

Second Stage - Monday - Friday 9:00 a.m. to 5:00 p.m.

13. CAPACITY	FOR CDHS OFFICE USE ONLY	
A. NO. OF BEDS	288	Funding Source
B. NO. OF APTS	288	Contract Amount
C. NO. OF ROOMS		P O NUMBER
D. NO. OF CRIBS		(Not Counted in bed count)

E. NO. OF UNDUPLICATED CLIENTS SERVED IN ONE YEAR

HUD FUNDED (SHELTER PLUS CARE AND SUPPORTIVE HOUSING PROGRAMS ONLY)

GRANT NUMBER				
Persons to be served at a given point in time	Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
	280	8	19	8

F. TOTAL UNITS OF SERVICE

SHELTERS : 366 X Beds = **0** Shelter Nights
 SUPPORT SERVICE CENTERS: Days Open _____ X Av Daily Attendance _____
 = **0** Units of Service
 SOCIAL SERVICE PROG.: Days Open _____ X Av Number of Persons Served _____
 = **0** Units of Service

G. NO. OF MEALS TO BE PROVIDED

Average daily attendance X No of meals served X operating days

Check Type(s): Breakfast Lunch Dinner

14. BASIC POPULATION (Check all that apply)

A. SINGLE ADULTS	280	Males and Females
		Males Only
		Females Only
B. YOUTH		Male (18 - 21)
		Female (18 - 21)
C. FAMILIES	8	Women with Children
		Two Parent with Children
		Men with Children

Ages of children as part of family group

Females up to _____

Please explain age restrictions:

Males up to _____

JS

FY'04 HOMELESS SERVICES SYSTEM - CDHS SERVICE DESCRIPTION ATTACHMENT

#10 Type of Program - Completed by CDHS

Delegate Agency: **Lakefront SRO Corporation**

Project Name: **South Side Homeless Services**

Type of Contract: **Getting Housed**

Program Type: **Supportive Service - Permanent Housing/Case Management**

Scope of Services

Fiscal Year: July 1, 2003 to June 30, 2004

page 1 of 3

Submittal Signature (a) <i>Deon Bintzer</i>	CDHS Approval signature
Organization Name (b) Lakefront Supportive Housing	Circle Population(s) served (f)
Program name (c) South Side Supportive Services Program	<input type="checkbox"/> single male <input checked="" type="checkbox"/> single female <input type="checkbox"/> couple without children <input type="checkbox"/> male with children <input checked="" type="checkbox"/> female with children <input type="checkbox"/> couple with children
Contact name (d) Deborah Byrd	Facility address (g) See attached chart for 2 buildings
Contact phone # (e) 773 561-0900	Name of Community Area where facility is located (h) See attached chart

Project Outcome for all Goals					
Clients can be anyone in household 18 years old or older	July - Sept	Oct - Dec	Jan - Mar	Apr - Jun	Total
Number of total UNDUPPLICATED clients served for all goals (i)	280	3	3	3	289

Project Outcome for Goal 1					
Clients can be anyone in household 18 years old or older	July - Sept	Oct - Dec	Jan - Mar	Apr - Jun	Total
Goal 1. 80% of unduplicated clients will obtain or remain in permanent/stable housing					
a Number of <u>unduplicated clients</u> served	280	3	3	3	289
b Number of <u>unduplicated clients</u> that attained permanent/stable housing	280	3	3	3	289
c Percentage attaining goal (b divided by a = c)	100%	100%	100%	100%	100%

Activities	Program Deliverables	Planned output by quarter	List of Projected quantifiable units for each program deliverable			Outcomes/Performance measures
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
What the program does to fulfill its mission, such as sheltering and feeding the homeless Training and counseling homeless adults to prepare for jobs Providing case management, or assistance with finding housing	State what quantifiable units will be used to measure the progress of the proposed project Example classes held, units built, referrals					Benefits or behavior changes for individuals as a result of participating in program activities
Rent SRO housing units to single individuals and families	Number of tenants to whom an SRO housing unit is provided	280	3	3	3	80% of tenants will demonstrate housing stability
Refer tenants to rental assistance services	# Tenants referred for assistance	3	3	3	3	
Initial case management assessment interview and case management reassessment interview	Number of tenants who first move into a Lakefront unit for whom an Action Plan is first developed					3 100% of tenants who first move-in will have an Action Plan developed
	Number of existing tenants for whom an action plan is updated and progress towards meeting Action Plan goals is assessed	55	54	54	54	100% of individuals will have their Action Plan reviewed
	Number of unduplicated comprehensive assessments for households	35	35	35	35	
Case Management, providing tenants with access to life skills training and recovery support services delivered at Lakefront, as well as referrals to substance abuse and mental health counseling, child care and other services delivered by other agencies	Number of unduplicated clients receiving comprehensive case management services	55	54	54	54	80% of tenants will increase their skill level toward social self-sufficiency
	Number of referrals to alcohol or drug abuse services	10	10	10	10	
	Number of referrals to mental health services	7	7	7	6	

Organization Name Lakefront Supportive Housing	Circle Population(s) served	single male	single female	couple without children
Program name South Side Supportive Services	male with children	female with children	couple with children	
Contact name Deborah Byrd	Facility address see attached chart			
Contact phone # (773) 561-0900	Name of Community Area where facility is located see attached chart			

Clients can be anyone in household 18 years old or older

Project Outcome for Goal 2

Goal 2 80% of unduplicated clients will increase their income and/or skill level		July - Sept	Oct - Dec	Jan - Mar	Apr - Jun	Total
		55	57	57	57	226
a Number of unduplicated clients served		6	6	7	30	49
b Number of unduplicated clients that increased their income or skill level						
c Percentage attaining goal (b divided by a = c)		11%	11%	12%	53%	22%

Activities	Program Deliverables	Planned output by quarter	List of Projected quantifiable units for each program deliverable	Outcomes/Performance measures		
What the program does to fulfill its mission, such as sheltering and feeding the homeless Training and counseling homeless adults to prepare for jobs Providing case management, or assistance with finding housing	State what quantifiable units will be used to measure the progress of the proposed project Example classes held units built referrals	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Benefits or behavior changes for individuals as a result of participating in program activities
Employment services, job training, job placement, job retention services, and financial literacy training delivered at Lakefront, as well as at other agencies	Number of participants enrolled in classroom training or one-on-one tutoring	7	7	8	8	80% of tenants will increase their skill level in one or more area toward economic self-sufficiency
Assessing clients for mainstream programs	Number of participants enrolled in job search services	1	1	2	1	
Assist clients to apply for and advocate for mainstream programs	# tenants assessed	55	57	57	57	
	Number of unduplicated households applying for SSI	1	1	1	2	
	Number of unduplicated households applying for SSDI	2	1	1	1	
	Number of unduplicated households applying for food stamps	1	1	1	1	
	Number of unduplicated households applying for cashfare or Transitional Assistance from IDHS	1	0	1	0	
	Number of unduplicated households applying for Veterans benefits	1	0	2	0	
	Number of unduplicated households applying for Unemployment benefits	3	4	4	4	
	Number of unduplicated households applying for Earned Income Tax Credit	0	0	0	40	
	Number of unduplicated households applying for Medicare	0	0	0	1	
	Number of unduplicated households applying for Medicaid	0	0	0	1	

Scope of Services

Fiscal Year, July 1, 2003 to June 30, 2004

page 3 of 3

Organization Name Lakefront Supportive Housing	Circle Population(s) served	<i>single male</i>	<i>single female</i>	<i>couple without children</i>
Program name South Side Supportive Services		<i>male with children</i>	<i>female with children</i>	<i>couple with children</i>
Contact name Deborah Byrd	Facility address see attached chart			
Contact phone # 773 561 0900	Name of Community Area where facility is located see attached chart			

<i>Clients can be anyone in household 18 years old or older</i>		Project Outcome for Goal 3				
Goal 3 80% of unduplicated clients will achieve self-determination (self sufficiency)		July - Sept	Oct - Dec	Jan - Mar	Apr - Jun	Total
a Number of <u>unduplicated clients served</u>		55	57	57	57	226
b Number of <u>unduplicated clients</u> that achieved self sufficiency		45	45	45	45	180
c Percentage attaining goal /b divided by a = c)		82%	79%	79%	79%	80%

Activities	Program Deliverables	Planned output by quarter List of Projected quantifiable units for each program deliverable				Outcomes/Performance measures
What the program does to fulfill its mission, such as sheltering and feeding the homeless Training and counseling homeless adults to prepare for jobs Providing case management, or assistance with finding housing	State what quantifiable units will be used to measure the progress of the proposed project Example classes held, units built, referrals	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Benefits or behavior changes for individuals as a result of participating in program activities
Case Management, providing tenants with access to life skills training and recovery support services delivered at Lakefront, as well as referrals to substance abuse and mental health counseling, child care and other services delivered by other agencies	Number of unduplicated clients showing improvement in personal hygiene Number of unduplicated clients showing improvement in cleanliness of living area Number of unduplicated clients showing improvement in nutrition Number of unduplicated clients showing improved involvement in child's life Number of unduplicated clients showing decrease in substance abuse Number of unduplicated clients showing initiative in finding housing on their own Number of unduplicated clients showing improvement in their leadership skills # tenants who met at least one goal of their Action Plan	2 5 3 0 5 1 4	5 7 4 0 6 1 4	4 4 4 1 6 1 4	7 5 2 1 6 1 4	80% of tenants improved skill level in one or more area toward social self-sufficiency 80% of individuals developing service plan will meet at a minimum of one goal
Employment services, job training, job placement, job retention services, and financial literacy training delivered at lakefront, as well as referrals to other outside services	Number of unduplicated clients increasing savings and improving financial skills Number of unduplicated clients showing initiative in finding employment on their own	3 7	7 8	4 9	11	80% of tenants improved skill level in one or more area toward economic self-sufficiency

COMMUNITY NETWORKAgency Name: Lakefront Supportive HousingProgram Name: South Side

Please detail the networks your agency has established with community groups/service agencies, as these services apply to your homeless service program. Indicate agency and service provided to your program.

(A) COMMUNITY GROUPS/SERVICE AGENCIES	(B) CONTACT PERSON TELEPHONE	(C) SERVICE PROVIDED TO YOUR PROGRAM
Cornell Interventions	Terri Matthes (312) 421-0817	Substance Abuse Treatment
Haymarket	Kenn Williams (312) 226-7984 x373	Substance Abuse Treatment
Salvation Army Emergency Lodge & Uptown Corps	Dawn Julien (312) 372-6600 x274	Domestic Violence

PROGRAM FACILITY INFORMATION

Organization: Lakefront SRO Corporation

Program Name: Homeless Services - South

Site e-mail dbyrd@lakefrontsro.org

Provide the following information for each site: Use additional sheets if necessary.

Site Name	South Loop SRO Apartments
Contact Person / Title	
Site Address and Zip Code	1521 S. Wabash Avenue 60605
Hours of Operations	9 - 5
Does your agency (a) own <u>own</u> or lease the shelter site?	<input type="checkbox"/> YES <input type="checkbox"/> NO ** Attach Copy of Lease**
If owned, is there a mortgage on the building?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please give the monthly mortgage payment.	\$ <u>100</u>
If leased, please complete:	Owner of Property: _____
Relationship to operator (i.e., Relative, Board Member, Self):	
Address of Owner: _____	Telephone Number: _____
Length of Lease: _____	Monthly Rent: \$ _____
Date: From _____	To _____
For CDHS Office Use Only	
Ward/Census Tract	
CDHS District	

PROGRAM FACILITY INFORMATION

Organization: Lakefront SRO Corporation
Program Name: Homeless Services - South
Site e-mail dbyrd@lakefrontsro.org

Provide the following information for each site: Use additional sheets if necessary.

Site Name	Holland SRO Apartments	
Contact Person / Title		
Site Address and Zip Code	248 West 107th Place 60628	
Hours of Operations	9 - 5	
Does your agency (a) own <u>own</u> or lease the shelter site?	<input type="checkbox"/> YES	<input type="checkbox"/> NO ** Attach Copy of Lease**
If owned, is there a mortgage on the building?	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, please give the monthly mortgage payment.	\$ <u>200</u>	
If leased, please complete:	Owner of Property: _____	
Relationship to operator (i.e., Relative, Board Member, Self):		
Address of Owner: _____	Telephone Number: _____	
Length of Lease: _____	Monthly Rent: \$ _____	
Date: From _____	To _____	
For CDHS Office Use Only		
Ward/Census Tract		
CDHS District		

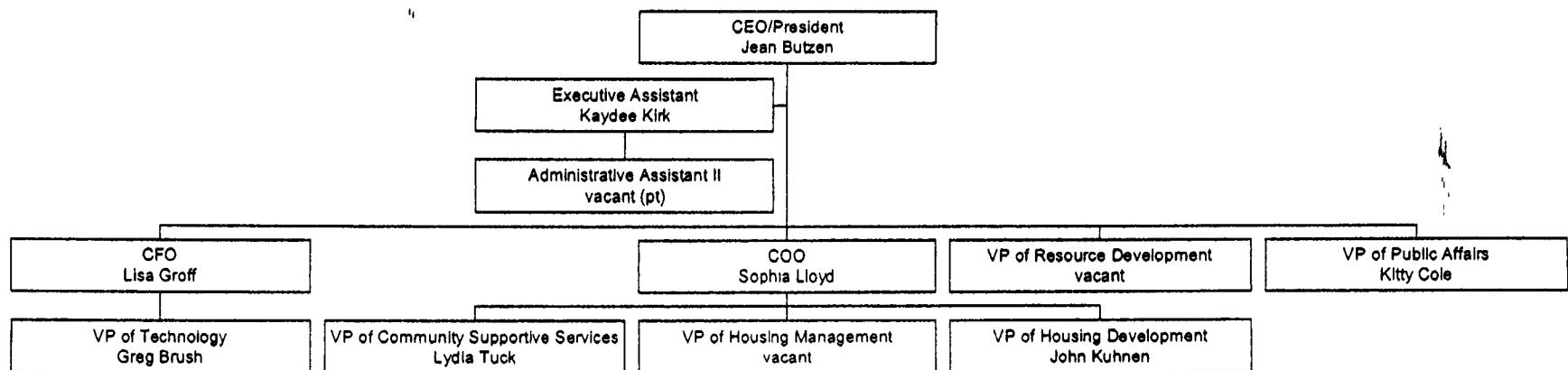
Effective March 3, 2003

Lakefront SRO Organizational Chart

Effective March 3, 2003

Effective March 3, 2003

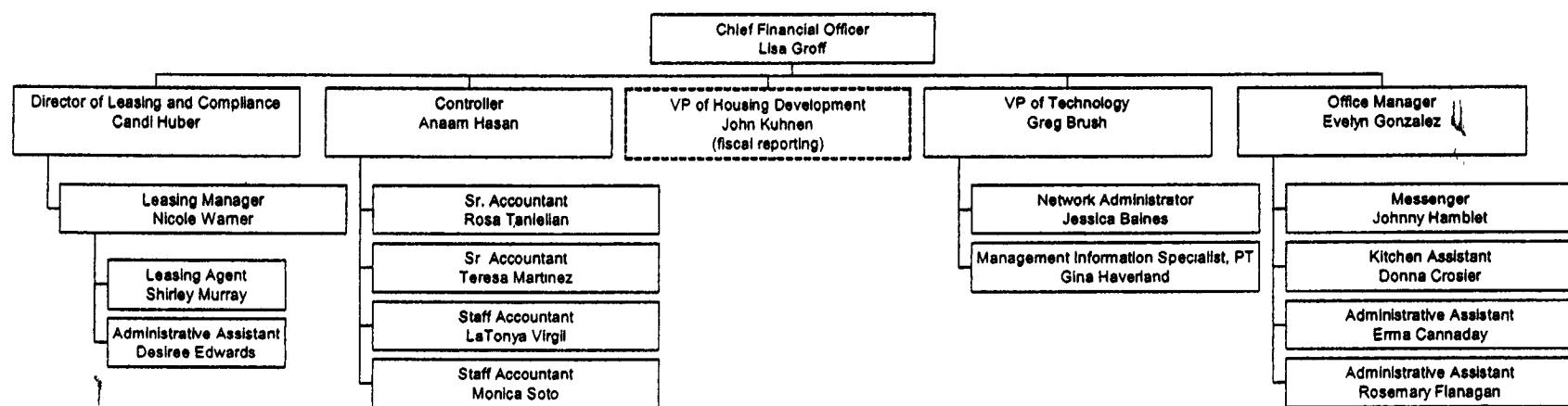
Lakefront SRO Executive Team



Lakefront SRO

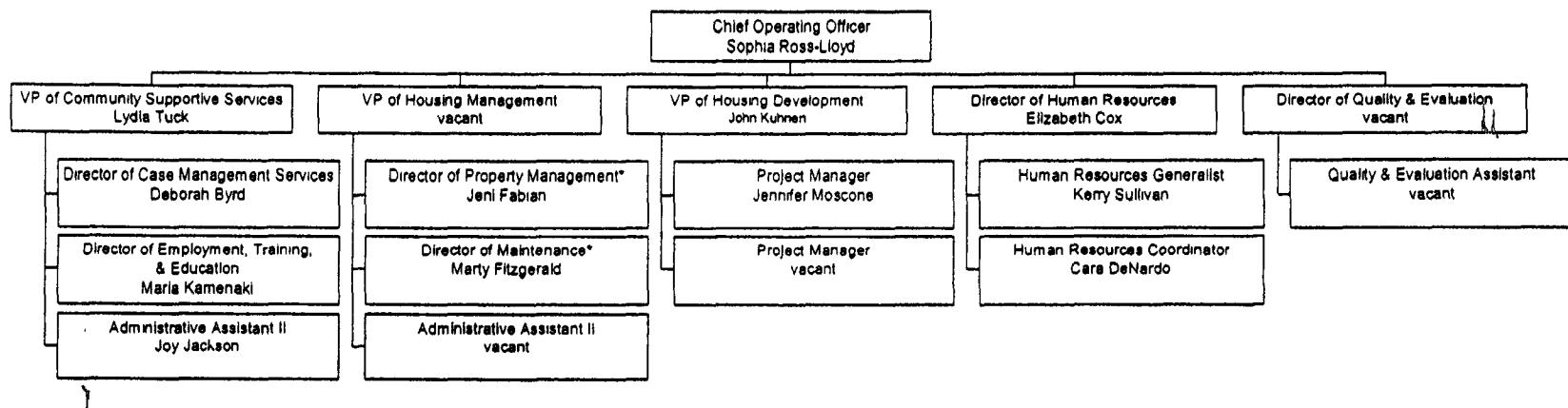
Financial Services Division

Effective March 3, 2003



Lakefront SRO Operations Division

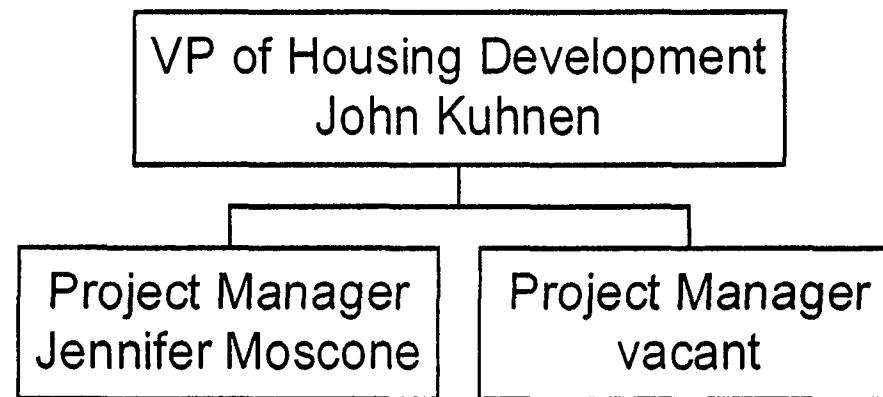
Effective March 3, 2003



*Denotes positions with interim reporting to Vice President of Community Supportive Services.

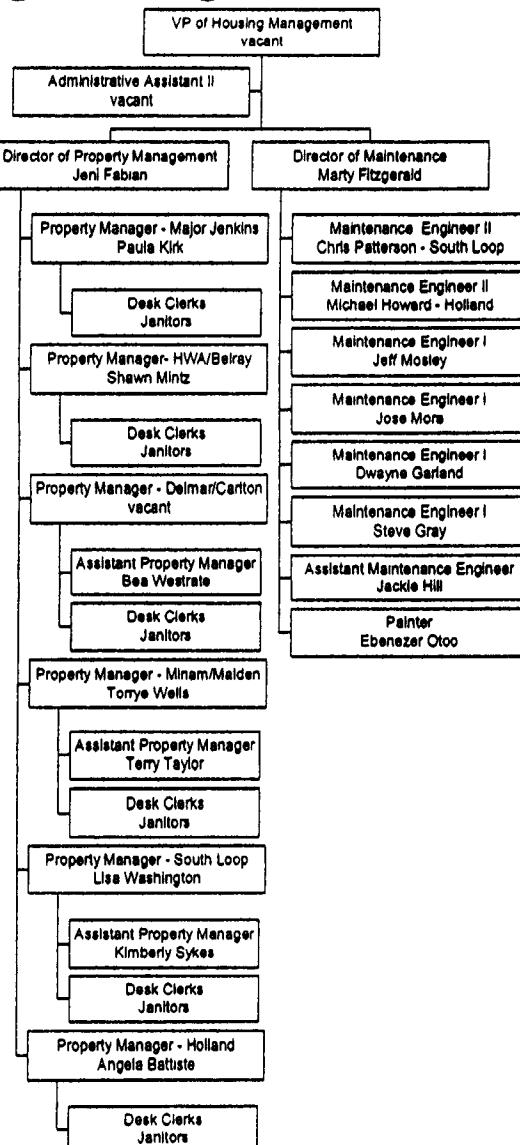
Effective March 3, 2003

Operations Division - Housing Development Business Unit



Operations Division - Housing Management Business Unit

Effective March 3, 2003

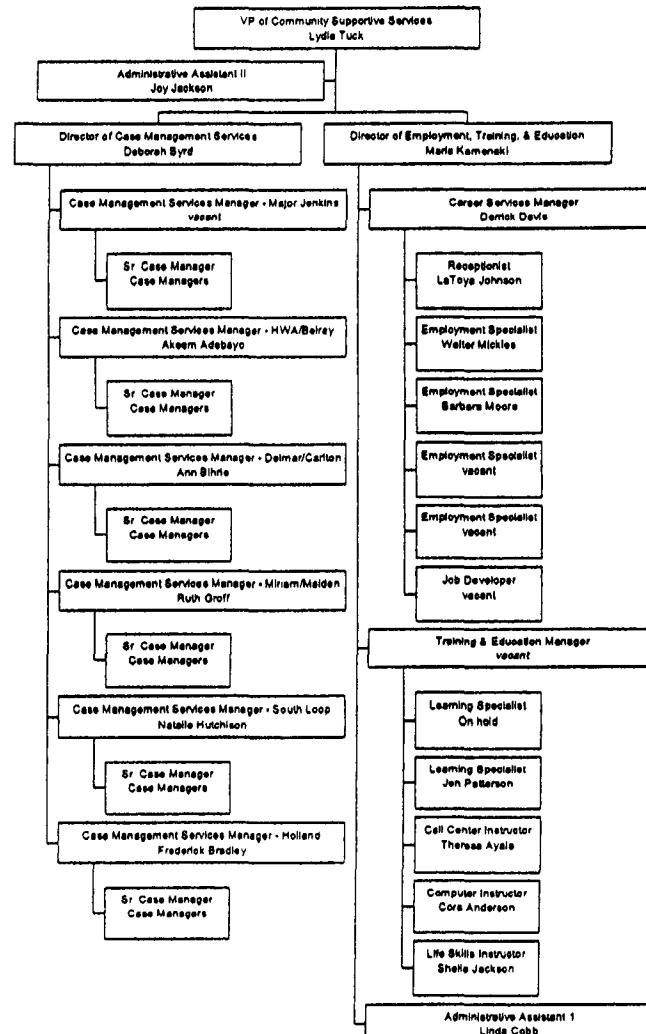


Operations Division

Community Supportive Services

Business Unit

Effective March 3, 2003

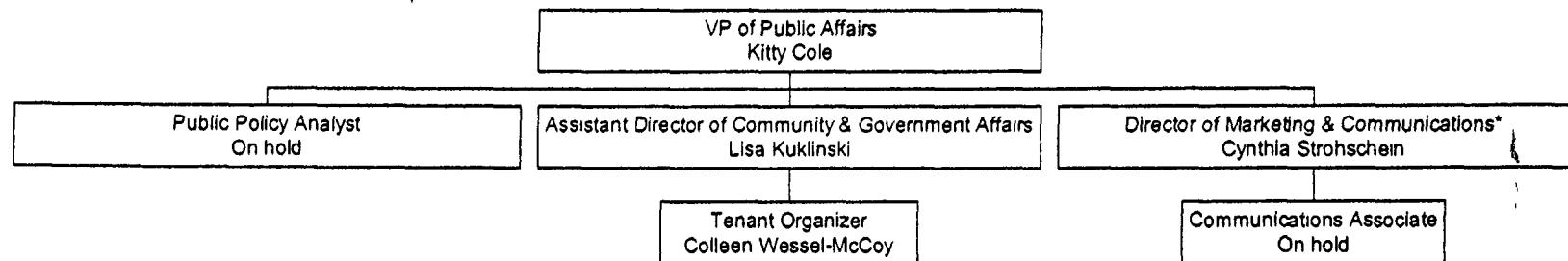


Notes:

- Interim reporting of Major Jenkins case management services staff to Ann Bahrle.
 - Interim reporting of Carlton case management services staff to Ruth Groff.

Effective March 3, 2003

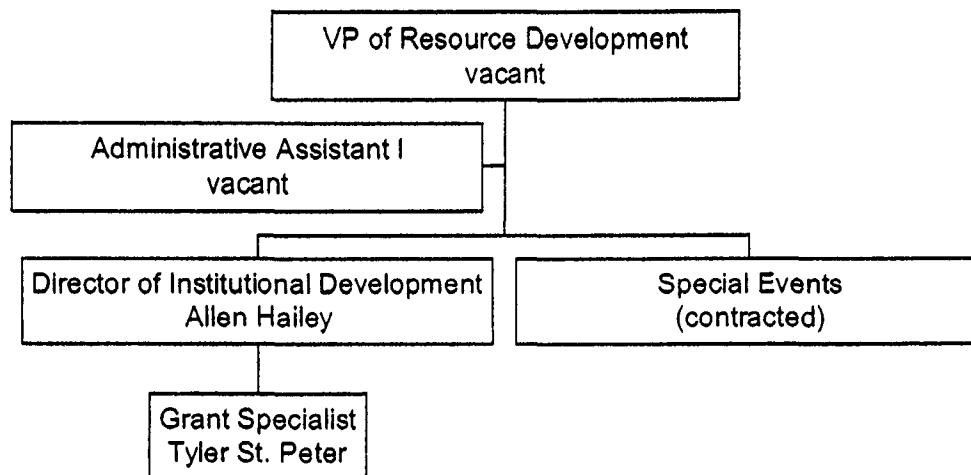
Lakefront SRO Public Affairs Division



*Denotes interim reporting to CEO.

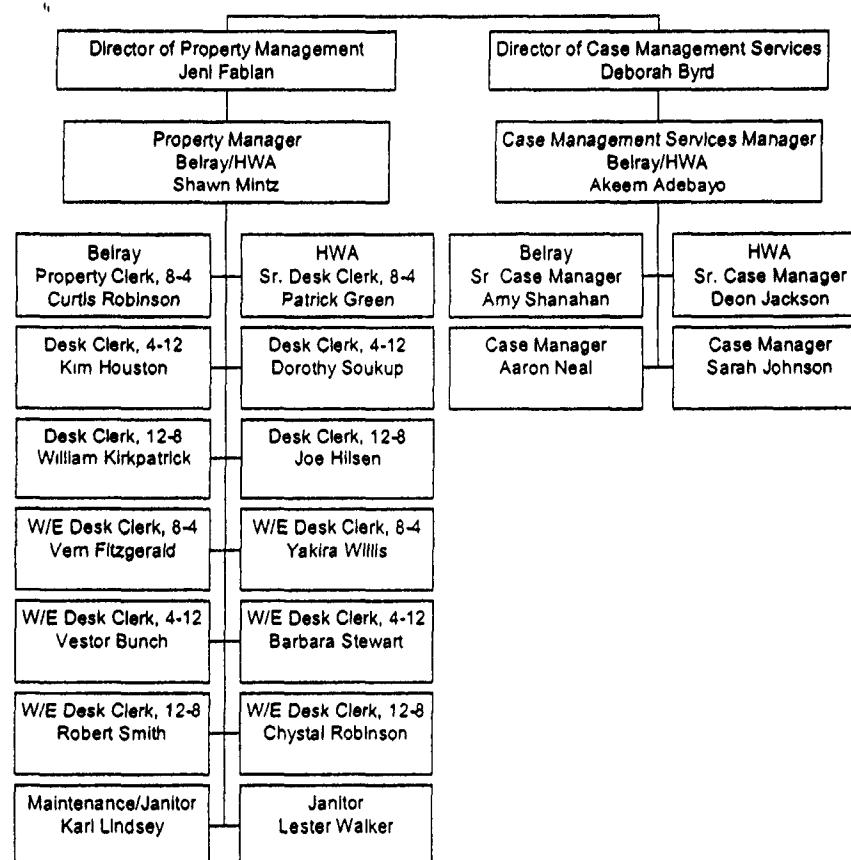
Effective March 3, 2003

Lakefront SRO Resource Development Division



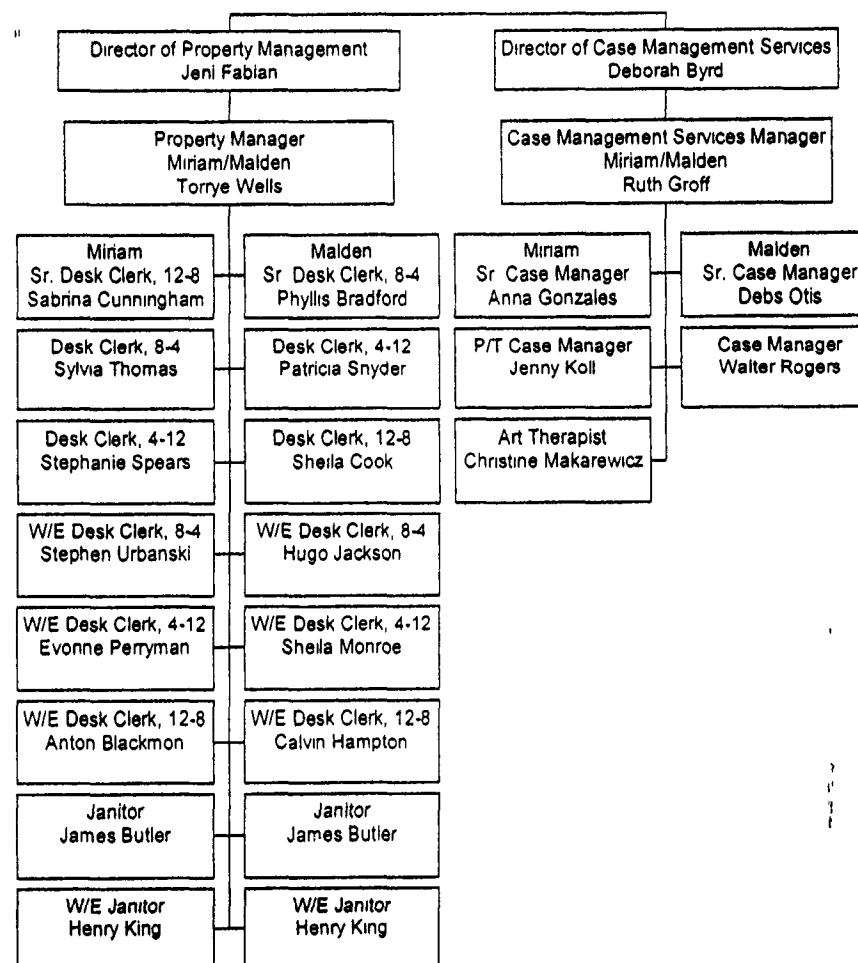
Effective March 3, 2003

Belray/Harold Washington Organizational Chart



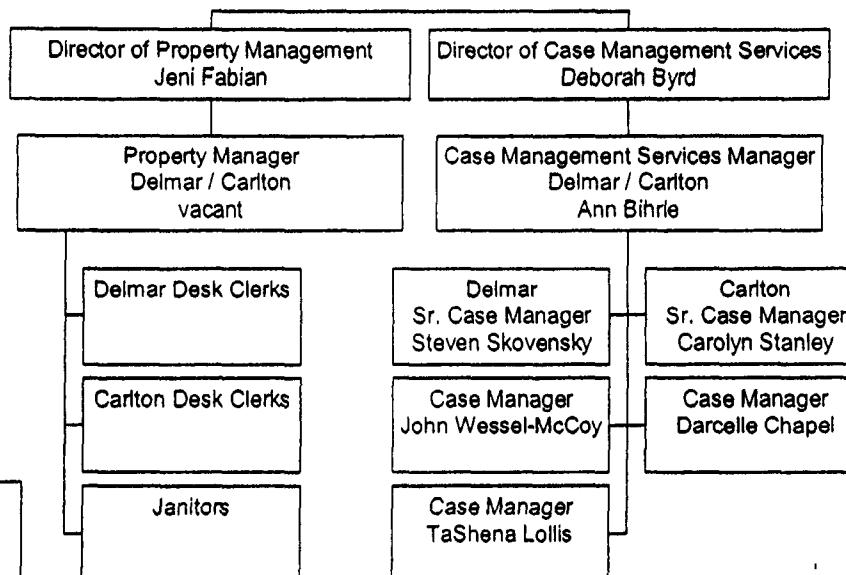
Effective March 3, 2003

Miriam/Malden Site Organizational Chart



Effective March 3, 2003

Delmar/Carlton Organizational Chart

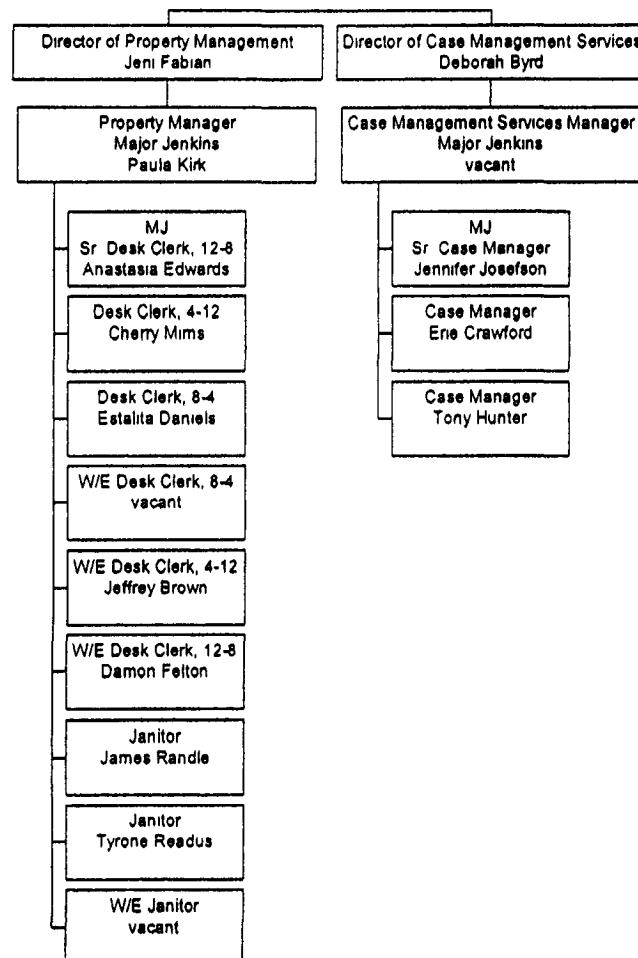


Notes:

- Interim reporting of Delmar property management staff to Paula Kirk.
- Interim reporting of Carlton property management staff to Torrye Wells.

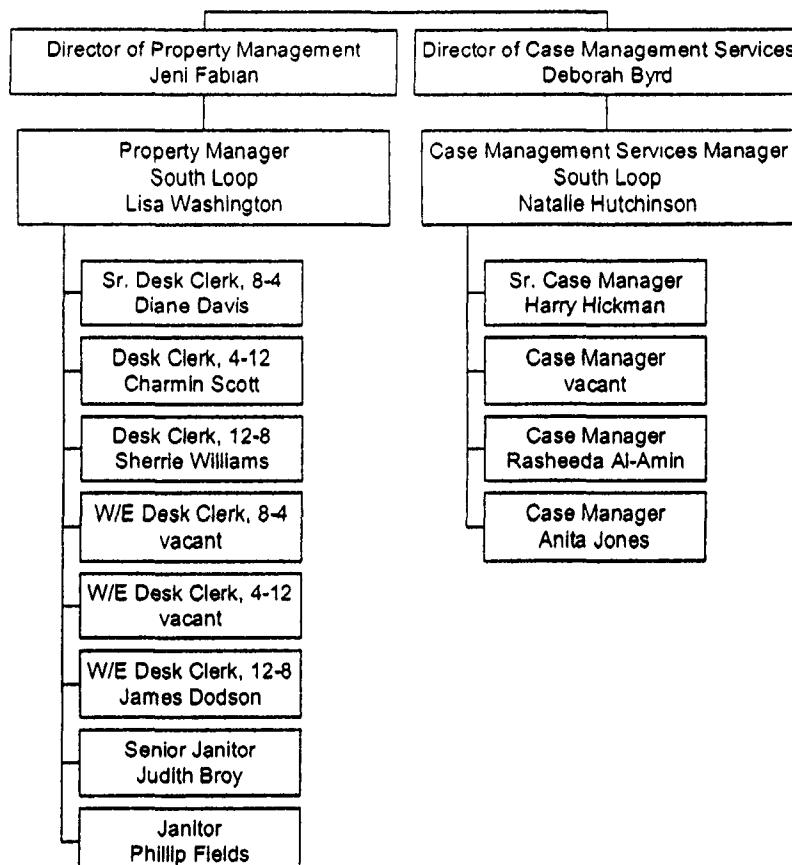
Effective March 3, 2003

Major Jenkins Organizational Chart



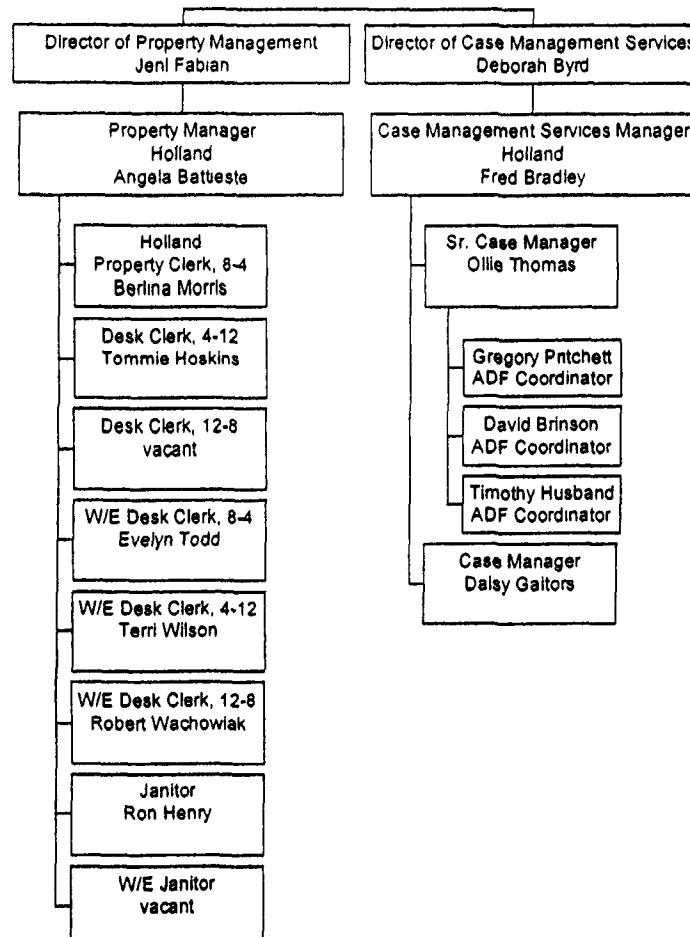
Effective March 3, 2003

South Loop Organizational Chart



Effective March 3, 2003

Holland Organizational Chart



LAKEFRONT SRO
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: Vice President of Community Supportive Services.	Division: Operations
Position Grade: 14	Name of Incumbent: Lydia Tuck
Reports to: Chief Operating Officer	Employment Status: Full-Time
Pay: Salaried	FLSA Status: Overtime Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

Responsible for developing and implementing the strategic direction of Lakefront's Community Supportive Service business unit; provides direction and leadership to all departments within Community Supportive Services, ensures the overall effectiveness and efficiency of the unit in providing quality, outcome driven services; responsible for identifying, developing and implementing new business opportunities that support the organization's vision; ensures the consistency of Community Supportive Services' strategic direction with daily operations in support of the corporation's mission and vision.

MINIMUM QUALIFICATIONS:

Masters degree preferred, in public administration, social work or related degree. Minimum of a Bachelors Degree, ten years of related experience or any equivalent combination of experience, training and/or education approved, and five years of senior management experience.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Responsible for the overall review, development, implementation and monitoring of new and existing services within the Community Supportive Services business unit; develops and oversees processes to monitor all related projects or functions of CSS departments to ensure organizational, strategic and funding goals are met.
2. Establishes the framework and operational principles for CSS; as well as ensures the review, development and implementation of operational policies, procedures and practices for CSS that support and achieve the corporate mission and vision.
3. Establishes and maintains a working relationship with local and state social, educational, health, and housing agencies in order to increase access to community service programs, negotiates contracts and memorandum of agreements for new business opportunities; meets with representatives from other agencies, -negotiates specific program components, and maintains partnerships with agencies in order to serve Lakefront existing customers.
4. Responsible for collecting, compiling and analyzing data from CSS programs, standards and outcome measurements to design and oversee strategic development and improvement; keeps management informed by providing monthly and/or quarterly updates to appropriate Lakefront personnel and/or teams; develops recommendations for the strategic direction that supports the mission and strategic vision of Lakefront.
5. Hires and supervises the Administrative Assistant and Department Directors within CSS, providing leadership through performance evaluation, staff development planning, and guidance to ensure a thorough understanding of the strategic direction of Lakefront; responsible for ensuring the flow of communication regarding organizational changes, strategies and policies.
6. Ensures the intra coordination of CSS departments; conducts monthly meetings of the unit's management to enhance communications and coordination; works with the C.O.O., V.P. of Housing Development and V.P. of Property ManagementHousing Management to develop mechanisms and systems that support the inter-coordination of Lakefront's business units.
7. Works with Department Directors to develop and monitor the business unit's budget to ensure sound fiscal responsibility in meeting goals consistent with Lakefront's overall financial strategic agenda.
8. Demonstrates behavior consistent with mission and values of Lakefront.

Position Title: Vice President of Community Supportive Services	Division: Operations
Position Grade: 14	Name of Incumbent: Lydia Tuck
Reports to: Chief Operating Officer	Employment Status: Full-Time
Pay: Salaried	FLSA Status: Overtime Exempt

SECONDARY FUNCTIONS:

1. Provides overall leadership to the organization through active participation on the Executive Team and other critical initiatives of the organization; provides monthly and/or quarterly updates and written reports to C.O.O. and appropriate personnel to regarding critical initiatives, specifically within the CSS business unit.
2. Discusses program requirements and sources of funding availability with appropriate personnel; reviews literature dealing with funds available through grants from governmental agencies and private foundations to determine feasibility of developing programs that meet the needs of Lakefront customers; writes grants in conjunction with the Resource Development Department as appropriate to the needs of the division.
3. Stays abreast of all aspects of the supportive housing industry and services to homeless people; monitors trends and demographics in the field of supportive housing and homeless individuals and families; ensure Lakefront's ability to respond to external changes.
4. Represents Lakefront at meetings, conferences, workshops, etc. intended to promote and contribute to the supportive housing industry and service delivery to the homeless community;
5. Provides coverage and emergency response in the absence of departmental directors.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of: Knowledge of supportive housing, human development and issues influencing poverty and homelessness, knowledge of services to high-risk populations, and current government (local, state and federal) policies that affect homelessness.

Skill in: Proficient in word processing and excel; grant writing (samples may be required); supervision; strong organizational and presentation skills. Aptitude for entrepreneurial thinking in order to holistically assess business opportunities. Proven ability to in problem solving methods for processes and systems; knowledge of quality assessment and evaluation methods. Skilled in the application of the social work logic model to human service programs.

Ability to: Ability to understand and analyze complex data and information; ability to communicate effectively both orally and in writing; make sound judgments in the absence of direct instructions; ability to read and understand financial budgets; ability to demonstrate clear, professional boundaries and work in a team environment.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Social Work Licensure eligible preferred.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potentially volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Supervisor Signature:**Date:**

LAKEFRONT SRO
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: Director of Case Management Services	Division: Community Supportive Services
Position Grade:	Name of Incumbent: Deborah Byrd
Reports to: Vice President of Community Supportive Services	Employment Status: Full-Time
Pay: Salary	FLSA Status: Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Director of Supportive Services oversees all social services provided to tenants living in all of Lakefront's buildings. The core social service delivery system utilized is "case management", which is offered to each tenant on a voluntary basis. The Director will provide a professional, supportive environment in which case management staff may grow and prosper with regard to their social service skill base.

MINIMUM QUALIFICATIONS: Masters Degree, preferably in Social Work, with consideration given to Masters level training in Psychology or Public Health; minimum of four years experience working in program administration in a social service setting; minimum of three years experience working with at-risk populations, such as homeless, criminal justice, disabled and/or low income.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Participates in the development, implementation, and evaluation of site services; participates in the development and oversees process to monitor all related projects or functions of the Community Supportive Services Department to ensure organizational, strategic and funding goals are met.
2. Participates and ensures the intra-coordination of all Community Supportive Services departments, along with the inter-coordination of Case Management Services with other Lakefront SRO departments; conducts monthly meetings of department managers to enhance communication and coordination.
3. Hires, trains and directly supervises the Case Management Services Managers, and indirectly, the case management staff, at each building. Provides leadership through performance evaluations, staff development and guidance, review of annual work plans, supervision, etc.
4. Manages and oversees the overall delivery of professional supportive services through case management relationships with tenants. Case management involves assessing the tenant's needs, linking them to appropriate services, and supporting tenants with life goals specific to each individual. This is accomplished through the use of the human service principle of client self-determination and self-empowerment.
5. Provides direct services to tenants, when special needs arise, in lieu of a professional skill base from case managers and Case Management Services Managers.
6. Collaborates with other management personnel, such as the Director of Property Management, the Director of Employment Training, and Education, and the Maintenance Director to insure that all buildings are meeting facility standards and that tenant concerns are being addressed.
7. Oversees all case management record keeping and statistical reporting as required by external funding sources as well as all internal organizational reporting standards.
8. Manages and oversees all social service grants and contracts, which includes designing appropriate tracking systems through which outcomes can be captured.
9. Responsible for development and oversight of program and operational policies and procedures to ensure the overall efficiency and effectiveness of supportive services.
10. Provides leadership to the organization through active participation and involvement in Community Supportive Services Management team and other major organizational initiatives; serves as liaison to Community Supportive Services management team regarding tenant issues and concerns.

SECONDARY FUNCTIONS:

1. Works with the Vice President to develop department budget, and to provide management and oversight of the department budget to ensure all financial responsibilities are met.
2. Ensures a regular method of collecting feedback and program ideas from residents via conducting tenant satisfaction forums.
3. Represents Lakefront with local organizations when appropriate.
4. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)**Knowledge of:**

Knowledge of supportive housing, human development and issues influencing poverty and homelessness with special emphasis on mental health, substance abuse, crisis intervention and conflict resolution techniques; knowledge of local resources and services to high-risk populations; basic knowledge of tenant/landlord issues.

Skill in: Program development and operations, proficiency in Word, Excel, and Outlook programs; supervision; strong organizational management and presentation skills; written and oral communication.

Ability to: Establish clear professional boundaries adhering to standards of practice and ethics as set by the National Association of Social Workers. Ability to communicate effectively both orally and in writing; make sound judgments in the absence of direct instructions; ability to read and understand financial budgets; ability to demonstrate clear, professional boundaries and work in a team environment.

LICENSURE OR CERTIFICATION REQUIREMENTS: The preferred candidate will be a Licensed Clinical Social Worker, or a Licensed Clinical Professional Counselor.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)
Computer terminals and other standard office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Sr. Vice President**Date:**

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer POSITION DESCRIPTION

Position Title: VP of Housing Management	Division: Operations
Position Grade:	Name of Incumbent:
Reports to: Chief Operating Officer	Employment Status:
Pay:	FLSA Status:

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

Responsible for oversight of the effective and efficient operations of the leasing, management and maintenance of all Lakefront properties; provides direction and leadership to all departments within Housing Management ensuring fair housing access to and the provision of safe, affordable quality housing to Lakefront's customers; responsible for identifying, development and implementation of systems within Housing Management; ensures that the overall operations of Housing Management activities are in support of the corporation's mission, vision and values.

MINIMUM QUALIFICATIONS:

Master's degree in public administration or business administration preferred. Minimum of a Bachelor's Degree, ten years related experience or any equivalent combination of experience, training, and/or education, and five years of senior management experience. Minimum of five years experience in the management or administration of affordable housing for low-income or homeless individuals and families.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Establishes the framework, operational principles and supportive infrastructure for Housing Management; as well as ensures the review, development and implementation of operational policies, procedures and practices for Housing Management that support and achieve the corporate mission and vision.
2. Responsible for ensuring fair housing access for Lakefront's targeted populations, as well as ensuring Lakefront properties are professionally managed, properly maintained and fiscally viable; Ensures proper risk management procedures are in place relative to the on-going management of the properties.
3. Responsible for ensuring that the daily operations of Lakefront's Leasing & Occupancy, Property Management and Maintenance Departments function effectively and efficiently and consistent with all compliance requirements and the organizational & strategic goals of the organization; develops recommendations for the strategic direction of Housing Management that supports the mission and strategic vision of Lakefront.
4. Identifies and monitors overall indicators that reflect the operational performance of Housing Management departments including but not limited to all aspects of tenant billings and collections, delinquencies, vacancy loss, bad debt, late lease renewals, turnover ratio, evictions, compliance violations or deficiencies, building safety violations or deficiencies, work orders, staffing overtime; also responsible for collecting, compiling and analyzing the data to ensure compliance, standards and outcome measurements are met; uses data to design and oversee improvements and strategic development; coordinates with appropriate staff on the development and distribution of management reports regarding the leasing, management and maintenance of each property; keeps management informed by providing monthly and/or quarterly updates to appropriate Lakefront personnel and/or teams.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: VP of Housing Management	Division: Operations
Position Grade:	Name of Incumbent:
Reports to: Chief Operating Officer	Employment Status:
Pay:	FLSA Status:

5. Hires and supervises the Administrative Assistant and Department Directors within Housing Management, providing leadership through performance evaluation, staff development, planning, and guidance to ensure a thorough understanding of the strategic direction of Lakefront; responsible for ensuring the flow of communication regarding organizational changes, strategies and policies.
6. Ensures the intra coordination of Housing Management departments; conducts monthly meetings of the unit's management to enhance communications and coordination; works with the C.O.O., V.P. of Housing Development and V.P. of Community Supportive Services to develop mechanisms and systems that support the inter-coordination of Lakefront's business units.
7. Works with Department Directors to develop and monitor the business unit's budget to ensure sound fiscal responsibility in meeting goals consistent with Lakefront's overall financial strategic agenda.
8. Demonstrates behavior consistent with the mission and values of Lakefront SRO.

SECONDARY FUNCTIONS

1. Provides overall leadership to the organization through active participation on the Executive Team and other critical initiatives of the organization; provides monthly and/or quarterly updates and written reports to C.O.O. and appropriate personnel regarding critical initiatives, specifically within the Housing Management business unit.
2. Stays abreast of all aspects of the supportive and housing management issues within the affordable housing industry; stays abreast of current HUD regulatory requirements; fair housing and ADA laws; monitors trends and demographics in the field of supportive housing and affordable housing; ensures Lakefront's ability to respond to external changes; Remains current on developments in affordable housing in particular management practices and compliance.
3. Acts as primary liaison to governmental agencies, funding sources, private agencies, and community organizations on property related issues; Establishes and maintains a working relationship with local associations, businesses and community groups in neighborhoods where Lakefront properties are present in order to ensure strong community relations; represents Lakefront at meetings, conferences, workshops, etc. intended to promote and contribute to the supportive housing industry and access to affordable housing to the homeless community;
4. Provides coverage and emergency response in the absence of departmental directors.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: VP of Housing Management	Division: Operations
Position Grade:	Name of Incumbent:
Reports to: Chief Operating Officer	Employment Status:
Pay:	FLSA Status:

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of: affordable housing issues; HUD and Fair Housing and Landlord/Tenant Laws; HUD regulations

Skill in: Oral and written communication, interpersonal relationships

Ability to: Ability to understand and analyze complex data and information as well as effectively manage and solve complex problems; ability to meet deadlines; ability to relate effectively with people of diverse backgrounds.

LICENSURE OR CERTIFICATION REQUIREMENTS:

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)
Computer terminals and other standard office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
Ability to handle potentially volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____

LAKEFRONT SRO CORPORATION
JOB DESCRIPTION

JOB TITLE: Director of Property Management
DEPARTMENT: Tenant & Property Services Division
STATUS: Exempt
REPORTS TO: Vice President of Tenant & Property Services
JOB GRADE: 12

JOB SUMMARY:

Accomplishes department objectives by developing and implementing systems; supervising staff; organizing and monitoring work processes. Participate in the design of programs, insure that staff promotes the pursuit of purpose, and insure teamwork within department and organization.

JOB DUTIES:

(Percent (%) of monthly working time)

1. Develop and implement systems that allow consistency in policies and procedures throughout Lakefront properties. (15%)
2. Maintain staff by recruiting, selecting, and orienting employees; developing personal growth opportunities. (15%)
3. Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; implementing and enforcing systems, policies, and procedures. (10%)
4. Maintain safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations. (10%)
5. Completes operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; maintaining reference manuals; and implementing new procedures. (10%)
6. Controls expenses by gathering and submitting budget information; scheduling expenditures; monitoring variances; and implementing corrective actions. (10%)
7. Participate in the design and implementation of programs that support the mission of Lakefront SRO. (5%)
8. Provide quality service by enforcing quality and customer standards. (5%)
9. Contribute to team effort by accomplishing related results as needed. (5%)
10. Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications. (5%)

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ADDITIONAL DUTIES:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

SPECIALIZED KNOWLEDGE AND SKILLS:

1. To have an understanding, appreciation and commitment to the mission and philosophy of Lakefront SRO.
2. Ability to analyze existing policies and workflows to make recommendations for changes or improvement, or to correct any problems that may exist.
3. Ability to encourage individual development of career skills and interests.
4. Interpersonal skills including tact, diplomacy, and flexibility in order to work with a variety of individuals.
5. Strong verbal and written communication skills (must pass a language skill test).
6. Intermediate math and analytic skills (must pass a basic math skill test).
7. Strong organizational skills.
8. Intermediate computer skills (word processing, spreadsheet, database).
9. To be skilled in conflict mediation and negotiation.
10. To be able to demonstrate clear, professional boundaries.
11. Ability to work in a team environment.
12. Ability to act in a professional manner.
13. Understanding of low-income and homeless individuals and their specific needs.
14. Knowledgeable about crisis prevention, intervention and resolution techniques and should be able to match such techniques to particular circumstances and individuals.
15. Knowledge and experience with Fair Housing

JOB QUALIFICATIONS (Education, Training, Work Experience)

1. College Degree preferred.
2. Minimum of 5 years experience working with homeless and/or low-income population.
3. Minimum of 5 years of supervisory experience
4. Occupancy Specialist Certification required
5. Any equivalent combination of experience, training and/or education approved.

Employee

Date

Manager

Date

3/21/2003

Standards

1. Supervise Property Managers and Maintenance Manager on a monthly basis.
2. Respond to all staff, tenant, and outside complaints within 2 business days
3. Review 5% of tenant files on a monthly basis.
4. Attend team meetings monthly.
5. Be on-site one full day per week (for the first 6 months of a new building) or 2 hours per week (for existing buildings)

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Chief Operations Officer	Division:	Operations
Position Grade:		Name of Incumbent:	Sophia Ross Lloyd
Reports to:	President	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Chief Operating Officer is responsible for providing mission and values-based leadership, through the strategic planning, direction, coordination and oversight of Lakefront key business units, in order to optimize operational effectiveness, achieve strategic goals, and strengthen the organization. The COO will support through the business unit Vice Presidents and the Management Team, the establishment and implementation of programs that identify Lakefront as a values-based provider of supportive housing.

MINIMUM QUALIFICATIONS:

1. A track record of success encompassing ten or more years of increasing leadership and management responsibility in a not-for-profit agency and excellent interpersonal skills;
2. Demonstrated ability to attract, motivate, develop and retain high quality professional staff, and delegating responsibility as appropriate;
3. Thorough knowledge of corporate management; strategic plan development/implementation.
4. Successful experience working with a Board of Directors;
5. Demonstrated skill in policy, program and human resources development and implementation;
6. Ability and skills in communications to people of diverse background, education, and experience, including cross-cultural communication skills and ability.
7. Masters degree in Social Work or related field, or in business management.
8. Demonstrated knowledge of comprehensive financial management systems, budgeting and resource management. Familiarity with external financial requirements from public and private donors and lenders for real estate developments.
9. Knowledge in Quality Improvement mechanisms and framework.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Ensure the attainment of the Lakefront Supportive Housing objectives through the effective leadership and management/administration of the organization.
2. Facilitate, coordinate, and reinforce the mission, vision, and values in the planning and day-to-day operations.
3. Responsible for the measurement and effectiveness of all processes internal and external. Provide timely, accurate and complete reports on the operating condition of Lakefront Supportive Housing.
4. Ensure the President is kept current on activities, issues, improvements, and day-to-day management of the organization.
5. Work with the CFO and the Executive Team in the development of the annual resource allocation plan for Lakefront. Ensure the budget is aligned with Lakefront's strategic and long-term plan.
6. Collaborate with the Executive Team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the growth objectives of the organization following a Quality framework and philosophy.
7. Motivates and leads a high performance Management Team; Teaches, coaches, and mentors organizational leaders in the values and organizational quality principles.
8. Be well versed in institutional policies and procedures, funding agreements, federal rules and regulations in the supportive housing industry.
9. Acts in the role of the Lakefront President in his/her absence.
10. Represents the organization with customers, board members, donors, and partners, as needed.
11. Other duties as assigned to achieve the mission of the organization..
12. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. Hires and directly supervises staff, providing leadership through performance evaluation, staff development, planning, assigning and providing guidance to ensure a thorough understanding of the strategic direction of Lakefront; responsible for ensuring the flow of communication regarding organizational changes, strategies and policies. Carries out supervisory responsibilities in accordance with the organization's policies.
2. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Chief Operations Officer	Division:	Operations
Position Grade:		Name of Incumbent:	Sophia Ross Lloyd
Reports to:	President	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - * indicates developed after employment)**Knowledge of:****Skill in:****Ability to:****LICENSURE OR CERTIFICATION REQUIREMENTS:****EQUIPMENT OPERATED:** (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:

Date:

Supervisor Signature

Date:

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title:	Case Management Services Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Case Management Services	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required.)

The Case Management Services Manager provides technical expertise and oversees work performed by Case Managers and Senior Case Managers by planning, assigning and supervising Case Managers and Senior Case Managers who act as a positive role model by partnering with tenants to develop activities and services that lead to work and work with tenants to identify their skills and abilities to promote personal growth. The Case Management Services Manager assures that appropriate services are delivered, tenant files are accurate and complete, and compliance of applicable standards is met. This position also studies procedures to improve efficiency of the department.

MINIMUM QUALIFICATIONS:

Masters Degree in related field required with a minimum of 4 years experience working with homeless and/or low-income population with minimum 3 years supervisory experience. CADC required (or CADE eligible).

Bachelor's Degree in related field preferred with a minimum of 2 years experience working with homeless and/or low-income population. CADC preferred (or candidate may currently working toward completion of certification). An equivalent combination of experience, training and/or education may be accepted

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Recruits, selects, and trains Case Managers.
2. Provides direct supervision to assigned staff; appoints, leads, supervises, assigns responsibilities; evaluates and coordinates activities; monitors professional development of staff;
3. Provides individualized training and feedback (oral or written) to staff to enhance their capabilities to perform effectively; schedules and facilitates weekly site team meetings
4. Reviews work performed by Case Managers for accuracy, thoroughness, neatness and conformance to policies and procedures and to assure compliance with internal and external regulations
5. Works collaboratively with Property Management staff for timely determination of corrective action addressing rent delinquencies, including but not limited to late notices, lease termination and/or establishing payment plans.
6. Complies with Lakefront standards for reporting requirements, includes tenant files, and compilation of reports or data as required by senior management or funders
7. Oversees budgeting, petty cash and activity funds for each building
8. Ensures safety of the building, tenants and staff by keeping a beeper and answering all pages from building when requested
9. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

the mission and philosophy of Lakefront Supportive Housing along with an understanding, appreciation and commitment of Lakefront's mission and vision; Crisis prevention, intervention and resolution techniques with ability to match such techniques to particular circumstances and individuals; formal and informal supports available in the community and skilled in assisting tenants to identify and gain access to such supports; Understanding of low-income and homeless individuals and their specific needs.

Skill in:

Strong supervisory skills; strong verbal and written communication skills; basic math, analytic and budgeting ; Strong organizational skills (completing paperwork, meeting deadlines, ability to handle several tasks simultaneously); intermediate computer skills (word processing, spreadsheet, and database); skill in conflict mediation and negotiation.

Ability to:

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title:	Case Management Services Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Case Management Services	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

Ability to demonstrate clear, professional boundaries; lead and work in a team environment and act in a professional manner.

LICENSURE OR CERTIFICATION REQUIREMENTS:

CADC preferred

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:

Date:

Supervisor Signature

Date:

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: Senior Case Manager	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Case Management Services Manager	Employment Status:	Full-Time
Pay: Salaried	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Senior Case Manager acts as a positive role model by partnering with tenants to develop activities and services, which lead to work. The Senior Case Manager also works with tenants to identify their skills and abilities to promote personal growth.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in related field preferred; Minimum of 1 years experience working with homeless and/or low-income population; CADC preferred (or working toward); an equivalent combination of experience, training and/or education may be approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Assist tenants to identify skills and develop positive growth. Create with tenants a plan to achieve their goals
2. Identify with each tenant the steps that lead to work and with team, create ways to motivate the tenant to complete these steps.
3. Work with team to ensure building standards are met.
4. With team members, design and implement daily activities that promote recovery, employment and personal growth.
5. Communicate with team members regarding building operations.
6. Advocate as necessary on the behalf of the tenants (public aid, social security, home services, etc)
7. Develop tenant leadership and involvement in civic life through programs such as CAPS, Scrap Mettle, O.N.E., etc.
8. Participate in quality efforts to promote organizational development.
9. Maintain proper records on case management, petty cash, and/or other activities as instructed by Supportive Services Manager. All records should include follow-up.
10. Provide performance input to Property Manger on all hourly staff for quarterly reviews (i.e., desk clerks, janitors).
11. Assume responsibility when Case Management Services Manager is not present per building standards.
12. Ensures security of the guiding, tenants and staff by keeping a beeper and answering all pages from building when Case Management Services Manager and Property Manager are not available.
13. Attend all required training to ensure individual and professional growth.
14. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

The Mission and philosophy of Lakefront Supportive Housing accompanied by understanding, appreciation and commitment of the same; Understanding of low-income and homeless individuals and their specific needs; Knowledge of crisis prevention, intervention and resolution techniques and should be able to match such techniques to particular circumstances and individuals; Knowledge of the formal and informal supports available in the community.

Skill in:

Basic math and analysis; strong verbal, written and communication skills; strong organizational skills; basic computer skills (word processing, spreadsheet, database); conflict mediation and negotiation; Skill in assisting tenants to identify and gain access to the formal and informal supports available in the community.

Ability to:

Demonstrate clear, professional boundaries; Work in a team environment; Act in a professional manner; Achieve expected results with tenants; Lead groups; Manage supportive services function in the absence of the Case Management Services Manager

LICENSURE OR CERTIFICATION REQUIREMENTS:

CADC preferred

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Senior Case Manager	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Case Management Services Manager	Employment Status:	Full-Time
Pay: Salaried	FLSA Status:	Exempt

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature: _____ **Date:** _____

Supervisor Signature _____ **Date:** _____

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Case Manager	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Case Management Services Manager	Employment Status:	Full-Time
Pay: Salaried	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Case Manager acts as a positive role model by partnering with tenants to develop activities and services which lead to work. The Case Manager also works with tenants to identify their skills and abilities to promote personal growth.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in related field preferred; Minimum of 1 years experience working with homeless and/or low-income population; CADC preferred; An equivalent combination of experience, training and/or education may be approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Assist tenants to identify skills and develop positive growth. Create with tenants a plan to achieve their goals
2. Identify with each tenant the steps that lead to work and with team, create ways to motivate the tenant to complete these steps.
3. Work with team to ensure building standards are met.
4. With team members, design and implement daily activities that promote recovery, employment and personal growth.
5. Communicate with team members regarding building operations.
6. Advocate as necessary on the behalf of the tenants (public aid, social security, home services, etc.)
7. Develop tenant leadership and involvement in civic life through programs such as CAPS, Scrap Metal, O.N.E., etc.
8. Participate in quality efforts to promote organizational development.
9. Maintain proper records on case management and/or other activities as instructed by Supportive Services Manager. All records should include follow-up.
10. Attend all required training to ensure individual and professional growth.
11. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)**Knowledge of:**

The Mission and philosophy of Lakefront Supportive Housing accompanied by understanding, appreciation and commitment of the same; Understanding of low-income and homeless individuals and their specific needs; Knowledge of crisis prevention, intervention and resolution techniques and should be able to match such techniques to particular circumstances and individuals.

Skill in:

Basic math and analysis; strong verbal, written and communication skills' strong organizational skills; basic computer skills (word processing, spreadsheet, database); conflict mediation and negotiation.

Ability to:

Demonstrate clear, professional boundaries; Work in a team environment; Act in a professional manner; Achieve expected results with tenants.

LICENSURE OR CERTIFICATION REQUIREMENTS:

CADC preferred

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Case Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Case Management Services Manager	Employment Status:	Full-Time
Pay:	Salaried	FLSA Status:	Exempt

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature: _____ **Date:** _____

Supervisor Signature _____ **Date:** _____

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Property Manager	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Director of Property Management	Employment Status:	Full-Time
Pay:	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Property Manager provides a quality environment for tenants by adhering to building standards and blending with supportive services and their efforts to partner with the tenants in developing personal growth.

MINIMUM QUALIFICATIONS:

College Degree preferred with a minimum of two years supervisory experience or successful completion of Lakefront Supportive Housing management training program.

Minimum of four years property management experience with subsidized housing or related experience.

Occupancy Specialist Certification required.

Any equivalent combination of experience, training and/or education approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Hires, trains and supervises Assistant Property Manager, Desk Clerks and Janitorial staff; conducts quarterly evaluations with input from Senior Case Manager and Senior Desk Clerk
2. Ensures all property management and building standards are met.
3. Work with supportive services to resolve tenant/landlord issues as they arise utilizing the Blended Management model
4. Meet with site staff on a weekly basis to discuss tenant issues
5. Participate in interviews for applicants and make recommendations regarding suitability of applicants for tenancy
6. Ensure compliance requirements are met in terms of funding sources for building subsidies
7. Participate in weekly building walk-throughs and regularly scheduled inspections. Follow up on all issues
8. Provide technical assistance to outside agencies through consulting services
9. Ensure all tenant contacts are documented and up to date on a daily basis
10. Attend all required training to ensure individual and professional growth
11. Ensure security of the building, tenants, and staff by keeping a beeper and answering all pages from building or ensuring someone is responding to page
12. Participate in quality efforts to promote organizational development
13. Ensure all hourly timesheets are accurate, complete and timely
14. Work with Director of Organizational Training on your staff's development needs and ensure staff is fully qualified and making improvements for future growth
15. Conduct annual planning for sites and participate in strategic planning process
16. Responsible for all evictions, ensuring documentation is complete and thorough
17. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)**Knowledge of:**

Understanding, appreciation and commitment to the mission and philosophy of Lakefront Supportive Housing; knowledge of Fair Housing Laws and Landlord/Tenant Law

Skill in:

Strong verbal and written communication skills; strong math and analytical skills (budgeting); strong organizational skills; intermediate computer skills (word processing, spreadsheet, database and property management); skill in conflict mediation and negotiation, and strong supervisory skills

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: Property Manager	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Director of Property Management	Employment Status:	Full-Time
Pay:	FLSA Status:	Exempt

Ability to:

Ability to demonstrate clear, professional boundaries, to work in a team environment and to act in a professional manner

LICENSURE OR CERTIFICATION REQUIREMENTS:

Occupancy Specialist Certification

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature: _____ **Date:** _____

Supervisor Signature _____ **Date:** _____

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title: Director of Employment, Training & Education	Division: Operations
Position Grade:	Name of Incumbent: Maria Kamenacki
Reports to: Vice President of Community Supportive Services	Employment Status: Full-Time
Pay:	FLSA Status: Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

To advocate and develop governmental policies that affect Lakefront SRO tenants. To continually promote and operationalize the philosophy of work. Directs activities of the Employment, Training and Education division

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in social service, adult education, or related field (Master's degree preferred).
2. Minimum of five years of work experience in Employment Counseling field.
3. Minimum of five years experience working with homeless and/or low-income population
4. Minimum of four years of supervisory experience or successful completion of Lakefront's manager's training.
5. Any equivalent combination of experience, training and/or education approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

(Percent (%) of monthly working time)

1. Develop, implement, oversee, and evaluate tenant employment strategies for the organization. (20%)
2. Create varied employment components and approaches to assist tenants in achieving employment goals. (15%)
3. To assist with fundraising proposals and oversee the compliance for all funders. (10%)
4. Hire, train, and supervise staff to insure quality services. (10%)
5. Work with the Director of Organizational Training to insure that Blended Management staff are trained in all aspects of pre-employment skill building and job readiness training (10%).
6. Develop policies and procedures for coordination of employment services between all the sites. (5%)
7. Ensure all Employment program standards are met by reviewing records and files on a weekly basis. (5%)
8. Provide copies of reports to Senior Vice President of Tenant & Property Services. (5%)
9. Develop and oversee department budget with the Finance Department. (5%)
10. Participate in quality efforts to promote organizational development. (5%)
11. Provide technical assistance to outside agencies through consulting services. (5%)
12. Attend all required training to ensure individual and professional growth (5%)
13. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing

SECONDARY FUNCTIONS:

The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

1. The mission and philosophy of Lakefront SRO
2. Current governmental (local and federal) employment policies
3. Grant writing
4. Understanding of low-income and homeless individuals and their specific needs
5. Knowledgeable about crisis prevention, intervention and resolution techniques and should be able to match such techniques to particular circumstances and individuals.
6. Knowledgeable in compliance issues

Skill in:

7. Ability to communicate effectively both orally and in writing (must pass a language skill test)
8. Basic math and analytic skills (must pass a basic math skill test)
9. Strong organizational skills
10. Intermediate computer skills (word processing, spreadsheet, database)
11. Conflict mediation and negotiation

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Director of Employment, Training & Education	Division: Operations
Position Grade:	Name of Incumbent: Maria Kamenacki
Reports to: Vice President of Community Supportive Services	Employment Status: Full-Time
Pay:	FLSA Status: Exempt

Ability to:

12. To be able to demonstrate clear, professional boundaries
13. Ability to work in a team environment
14. Ability to act in a professional manner
15. Ability to train others in organization and employment area.

LICENSURE OR CERTIFICATION REQUIREMENTS:**EQUIPMENT OPERATED:** (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Supervisor Signature**Date:**

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Career Services Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Employment, Training and Education	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required.)

The Manager of Career Services develops, oversees and coordinates coaching and supportive services related to employment.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Social Service, Adult Education or related field (Master's Degree preferred); Minimum three years work experience in Employment Counseling field; Minimum two years experience working with homeless and/or low-income population; Minimum two years supervisory experience or successful completion of Lakefront's manager's training Equivalent combination of experience, training and/or education.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Hires, trains and supervises staff to ensure quality services. Trains staff to practice coaching techniques aligned with the organization's mission and values and maintain professional conduct with participants.
2. Supervises Employment Specialists and Job Developers to ensure that all employment program standards are met by staff. Ensures staff maintain appropriate and accurate records.
3. Oversees compliance with grant requirements by ensuring that services meet or exceed contract expectations, records are complete and up-to-date, and required paperwork and reports are submitted to the funder in a timely manner.
4. Develops career development, coaching and job retention strategies for participants; ensures resources are up-to-date and available for the supportive service needs of program participants.
5. Establishes cooperative working relationships with resources in order to facilitate referrals.
6. Communicates with supportive services and property management staff at Lakefront buildings to share information and coordinate employment strategies for individual tenants.
7. Provides input in developing and overseeing the Employment budget.
8. Assists the Director in advocating for local, state and federal employment policies that support the needs of Lakefront tenants.
9. Participates in quality efforts to promote organizational development.
10. Attends all required trainings to ensure individual and professional growth.
11. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

An understanding, appreciation and commitment to the mission and philosophy of Lakefront Supportive Housing; understanding about governmental (local and federal) employment policies; an understanding of low-income and homeless individuals and their specific needs Must be knowledgeable about crisis prevention, intervention, and resolution techniques and should be able to match such techniques to particular circumstances and individuals.

Skill in:

Intermediate math and analytic skills; strong organizational skills; intermediate computer skills (word processing, spreadsheet, database). Must be skilled in conflict mediation and negotiation.

Ability to:

Write grants and develop departmental budgets; communicate effectively both orally and in writing ; demonstrate clear and professional boundaries; work in a team environment.

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title:	Career Services Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Employment, Training and Education	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

LICENSURE OR CERTIFICATION REQUIREMENTS:

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)
Computer terminals and other standard office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
Ability to handle potential volatile situations.

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Employee Signature: _____ **Date:** _____

Supervisor Signature _____ **Date:** _____

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Employment Specialist	Division:	Employment, Training & Education
Position Grade:	9	Name of Incumbent:	
Reports to:	Career Services Manager	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required.)

The Employment Specialist provides quality services to program participants, including recruitment, assessment and retention services. Maintain accurate client records in a timely manner. Report on services provided as necessary

MINIMUM QUALIFICATIONS:

Bachelor's degree required. With minimum of 2 years experience working with people who are homeless and/or low-income; minimum of one year of work experience in Employment, Human Resources or Counseling field; minimum of one year's experience in maintaining accurate records and reports; CADC certification preferred. Any equivalent combination of experience, training and/or education may be approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Performs intake, and one-on-one assessment; provides on-going coaching to participants to facilitate achievement of their career goals.
2. Ensures participants have the tools necessary in their job search. Provides expertise in resume development.
3. Maintains accurate records. Records case notes in a timely manner and following the department's guidelines. Produces reports as necessary.
4. Conducts Job Club sessions and refer customers to appropriate job openings to achieve their employment goals.
5. Works with participants on their career planning at regular intervals. Provides and/or connects participants to resources and supportive services.
6. Organizes and conducts outreach activities in Lakefront buildings and the community at large to recruit program participants.
7. Provides job retention and follow up services to employed participants.
8. As a department team member, participates in the department meetings; discusses participants' service needs and service plans as necessary.
9. Works with Tenant and Property Services Management team members, to facilitate participants' transition into the workplace including designing and implementing daily activities that promote recovery, employment, and personal growth.
10. Advocate as necessary on behalf of employment customers with public aid, social security, home services, etc.
11. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statement describes the general nature and level of work being performed in the job. They are not to be an exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

Individual and group employment counseling; an understanding of low-income and homeless individuals and their specific needs; crisis prevention, intervention, and resolution techniques and ability to match such techniques to particular circumstances and individuals.

Skill in:

Basic math and analysis; intermediate computer skills (word processing, spreadsheet, database); conflict mediation and negotiation. Strong organizational skills; skill in presenting information to groups.

Ability to:

Communicate effectively both orally and in writing; demonstrate clear and professional boundaries; work in a team environment; to teach job readiness skills to program participants; make sound judgments in the absence of direct instructions.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer POSITION DESCRIPTION

Position Title:	Employment Specialist	Division:	Employment, Training & Education
Position Grade:	9	Name of Incumbent:	
Reports to:	Career Services Manager	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

LICENSURE OR CERTIFICATION REQUIREMENTS:

CADC certification preferred.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Supervisor Signature**Date:**

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Learning Program Specialist	Division:	Operations
Position Grade:	Name of Incumbent:	
Reports to: Training and Education Manager	Employment Status:	Full-Time
Pay: Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Learning Program Specialist assists participants in reaching their educational and career/life goals by providing tutoring opportunities to participants who need basic skills remediation.

MINIMUM QUALIFICATIONS:

Undergraduate degree preferred; at least one year of tutoring/teaching experience preferred, experience with low-income and/or homeless individuals preferred; equivalent combination of experience, training, and/or education may be approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Recruits participants through making presentations and networking with community organizations, referral agencies and Lakefront Community Supportive Services Department.
2. Assesses Learning Program participants one-on-one to identify their needs and develop a learning plan based on their goals, experiences and interests.
3. Monitors participants progress ensuring that appropriate testing and documentation is on file and on the database.
4. Provides assistance in the areas of reading, math, GED and resume writing to participants in Vocational Training classes.
5. Helps recruit, interview and assess the strengths and needs of volunteer tutors.
6. Matches participants with volunteer tutors.
7. Utilizes strategies, motivational and organizational skills to ensure participant progress and ensure tutors' efforts are guided and adequately supported.
8. Helps to organize special events and celebrations for the department.
9. Assists in the development of learning-related programming with the Employment, Training and Education Department
- 10 Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

Low-income and/or homeless population; sincere interest in teaching and in learning from students.

Skill in:

Creative thinking; strong oral and written communication skills.

Ability to:

Assess individual learning needs and create lesson plans to address them; facilitate groups, develop classes and trainings; motivate and engage others; organize information and present ideas

LICENSURE OR CERTIFICATION REQUIREMENTS:

None required

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Learning Program Specialist	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Training and Education Manger	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Supervisor Signature**Date:**

LAKEFRONT SUPPORTIVE HOUSING
An Equal Opportunity Employer
POSITION DESCRIPTION

Position Title:	Training and Education Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Employment, Training and Education	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

JOB RESPONSIBILITIES: (In addition to the following, performs other related duties as required)

The Manager of Training and Education designs, implements and evaluates training strategies that promote career advancement, educational growth and life skills development for Lakefront residents and low-income community members.

MINIMUM QUALIFICATIONS:

Bachelor's degree in education, or related field (Master's degree preferred); Minimum of three years experience working in the adult education field, developing and implementing training curriculum; Minimum of two years experience working with homeless and or low-income population; Minimum of two years of supervisory experience or successful completion of Lakefront's managers training; Equivalent combination of experience, training, and/or education approved.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Supervises the process of identifying the educational, life-skills and career development needs of participants and the strategies for offering these services either directly or through community-based referrals.
2. Determines the vocational interests and aptitudes of participants.
3. In collaboration with the Management Team, identifies industries with career track opportunities committed to assisting Lakefront in curriculum development that will lead to hiring program participants.
4. Conducts market forecasts to ensure that trainings produce viable employment opportunities for program graduates
5. Develops and updates curricula and oversees the delivery of trainings.
6. Identifies funding sources and assists in writing grants to cover the cost for the development and the execution of the trainings
7. Hires, and supervises training and otherwise supports staff to insure quality services. Identifies and advocates for value added staff development training
8. Oversees compliance with grant requirements related to education and training; ensures that services meet or exceed contract expectations, records are complete and up-to-date, and required reports are submitted to the funder in a timely manner.
9. Promotes Lakefront's training programs with government agencies, public officials, the corporate community, and community-based organizations to gain political and financial support, as well as to educate the public on the value of collaborative training, placement, and retention solutions.
10. Works with employment staff to ensure that proper records are maintained on people who receive Lakefront education, training and development services
11. Conducts regular program evaluations to ensure that the training meet the development needs of students and employers
12. Provides input in developing and ensure compliance with the department's budget.
13. Develops strategies for volunteer recruitment, training and recognition.
14. Produces quarterly newsletters related to department activities.
15. Demonstrates behavior consistent with the mission and values of Lakefront Supportive Housing.

SECONDARY FUNCTIONS:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

KNOWLEDGE, SKILLS AND ABILITIES: (Necessary to perform above duties - *indicates developed after employment)

Knowledge of:

the mission and philosophy of Lakefront Supportive Housing along with understanding, appreciation and commitment to the mission and philosophy; knowledge of low-income and homeless individuals and their specific needs; crisis prevention, intervention and resolution techniques, should be able to match such techniques to particular circumstances and individuals.

LAKEFRONT SUPPORTIVE HOUSING

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title:	Training and Education Manager	Division:	Operations
Position Grade:		Name of Incumbent:	
Reports to:	Director of Employment, Training and Education	Employment Status:	Full-Time
Pay:	Salary	FLSA Status:	Exempt

Skill in:

intermediate math and analysis; strong organizational skills; intermediate computer skills (word processing, spreadsheet, database); strong conflict mediation and negotiation skills

Ability to:

Develop curricula for education, professional development and vocational programs; communicate effectively both orally and in writing; demonstrate clear professional boundaries; work in a team environment

LICENSURE OR CERTIFICATION REQUIREMENTS:

None required

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all-inclusive)

Computer terminals and other standard office equipment

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Ability to handle potential volatile situations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature:**Date:**

Supervisor Signature**Date:**

LAKEFRONT SRO CORPORATION

JOB DESCRIPTION

JOB TITLE: Director of Compliance and Leasing
DEPARTMENT: Financial Services Division
STATUS: Exempt
REPORTS TO: Vice President of Asset Management
JOB GRADE: 12

JOB SUMMARY:

Responsible for the administration of all compliance activities within the organization. Compliance activities include any regulations generated by partnership funders and lenders and all Lakefront SRO government contracts. Also, responsible for providing leadership and direction of the day-to-day operations of the Leasing Department.

JOB DUTIES:

(percent (%)) of monthly work time)

- Ensure that 100% compliance is maintained with all funders and lenders (SHP, CLIFT, HUD, NEF, DOH, et al) for the partnerships and Lakefront SRO. Additionally, ensure adherence to Tenant Selection Plans, Building Admission Criteria and Fair Housing Laws. (25%)
- Supervise Leasing staff through the establishment of goals and objectives, annual workplans, periodic planning and support meetings and quarterly performance evaluations (15%)
- Provide training to site staff to ensure understanding of compliance and report requirements. (10%)
- Conduct internal audits of partnership tenant files to ensure regulatory compliance. (10%)
- Ensure compliance for local, state and federal government grants for all of Lakefront's programs. (5%)
- Provide consulting for administrative oversight of tenant eligibility for building and subsidy requirements. (5%)
- Create history of each building and update on an as needed basis (5%)
- Assist with applicant walk-ins and telephone inquiries from applicants and referral agencies as needed (5%)
- Provide technical assistance to groups designated by the Consulting Services Division (5%)
- Assist, support and provide training to the Occupancy Department to ensure a thorough understanding of position requirements and performance standards in regards to compliance. (5%)
- Interface with ResDev Department as needed on grant preparation for additional/new subsidy requests. (5%)
- Report variations, problems and current status of Leasing and Compliance to the VP of Asset Management. (2%)
- Attend all required training to ensure individual and professional growth. (1%)
- Ensure that quality philosophy is supported and encouraged among staff. (1%)
- Perform special projects as assigned. (1%)

ADDITIONAL DUTIES:

- The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties and indeed additional responsibilities may be assigned, as required, by management.

SPECIALIZED KNOWLEDGE AND SKILLS:

- To have an understanding, appreciation and commitment to the mission and philosophy of Lakefront SRO.
- Strong ability to communicate effectively both orally and in writing (must pass a language skills test).
- Strong math and analytic skills (must pass a basic math test).
- To be able to demonstrate clear, professional boundaries.
- Ability to work in a quality-based team environment.
- Strong organizational skills are required.
- Ability to act in a professional manner.
- The ability to develop curriculum and train a variety of staff on technical material.
- Intermediate computer skills (word processing, spreadsheet and database).
- Experience with Fair Housing Law required.

JOB QUALIFICATIONS (Education, Training, Work Experience)

- Bachelor's degree preferred
- A minimum of 3 years of work experience in fair housing regulations
- A minimum of 5 years working with Low-income Housing Tax Credit Program and Section 8
- A minimum of 2 years supervisory experience
- Certified Occupancy Specialist designation required

LAKEFRONT SRO CORPORATION JOB DESCRIPTION

JOB TITLE: **Leasing Manager**
DEPARTMENT: **Asset Management**
STATUS: **Exempt**
REPORTS TO: **Director of Compliance and Leasing**
JOB GRADE: **10**

JOB SUMMARY: Responsible for providing leadership and direction of the day-to-day operations of the Leasing Department.

JOB DUTIES:

1. Oversee the marketing process, application process, interview process, file review meetings, applicant appeals, co-ordination of move-ins, and leasing reports for all sites. Monitors all processes for quality and compliance. (20%)
2. Supervise leasing staff through the establishment of goals and objectives, annual work plans, weekly planning and support meetings and quarterly performance evaluations. Provides training as necessary to all leasing staff (15%)
3. Does all PM interviews for applicants. (15%)
4. Co-ordinates and participates in applicant orientations. (10%)
5. Maintain applicant waiting list, ensuring it is up to date with eligible candidates. Assure that all building programs have adequate applicants to fill vacancies including those for building subsidies. (10%)
6. Coordinate and prepare marketing presentations and correspondence to shelters and referral agencies. (10%)
7. Develop and implement a system of target marketing by gathering and analyzing leasing data. (5%)
8. Provide complete, accurate, eligible applicant files to Property Managers in conjunction with filling unit vacancies. Co-ordinate move-ins with Occupancy as needed. (5%)
9. Implement and adhere to the requirements of the Tenant Selection Plans, Building Rules, Building Admission Criteria, Fair Housing Laws, City, State, Federal, HUD, DOH, NEF, DHS, HOPWA and CHAC regulations. (5%)
10. Assist with applicant walk-ins and telephone inquiries from applicants and referral agencies. (1%)
11. Report variations, problems, and current status of Leasing to Director of Compliance and Leasing. (1%)
12. Attend all required training to ensure individual and professional growth. (1%)
13. Ensure that quality philosophy is supported and encouraged among staff. (1%)
14. Perform special projects as assigned. (1%)

ADDITIONAL DUTIES:

1. The above statements describe the general nature and level of work being performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as required, by management.

SPECIALIZED KNOWLEDGE AND SKILLS:

1. To have an understanding, appreciation and commitment to the mission and philosophy of Lakefront SRO
2. Ability to communicate effectively both orally and in writing
3. Strong Interviewing skills.
4. Strong public speaking and presentation skills
5. Strong organizational, written, and verbal skills
6. Moderate computer skills
7. Ability to work in a team environment
8. Ability to act in a professional manner
9. Experience with Fair Housing Law required
10. Working knowledge of low income housing and Chicago social service agencies required

JOB QUALIFICATIONS:

1. Bachelor's degree required
2. Minimum of two years related experience
3. Minimum of two years supervisory experience

Lakefront SRO Corporation
Job Description

Job Title: ADF Coordinator
Department: Tenant & Property Services Division
Status: Non-Exempt
Reports To: Supportive Service Manager - Roseland
Job Grade:

JOB STATEMENT:

Works with Supportive Services Staff to promote and maintain an environment of recovery and mutual support among tenants. Responsible for overseeing self-help groups, coordinating recovery-focused activities within building, and in the larger community.

JOB DUTIES

1. Facilitate floor meetings and be available to tenants one-on-one (20%).
2. Facilitate AA or other recovery oriented meetings (15%).
3. Monitor and report signs of relapse to case management staff (15%).
4. Organize recovery-related social and educational activities (10%).
5. Attend weekly site team meetings (10%).
6. Be available after hours on rotating, on-call basis to assist desk clerk in handling recovery-related issues with tenants (10%).
7. Orient new tenants to building (5%).
8. Document recovery-related interactions in tenant files and keep daily activity records (5%).
9. Report any disturbances in the building (3%).
10. Accompany staff at community meetings (2%).

ADDITIONAL DUTIES:

1. The above statements describe the general nature and level of work performed in the job. They are not intended to be a 100% exhaustive list of all duties, and indeed, additional responsibilities may be assigned, as needed, by the Manager.

JOB REQUIREMENTS:

1. One year of documented recovery.
2. High School Degree or GED.

SPECIALIZED KNOWLEDGE AND SKILLS:

1. To have an understanding, appreciation and commitment to the mission and philosophy of Lakefront SRO.
2. Be courteous to tenants, guests and co-workers and follow procedures in Tenant & Property Services manual.
3. Ability to communicate effectively both orally and in writing (must take a language skill test).
4. Basic math and analytic skills (must take a basic math skill test).
5. Strong organizational skills.
6. Skilled in conflict mediation and negotiation.
7. To be able to demonstrate clear, professional boundaries.
8. Ability to work in a team environment.
9. Ability to act in a professional manner.
10. Understanding of low-income and homeless individuals and their specific needs.
11. Knowledge about crisis intervention and prevention techniques, and be able to match such techniques to particular circumstances and individuals.
12. Working knowledge of Big Book, relapse indicators and prevention strategies.
13. Ability to assess a situation and make appropriate decisions following company guidelines.

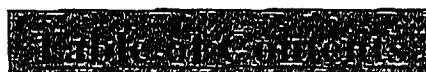
STANDARDS FOR ADF COORDINATORS:

1. ADF Coordinator will hold 12 floor meetings per year.
2. ADF Coordinator will be available on call as scheduled and will document response to recovery-related crises 95% of the time.
3. ADF Coordinator will facilitate one recovery-oriented general meeting per month.
4. ADF Coordinator will document working with 10 tenants on a monthly basis on his/her floor on recovery- related issues.

Employee

Date

**EMERGENCY ESCAPE ROUTES AND PLANS
LAKEFRONT SRO SOUTH LOOP APARTMENTS**



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INTRODUCTION

The purpose of the plan is to ensure the safe and efficient evacuation of all occupants in the event of an emergency. It is a requirement that each employee and resident familiarize themselves with the plan and periodically revisit it.

UPDATING

The emergency plan will be updated by the Directors of Property Management and Supportive Services, and the Maintenance Manager.

AUTHORITY

The ultimate responsibility for the implementation of the plan will lie with the Vice President of Tenant and Property Services.

MEDIA AND PUBLIC RELATIONS

In the event of an emergency, only the President of the Organization is authorized to speak with the media.

TRAINING AND DRILLS

The Property Manager shall be responsible for periodic training of staff, testing and drills on an annual basis as well as a monthly building safety inspection.

COMMAND CENTER

The command center shall be located at the front desk. The alternate post shall be the Property Manager's office.

DESIGNATED OFF-SITE GATHERING LOCATION

In case of a major emergency, calling for partial or full evacuation, the designated off-site gathering location shall be the parking lot in the rear of the building.

In the event of inclement weather conditions, the alternate gathering location will be SokaGakkai International building, directly north of the building.

BUILDING LIFE SAFETY FEATURES

Refer to procedures titled "Operating South Loop Smoke Alarms" and "Operating South Loop Fire and Sprinkler Alarms."

FIRE AND LIFE SAFETY SYSTEMS**FIRE COMMAND CENTER**

The Fire Command Center, located at the front desk, serves as the central communications network for the building's fire and life safety systems.

Front Desk Clerk staff are instructed to follow the attached procedures outlined as "Fire Emergencies" and "Operating South Loop Smoke Alarms" in case of those emergencies.

STAIRWELLS

There are three stairwells that run the entire vertical length of the building. In case of an emergency, everyone must exit to the designated stairwell and travel to the floor determined by fire personnel.

When followed all the way down, stairwells exit to the outside of the building. A Fire extinguisher cabinet is located inside the stairway by each stairway door and should be used in emergencies only.

The stairwell doors are fire rated doors. Their purpose is to seal off the stairwell from the corridor, preventing fire and smoke from entering the stairwell.

BUILDING DESIGN

The South Loop Apartments was built as a fire resistant building, following the Chicago Building Code, which requires fire-rated doors and glass. The building design has been approved by the Chicago Fire Department.

ELEVATOR COMMUNICATIONS

In the event of an elevator emergency, front desk staff will follow the attached procedures.

CLOSED CIRCUIT TELEVISION (CCTV)

The building is equipped with closed circuit cameras located at strategic points throughout the building. All cameras are connected to digital multiplex or units, allowing twenty-four hour recording of building activity. There is a viewing station at the front desk located in the main lobby, which is staffed 24 hours a day, 7 days per week.

EMERGENCY EVACUATION PROCEDURES

In a high-rise building, a complete emergency evacuation is most often impractical or unnecessary. The Chicago Fire Department recommends that in the event of a fire emergency, only eight (8) floors be evacuated: the floor (1) of the emergency, two (2) floors above the floor of the emergency, and five (5) floors below the floor of the emergency. A partial evacuation eliminates unnecessary pedestrian traffic in a stairwell, which could interfere with emergency personnel efforts.

Should an alarm sound, residents are asked to vacate the building. Assistance will be offered to those with special needs.

EVACUATION

Should the nature of an emergency require that the entire building be evacuated, residents will congregate in the front and rear of the building. Residents will be asked to identify themselves to building staff who will be attempting to account for all residents and employees.

- The Fire Department will generally make the decision to evacuate any floors based on their initial and continuous assessment of the situation. The emergency response team will notify each floor of the action they should take.
- The Chicago Fire Department typically recommends evacuating the fire floor and 2 floors above and 5 floors below for safety.
- In the event of an evacuation, building personnel will be assisting the Fire Department in accessing the building, addressing the emergency and coordinating the evacuation of the necessary floors.
- A staging area will be set up a safe distance from the fire floor where more information will be disseminated and residents can be accounted for.
- Should the evacuation terminate outside of the building, all residents will be directed to move to a predetermined meeting location to provide clear access and egress and to stay clear of any falling debris.

EXIT ROUTES

- Elevators will be put on fire service at the onset of an emergency and will not be available as an evacuation route.

- The Chicago Fire Department will have complete control of the elevators for use in fire fighting. The doorman will bring all cars down to the 1st floor and not allow their use as soon as an alarm is sounded.
- All residents and employees must be familiar with the quickest evacuation route from their location to the stairwells.
- Be able to identify your planned and alternate routes in case of heavy smoke, which may obscure your vision and/or force you to crawl along the ground for clearer air.
- If you encounter smoke on your evacuation route, crawl close to the ground to stay under the smoke layer to reach cleaner air.
- When encountering closed doors, first test the door for heat by placing the back of your hand up high on the door. If the door is hot, there is good chance there are flames just beyond the door.
- A natural reaction of the human hand is to grasp by reflex. By testing with the back of the hand, you avoid grasping a hot door handle or rail.
- Disabled persons will be escorted to the stairwells. The Fire Department will be notified of the person's location.
- The stairwells are designed to isolate the occupants from the fire through the construction of the walls and doors. Keeping these doors closed prevents smoke penetration to this safe zone.

EMERGENCY RESPONSE TEAM

South Loop Property Manager – 773-447-8336

South Loop Maintenance Supervisor – 773-447-8338

Lakefront SRO Maintenance Manager – 773-447-7309

Director of Property Management – 773-447-7256

SOUTH LOOP APARTMENTS RESIDENTS EMERGENCY PROCEDURES

These instructions are part of the Emergency Plan for the South Loop Apartments. The instructions are for your safety so please review them in detail now and keep them in a convenient location for review during real emergencies. Should you need additional assistance in the event of an emergency please call the office at 312-913-0800 ext. 230 to be put on our list of residents with special needs. These instructions should be followed in the same manner for emergencies both during and after office hours.

1. For Your Protection

The South Loop Apartments is designed with many safety features, these include:

- Smoke detectors in all apartments.
- Sprinkler System.
- Pull stations and fire extinguishers in hallways.
- Fire resistive floors and walls.
- Fire resistive stairwells.
- Emergency power for hallway and stairwell lighting.

Fire resistive floors help to limit fire from spreading from floor to floor. Fire resistive walls between the corridor and the apartment also help to limit fire from spreading on any floor. Stairwells signs designate the exits on each floor. Residents should be aware of the number of doors between their apartment and the stairwell.

Each apartment has a smoke detector. Residents should check these regularly to insure that they are properly functioning. The building sprinkler system will set off when the system detects fire or excessive heat. In the event that an alarm is triggered, building residents and staff should evacuate the building via the emergency exit path posted on the back of each apartment door.

Pull stations are located in all hallways next to stairwell doors. Once one of the hallway pull stations is activated, a signal is sent to the Alarm Monitoring System. Upon receipt of a fire alarm, the front desk staff will investigate the cause of the alarm as well as contact the Alarm Monitoring System.

The South Loop Apartments has an emergency team to assist residents during emergencies. The Maintenance Department, front desk staff and building Management have specific duties during an emergency and will be on hand to assist both residents and emergency personnel.

The following are the safest procedures for residents during various emergencies. Adherence to these procedures will assure proper response during emergencies.

2. Electrical Outages

Residents should do the following if an electrical outage occurs:

- Stay in the apartment and await instructions from management.
- Locate personal flashlights.
- Do not light candles (this is a Fire Hazard).
- Do not dial the front desk unless your personal safety is threatened, as it will tie up the telephone lines.

During an electrical outage, the safest place is inside the apartment where you will not disturb those responding to the emergency.

3. Evacuations

If an evacuation is necessary either management or emergency personnel will direct you to use stairwells or elevators. (*Inform residents how they will receive their instructions. PA system, etc.*) Remember that the elevator has an emergency intercom. Should there be an alarm please exit the elevator as soon as possible.

4. Fire Emergencies

The following are the procedures to follow:

- a. The Fire Department recommends that you keep a flashlight, whistle and 2" roll of duct tape in an easily accessible kit in case of emergency. The duct tape should be used across the sides and top of the door and a wet towel placed along the floor for smoke inhalation.
- b. Keep keys near you at all times.
- c. Call the Fire Department at 911 and report your: Location, Street Address, Your Name, Floor, Apartment Number
- d. Exit using the stairwells, not the elevators. Stay calm, stay to the right side, and do not bring any foods or liquids with you.
- e. Follow instructions given by emergency personnel or building staff.
- f. Do not call the front desk unless your safety is threatened, as this will tie up the telephone lines.
- g. Do not break or jump from windows. Both are likely to decrease rather than increase your safety.

5. Fire in a Resident's Apartment

If a fire occurs in your apartment and you are not able to smother the fire or extinguish it with a private fire extinguisher, call 911 and give the Fire Department the following information:

Location
Street Address
Your Name
Floor
Apartment Number

Take your key and close your apartment door. **Do Not Lock The Door.** Proceed immediately to the stairwell. Do not use the elevator.

Do not stop to collect belongings because precious Fire Department response time can be lost. Do not return to the apartment until told to do so.

6. Other Fires

If you smell smoke, stay in your apartment for further instructions. Keep your keys nearby at all times. You will want to take your keys with you during emergencies so that you can return to your apartment, if necessary.

If you see heavy smoke in the corridor of the building, return to your apartment, call 911 and report the fire as described previously. Wait in your apartment for instructions from emergency personnel or management staff. If smoke begins to infiltrate your door, you should place wet towels around the cracks to hold out the smoke.

If instructed to evacuate the floor, crawl on hands and knees below the smoke to the exit and go down to a lower floor, as instructed. If smoke is in the stairwell, crawl to a different stairwell and go down to a lower floor. Once on the lower floor, stay in the corridor for further instructions. The building is designed for residents to stay on non involved floors rather than evacuate. Most often full building evacuation is impractical.

If you are instructed to evacuate the building, you should first feel the door to make sure that the corridor is not involved in the fire. If the door is not hot, evacuate using the stairwell. If the corridor is smoke filled, return to your apartment and hold. If smoke comes in around the door, place wet towels around the door to block out smoke. In this instance, call the Fire Department at 911 and the front desk at 312-913-1660 and let them know that you are holding in your apartment.

If you are instructed to fully evacuate the building, proceed to the parking lot of the building or the sidewalk in front of the building. Building Management and the Chicago Fire Department will update you at that location regarding the extent of the fire and when you can expect to return to the building.

EMERGENCY FIRE PROCEDURES

The following procedures are to be carried out in case of a fire emergency. Since a fire emergency can be unpredictable, it is important to be alert at all times and to respond immediately to any orders given by the General Manager, Assistant Property Manager, Fire Safety Director or Chicago Fire Department.

A. Fire Emergencies During Office Hours

Maintenance Supervisor - Goes to the scene of the fire and assess the situation
- Designates evacuation areas and safe floors if fire department has not already done so.
- Coordinates building staff with Fire Department.

Property Manager - Goes to fire location and then proceeds to lobby if necessary to coordinate command post.
- Meet Fire Department as they enter and provide any special instructions, i.e. disabled persons, hazardous situations, etc.
- Provides floor plan with fire location marked.
- Coordinates clearing of lobby and residents and emergency communications.

Desk Clerk - follow procedures titled "Fire Emergencies"

B. After Hour Fire Emergency

Desk Clerk - follow procedures titled "Fire Emergencies"

Once other staff arrives on the scene, they should assume duties as stated under Fire Emergencies During Office Hours.

Give appropriate floor plan to Fire Department personnel upon their arrival.

C. After the Emergency

Once the emergency is over, the Maintenance Supervisor and Property Manager shall inspect the emergency area and ascertain needed services to prevent further loss.

Prior to clean up, area shall be photographed and well documented for insurance purposes.

The area should be secured and the insurer of the property should be notified.

**ENDING CHRONIC HOMELESSNESS: TAKING SUPPORTIVE HOUSING TO SCALE
TENANT INVOLVEMENT PLAN
2.27.02**

PURPOSE: Seek meaningful tenant input into the development of the curriculum and tenant representation at the leadership conference.

CONVENING ORGANIZATIONS:

- CUCS (Lucy Kim, Suzanne Wagner)
- Lakefront (Jean Butzen)
- LAMP (Mollie Lowery)
- SHA (Ed Murphy)
- CSH CA/HHISN (Lauren Hall)

PROCESS:

- Each organization selects a tenant with strong listening/speaking skills to attend and, where appropriate, help facilitate the tenant focus group, and to attend the Conference to represent a tenant voice. (Each of the tenant reps. to the Conference will attend with a representative of the convening organization.)
- Each organization will pull together 1 - 2 supportive housing tenant focus groups in order to get their input about critical issues to be discussed at the Conference. (It would be great if each organization can involve at least 20 tenants.) The tenant "rep" will attend (and in some cases help facilitate) the focus group(s) and represent those points of view at the Conference.
- We will provide the convening organizations/tenant reps. a template of questions and what to listen for at the focus groups (see below.)
- Tenant rep/convening organization will record feedback to questions and send them to Debbie (dgreiff@earthlink.net or fax 415.541.0376)

TIMELINE:

- Written feedback from the focus groups to Debbie by March 22, if possible. If this is problematic for anyone, let me know.
- Tenant rep. sign-up for conference by March 31, 2002.

COMPENSATION:

- CSH will pay for food for the focus group meeting up to \$50. (If this is not enough due to multiple focus group meetings, please let us know what you'll need.)
- CSH will pay the tenant rep. a stipend for preparing for and attending the focus group and for attending the conference. The tenant reps will receive \$240 – \$10/hour for 24 hours work or 3 days.
- CSH will pay for travel to the Conference (CSH pays for lodging and food for all attendees.)

In order to make the financial arrangements, each organization should contact Nancy McGraw at the CSH National Office. Her contact information is: 212.986.2966, ext. 282 or nancy.mcgraw@csh.org. She will draw up contracts with each of the organizations to pay for the food and stipends. Nancy will also be the contact person to get the process underway to pay for the tenant reps' travel, i.e., she'll provide each agency with a special form letter for those needing help with travel expenses to the conference.

FOCUS GROUP FACILITATION:

Content of the Conversation:

- What do you need from supportive housing? What aspects of supportive housing are most important and/or helpful to you? Which aspects are least important and/or helpful?
- What kinds of services do you want linked to your housing?
- What should the relationship between service participation and the housing be? That is, should all services/resources provided by supportive housing be yours to choose voluntarily, i.e., service participation is not linked to housing status.
- Would you prefer to live in housing that primarily houses homeless people and those with disabilities or housing that reflects the cross-section of the community?
- Would you prefer to live in a non-profit sponsored supportive housing building or in scattered sites integrated within private sector housing with off-site services?
- If affordable housing (without linked services) were available to you in the community, would you want to remain in supportive housing or move into affordable housing? (Also, if it would have been available to you when you entered supportive housing, would you have preferred that to supportive housing?)
- Describe the last advocacy you did (i.e., what they did for what purpose.) What made you want to get involved, speak out and advocate?
- Do you think that advocacy opportunities and training should be a part of supportive housing?

Flavor of the Conversation:

Besides listening and recording/remembering the content of the focus groups, s/he should also listen for the flavor of the conversation. That is:

- Where did there seem to be strong feelings or lively conversation? Where was there little energy?
- Around which issues did people seem to agree? Where were there a lot of different opinions?

Emergency Facilities Improvements**A. Building Code Violations**

Lakefront's Northside buildings have received citations for minor issues, such as debris around stairwells, plumbing and furnace repairs and lighting. All of these citations have been resolved and there are no outstanding issues at this time.

B. Essential Building Systems

The major building systems at Lakefront's Northside properties are operable.

C. Security/Safety Systems

These systems are in working order and are inspect on a regular basis by Lakefront and during city scheduled city inspections.

D. Accessibility

Lakefront's Northside buildings have the proper Exit and ADA signage, and these are in working order.

E. Lead Based Paint/Asbestos Removal

Lakefront's Northside buildings are in compliance with these regulations.

F. Total Costs of Emergency Repairs

Lakefront is not requesting funding from CDHS for emergency repairs.

Emergency Facilities Improvements

A. Building Code Violations

There are no outstanding citations or issues for Lakefront's Southside buildings at this time.

B. Essential Building Systems

The major building systems at Lakefront's Southside properties are operable.

C. Security/Safety Systems

These systems are in working order and are inspect on a regular basis by Lakefront and during city scheduled city inspections.

D. Accessibility

Lakefront's Southside buildings have the proper Exit and ADA signage, and these are in working order. (Are we planning additional signage at the South Loop?)

E. Lead Based Paint/Asbestos Removal

Lakefront's Holland Apartments provides housing for families and children. At this time, we do not require assistance with these items. We complied and had asbestos abated and lead paint taken out with the gut rehab of the Holland Apartments.

F. Total Costs of Emergency Repairs

Lakefront is not requesting funding from CDHS for emergency repairs.

SMOKE DETECTOR: If a tenant's smoke detector is going off, call the tenant's unit and ask if there is a fire. (If there is smoke from cooking instruct the tenant to turn off the oven / stove and open the window.) If the tenant does not respond, go up and knock on the apartment door. If there is no response, cut the circuit breaker power to the unit. Call the property manager for permission to enter the unit.

If there is a fire too large to put out with a fire extinguisher, close the door to the apartment and call 911. If there is a fire that is small enough to put out with a fire extinguisher, put out the fire.

HEAT SENSOR: If a tenant's heat sensor is going off, the alarm company will call the fire department. Check out the situation, and if there is a fire call 911 immediately.

After calling 911, the desk clerk should:

- Check the elevator to make sure no one is trapped. Bring it down to the first floor and turn it off. Leave the doors to the elevator open.
- Return to the front desk to handle questions from tenants and to meet the fire department.
- Call the Property Manager
- Contact floor captains who will knock on apartment doors and direct tenants to the proper exits. If you can't reach floor captains, ask other tenants to assist if possible.

Tenants exiting the building - When the alarm is sounding people should be evacuating the building. The desk clerk should contact floor captains who will knock on apartment doors and direct tenants to the proper exits. When tenants come down from their units, direct tenants to exit the building and proceed to the opposite side of the street. Tenants are to stay there until it is determined safe to return.

When fire department arrives - give them the buildings tenant list. If possible, direct the fire fighters to the area of the building where the fire is, *such as, "on the second floor, toward the back of the building."*

Leave the desk when the fire department and/or the Property Manager tell you to do so.

In the event that you, the desk clerk, need to evacuate, remember to lock the front desk door and take the keys with you.

Emergency Situations

The desk clerk has the role of deciding what is and is not an emergency. Before you call a manager, consider if the situation is something they can do something about right now. If the situation can wait until the next day, it is not necessary to call the manager now. Be sure to document the situation in the log so it can be addressed the next business day. (Examples of non-emergencies are situations that have been resolved, site staff calling in sick, etc.)

An emergency situation at a Lakefront building may involve a person or actual physical property. You may learn about an emergency situation by seeing it, hearing it, receiving a report from a tenant or other staff member, receiving a page, or viewing it on a monitor. The following list of possible emergencies is not complete and is meant as a reference/suggestion list.

Situation	Goal	Steps to Take
Medical Emergencies	Immediate medical assistance	Call 911, document in log.
Maintenance Emergencies	Correct malfunction	<ul style="list-style-type: none"> ▪ Refer to maintenance task list. ▪ Assess and solve problem if possible, document in log. ▪ Contact on-call maintenance if necessary. If possible, maintenance may talk desk clerk through the procedure over the phone.
Fire Emergency	Contain and/or extinguish fire if possible, and/or evacuate building safely	Assess the situation, extinguish fire if possible, call 911. Assist in building evacuation, notify on-call PM of fire. (PM on-call will notify other staff as needed.)
Elevator Emergency	Correct malfunction, ensure safety	<ul style="list-style-type: none"> ▪ Follow emergency elevator procedures to start elevator ▪ If someone is stuck in the elevator and you can not open the door (follow elevator procedure), call 911
Violence, threat, property damage	Obtain help, stop disturbance	<ul style="list-style-type: none"> ▪ Call 911 ▪ If resolved, document in log ▪ If <u>not</u> resolved, call property manager on-call
Suicide threat	Obtain help, notify management	<ul style="list-style-type: none"> ▪ Call 911 ▪ If resolved, document in log ▪ If <u>not</u> resolved, call SSM for your site
Power outage, heat/cold emergency	Ensure tenant safety	Call Com-ed for power outage (1-800-334-7661), and give them the building address. Call the PM on call. (PM will contact the SSM if tenants are at risk.)
Tenant death	Resolve situation, notify City	Call SSM. (SSM will contact the coroner, and notify any staff needed)

Power Outages



- o If a power failure occurs at a building, the desk clerk should call ComEd (at 1-800- 334-7661) right away to report the power outage.
- o The Desk Clerk should call the Property Manager immediately after calling ComEd. The PM will determine what other staff should be called. If the PM calls the SSM, the SSM will determine any necessary steps related to tenants who are "at-risk," and may instruct the desk clerk on steps to take.
- o If there is a power failure, locate flashlights and extra battery packs for the flashlights.
- o The Desk Clerk should check the elevator to make sure no one is stuck in it. Follow the elevator instructions in the maintenance pager procedure and the emergency procedures manual.
- o In extreme weather conditions, if a power failure lasts more than three hours, all available Lakefront sites will be used as cooling/heating centers. In this event, the Property Manager and SSM on-call must come to the site to coordinate the evacuation.

Heat/Cold Emergencies



If a Heat / Cold situation is expected, the SSM should plan Friday and Monday wellness checks of "at-risk" tenants, and consult with the Director of Supportive Services to determine any necessary steps over a weekend.

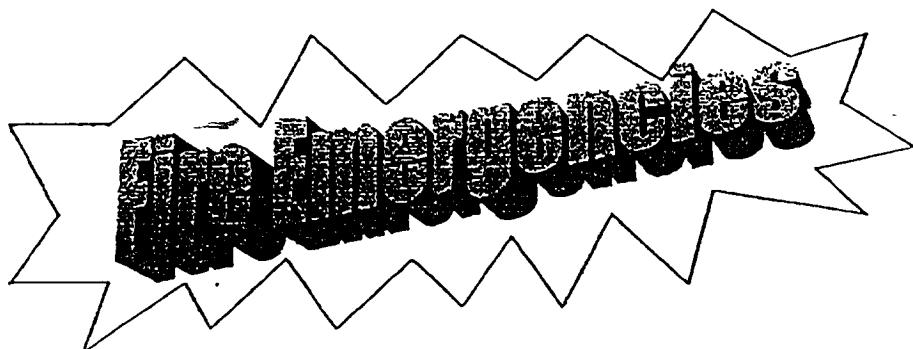
- o In the event of a Heat or Cold emergency, the Desk Clerk should call the Property Manager on-call. The PM will determine what other staff should be called. If tenants are at risk the PM will contact the SSM for that site. The SSM will determine any necessary steps related to tenants who are "at-risk," and may instruct the desk clerk on steps to take.
- o In a heat emergency tenants may go to the lounge/community room to cool off and get water. Tenants may be permitted to stay all night in the lounge if the temperatures are too extreme, regardless of whether the tenants may be barred.
- o If a power failure occurs, and lasts over 3 hours in extreme weather conditions, all available Lakefront sites will be used as cooling/heating centers.
- o In the event that the building needs to be evacuated, the Property Manager and Supportive Service manager must be called and report to their site to coordinate the evacuation.

HOLLAND APARTMENTS

EVACUATION ROUTES

EMERGENCY PLANS

INSTRUCTIONS



1. In the case of a fire emergency the Desk Clerk should assess the situation and determine if the fire is small enough to be put out with a fire extinguisher.
2. If so the Desk Clerk should extinguish the fire and document the occurrence in the security log.
3. If a more serious fire is discovered **CALL 911 IMMEDIATELY!!**
4. When the alarm is sounding people should be evacuating the building.
5. Desk Clerks should remain at the front desk to handle questions from tenants and to meet the fire department.
6. After calling 911, **call the Property Manager right away!**
7. Check the elevator to make sure no one is trapped. Then bring it down to the first floor and turn it off. Leave the doors to the elevator open.
8. Leave the desk when the fire department and/or the Property Manager tell you to do so.
9. When the fire fighters arrive give them the buildings tenant list. If possible, direct the fire fighters to the area of the building where the fire is, *such as, the second floor, toward the back of the building.*

10. If possible, assign a few tenants certain duties to help in evacuation. *For example, a tenant could hold the door open for people to exit more rapidly, someone else could direct traffic, etc.*
11. When tenants come down from their units, direct tenants to exit the building and proceed to the opposite side of the street. Tenants are to stay there until it is determined safe to return.
12. In the event that you, the desk clerk, need to evacuate, remember to lock the front desk door and take the keys with you.

Spring 2000

CHC

EXHIBIT C

BUDGET SUMMARY

#2155

A. Organization Name: Lakefront SRO - Southside **F. Contract Term:** 7/1/03 to 12/31/03
B. Purchase Order Number: **G. 2004 Allocation:** \$34,000
C. Department/Program: Homeless Program **H. Vendor Code:**
D. Department: Human Services **I. Fund/Dept/Organization:** 066-53-2005-0140-0140
E. Program Name: South Side Supportive Services **J. Model:** Getting Housed Staying Housed

Project Budget Summary

(1) Item of Expenditure	(2) Account #	(3)'04 CDHS Award	(4)'04 Other Share	(5)'04 Budget
Personnel (salaries, stipends, overtime, salary adjustments)	0005	\$27,500	\$131,614	\$159,114
Fringe Benefits (fringe benefits)	0044	\$4,350	\$23,095	\$27,445
Operating/ Technical Costs (auditing, legal, publications, rental of property / equipment/services, repair/maintenance of equipment, insurance, utilities, telephone, local transportation, postage, advertising, technical meeting costs)	0100	\$0	\$9,241	\$9,241
Professional and Technical Services (consultants / subcontractors)	0140	\$0	\$1,000	\$1,000
Materials and Supplies (stationery, tools, materials & supplies)	0300	\$2,150	\$6,010	\$8,160
Equipment Costs (office machinery, furniture & furnishings)	0400	\$0	\$2,500	\$2,500
Other (please specify on Form 3)	0999	\$0	\$0	\$0
Total Expenditures		\$34,000	\$173,460	\$207,460

f 6/11/04

K. Percentage of total paid by Other Share 83.61% **M. Department Authorization**
(column 4/column 5)

L. Organization Authorization

Jean Butzen 6-503
Signature of Organization Official Date

Signature of Department Official Date

Jean Butzen, President
Name and Title (TYPE)

A Organization Name	<u>Lakefront SRO - Southside</u>			C Program Name	<u>South Side Supportive Services</u>		E Period Covered	<u>7/1/03 to 12/31/03</u>
B Department Program	<u>Homeless Program</u>			D IRS ID	<u>36-3453183</u>		F Model	<u>Getting Housed Staying Housed</u>

Position / Title	No.	Annual Rate(\$)	Semi-Annual Rate(\$)	%of Time Spent	CDHS Share(\$)	Other Share(\$)	Total Cost(\$)	Brief Summary of Job Responsibilities	
								(2)	(3)
Case Mgmt Svcs Mgr	1	\$39,700	\$19,850	100%	\$17,500	\$2,350	\$19,850	Provides counseling, life skill training and support to case managers	
Case Mgmt Svcs Mgr	1	\$57,148	\$28,574	100%		\$28,574	\$28,574	Provides counseling, life skill training and support to case managers	
Senior Case Manager	2	\$28,000	\$14,000	100%		\$28,000	\$28,000	General case management and referral	
Case Managers	4	\$26,000	\$13,000	100%	\$10,000	\$42,000	\$52,000	General case management and referral	
ADF Coordinators	3	\$3,360	\$1,680	100%		\$5,040	\$5,040	Provide tenant support to recovery at the Holland Apartments	
Tenant Organizer	1	\$25,000	\$12,500	100%		\$12,500	\$12,500	Conduct leadership training with tenants	
Director Quality	1	\$55,000	\$27,500	5%		\$1,375	\$1,375	Internal Evaluation of program outcomes and quality measures	
Director of Inst Investm	1	\$52,000	\$26,000	5%		\$1,300	\$1,300	Liaison with DHS, oversees reporting process	
Accountant	1	\$34,000	\$17,000	5%		\$850	\$850	prepares monthly voucher and total budget	
VP of Comm Sup Svcs	1	\$85,000	\$42,500	5%		\$2,125	\$2,125	Responsible for program outcome and development	
Director of Case Mgmt	1	\$60,000	\$30,000	25%		\$7,500	\$7,500	Manages staff and program	
			\$0			\$0	\$0		
(10) Totals	17				\$27,500	\$131,614	\$159,114	Totals must match Budget Summary- Form 1 Account #0005	

G. Fringe Benefits and Total Personnel Costs

Type of Fringe Benefit	CDHS Share(\$)	Other Share	Total Cost(\$)	Please show calculation
(11) a. F.I.C.A b. Medicare	\$1,705 \$399	\$8,160 \$1,908	\$9,865 \$2,307	=.0620 X line 8 =.0145 X line 8
(12) State Unemployment Insurance	\$275	\$922	\$1,197	
(13) State Worker's Compensation	\$225	\$756	\$981	
(14) Other Please List Health Ins \$277/mo/1.8fte	\$1,662	\$10,803	\$12,465	
(15) Other Please List Dental Ins \$14/mo/1.8fte	\$84	\$546	\$630	
(16) Total Fringe Benefits (Add lines 11-15)	\$4,350	\$23,095	\$27,445	Totals must match Budget Summary- Form 1 Account #0044
(17) Total Personnel Costs (Line 10 plus line 16)	\$31,850	\$154,709	\$186,559	

A Organization Name	Lakefront SRO - Southside Homeless Program		B Program Name D Period Covered E Model	South Side Supportive Services 7/1/03 to 12/31/03	
Account	Item of Expenditure	CDHS Share(\$)	Other Share(\$)	Total Cost(\$)	Line Item Description and Justification (Please show justifications for each item of expenditure)
(1)	(2)	(3)	(4)	(5)	(6)
0100	Operating and Technical Costs		\$9,241	\$9,241	Postage, accounting, payroll, publications, utilities, telephone, local transportation, advertising
0140	Professional Services		\$1,000	\$1,000	Consultants/subcontractors
0300	Materials and Supplies	\$2,150	\$6,010	\$8,160	Art supplies, utensils, paper products, office supplies, food
0400	Equipment Costs		\$2,500	\$2,500	Computer equipment upgrades
0999	Other			\$0	
(7) Total Non Personnel Expenditures	\$2,150	\$18,751	\$20,901		

2155

A. Organization Name: Lakefront SRO - Southside **F. Contract Term:** 1/1/04 to 6/30/04
B. Purchase Order Number: **G. 2004 Allocation:** \$34,000
C. Department Program: Homeless Program **H. Vendor Code:**
D. Department : Human Services **I. Fund \Dept\Organization:** 100-53-2005-9025-0140
E. Program Name: Supportive Services South Side **J. Model:** Getting Housed Staying Housed

Project Budget Summary

(1) Item of Expenditure	(2) Account #	(3)'04 CDHS Award	(4)'04 Other Share	(5)'04 Budget
Personnel (salaries, stipends, overtime, salary adjustments)	0005	\$27,500	\$128,144	\$155,644
Fringe Benefits (fringe benefits)	0044	\$4,350	\$22,877	\$27,227
Operating/ Technical Costs (auditing, legal, publications, rental of property / equipment/services, repair/maintenance of equipment, insurance, utilities, telephone, local transportation, postage, advertising, technical meeting costs)	0100	\$0	\$9,741	\$9,741
Professional and Technical Services (consultants / subcontractors)	0140	\$0	\$1,000	\$1,000
Materials and Supplies (stationary, tools, materials & supplies)	0300	\$2,150	\$4,210	\$6,360
Equipment Costs (office machinery, furniture & furnishings)	0400	\$0	\$3,000	\$3,000
Other (please specify on Form 3)	0999	\$0	\$0	\$0
Total Expenditures		\$34,000	\$168,972	\$202,972

5/11/04

K. Percentage of total paid by Other Share 83.25% **M. Department Authorization**

L. Organization Authorization

Jean Butzen 6503
Signature of Organization Official Date

Signature of Department Official Date

Jean Butzen, President
Name and Title (TYPE)

A Organization Name	Lakefront SRO - Southside	C Program Name	Supportive Services South Side	E Period Covered	1/1/04 to 6/30/04
B Department Program	Homeless Program	D IRS ID	36-3453183	F Model	Getting Housed Staying Housed

Position / Title	No.	Annual Rate(\$)	Semi-Annual Rate(\$)	%of Time Spent	CDHS Share(\$)	Other Share(\$)	Total Cost(\$)	Brief Summary of Job Responsibilities
								(9)
Case Mgmt Svcs Mgr	1	\$40,000	\$20,000	100%	\$17,500	\$2,500	\$20,000	Provides counseling, life skill training and support to case managers
Case Mgmt Svcs Mgr	1	\$57,148	\$28,574	100%		\$28,574	\$28,574	Provides counseling, life skill training and support to case managers
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Case Managers	4	\$26,000	\$13,000	100%	\$10,000	\$42,000	\$52,000	General case management and referral
ADF Coordinators	3	\$280	\$140	100%		\$420	\$420	Provide tenant support to recovery at the Holland Apartments
Tenant Organizer	1	\$25,000	\$12,500	100%		\$12,500	\$12,500	Conduct leadership training with tenants
Director Quality	1	\$55,000	\$27,500	5%		\$1,375	\$1,375	Internal Evaluation of program outcomes and quality measures
Director of Inst Investm	1	\$52,000	\$26,000	5%		\$1,300	\$1,300	Liaison with DHS, oversees reporting process
Accountant	1	\$34,000	\$17,000	5%		\$850	\$850	prepares monthly voucher and total budget
VP of Comm Sup Svcs	1	\$85,000	\$42,500	5%		\$2,125	\$2,125	Responsible for program outcome and development
Director of Case Mgmt	1	\$60,000	\$30,000	25%		\$7,500	\$7,500	Manages staff and program
			\$0			\$0	\$0	
(10) Totals	17				\$27,500	\$128,144	\$155,644	Totals must match Budget Summary- Form 1 Account #0005

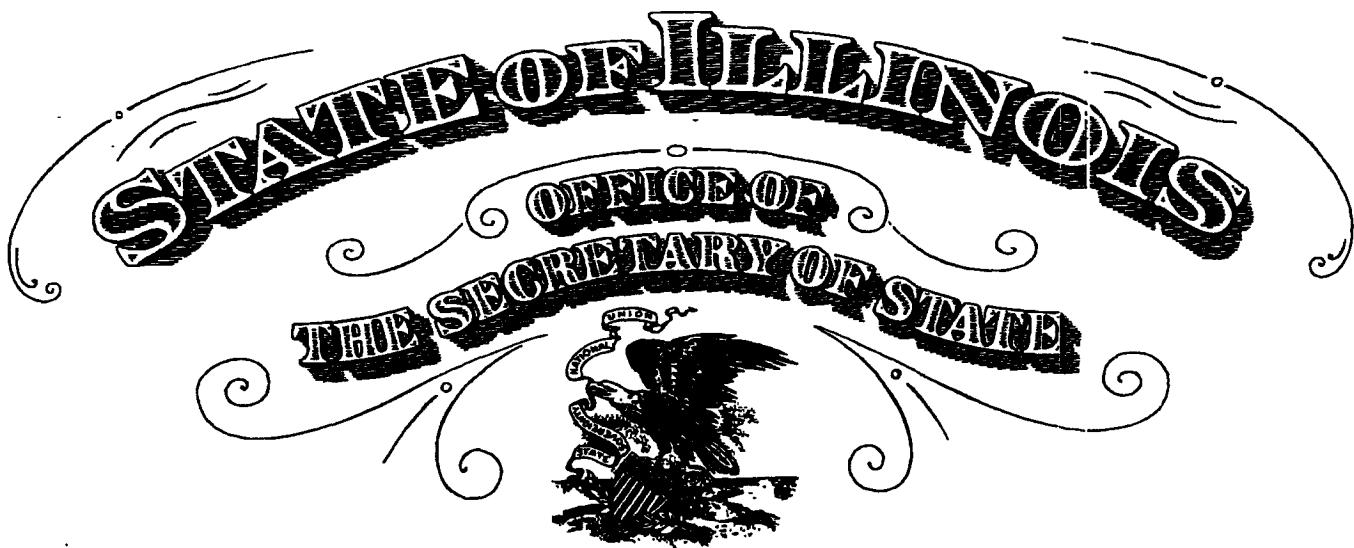
G. Fringe Benefits and Total Personnel Costs

Type of Fringe Benefit	CDHS Share(\$)	Other Share	Total Cost(\$)	Please show calculation
(11) a. F.I.C.A b. Medicare	\$1,705 \$399	\$7,945 \$1,858	\$9,650 \$2,257	=.0620 X line 8 = 0145 X line 8
(12) State Unemployment Insurance	\$275	\$948	\$1,223	
(13) State Worker's Compensation	\$225	\$777	\$1,002	
(14) Other Please List Health Ins \$277/mo/7.5fte	\$1,662	\$10,803	\$12,465	
(15) Other Please List Dental Ins \$14/mo/7.5fte	\$84	\$546	\$630	
(16) Total Fringe Benefits (Add lines 11-15)	\$4,350	\$22,877	\$27,227	Totals must match Budget Summary- Form 1 Account #0044
(17) Total Personnel Costs (Line 10 plus line 16)	\$31,850	\$151,021	\$182,871	

A Organization Name	Lakefront SRO- Southside		B Program Name	Supportive Services South Side	
	Homeless Program		D Period Covered	1/1/04 to 6/30/04	
			E Model		
Account	Item of Expenditure	CDHS Share(\$)	Other Share(\$)	Total Cost(\$)	Line Item Description and Justification (Please show justifications for each item of expenditure)
(1)	(2)	(3)	(4)	(5)	(6)
0100	Operating and Technical Costs		\$9,741	\$9,741	Postage, accounting, payroll, publications, telephone, local transportation, utilities, advertising
0140	Professional Services		\$1,000	\$1,000	Consultants/subcontractors
0300	Materials and Supplies	\$2,150	\$4,210	\$6,360	Art supplies, utensils, paper products, office supplies, food
0400	Equipment Costs		\$3,000	\$3,000	computer equipment upgrade
0999	Other			\$0	
(7) Total Non Personnel Expenditures	\$2,150	\$17,951		\$20,101	

File Number

5414-769-4



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that

LAKEFRONT SUPPORTIVE HOUSING, A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE FEBRUARY 20, 1986, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE GENERAL NOT FOR PROFIT CORPORATION ACT OF THIS STATE, AND AS OF THIS DATE, IS A DOMESTIC CORPORATION IN GOOD STANDING IN THE STATE OF ILLINOIS*****



In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, this day of APRIL A.D. 2003

Jesse White

SECRETARY OF STATE

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
05/23/03

PRODUCER

(*) G B G INC.
40 WEST 162ND STREET
SOUTH HOLLAND, IL 60473
(708) 333-3378

INSURED

LAKEFRONT SINGLE ROOM OCCUPANCY
CORPORATION
4946 NORTH SHERIDAN ROAD
CHICAGO, IL 60640

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERNS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

COMPANIES AFFORDING COVERAGE

COMPANY
A GREAT AMERICAN

COMPANY
B COMMERCE & INDUSTRY INS. CO.

COMPANY
C

COMPANY
D

COVERAGE

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OWNER'S & CONTRACTOR'S PROT	PAC 7656831-11	05/09/03	05/09/04	GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$1,000,000 PERSONAL & ADV INJURY \$1,000,000 EACH OCCURRENCE \$1,000,000 FIRE DAMAGE (Any one fire) \$ 50,000 MED EXP (Any one person) \$ 5,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRE AUTOS <input checked="" type="checkbox"/> NON OWNED AUTOS	PAC 7656831-11	05/09/03	05/09/04	COMBINED SINGLE LIMIT \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE \$
A	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY- EACH ACCIDENT \$ AGGREGATE \$
A	EXCESS LIABILITY <input checked="" type="checkbox"/> UMBRELLA FORM OTH.R THAN UMBRELLA FORM	UMB 2-00154301-06	05/09/03	05/09/04	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 WC STATUTORY LIMITS OTHER EL EACH ACCIDENT \$500,000 EL DISEASE - POLICY LIMIT \$500,000 EL DISEASE - EA EMPLOYEE \$500,000
B	WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY <input checked="" type="checkbox"/> THE PROPRIETOR/ PARTNER/EXECUTIVE OFFICERS ARE <input type="checkbox"/> INCL <input checked="" type="checkbox"/> EXCL	WC990610	07/28/03	07/28/04	
A	OTHER EMPLOYEE FIDELITY BOND	PAC 7658313-11	05/09/03	05/09/04	\$ 350,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS

THE CERTIFICATE HOLDER IS AN ADDITIONAL INSURED, SOLELY, AS THEIR INTEREST RELATE TO THE NAMED INSURED'S OPERATIONS. NOTE THAT GENERAL LIABILITY AGGREGATE APPLIES PER LOCATION.

CERTIFICATE NUMBER

CITY OF CHICAGO
COMPTROLLER OFFICE
FEDERAL FUNDS INSURANCE UNIT
33 NORTH LASALLE STREET
ROOM #800
CHICAGO, IL 60602

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ~~endeavor~~ MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES

AUTHORIZED REPRESENTATIVE

Chapman Miller

EXHIBIT E

INSURANCE REQUIREMENTS & CERTIFICATE OF INSURANCE

The kinds and amounts of insurance required are as follows:

1) Workers Compensation and Employers Liability

Workers Compensation as prescribed by applicable law covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$100,000 each accident or illness.

2) Commercial General Liability (Primary and Umbrella)

Commercial General Liability Insurance or equivalent with limits of not less than \$500,000 per occurrence for bodily injury, personal injury, and property damage liability. Coverages must include the following: All premises and operations, products/completed operations, separation of insureds, defense, and contractual liability (with no limitation endorsement). The City of Chicago is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work or Services.

3) Automobile Liability (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with work or Services to be performed, Contractor must provide Automobile Liability Insurance with limits of not less than \$300,000 per occurrence for bodily injury and property damage.

4) Professional Liability

When any professional consultants perform work or Services in connection with this Agreement, Professional Liability Insurance covering errors, omissions, or negligent acts, must be maintained with limits of not less than \$500,000. Coverage must include contractual liability. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of work or Services on this Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of 2 years.

5) Medical/Professional Liability

When any medical services are performed in connection with this Agreement, Medical/Professional Liability Insurance must be provided to include coverage for errors, omissions and negligent acts related to the rendering or failure to render professional, medical or health services with limits of not less than \$500,000. Coverage must include contractual liability. When policies are renewed or replaced, the policy retroactive date must coincide with,

or precede, start of work or Services on this Agreement. A claims made policy which is not renewed or replaced must have an extended reporting period of 2 years.

6) **Builders Risk**

When any Contractor performs any construction, including improvement, betterments, and/or repairs, Contractor must provide All Risk Builders Insurance to cover materials, supplies, equipment, machinery and fixtures that are part of the structure.

B. **Related Requirements**

If the coverages have an expiration or renewal date occurring during the term of this Agreement, Contractor must furnish renewal certificates to the Federal Funds Insurance Unit at the above address. The receipt of any certificate does not constitute agreement by the City that the insurance requirements in this Agreement have been fully met or that the insurance policies indicated on the certificate are in compliance with all Agreement requirements. The failure of the City to obtain certificates or other insurance evidence from Contractor is not a waiver by the City of any requirements for Contractor to obtain and maintain the specified coverages. Contractor must advise all insurers of the Agreement provisions regarding insurance. Non-conforming insurance does not relieve Contractor of its obligation to provide insurance as specified here. Nonfulfillment of the insurance conditions may constitute a violation of this Agreement, and the City retains the right to stop work or Services or terminate this Agreement until proper evidence of insurance is provided.

The insurance must provide for 30 days prior written notice to be given to the City in the event coverage is substantially changed, canceled or non-renewed.

All deductibles or self insured retentions on referenced insurance coverages must be borne by Contractor.

Contractor agrees that insurers waive their rights of subrogation against the City of Chicago, its employees, elected officials, agents or representatives.

The coverages and limits furnished by Contractor in no way limit Contractor's liabilities and responsibilities specified within this Agreement or by law.

Any insurance or self insurance programs maintained by the City of Chicago do not contribute with insurance provided by Contractor under this Agreement.

The required insurance to be carried is not limited by any limitations expressed in the indemnification language in this Agreement or any limitation placed on the indemnity in this Agreement given as a matter of law.

Contractor must require all Subcontractors to provide the insurance required in this Agreement or Contractor may provide the coverages for Subcontractors. All Subcontractors are subject to the same insurance requirements of Contractor unless otherwise specified in this Agreement.

If Contractor or Subcontractors desire additional coverages, the party desiring additional coverages is responsible for the acquisition and cost of such additional protection.

The City of Chicago's Risk Management Division maintains the right to modify, delete, alter or change these requirements.

C. If you need additional information related to insurance, please call the office of the City Comptroller, at (312) 744-7923.

EXHIBIT F
(HIPAA REQUIREMENTS)

COMPLIANCE WITH HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

1. Contractor must not use or further disclose Protected Health Information ("PHI") other than as permitted or required by this Agreement or as Required by Law. (<http://www.hhs.gov/ocr/hipaa/>)
2. Contractor must use appropriate safeguards to prevent the use or disclosure of PHI other than as provided for in this Agreement.
3. Contractor must mitigate to the extent practicable any harmful effect that is known to Contractor of a use or disclosure of PHI by Contractor in violation of the requirements of this Agreement.
4. Contractor must report any use or disclosure of the PHI not provided for by this Agreement to the City.
5. Contractor must ensure that any agent, including a subcontractor, to whom it provides PHI received from, or created or received by Contractor on behalf of the City agrees to the same restrictions and conditions that apply through this Agreement to Contractor with respect to such information.
6. If the Contractor has PHI in a Designated Record Set then Contractor must provide access, at the request of the City, and in the time and manner designated by the City, to PHI in a Designated Record Set, to City or, as directed by City, to an Individual in order to meet the requirements under 45 CFR 164.524.
7. If the Contractor has PHI in a Designated Record Set then Contractor must make any amendments to PHI in a Designated Record Set that the City directs or agrees to pursuant to 45 CFR 164.526 at the request of City or an Individual, and in the time and manner designated by City.
8. Contractor must make internal practices, books and records relating to the use and disclosure of PHI received from, or created or received by Contractor on behalf of, City available to the City, or at the request of the City to the Secretary, in a time and manner designated by the City or the Secretary, for purposes of the Secretary determining City's compliance with the Privacy Rule.
9. Contractor must document the disclosure of PHI and information relating to such disclosures as would be required for City to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 CFR 164.528.
10. Contractor must provide to City or an Individual, in time and manner designated by City, information collected which relates to the disclosure of PHI, to permit City to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 CFR 164.528.
11. Contractor must either return all PHI to the City or destroy it, at the City's option, upon termination or expiration of this Agreement.

HOMELESS SERVICES PROGRAM

SIGNED at Chicago, Illinois:

CITY OF CHICAGO

By: Richard M. Daley

Mayor

Taiaq Malbance ⁸⁸
Comptroller

David E. Main

Purchasing Agent

Recommended by:

Ray Vaggy

Commissioner

LAKEFRONT S.R.O. CORPORATION
(NAME OF CONTRACTOR)

By: Jean Butzen

Name: JEAN BUTZEN

Title: PRESIDENT
**(MUST BE CORPORATE PRESIDENT
OR EXECUTIVE DIRECTOR)**

Attest: Lisa Groff

Name: Lisa Groff

Title: Chief Financial Officer

State of Illinois

County of Cook

This instrument was acknowledged before me on 5-25-07 (date) by Jean Butzen,
(name/s of person/s) as President (type of authority, e.g., officer, trustee, etc.)
of LAKEFRONT S.R.O. CORPORATION (name of party on behalf of whom instrument was
executed).



Teresa Martinez
(Signature of Notary Public)

* In the event that this Agreement is signed by any individual other than the corporate president or the executive director, attach a copy of that section of Corporate By-Laws or other authorization, such as a resolution by the Board of Directors, which permits the individual to sign the Agreement for the Contractor.