HMIS and the Coordinated Entry System: Moving from Match to Housing
Webinar Goals:

1. Provide a clear workflow for receiving matches and housing referrals through the Coordinated Entry System all via HMIS.
2. Address ways to both access and respond to matches.
3. Provide supportive resources to use to continue to grow comfortable with the process.
Housing Providers Role in the Coordinated Entry System: Data and Details

February to July 2017

Veterans Becoming Homeless Each Month

- New to Homelessness
- Previously Housed

Veterans Housed Each Month

Veteran Inflow/Outflow Comparison - Totals & Averages

- Total Becoming Homeless Over This Time Period: 525
- Total Housed Over This Time Period: 503
- Avg Becoming Homeless per Month Over This Time Period: 88
- Avg Housed per Month Over This Time Period: 84

Veterans Matched to Projects & Awaiting Enrollment

Program Types

- Stabilization (55)
- Housing (19)
- HSA (12)
- Hopscotch (10)
- HPS (1)

Veterans Enrolled in Projects & Awaiting Permanent Housing

Program Types

- Stabilization (207)
- Housing (3)
- HSA (25)
- Hopscotch (3)
- HPS (3)

Housing Providers

- All Chicago
  - Making Homelessness History
Housing Providers Role in the Coordinated Entry System: Data and Details

### Veterans Housed by Housing Providers - July 2017

Select a Provider’s name to view their monthly housing data below

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>RRH</th>
<th>PSH</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Safe Haven - Rapid Re-housing (RRH) Expansion</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Featherfist - Rapid Re-housing (RRH) Expansion</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Featherfist - Supportive Services for Veterans Fa</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Heartland Human Care Services - SSVF - Rapid Re</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Partners in Community Building, Inc - SSVF - Rap</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Thresholds, Inc - Supportive Services for Veteran</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Volunteers of America of Illinois (VOA of IL) - SS</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Volunteers of America of Illinois (VOA of IL) - SS</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

### Veterans Housed by “ Since January 2016

Select provider name in list above to filter chart below

<table>
<thead>
<tr>
<th>Month</th>
<th>RRH 122</th>
<th>PSH 133</th>
<th>VASH 143</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 16</td>
<td>100</td>
<td>89</td>
<td>99</td>
</tr>
<tr>
<td>Feb 16</td>
<td>134</td>
<td>99</td>
<td>99</td>
</tr>
<tr>
<td>Mar 16</td>
<td>165</td>
<td>119</td>
<td>119</td>
</tr>
<tr>
<td>Apr 16</td>
<td>126</td>
<td>122</td>
<td>122</td>
</tr>
<tr>
<td>May 16</td>
<td>106</td>
<td>109</td>
<td>109</td>
</tr>
<tr>
<td>Jun 16</td>
<td>115</td>
<td>89</td>
<td>91</td>
</tr>
<tr>
<td>Jul 16</td>
<td>82</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Client ID</td>
<td>Referral Date</td>
<td>Referral Need Status</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>---------------</td>
<td>----------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5/9/2017</td>
<td>Homeless</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chronic Homeless</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Homeless Status</td>
</tr>
</tbody>
</table>

Referred to Project

Chronic Homeless Status

VI Score

Current Projects

Length of time homeless

Transfer Request

Client under reports disability

all Chicago

making homelessness history
Generation of a “By Name List” of individuals experiencing homelessness in Chicago

How does an Individual appear on the One List?

**Housing Status:**
- Homeless
- Youth: At Imminent Risk of Losing Housing
- Fleeing domestic violence
- Experiencing human trafficking
- Youth: Age 24 or under and unstably housed

**Project Entry:**
- Entry into an Emergency Shelter
- Entry into Outreach Project
- Entry into other “supportive” projects with homeless housing status
How is an individual removed from the One List?

**Project Entry:**
Entry into a Permanent Housing project:
- PSH
- RRH
- Youth TH

**Inactivity:**
No current Entry in any project in HMIS for a period greater than 90 days

**Homeless Status**

**Current Location**
One List to Matching: Project Eligibility Details Form

Link available via webinar!

**Data Collected:**
- Primary Contact for Matches
- Individuals or Families
- Youth specific project
- Chronic Homeless Status
- Income Limit
- Disabilities
- Additional criteria
Housing Prioritization and Matching

Client Information

Summary

- Name: Bryant, Kris
- Date of Birth: 01/01/1995 (Age 23)
- Social Security: 222-22-2222
- Gender: Male
- Primary Race: White (HUD)
- Secondary Race: U.S. Military veteran?: No (HUD)

Households

- ID Type: Search Existing Households, Start New Household

Entry/Exits

- Program: Chicago Coordinated Entry System (CES) - Skilled Assessors Project
- Type: HUD
- Entry Date: 03/20/2017

Question:

- Only answer if AGE 18 - 24 - What is the client’s current housing status?

- Select: Homeless, At imminent risk of losing housing, Fleeing domestic violence, At-risk of homelessness, Age 24 or under and unstably housed, Client doesn’t know, Client refused, Data not collected

Length of Homelessness

- Current Residence/Living Situation
- Length of Stay in Previous Place
- Approximate date homelessness started:
- Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today
- Total number of months homeless on the street, in ES or SH in the past three years

Place not meant for habitation (HUD)
Matching

• After a match has been made in HMIS, your designated contact person will be e-mailed and virtually linked to the person who completed an assessment with the individual and/or family.

• This person may be someone who will continue to work with the individual and/or family such as a transitional housing provider, or this person may have only met with this individual once in such places as an outreach event or at a drop-in center.
Match:
Counts Report

ServicePoint
Match: Assessment Information
Match: Referral Location for Continued Communication
Match:
Referral Location for Continued Communication
Referrals from the One List:
Guidelines for attempts to gain contact with Individuals

Initial Contact:
Housing providers should attempt to contact the Individuals within two business days of receiving the match
- Contact Youth at least three times using a variety of means during different days/weeks
- Contact should be made via phone and subsequently by email
- Current Housing Provider/Case Manager/Outreach Worker should be notified of the request to contact and meet with the Veteran
- Communication via mail
Referrals from the One List:
Updating the Referral Need Status in HMIS

Need for updated Referral Need Statuses:

• Initial indication that referral was received and reviewed
• Provides information on any potential barriers
  – Client
  – Housing

Understanding details of Need Statuses:

Need Status Glossary

Continual Process
Referrals from the One List:
Guidelines for attempts to gain contact with the match

Steps to take when challenges exist in contacting the individual or household:

<table>
<thead>
<tr>
<th>Status</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>CES: Rematch Needed</td>
<td>Not eligible for project</td>
</tr>
<tr>
<td>CES: Rematch Needed</td>
<td>Client declined to participate</td>
</tr>
<tr>
<td>CES: Rematch Needed</td>
<td>Not able to contact client</td>
</tr>
<tr>
<td>CES: Rematch Needed</td>
<td>Not a Veteran</td>
</tr>
<tr>
<td>CES: Rematch Needed</td>
<td>Vouchered - Not approved for/received Voucher</td>
</tr>
</tbody>
</table>
CES Matching Expectations:
The CES Team’s work to provide you with effective matches

1. Match will be made by the same day as the submitted initial request
   a. Request needs to be submitted prior to 4pm
   b. Request should have all necessary details to help ensure quick response

2. Matches will continue to be sent for project opening until an appropriate match is received
   a. Importance of continued update of Referral Need Status
CES Matching Expectations:
The CES Team’s work to provide you with effective matches

3. If you do not receive a match within two business days of the request, please contact chicagoces@catholiccharities.net and indicate you are awaiting a response.

4. If Catholic Charities contacts you with any questions, please respond to the inquiry as soon as possible.
**Documentation**

---

### Client Information

#### Client Record
- **Name:** Bryant, Kris
- **Social Security:** 222-22-2222
- **SSN Data Quality:** Full SSN Reported (HUD)
- **U.S. Military Veteran?** No (HUD)
- **Age:** 22

#### Client Demographics
- **Date of Birth:** 01/01/1995
- **Gender:** Male
- **Primary Race:** White (HUD)
- **Secondary Race (answer only if applicable):** Non-Hispanic/Non-Latino (HUD)

---

### Client Profile Assessment

No Client Profile Assessment is specified for this Provider

### Call Records

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Call ID</th>
<th>Call Time</th>
<th>Call Type</th>
<th>Call Status</th>
<th>Follow Up Needed</th>
<th>Call Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No matches.</td>
<td></td>
</tr>
</tbody>
</table>

### Client Notes

<table>
<thead>
<tr>
<th>Provider</th>
<th>Note Date</th>
<th>Note Preview</th>
<th>Full Note</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>No matches.</td>
</tr>
</tbody>
</table>

### File Attachments

<table>
<thead>
<tr>
<th>Date Added</th>
<th>Name</th>
<th>Description</th>
<th>Type</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/20/2017</td>
<td>A - Standard Agency Privacy Posting.doc</td>
<td></td>
<td>doc</td>
<td>Chicago Coordinated Entry System (CES) - Skilled Assessors Project</td>
</tr>
</tbody>
</table>

---

(all Chicago)

making homelessness history
Need for Initial Match: Communicating Project Openings

Unit Availability and/or Project Opening Form

Link available via webinar in “chat box”
## Need for Additional Match for Current Opening: Communicating issue with referral

### Chicago Coordinated Entry System (CES) Request for Subsequent Match Protocol

<table>
<thead>
<tr>
<th>Initial Request</th>
<th>Communication that an opening exists within a Permanent Housing Project to the CES Matching Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matching: Unit Availability/Project Opening Details Form</td>
<td>Housing Providers will communicate information about a current opening only via the Matching: Unit Availability/Project Opening Details Form at <a href="https://docs.google.com/forms/d/e/1FAIpQLSdU5f7P17-cWo3881s67xRPsL5g8O6WtQ9qEyEUQEUuQ/viewform?usp=sf_link">https://docs.google.com/forms/d/e/1FAIpQLSdU5f7P17-cWo3881s67xRPsL5g8O6WtQ9qEyEUQEUuQ/viewform?usp=sf_link</a>. The completion of this form will prompt the sharing of a match for the identified unit. Once the form has been created for an opening, another request for a match will only be submitted on the form if another space (opening) in the project becomes available. Please note that a request for an additional match for the same opening will be made by updating the Referral Need Status in HMIS and not by submitting another form. The Matching Team will be able to view a daily report of requests for re-matches from HMIS. Please share any details in the notes section to capture the need for the re-match to the project.</td>
</tr>
</tbody>
</table>

- The Housing Provider can complete the Matching: Unit Availability/Project Opening Details Form either prior to or once an opening exists in the project.
- The form will include the Agency and Project Name along with additional details about the project.
- Date fields will indicate whether the opening is current or projected.

| The Match: | Housing Providers will receive a match for the reported opening on the Matching: Unit Availability/Project Opening Details Form. Notification will be made via email to the primary contact person for matching. |

- The initial Referral Need Status will be set to “CES: Matched: Awaiting response by Housing Provider.”
- The Referral Need Status should be updated within two business days to reflect the initial efforts of the provider in contacting the connected individual and/or household.
- The Referral Need Status should be updated to reflect significant progress, or lack thereof, in engaging the individual and working towards movement into permanent housing. Additional details on expectations for updates to the Referral Need Status can be found in the Chicago...
Need for Additional Match for Current Opening: Communicating issue with referral

Referral Need Status Updates in HMIS
Transfer Request Form

Interim Review Type: CES Transfer Request Form

### Chicago Coordinated Entry System (CES) - Transfer Request Form


<table>
<thead>
<tr>
<th>Project Requesting Transfer Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Team Member - Name:</td>
</tr>
<tr>
<td>Project Team Member - Email address:</td>
</tr>
<tr>
<td>Project Team Member - Phone number:</td>
</tr>
</tbody>
</table>

### Client Information:

Please indicate the recommended project type for the client (i.e., Rapid Re-housing or Permanent Supportive Housing). Please select one option that would best meet the client's needs.

Please provide details for the transfer request:

Date the client's current project involvement will conclude if the client is not currently in a permanent housing program:

For completion by CES Matching Team - Request Approval:

Date of acceptance or denial:

---

[Image of form]

all Chicago
making homelessness history
Transfer Request Examples

1. Family size/composition change, which can include increase or decrease in size of household.
   Example: Household of one will be reunified with children. May need new unit if in a one bedroom unit and require three bedroom.

2. A Youth in a TH program requires a different TH model.
   Example: Change from scattered site to project based unit.

3. A Household experiencing CH upon entry into a non-supportive housing project requires additional support.
   Example: Housing provider requests new VI to quantify apparent need for transfer to PSH.

4. A crisis occurs that would prompt a need for a change in housing.
   Example: Individual experiencing DV and needs to move, but current project cannot accommodate the change in units.
Thank you!

Kimberly Schmitt
kschmitt@allchicago.org

Ken Lewin
klewin@allchicago.org