Chicago Coordinated Entry System

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Partnerships

Please turn to a neighbor and say hello.

Share an experience of a partnership that led to a person moving into housing.

- What role did you or your team play?
- What role did another partner play?
Chicago’s vision for coordinated entry is a community response to ending homelessness that accounts for:

- The diversity of needs of people experiencing homelessness,
- Urgently responds to these needs with permanent housing solutions,
- and successfully incorporates the housing, healthcare, and employment systems.

This is where you come in. Welcome.
Ending Veteran Homelessness Initiative

Coordinated Entry System Pilot
The Veteran Initiative used a by name registry called the One List to track the progress of all Veterans experiencing homelessness in Chicago.

Veterans were asked to complete an assessment with a case manager on the Homeless Management Information System (HMIS).

Once assessed, Veterans were matched to permanent housing providers through HMIS and offered support with making these connections.

Over 3,238 Veterans were housed through this Coordinated Entry System pilot (from January 2016 through May 15, 2017).
Data informed every part of the Ending Veteran Homelessness Initiative

Data dashboards demonstrated
- Inflow into homelessness
- Outflow into housing or out of the homeless system
- How many Veterans are facing chronic homelessness
- Speed of housing Veterans
- Additional outcomes
Ending Veteran Homelessness Initiative

Dashboard Data:

One List Number

Inflow and Outflow

Veterans Experiencing Homelessness as of 5/16/2017: 583

Select Range of Months

Dec 2016 to May 2017

Veterans Becoming Homeless Each Month

- Dec '16: 66
- Jan '17: 108
- Feb '17: 87
- Mar '17: 115
- Apr '17: 79
- May '17: 42

- New to Homelessness
- Previously Housed

Veterans Housed Each Month

- Dec '16: 100
- Jan '17: 88
- Feb '17: 104
- Mar '17: 88
- Apr '17: 86
- May '17: 26

Veteran Inflow/Outflow Comparison - Totals & Averages

- Total Becoming Homeless Over This Time Period: 517
- Total Housed Over This Time Period: 485
- Avg Becoming Homeless per Month Over This Time Period: 66
- Avg Housed per Month Over This Time Period: 81
### Ending Veteran Homelessness Initiative

#### Dashboard Data:

<table>
<thead>
<tr>
<th>Veterans Experiencing Homelessness by Project Type</th>
<th>Total in Project Type</th>
<th>Not Yet Assessed</th>
<th>Assessed - Need Match</th>
<th>Matched</th>
<th>Unable to Match</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>583</td>
<td>125</td>
<td>132</td>
<td>312</td>
<td>14</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>7</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>1</td>
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<tr>
<td>Emergency Shelter</td>
<td>53</td>
<td>21</td>
<td>15</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>66</td>
<td>29</td>
<td>11</td>
<td>26</td>
<td>1</td>
</tr>
<tr>
<td>Grant and Per Diem (GPD)</td>
<td>105</td>
<td>8</td>
<td>45</td>
<td>43</td>
<td>9</td>
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<tr>
<td>Rapid Re-Housing - Not Housed</td>
<td>30</td>
<td></td>
<td></td>
<td>30</td>
<td></td>
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<tr>
<td>Supp. Svcs for Veteran Families - Not Hou..</td>
<td>134</td>
<td></td>
<td></td>
<td>134</td>
<td></td>
</tr>
<tr>
<td>Services Only</td>
<td>12</td>
<td>7</td>
<td></td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Coord. Entry</td>
<td>73</td>
<td>3</td>
<td>25</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Current Entry</td>
<td>97</td>
<td>52</td>
<td>31</td>
<td>12</td>
<td>2</td>
</tr>
</tbody>
</table>
Ending Veteran Homelessness Initiative

Dashboard Data:

Referrals/Matches

Entries for Veterans Awaiting Housing

Veterans Matched to Projects & Awaiting Enrollment

![Chart showing program types and housing providers for veterans matched to projects and awaiting enrollment.]

Veterans Enrolled in Projects & Awaiting Permanent Housing

![Chart showing program types and housing providers for veterans enrolled in projects and awaiting permanent housing.]

Program Types

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSVF</td>
<td>70</td>
</tr>
<tr>
<td>VASH</td>
<td>13</td>
</tr>
<tr>
<td>PSH</td>
<td>21</td>
</tr>
<tr>
<td>RRH Expansion</td>
<td>12</td>
</tr>
</tbody>
</table>

Housing Providers

- Volunteers of America of Ill.
- Jesse Brown VA Medical Ce.
- Thresholds, Inc. - Supporti.
- Thresholds, Inc. - Shelter P.
- FeatherFist - Supportive Se.
- Heartland Human Care Ser.
- Hispanic Housing Develop.
- A Safe Haven - Rapid Re-ho.

Program Types

<table>
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<tr>
<td>SSVF</td>
<td>134</td>
</tr>
<tr>
<td>VASH</td>
<td>27</td>
</tr>
<tr>
<td>PSH</td>
<td>5</td>
</tr>
<tr>
<td>RRH Expansion</td>
<td>1</td>
</tr>
<tr>
<td>RRH Bridge</td>
<td>5</td>
</tr>
</tbody>
</table>

Housing Providers

- Volunteers of America of Ill.
- Jesse Brown VA Medical Ce.
- Heartland Human Care Ser.
- Thresholds, Inc. - Supporti.
- FeatherFist - Supportive Se.
- Renaissance Social Service.
- Partners in Community Bui.
- FeatherFist - Rapid Re-ho.
Ending Veteran Homelessness Initiative

Dashboard Data:

Monthly Housing Numbers and Involved Providers

Veterans Housed by Housing Providers - May 2017

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

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>May 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Featherfist - Supportive Services for Veterans Fa...</td>
<td>4</td>
</tr>
<tr>
<td>Heartland Human Care Services - SSVF - Rapid Re...</td>
<td>2</td>
</tr>
<tr>
<td>Thresholds, Inc. - Supportive Services for Veterans...</td>
<td>1</td>
</tr>
<tr>
<td>Volunteers of America of Illinois (VOA of IL) - SSV...</td>
<td>1</td>
</tr>
<tr>
<td>Volunteers of America of Illinois (VOA of IL) - SSV...</td>
<td>4</td>
</tr>
<tr>
<td>RRH</td>
<td></td>
</tr>
<tr>
<td>PSH</td>
<td></td>
</tr>
<tr>
<td>Thresholds, Inc. Shelter Plus Care III (S15)</td>
<td>1</td>
</tr>
<tr>
<td>Thresholds, Inc. Thresholds Shelter Plus Care IV(430)</td>
<td>1</td>
</tr>
<tr>
<td>Other PH</td>
<td></td>
</tr>
<tr>
<td>North Side Housing &amp; Supportive Services - End...</td>
<td>1</td>
</tr>
<tr>
<td>VASH</td>
<td></td>
</tr>
<tr>
<td>Ending Veteran Homelessness Initiative - Assess...</td>
<td>2</td>
</tr>
</tbody>
</table>

Veterans Housed by * Since January 2016

Select provider name in list above to filter chart below

[Bar chart showing housing numbers from January 2016 to May 2017]
The Ending Veteran Homelessness Initiative taught us about the sincere need for:

- Skilled Assessors
- System Navigators
- Enhanced Homelessness Prevention
  - Impact of inflow into homelessness
- Collaboration between homeless, housing, and mainstream partners
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Coordinated Entry System Overview
Coordinated Entry System Lead
Entitites and Roles

Coordinated Access Steering Committee (Oversight)

All Chicago HMIS

Catholic Charities
Matching & System Administrator

Center for Housing & Health
Outreach Coordination

CSH Project Manager

Family System Navigation TBD

Heartland Health Outreach Chronic System Navigation
Coordinated Entry System Process

Engage → Assess → Triage → Match → Navigate → House
Coordinated Entry Assessment Through HMIS to Determine Housing Strategy

- Transitional Housing
- Rapid Re-Housing
- Permanent Supportive Housing
- Permanent Housing w/ Short Term Support
- Diversion
- Community Supports

Chicago’s Map

Persons Experiencing Homelessness
## Coordinated Entry System Timeline

<table>
<thead>
<tr>
<th>April</th>
<th>May – June</th>
<th>July - August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Ages 18 – 24 with or without children</td>
<td>Single Adults</td>
<td>Families</td>
</tr>
</tbody>
</table>
Engage

Target Populations
Youth Experiencing Homelessness

- **Category 1: Homeless**
  - Such as staying in a shelter, outside, the bus, or a place not meant for human habitation

- **Category 2: Imminent risk of homelessness**
  - The youth must need to leave their current safe environment within 14 days

- **Category 4: Fleeing DV**
  - Fleeing or attempting to flee an unsafe setting due to violence or the threat of violence
Persons who are *unstably housed* include people who at program entry or program exit:

- Are currently housed and not literally experiencing homelessness or imminently losing their housing,
- Are experiencing housing instability, but may have one or more other temporary housing options; and
- Lack the resources or support networks to retain or obtain permanent housing.

**Source:**
Adults

Category 1: Homeless

Category 4: Fleeing Domestic Violence
Assess

Assessments and Access Points
Access Points

- Access Points are for youth who are experiencing homelessness or unstably housed and adults who are literally experiencing homelessness and not connected to any homeless program.
- Skilled Assessors will complete Standardized Housing Assessments with people in the above target population at Access Points to connect households to housing.
- Information about days/hours/locations are on [www.csh.org/chicagoces](http://www.csh.org/chicagoces) under Access.
Assessing Youth

- Youth Access Points
  - Broadway Youth Center
  - La Casa Norte
  - Puerto Rican Cultural Center
  - The Night Ministry
  - Teen Living Programs
  - Unity Parenting and Counseling
Connecting Minors

Minors will not be assessed. Youth 18 and under will be connected to one of the following programs for follow up:

- NORTH - The Night Ministry: 877-286-2523
  Pregnant and/or Parenting: 733-506-3120

- WEST – El Rescate: 872-829-2654

- SOUTH - Teen Living Programs: 866-803-8336

These Basic Center Programs will connect minors to emergency solutions.
Working with youth?

If the person can be supported by a diversion specialist, please reach out:

**Age 18-24:** Contact the diversion point of contact at Catholic Charities at 312-655-7165 or diversion@catholiccharities.net.
Single Adult Access Points

Access Points for Single Individuals

North
- North Side Housing and Supportive Services
- Heartland Health Outreach
- Sarah’s Circle (Single Women)

South
- Heartland Health Outreach
- Featherfist
- Matthew House
Triage

Mainstream Resources
Triage

- Domestic Violence Services and Emergency Housing
- Healthcare
- HIV/AIDS Housing and Supports
- Employment
- Senior Subsidized Housing
Matching
The Central Referral System is being phased out and replaced by HMIS.

- No new applications will be accepted on the CRS
- Information will not be transferred from the CRS to HMIS
- This means people not connected to a housing path must be assessed and entered into HMIS to be matched to a housing intervention as capacity allows
The One List

- HMIS uses data shared by all providers to create the One List, a By Name List of all individuals and households currently experiencing homelessness.

- This list includes people considered to be active, meaning enrolled in a homeless project or exited from one within the last 90 days.
# The One List

<table>
<thead>
<tr>
<th>Name</th>
<th>Client ID</th>
<th>Referral Date</th>
<th>Referral Source</th>
<th>Referral Note</th>
<th>Chronic Homeless Status</th>
<th>Youth VI Score</th>
<th>Housing Status</th>
<th>Gender</th>
<th>Project Based on</th>
<th>Current Projects</th>
<th>Program Type</th>
<th>Placed in Youth for</th>
<th>Project Start Date</th>
<th>Project End Date</th>
<th>Length of Time</th>
<th>Special Needs Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>5/9/2017</td>
<td>CSH Matched</td>
<td>Housing Provider</td>
<td>Not CH</td>
<td>3</td>
<td>Homeless</td>
<td>Male</td>
<td>Searched Site</td>
<td>Brecken Youth Center - Drop in Program (2276)</td>
<td>Services (546)</td>
<td>656</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td>644</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Client Name**

**Referral Information (if Matched)**

**Chronic Homeless Status**

**Vulnerability Index (VI) Score**

**Housing Status**

**Age**

**Current Project Enrollment(s)**

**Additional Factors to help match to appropriate projects**
The Match

- Catholic Charities uses this One List to match people to housing programs based on availability, eligibility, and prioritization. This process includes notifying providers working with the household via email.

- Housing Providers will receive an individual and/or household’s history of program Entries recorded in HMIS.
**HMIS history of Entries and Exits replaces homeless letters from agencies using HMIS**

- Example of HMIS project entries shared:

<table>
<thead>
<tr>
<th>Provider</th>
<th>Entry Date</th>
<th>Exit Date</th>
<th># Days Enrolled</th>
<th>Exit Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heartland Health Outreach - PATH Program(1163)</td>
<td>4/24/2017</td>
<td></td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>North Side Housing &amp; Supportive Services - Interim Housing Uptown(1045)</td>
<td>3/15/2017</td>
<td>5/1/2017</td>
<td>47</td>
<td>No exit interview completed (HUD)</td>
</tr>
<tr>
<td>Pacific Garden Mission - Men's Transitional Resident Program(1300)</td>
<td>5/5/2016</td>
<td>6/5/2016</td>
<td>31</td>
<td>No exit interview completed (HUD)</td>
</tr>
</tbody>
</table>
Homelessness and Chronic Homeless Status verification:

- Sharing HMIS entries allows housing partners to verify homelessness for applicants using your entry and exit data
Navigate
Shelters and Drop-in Centers
- Case managers listed on the Standardized Housing Assessment will be visible to the housing provider for follow up along with HMIS entries and exits

Outreach Professionals
- For those connected to an outreach team, the outreach worker will assist with navigation into housing

Housing System Navigators
- Starting in August, we will have Housing System Navigators for families and people facing chronic homelessness
- Navigators assist with the process of connecting applicants to the housing they are matched to on HMIS
House
We will know we are successful by:

- An increase in exits from the homeless system to permanent housing,
- The rate at which we are able to house people experiencing homelessness,
- The total number of people experiencing homelessness in Chicago significantly decreasing
Next Steps

Please sign up to receive the Coordinated Entry System E-newsletter on our website under News:

www.csh.org/chicagoces
Contact Info

**CSH**

ChicagoCES@csh.org

**All Chicago**

ChicagoCES@allchicago.org

**Catholic Charities**

ChicagoCES@catholiccharities.net

**Center for Housing and Health**

ChicagoCES@housingforhealth.org