Chicago Coordinated Entry System
Family 101

www.csh.org/chicagoces
Family CES 101 Presenters

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and Health
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?
Coordinated Entry System Overview

Vision, Partners, Process, and Timeline
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.
<table>
<thead>
<tr>
<th>Agency</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSH</td>
<td>Lead Entity, Manages CES</td>
</tr>
<tr>
<td>All Chicago</td>
<td>HMIS Administrator, One List and Data Quality</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>Matching Entity, Youth Diversion</td>
</tr>
<tr>
<td>Center for Housing and Health</td>
<td>Outreach Coordination</td>
</tr>
<tr>
<td>Facing Forward</td>
<td>Family Housing System Navigation</td>
</tr>
<tr>
<td>Heartland Health Outreach</td>
<td>Family and Chronic Housing System Navigation</td>
</tr>
</tbody>
</table>
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

Persons Experiencing Homelessness

Chicago’s Map
<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>
Coordinated Entry System Platform and Current CES Progress

Role of the Homeless Management Information System (HMIS) and CES Progress to Date
Role of HMIS

HMIS provides CES with a significant amount of data to allow us to:

- Create a complete **picture** of the number of participants experiencing homelessness in Chicago
- Develop a robust **By Name List (One List)** to be applied by CES partners for effective impact
- Allow data created at each project in HMIS to be **collectively** used to understand participants needs and required resources to address them
- Track participants progress through the CES in **one central system**
- Formulate a **CES Dashboard** to readily depict participants needs, engagement with CES, and movement toward permanent housing
Data: Assessment of Participants and Movement through the CES Dashboard Draft Preview:

**Persons Experiencing Homelessness as of 7/24/2017:**

![Graph showing participants housed by CES and experiencing homelessness]

- **Outflow:** Individuals & Households Housed Each Month
  - Jan '17: 259
  - Feb '17: 283
  - Mar '17: 286
  - Apr '17: 284
  - May '17: 256
  - Jun '17: 212
  - Jul '17: 20

- **Inflow:** Individuals & Households Becoming Homeless Each Month
  - Jan '17: 1,273
  - Feb '17: 1,027
  - Mar '17: 1,092
  - Apr '17: 964
  - May '17: 1,188
  - Jun '17: 1,187
  - Jul '17: 594

Total Becoming Homeless: 7,290
Avg Becoming Homeless per Month: 1,037

Total Housed: 1,587
Avg Housed per Month: 226

Total Becoming Inactive: coming soon
Avg Becoming Inactive per Month: coming soon
Data: Assessment of Participants and Movement through the CES Dashboard Draft Preview:

**Participants Experiencing Homelessness by Project Type**

<table>
<thead>
<tr>
<th>Sheltered</th>
<th>Emergency Shelter</th>
<th>Safe Haven</th>
<th>Transitional Housing</th>
<th>Grant and Per Diem</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>40</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,161</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>323</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unsheltered</th>
<th>Services Only</th>
<th>Day Shelter</th>
<th>Street Outreach</th>
<th>Coordinated Entry</th>
<th>No Entry in Any Project</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>41</td>
<td>1,336</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,773</td>
</tr>
</tbody>
</table>

- Not Yet Assessed
- Assessed
- Matched
- Unable to Match

**Participants Experiencing Homelessness by Project**

- A Little Bit of Heaven: 47
- A Safe Haven: 44
- Breakthrough Urban Ministries: 30
- Christian Community Health Center: 13
- Cornerstone Community Outreach: 77
- Cornerstone Community Outreach - Naomi Men's Program: 36

...
Data: Assessment of Participants and Movement through the CES Dashboard Draft Preview:

**Coordinated Entry System - Movement from Identification to Housing**

**Participants Currently on One List**

**Avg # Days from Identification to Current Dashboard Date**

70

- **Avg # Days from Identification to Assessment**: 35
- **Number Assessed**: 1,340

- **Avg # Days from Identification to Match**: 79
- **Number Matched**: 613

**Number of Participants with Selected Criteria**

8,654

**Participants Placed in Permanent Housing**

- **Select range of dates for persons becoming housed**

**Avg # Days from Identification to Housing**

152

- **Avg # Days from Identification to Assessment**: 52
- **Avg # Days from Match to Housing**: 99
- **Avg # Days from Identification to Match**: 75
# Data: Assessment of Participants and Movement through the CES

Data (as of 7/19/2017):

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Percentage Assessed on One List:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>One List:</td>
<td>8915</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessed:</td>
<td>819</td>
<td>9.19%</td>
<td></td>
</tr>
<tr>
<td>Matched:</td>
<td>226</td>
<td>2.54%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percentage Matched of Assessed:</td>
<td>27.6%</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
### Data: Assessment of Participants and Movement through the CES

Data (as of 7/23/2017):

<table>
<thead>
<tr>
<th>Number Housed by CES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals (Ages 25 and above):</td>
</tr>
<tr>
<td>Youth (Ages 18-24):</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
Unstably Housed Youth

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

Families with children in one of these CPS Elementary Schools participating in the Family in Transition program may be experiencing homelessness or unstably housed:

Earle
Ellington
Howe
Lowell
Nicholson
Ward
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.

- For updated information about days/hours/locations: [www.csh.org/access](http://www.csh.org/access)
Access Points

**North**
- North Side Housing and Supportive Services
- Heartland Health Outreach
- Broadway Youth Center: Youth

**West**
- InnerVoice
- La Casa Norte: Youth

**South**
- Featherfist
- Matthew House
- Teen Living Programs: Youth
Connecting Minors

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.
Triage

Mainstream Resources
Triage

- Domestic Violence Services and Emergency Housing
- Healthcare
- HIV/AIDS Housing and Supports
- Employment
- Senior Subsidized Housing
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.
Matching

Phasing out of the Central Referral System and Matching through HMIS
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 a homeless project within the last 90 days
The One List

Included Details:
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 the One List to match people to housing programs based on availability, eligibility, and prioritization.

- Housing Providers will be notified of the match and 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
- Housing providers will not need to ask for a homeless letter from a provider who has entered a participant on HMIS
Navigate

Role of Navigators and Partners
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
- For families and people facing chronic homelessness from Facing Forward and Heartland Health Outreach, assigned through CES
- Navigators assist with the process of connecting applicants to the housing they are matched to on HMIS
House

New and Ongoing Housing Resources
House: Families In Transition

- **Goal:** Connect 100 families with permanent supportive housing utilizing units subsidized through the Chicago Low Income Housing Trust Fund

- Open to families with one or more children in the Students in Temporary Living Situations (STLS) in six schools located in Austin, Lawndale, and Englewood:
  - Earle
  - Ellington
  - Howe
  - Lowell
  - Nicholson
  - Ward
Chicago has received HUD Bonus projects, or newly funded housing projects for 2017:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Project</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facing Forward</td>
<td>Save at Home V</td>
<td>20 2BR units</td>
</tr>
<tr>
<td></td>
<td></td>
<td>40 3BR units, and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 4BR units</td>
</tr>
<tr>
<td>Interfaith Housing Development Corporation</td>
<td>New West Englewood Homes</td>
<td>12 3BR units</td>
</tr>
<tr>
<td>Renaissance Social Services, Inc.</td>
<td>Family Support Project</td>
<td></td>
</tr>
<tr>
<td>La Casa Norte</td>
<td>Palante Phase 5</td>
<td>2 BR units</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 2BR units</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 1 BR for chronic youth</td>
</tr>
</tbody>
</table>
Additional units will be supplied through turnover units through the CES

CHA has a homeless preference and the CES will work with CHA to identify households for CHA tenant based vouchers
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.
Ongoing Communication

CES Newsletter, E-mail Addresses, and Website
If you are not already receiving the Coordinated Entry System E-newsletter we will sign you up unless you tell us not to do so.

You can unsubscribe at any time though we hope you will stay connected in this way.
Contact Info

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ChicagoCES@allchicago.org

Catholic Charities
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Center for Housing and Health
ChicagoCES@housingforhealth.org

Please visit us online at
www.csh.org/chicagoces