Chicago Coordinated Entry System Map

**Initial Engagement**
- Persons Experiencing Homelessness
- Call 311 and ask for short-term help

**Assessment**
- Coordinated Entry Assessment
  - Access Points for assessment are site-based, call center, or mobile outreach workers

**Intervention**
- Diversion Path:
  - Short term help and/or resources for housing
- Crisis Path:
  - Shelter, DV Shelter, Human Trafficking
- Match to Housing Solution Using System Prioritization
- Parallel System Path:
  - VA, AFC

**Housing Solution**
- Family Reunification, Stabilize in Current Housing
- Low-Cost Market-Rate Housing
- Subsidized Affordable Housing
- Rapid Re-Housing
- Supportive Housing
- Permanent Housing with short-term supports
- Interim or Transitional Housing
What is Coordinated Entry?

Coordinated Entry is a centralized or coordinated process designed to:

- Coordinate intake, assessment, and referrals for people experiencing homelessness
- Cover a geographic area, in this case the City of Chicago
- Be easily accessed by individuals and families seeking housing or services
- Include a comprehensive and standardized assessment tool
- Streamline the process of people accessing housing through enhanced collaboration using the Homeless Management Information System

People experiencing homelessness can connect to Coordinated Entry through a site-based or call-center based access point.

- Call Center Contacts and Locations for drop in access can be found [here](#)
HOUSING AND URBAN DEVELOPMENT (HUD)

- Funds housing and many services/shelter for people experiencing homelessness

  **HUD Homeless Definition**: An individual who lacks a fixed, regular, and adequate nighttime residence; as well as an individual who has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations, an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

HEALTH AND HUMAN SERVICES (HHS)

- Health Resources and Services Administration (HRSA), under HHS Funds Health Care for the Homeless

  **HRSA Homeless Definition**: An individual who lacks housing (without regard to whether the individual is a member of a family), including an individual whose primary residence during the night is a supervised public or private facility that provides temporary living accommodations and an individual who is a resident in transitional housing. Source: section 330(h)(4)(A) of the Public Health Service Act

- Administration for Children and Families under HHS Funds Runaway and Homeless Youth Program

  **Runaway and Homeless Youth (RHY) Definition**: Homeless youth means an individual who cannot live safely with a parent, guardian or relative, and who has no other safe alternative living arrangement. For purposes of Basic Center Program eligibility, a homeless youth must be less than 18 years of age (or higher if allowed by a state or local law or regulation that applies to licensure requirements for child- or youth-serving facilities). For purposes of Transitional Living Program eligibility, a homeless youth cannot be less than 16 years of age and must be less than 22 years of age (unless the individual commenced his or her stay before age 22, and the maximum service period has not ended). Source Runaway and Homeless Youth Act (section 387(3))