System Performance Measures

- Reduced the length of homelessness
- Reduced recidivism (returns to homelessness)
- Reduce the number of people experiencing homelessness
- Reduce the number of first time homeless
Coordinated Entry System Outcomes

• Close the “side doors” to housing

• Assess and prioritize the most vulnerable

• Align our housing projects to meet the needs of the most vulnerable

• House people as quickly as possible

• Match people to the right intervention to end their experience with homelessness
Basic Components of CES

**Access**
- Front Doors
- Coordinated Outreach
- Call Center
- Prevention

**Assessment**
- Diversion Screen
- Phased Assessment
- Common Assessment Tools

**Assignment**
- Real-Time Unit Availability
- Prioritization Policy
- Referral Process
- Case Conferencing

**Accountability**
- Performance Dashboard
- Qualitative Evaluation
- Policy and Procedure Manual
- Lead Entity
Qualities of Effective Coordinated Entry Systems

- Standard prioritization
- Low barrier
- **Housing First orientation**
- Person-centered
- Fair and equal access
- Standardized assessment by trained assessors
- Direct referral to projects
- Standardized referral protocols
- Using dashboards for performance improvement
- Coordinated outreach

- Ongoing planning and stakeholder consultation
- CES informs local planning
- Safety planning Included
- Using HMIS and other systems for real-time capabilities
- Full Coverage (geography and sub-pops)
Common Local Coordinated Entry System Metrics

- Wait times for assessments, matches, referrals, enrollments, lease-up’s, etc
- Extent to which expected timelines are met
- Referral denial rates and denial reasons
- Rate of missed appointments for scheduled assessments
- Number/Percentage of persons declined by more than one (1) provider
- Percentage of program enrollments not conducted through CES
- Quality of CES Assessments
- Matching error rates
- Lease up rates relative to assessment rates
- Nimbleness of the CES
What has been accomplished in Chicago so far:

• 12 Access points
• 4 General, 5 for Youth ages 18-24, 3 for minors under 18
• 230 Skilled Assessors from 70 organizations
• Comprehensive online and in-person operations training for new Skilled Assessors
• 7001 People experiencing homelessness assessed
• 87% of unsheltered households have been assessed
• 520 households referred through CES housed
• 407 households enrolled in housing programs awaiting move-in
• New funding secured to employ housing system navigators and a youth diversion specialist
• Average days from match to housing for non-Veterans: 45 days
• New collaborations across the community formed to identify, assess, locate, and house people
So what are we doing here today?

REFINEMENT

1. No answers at all
2. Get us pointed in the right direction
3. Concrete answers
Agenda

• Refining Access
• Refining Assessment
• Refining Assignment/Matching/Prioritization
• Refining Accountability/Monitoring/Performance
• Taking our CES to the Next Level
  • Prevention
  • Diversion
  • Income
Group 1
&
Group 2
Refining Access
Access

- Reducing the number of places assessments are done and the number of Skilled Assessors
- Increasing the consistency in assessment delivery
- Increasing Skilled Assessor support
Assessment Locations

Analysis and Review of Current Locations

- Most volume in the fewest locations
- Cover geography
- Cover all subpopulations
Access - Staffing

Assessor Messaging

Script Development

Assessor Support

Challenges & Solutions

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Refining Assessment
Refining Assessment

When do you do assessment?
• Policy on length of time homeless?
• Does it depend on the setting?

Quality of assessment
• Does it seem to provide good results?
• How do you measure results?

Progressive Assessment
• What are the challenges?
Assessment - Solutions

- List
- Prioritize
- Timeline
Refining
Assignment/
Matching/
Prioritization
Referral Outcomes

Referral Outcome Report

- Client Contact Challenges
- Client Contact Solutions
- Program Eligibility Challenges
- Program Eligibility Solutions
- Client Declined Challenges
- Client Declined Solutions
Real-Time Unit Availability

Real-Time Unit Availability Challenges

Real-Time Unit Availability Solutions
Electronic Referrals

Electronic Referrals
Challenges

Electronic Referrals
Solutions
Prioritization Challenges

Prioritization Solutions
Refining Accountability/ Monitoring/ Performance
1. Are these the performance measures we want to be looking at to determine the “health” of our CES?

2. Do we need target outcomes? If yes, what should they be for each outcome?

3. Do we need a CES specific performance dashboard?
Group 1
&
Group 2
Refining Prevention in CES
What Exists Today

Access
- Homeless Prevention Call-In Center (HPCC) completes prevention screenings

Assessment
- CES assessment refers to HPCC
- Prevention screening is developed and integrated into HMIS assessment

Assignment
- HPCC sends referrals to prevention resources via HMIS (outside of CES)

Accountability
- Many, but not all, prevention resources in Chicago are accessed through HPCC
Refining Diversion in CES
What Exists Today

**Access**
- Diversion screenings are completed at all CES access points and by all CES assessors

**Assessment**
- Diversion screening is developed and integrated into HMIS assessment

**Assignment**
- Eligible youth and families are referred to diversion specialist
- We have a process set for eligible youth and families accessing diversion resources at every access point and through every assessor

**Accountability**
- Many, but not all, diversion resources in Chicago are accessed through CES
Refining Access to Income through CES
What Exists Today

Access
- Income screening questions are completed at all CES access points and by all CES assessors

Assessment
- Income screening questions are developed and integrated into HMIS assessment

Assignment
- Referrals to income interventions has been tested in collaboration with CES
Next Steps

- CSH prepares a Summary Report (10-14 days)
- PM’s prepare draft workplans
- PM’s deliver draft workplans to CES workgroups
- The CES refinement work begins/continues
THANK YOU!