Introduction:
The accountability goals of the Chicago Coordinated Entry System (CES) are to:

- Proactively assist projects with efforts to comply with Department of Housing and Urban Development (HUD) coordinated entry guidance and regulations, Chicago Coordinated Entry policies and procedures, HMIS data quality plan, and Chicago’s community written standards.
- Address and help resolve performance concerns related to written standards, policies, procedures, and outcomes.
- Ensure consistency in how agencies/projects participate with Coordinated Entry (CE).

Number of Projects Selected:
In 2019, 5 - 10 projects will be selected for CE Technical Assistance (TA). The CE TA will consist of an on-site visit at the project, including a review of the selected project’s data, with the goal of developing next steps in partnership with the project. This could include a TA plan, refinements brought to a specific CE workgroup, and/or other appropriate next steps. If system level challenges are identified, the feedback will be shared with the CE Leadership Team in an effort to eliminate system barriers and problem solve. Next steps decided upon by the Leadership Team will be shared with the provider. For further details on TA, see the Technical Assistance section below.

Timeline:
Visits will begin in September and continue through December.

Selection Process:
The following criterion will be used to determine which projects are selected until the desired number of slots are filled. When applicable, the selected projects should range in program model type.

- First, select any project that has informally or formally requested CE accountability support.

- Second, select a minimum of 2 projects from the cohort that had a score of 2 or less in the 2019 Local Evaluation for CE question number 1. Data from quarters 1 and 2 of 2019 will also be considered.
  - Question #1: What % of those housed in your project in 2018 were matched to your project through CE?
    - 2 points for <70%

- Third, select a minimum of 2 projects from the cohort that had a score of 1 point or less in the 2019 Local Evaluation for CE question number 4. Data from quarters 1 and 2 of 2019 will also be considered.
Question #4: What % of referrals has an initial Need Status update within 2 days?
  - 1 point for <50%

Fourth, if applicable, select a minimum of 2 projects from the cohort that have greater than 25% of 2019 referrals resulting in a rematch request.

Technical Assistance:
Types of technical assistance may include formal or informal discussions, referrals to training, special/tailored training sessions, referrals to written articles or resources, feedback on drafted or revised policies, and referrals to other content experts within or outside of Chicago's CoC. The process of completing an accountability visit is also considered technical assistance due to the potential for agencies to develop additional understanding of requirements and practices by participating.

After the accountability visit occurs in which the agency and CES staff agree upon areas in which technical assistance is needed and available, All Chicago will write a TA plan and send it to the agency. The following three weeks will be reserved to provide TA, either to individual agencies or to a group of projects. If TA cannot be provided in that timeframe, it will be scheduled for a future date.

Agencies are encouraged to work collaboratively with CES staff to determine areas in which technical assistance will help drive improvements. If an agency chooses not to receive technical assistance, this information will be shared with identified groups within the Continuum of Care as outlined in the “Sharing Accountability Results” section.

Communication Strategy:
Regarding the timely follow-through on accountability activities, CES staff aims to work collaboratively, not punitively, with selected projects and provide clear communication and expectations so that activities can be successfully fulfilled.

Sharing Accountability Results:
Aggregate results will be shared with workgroups and the community at large to illustrate system strengths and weaknesses that are identified through the accountability process. Information will be shared without disclosing the performance of specific agencies/projects.

However, specific groups have the potential to receive accountability results that disclose the performance of specific agencies/projects. The Coordinated Entry Leadership Team will provide oversight to the accountability plan and will determine if, and when, any additional groups will be
notified. The circumstances under which identifiable information may be shared are: if findings from the accountability visit are significant enough that those deciding on matters of funding and/or ranking should be made aware of them, if the accountability uncovers agency/project unwillingness to adapt to community standards, or if the agency/project does not participate in the accountability process, including technical assistance.