

Chicago Coordinated Entry System



April 2017 to June 2018

So Much Has Happened!

- **Israeli scientists announced a new treatment for ALS**
- **Southwest Airlines flew a plane full of puppies to safety after Hurricane Harvey**
- **Camila Caballo released Havana**
- **Prince Harry was so lucky as to marry Meghan Markle**
- **Action Agenda launched with 12 lines of work, including Coordinated Entry**
- **Chicago launched a Coordinated Entry System and housed over 800 households through this new path to housing**



Coordinated Entry Timing

- **Phased Roll Out in 2017**
 - April: Youth
 - May and June: Individuals
 - July and August: Families
- **Housing System Navigation**
 - Introduced in January, 2018
- **Refinement Lab**
 - March, 2018



Coordinated Entry System Roles

Manages Outreach
Coordination

**Center for
Housing and
Health**

CSH

Project Management

**Catholic
Charities**

**All
Chicago**

HMIS
Administrator

**Heartland Alliance
Health, Facing
Forward, Featherfist**

Housing System
Navigation

Matching and
System Administrator



Homelessness in Chicago

HOMELESSNESS

- **8798 households are known to be facing homelessness in Chicago**

□ Emergency Shelter	2530
□ Coordinated Entry	1926
□ Exited Project	1440
□ Services Only	1430
□ Street Outreach	412
□ Day Shelter	366
□ Transitional Housing	195
□ Rapid Re-Housing	*134
□ Safe Haven	38

*Those in Rapid Re-Housing are enrolled and not yet housed



Coordinated Entry Housing Assessments

- **Since April 2017, 9376 households assessed through Coordinated Entry.**
 - 4,852 (55%) of current One List are assessed
- **Sheltered Population**
 - 49% of households currently in a shelter have been assessed
- **Unsheltered Population**
 - 88% of households assessed
- **Services Only**
 - 57% of households in services programs only have been assessed



Housing in Chicago

- **800 households housed through CES since April, 2017**
 - 3663 households left the crisis response system since May, 2017 for housing including self-resolving households
- **227 currently households enrolled in a housing program**
- **Households are matched to housing providers within 2 business days of the request 91% of the time**
 - Matched same day 55% of the time
 - Matched one business day after request 35% of the time
 - Matched two business days after the request 3% of the time
- **Average days from match to housed:**
 - All: 82
 - Non-Veterans: 54



Coordinated Entry Refinement Lab



Refinement Lab

Suggested Solutions

▪ **Access Points**

- Move to fewer locations with Monday through Friday, 9am – 5pm hours
- Include connections for diversion, income supports, senior housing, etc.
- Public awareness/marketing

▪ **Assessment**

- Exclusionary Questions
- Fewer Skilled Assessors with higher quality assessments

▪ **Assignment/Matching**

- Move towards a more automated HMIS system
- Account for high decline rates

▪ **Housing**

- Close side doors
- Expand housing options receiving matches, i.e. affordable housing



Examples of Refinement Lab Solutions

▪ **Access Points**

- Introduced a new West side Access Point at 10 S. Kedzie
- Create a text and web-based option for people to learn how to connect to CES

▪ **Assessment**

- Added questions pertaining to:
 - Housing with shared bathrooms and/or kitchens
 - Geographic limitations of the household (North, West, and South)
 - Youth Transitional Housing Interest
- Identified assessment locations for 2019



Examples of Refinement Lab Solutions

▪ **Assignment/Matching**

- Testing a change to the inactive policy to make those who cannot be found by a housing partner twice inactive
- Drafting policies with PSH workgroup on how many times a household can decline in a specific period of time and be matched again along with how many matches providers need per opening

▪ **Housing**

- Performance dashboard to monitor openings and successes
- Testing matching into HUD 202 units
- Link all youth facing chronic homelessness to a Housing System Navigator



Action Agenda Coordination

- **Crisis Response**

- Diversion
- Assessments in shelters

- **Pipeline**

- Chicago Housing Authority Homeless Preference
- Onboarding HUD Multi-Family units

- **HMIS**

- CE System Performance Management

- **Employment**

- Exploration of screening for income supports
- Matching to income supports

- **Youth**

- Refining matching to youth Transitional Housing
- Navigating chronic youth into supportive housing



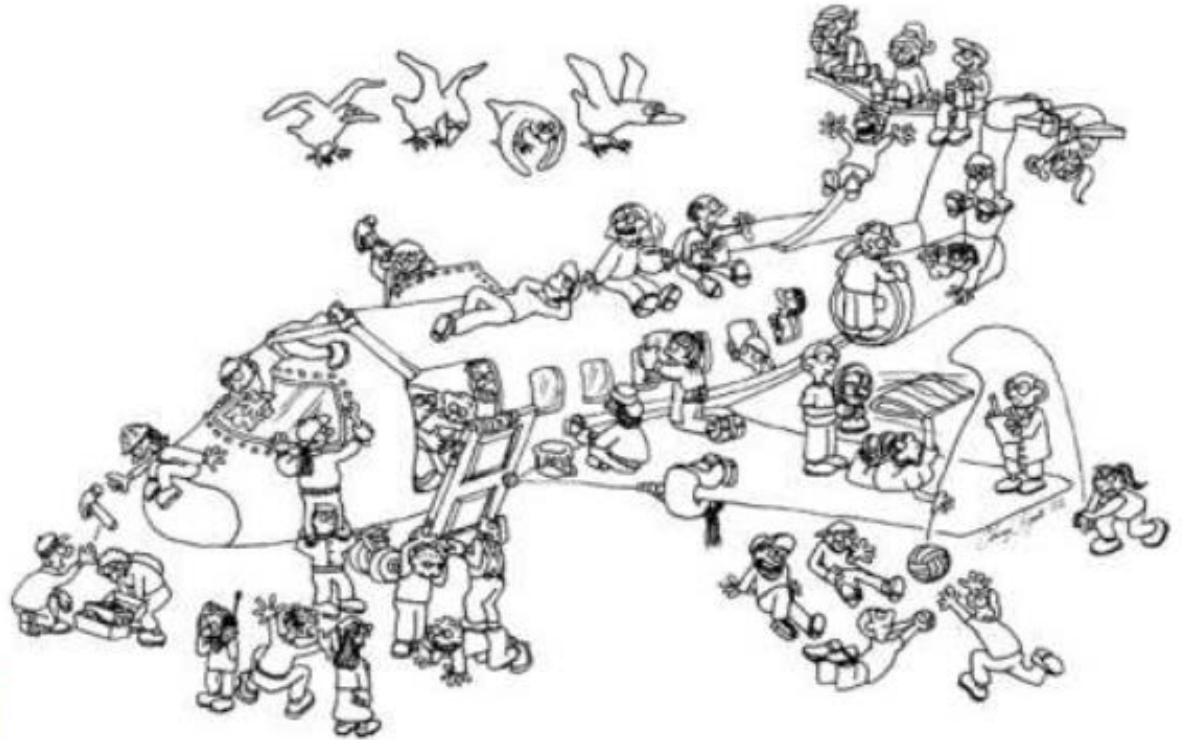
Be Part of the Solution

- **Permanent Supportive Housing Workgroup**
- **Rapid Rehousing Workgroup**
- **Family Workgroup**
- **Coordinated Entry Lived Experience Workgroup, coming in August, 2018**
- **Sign up at:**
 - <https://allchicago.org/continuum-care/action-agenda>



Challenges and Solutions

- **2018 is the Year of Refinement**
- **What challenges are you facing?**
- **What solutions do you want to see integrated?**
- **What should we work on next?**



Contact Info

CSH

ChicagoCES@csh.org

All Chicago

ChicagoCES@allchicago.org

Catholic Charities

ChicagoCES@catholiccharities.net

Center for Housing and Health

ChicagoCES@housingforhealth.org



...Before you go

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our work and impact our training offerings.*

Thank you!

