

CA Implementation Workplan

S1: Improve Access to Coordinated Entry					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Launch <i>Connect</i> (a texting app and website) developed to connect non-sheltered people experiencing homelessness to CE	Complete Connect app and website design and development	Stephanie, CSH with Data Made	2/1/2019	Phase 1 completed, tested, refined, and in the final stage of development	Completed
	Create and send flyers to top 100 locations	Stephanie, CSH with Data Made	3/1/2019	Flyers created and printed	Completed
	Reconvene initial Connect group to plan the launch	Stephanie, CSH	5/1/2019	Launch & rollout plan developed	Completed
	Market to CoC, Alderman, and broader community including posting flyers	Team	6/26/2019		In Progress
Refine Access Points to all be open Monday-Friday from 9am - 5pm	Consolidate Access Points to only include those open 4-5 days a week	Svetlana, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	1/1/2019		Completed and listed at www.csh.org/chicagoces
	Onboard full time Skilled Assessors at Access Points	Liza, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	Summer, 2019	RFP process for dedicated SA completed; anticipated start date 8/1/19	In Progress
Support Participants in Staying Connected/Active	Create and distribute CE brochures to assessed participants with concrete steps for who to be in touch with and how to stay active when not enrolled in a program	Svetlana, Center for Housing and Health	2/15/2019	Brochure completed and distributed to Access Points and assessment locations; posted on CE website	Completed and listed at www.csh.org/chicagoces
	Convene critical voices to review data on inactive policy to ensure unsheltered participants stay active	CE Implementation Team & Guests	4/15/19	Met with critical voices and reviewed data, plan to meet a few more times	In Progress
	Once the call center is launched, market to participants who require a way to call in an update to their assessment	Liza, Center for Housing and Health	Fall 2019	Awaiting funding	In Progress
Increase access for survivors of DV and human trafficking	Reconvene DV workgroup and establish who will support access, assessment, assignment and accountability and then meet as sub-groups to later report back to	Stephanie, CSH and Renee, All Chicago	Summer, 2019	DV Workgroup has met and shared that they have a leadership team that can serve as the Accountability	In Progress
	Create a prioritization plan for DV resources	Stephanie, CSH and Renee, All Chicago	Summer, 2019	DV sub-group created a draft plan that will go the larger DV workgroup and then the CE Leadership Team	In Progress
	Create an access strategy including communication plan	Stephanie, CSH and Renee, All Chicago	Summer, 2019	Access team meeting on July 10, 2019	In Progress
	Create an assessment strategy	Stephanie, CSH and Renee, All Chicago	Summer, 2019	Assessment team meeting in July	In Progress
S2: Refine Assessment Tool and Process					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
	Review data of families in Interim Housing programs to learn more about when families should be assessed	CE Implementation Team	1/15/2019	Recommendation drafted	Completed

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Refine Assessment Process	Bring a recommendation to the Family Workgroup for critical voices to give input/edits	Stephanie, CSH	3/1/2019	Recommendation reviewed and further revised	Completed
	Family Workgroup will bring a recommendation to the CE Leadership Team regarding when families should be assessed	Laura Bass, Facing Forward, Family Representative on the CE Leadership Team	3/26/2019	Recommendation drafted, reviewed & approved	Completed
	Implement final recommendation in coordination with family shelters	CE Implementation Team & CE Family Workgroup	April, 2019	Implementing new plan of assessing families after two weeks in family shelter or family interim housing.	Completed
	Review data of individuals in shelter to explore assessment timeline	Svetlana, The Center and Anna, All Chicago	Summer, 2019	ITeam and others representing single shelters will review data and make recommendations regarding when to assess singles in shelter	Ongoing
	Explore assessment & diversion strategy for Individuals in shelter	CE Implementation Team & Guests		No funding available. This will not be plausible for 2019.	To be Removed from 2019 CE Action Plan. Crisis Response LOW to take over.
Implement Diversion Screener Prior to Assessment	Create diversion screener and add into HMIS	Tracey, Catholic Charities and Sal, All Chicago	6/28/2019	Reviewed by multiple groups, likely to be added by end of June.	In Progress
	Train Skilled Assesors at Access Points	Tracey, Catholic Charities and Sal, All Chicago	8/30/2019	Training to be scheduled for August when dedicated SA are in place	In Progress
Improve Homeless History Section	Collobarte with HMIS on new unsheltered questions	CE Implementation Team and Kim Schmitt, All Chicago	4/1/2019	Questions added to HMIS, offered trainings	Completed
	Refine homeless history section of assessment	Anna, All Chicago and Svetlana, The Center	3/1/2019	Questions added to HMIS, offered trainings	Completed
	Train Skilled Assesors on altered homeless questions	Anna, All Chicago and Svetlana, The Center	3/18/2019	Recorded webinar training required	Completed
Explore Progressive Assessment	Collaborate with the Income and Employment line of work on questions and a strategy for linking people (1) who want to work and (2) will not be prioritized for a housing intervention to employment opportunities.	CE Implementation Team, Carrie Thomas & Jennifer Rehfeldt	Ongoing	Regular meetings established between lines of work.	In Progress
Improve Assessment Data Quality	Reduce Skilled Assessor cohort to 40-60 Assesors	Liza, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	Summer, 2019	Funding announced by HUD that will account for 10 dedicated Skilled Assesors to be added. This addition will allow for retiring part-time Skilled Assesors. Actively retiring assessor without a minimum of two assessments per month.	In Progress
	Provide ongoing training and TA for Skilled Assesors	Svetlana, The Center and Anna, All Chicago	Ongoing	Training provided on observing MH & SU. Training provided on housing history tool. Training available for Trauma Informed Care.	In Progress

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	Improve directions on assessment and job aids for housing providers to share notes so that Catholic Charities can apporpirately update assessments	Anna, All Chicago & Sal, Catholic Charities	1/30/2019	Completed and added to HMIS Helpdesk under "adding referral notes"	Completed
Explore Assessment Tools/Questions	Convene a workgroup to explore assessment options	Liza, Center for Housing and Health	Summer, 2019	Review of current questions, drafting progressive assessment, will bring critical stakeholders together over the next few months.	In Progress
S3: Assignment/Improve and Expand Matching					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Decrease Length of PSH Vacancies	Test matching two households for each PSH re-match request	Sal, Catholic Charities and PSH Workgroup	November, 2018 to March, 2019	Test was successful and this is now a CE policy.	Completed
	Review data from test and bring a policy recommendation to the CE Leadership Team	Margarita, A Safe Haven - PSH Workgroup Rep on CE Leadership Team	3/26/2019	Recommendation Drafted & Approved	Completed
	Match a Housing System Navigator to everyone matched to PSH without an outreach or drop-in center enrollement	Sal, Catholic Charities and Sal, All Chicago	4/1/2019	Workflow crafted and will be implemented with prioritization shift in April, 2019.	Completed
	When the vacancies are related to housing first challenges, explore monitoring and TA opportunities	Renee, All Chicago	As needed		In Progress
Implement 2019 Prioritization Plan	Craft plan with Prioritization Think Tank	Karen, All Chicago and Stephanie, CSH	Winter, 2018	The team met on four occasions and reviewed data and a national scan of prioritization plans and crafted a draft	Completed
	Collect feedback from six stakeholder groups; CE Family Workgroup, CE PSH Workgroup, CE RRH Workgroup, Crisis Response Outreach Workgroup, Youth Leadership Team, Youth Transitional Housing System Integration Team and guests	Karen, All Chicago and Stephanie, CSH	January, 2019	PPT presentation located under Documents and Materials at www.csh.org/chicagoces	Completed
	CE Leadership Team approves the Prioritization Plan	CE Leadership Team	February, 2019		Completed
	Implement new plan with a focus on length of homelessness	CE Implementation Team	4/1/2019	webinar recorded & available on All Chicago & www.csh.org/chicagoces	Completed
Streamline Matching Ratio for RRH	Work with CE RRH Workgroup to craft a plan for the number of matches per opening	Karen and Renee, All Chicago	March, 2019	Recommendation drafted	Completed
	Test new matching plan for RRH	Implementation Team and RRH Workgroup	June 2018 - March 2019		Completed
	Revisit new matching plan for RRH and finalize a policy for CE Leadership Team	Implementation Team and RRH Workgroup	3/26/2019		Completed
	Test & Finalize RRH Script	RRH Workgroup	3/22/2019	Drafted, tested & finalized	Completed

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Increase Number of Units to Match Into through CES	Work with the Pipeline line of work to bring housing partners together to strategize as to how we can test matching into new housing options	Stephanie and Betsy, CSH, Renee and Steve, All Chicago	4th quarter	Due to key staffing changes with partners, this goal will be modified to a smaller-scale test	In Progress
	Working with four PSH providers to craft new TSP language regarding accepting referrals through CE	Stephanie, CSH and Karen, All Chicago	Spring, 2019	Workgroup met, one agency agreed to submit adjusted TSP language and several partners are exploring updating TSP	In Progress
Explore Data Matching between One List and CHA waitlists	Test matching to housing beyond the CoC resources	Renee, All Chicago, Kim Schmitt, All Chicago, Stephanie Sideman, CSH	4/1/2019	Monthly data matching to verify homeless preference in process.	In Progress
Revise Transfer Policy	Collaborate with SPEC on drafting an update to the transfer policy	Workgroup	Spring, 2019	Draft language has been developed, CE IT provided feedback	In Progress
	Implementation Team operationalize new policy	Implementation Team	Spring, 2019	CE IT met and began process, additional meetings needed to work through details. Will bring in critical voices prior to final recommendation.	In Progress
	Bring critical voices together for a time-limited workgroup to further obtain feedback on transfer policy	Workgroup	June - July 2019	Workgroup met, plan to meet 1-2 more times	In Progress
	Leadership Team review and approve recommendation	Leadership Team	Summer 2019		

S4: Accountability/Design and Implement CE Monitoring Strategy

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Design Monitoring Strategy	Craft a design strategy and share with the CE Leadership Team	Renee, All Chicago	3/22/2019	Shared with the CE Leadership Team	Completed
	Recommend CE participation monitoring questions on local evaluation	Renee, All Chicago	2/1/2019	Questions added	Completed
	Develop CE accountability process policy and obtain feedback	Renee, All Chicago	June & July 2019	Draft reviewed with LT, plan to take updated draft to SPC, RRH workgroup and PSH workgroup	In Progress
Implement Monitoring Strategy	Meet with prioritized agencies per design protocols for the purpose of improving CE efforts	Renee, All Chicago	Fall 2019		In Progress
	Review monitoring efforts with CE Leadership Team	Renee, All Chicago	3/26/2019	Presented design and requested feedback.	Completed

Strategy 1: Build a team of SOAR-dedicated Staff					
Action	Steps	Person/ Organization Responsible	Timeframe	Status	Result/Notes
1A. Define staffing need over phases	Define estimated volume of people matching to SOAR and the rate	Collaborations & Sustainability Workgroup	5/1/2019 - 6/1/2019	Complete	
	Define staffing needs considering a phased implementation	Collaborations & Sustainability Workgroup	6/1/2019 - 7/1/2019	Complete	
	Develop system design, workflow, and staffing plan for role of SOAR specialist	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
1B. Identify a pre-phase 1 phase	Develop pre-phase 1 design, workflow, and staffing	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
	Determine cost associated with pre-phase	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
1C. Identify the resources needed and viable options over phases	Determine cost associated with phased scaling, by year	Collaborations & Sustainability Workgroup	6/1/2019 - 7/1/2019	Complete	
	Identify resources and gaps, including possible collaborations with medical sector	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
	Develop a funding strategy to support phased implementation	Collaborations & Sustainability Workgroup	8/1/2019 - 10/1/2019	pending	
	Develop a funding strategy to support annual operating	Collaborations & Sustainability Workgroup	8/1/2019 - 10/1/2019	pending	
1D. Develop the phased implementation strategy to build the team of dedicated SOAR staff	Determine additional needs for workgroup membership	Collaborations & Sustainability Workgroup	10/1/2019-12/31/2019	pending	
	Develop phased plan	Collaborations & Sustainability Workgroup	10/1/2019-12/31/2019	pending	
1E. Implement the phased strategy	Determine additional needs for workgroup membership	Collaborations & Sustainability Workgroup	TBD	pending	
	Implement strategy	Collaborations & Sustainability Workgroup	TBD	pending	
Strategy 2: Scale & Streamline SOAR Services					
Action	Steps	Person/ Organization Responsible	Timeframe	Status	Results/Notes
2A. Collect data on what is needed to refine trainings and provider support to greatest effect	Plan and Host provider focus group for data collection	Julece & Rhonda	4/15/2019	Complete	
	Develop takeaways document from focus group	Julece & Rhonda	4/25/2019	Complete	
	Draft Trainings & Support Refinement Workplan	Julece & Margaret	4/25/2019	Complete	
	Provide feedback on Trainings & Support Refinement Workplan	Applications & Trainings Workgroup	4/25/2019	Complete	
2B. Refine Trainings & Provider Support	Update SOAR SSA Contact List	SSA	7/15/2019	In progress	
	Revise Fundamentals Training to provide more "troubleshooting" scenarios	Margaret Smith	7/11/2019	In progress	
	Develop and communicate process for entering clients into OAT at PFD	Applications & Trainings Workgroup	9/1/2019	pending	
	Develop peer-to-peer forum platform	Applications & Trainings Workgroup	12/1/2019	pending	

	Place all SOAR documents in centralized location on All Chicago website	Margaret/Adina Young	7/20/2019	In progress	
2C. Increase SOAR application number and effectiveness by facilitating system-wide SOAR Challenge	Plan SOAR Challenge including all steps, dates, and public-facing description document	Margaret	3/31/2019	Complete	
	Provide feedback on SOAR Challenge plan	Applications & Trainings Workgroup	April mtg	Complete	
	SOAR Challenge Outreach: Program Newsletter, Email blasts, Targeted Emails	Julece & Margaret	6/10/2019	Complete	
	Oversee Agency sign-up	Margaret	6/25/2019	Complete	
	Kick-off Webinar	Margaret	6/25/2019	Complete	
	Host Webinar: Applicant Intake & setting Protective Filing Date	Margaret	7/2/2019	pending	
	Host Webinar: Compiling the Application	Margaret	7/16/2019	pending	
	Host Peer-to-Peer Workshop	Margaret	7/30/2019	pending	
	Host Webinar: Application Submission & Adjudication	Margaret	8/13/2019	pending	
	Debrief & Evaluate SOAR Challenge	Applications & Trainings Workgroup	10/15/2019	pending	
2D. Establish time-limited Provider workgroup to determine recommended reaction to SOAR report in ART	Identify providers for participation in workgroup	Margaret & Applications & Trainings Workgroup	4/1/2019	Complete	
	Develop preliminary goals for workgroup	Applications & Trainings Workgroup	April mtg	Complete	
	Convene workgroup	Margaret	7/15/2019	In progress	
	Create and document recommendations to SPEC and service providers for steps to take in using and reacting to SOAR report	Provider Workgroup	7/15/2019-8/15/2019	pending	
	Provide recommendations to SPEC/System Performance line of work	Provider Workgroup	10/1/2019	pending	

Youth Data Work Group					7/9/2019
Action	Steps	Responsible	Timeframe	Results	Status
Youth HMIS Data					
Dashboard and Benchmarks	Introduce dashboard including Y-TF and Leadership input	C	9/6/2018	Complete	
	Discuss Dashboard data gaps	C	9/6/2018	In Progress	Add Questions to align with AWHHA Dashboard: LGBTQ and Gender Add Questions to address equity concerns identified in the Blueprint: Justice and DCFS involvement
	Refine Dashboard	C\E	9/6/2018	Complete	Layout and description defined
	Comunicate benchmark established by leadership	C\E\CH	Nov 2018 - March 2019	In Progress	still refining time from identification to event
Data Gaps	Data gaps identified in reporting to AWHHA Dashboard	C\Y-TF and Y-Leadership	July - August 2018	Complete	Add Questions to align with AWHHA Dashboard: LGBTQ to be added by HMIS, Most frequent place question will be added by HMIS, may not report gender to AWHHA
	Data gaps identified in Blueprint	C\Y-Leadership	April - August 2018	Complete	Add Questions to address equity concerns identified in the Blueprint: Justice and DCFS involvement
	Data gaps identified by Chapin Hall's Research	Amy	February 2019	In Progress	
	Center on Halsted Focus group	CH\CoH	January 2019	Complete	LGBQ, Most frequent place, gender question discussed
	Draft new intake questions	C\E	10/4/2018		LGBQ and Most frequent place Drafted. HMIS to implement
	Draft additional Questions	C\E	February - March 2019		
	Additional Question for exit assessment	C\E	February - March 2019		
	support system roll out of new questions	C\E	spring 2019		

	Decide when enough data is collected for Chapin Hall to complete their analysis	C\E	February - March 2019		
	Decide when enough data is collected on the new questions to report to AWHHA	C\E	February - March 2019		
Special data topics deep-dives	Discuss questions raised by dashboard	C\E	On-going		
	Deeper look at the part of our Inflow labeled "Previously Housed"	C\HMIS	10/4/2018		
	Break down of OneList and Inflow by age	C\HMIS	10/4/2018		
	How should track data relating to minors in our system	C\HMIS	10/4/2018		
	How should we track data relating to chronic youth in our system?	C\HMIS	10/4/2018		
	How much of our Outflow is due to ageing out of youth definition?	C\HMIS	On-going		
	How can we start to collect/track data relating to youth who are doubled up or at risk? What is the best way to communicate this data?	C\HMIS	On-going		
Chapin Hall's Analysis	6-8 month pause in Chapin Hall's Work for data collection on new questions	CH\C\E	March-December 2019		
	Population analysis - What do we know about our young people	CH	Early 2020		
	System outcome analysis - How are our young people doing?	CH	Early 2020		

	Identify Gaps in service array?	CH	Early 2020		
	Youth outcome measure recommendations	CH	Early 2020		
Performance and Evaluation					
	Work with Performance LOA, Youth Leadership and Data WG to identify need				
Additional Chapin Hall System Evaluation					
Discuss with funders	C/E coordinate with Keri L.				
Data for Youth PIT					
Youth PIT	Youth system data input for youth PIT as needed				