



Chicago Coordinated Entry System

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 & Procedure
Manual

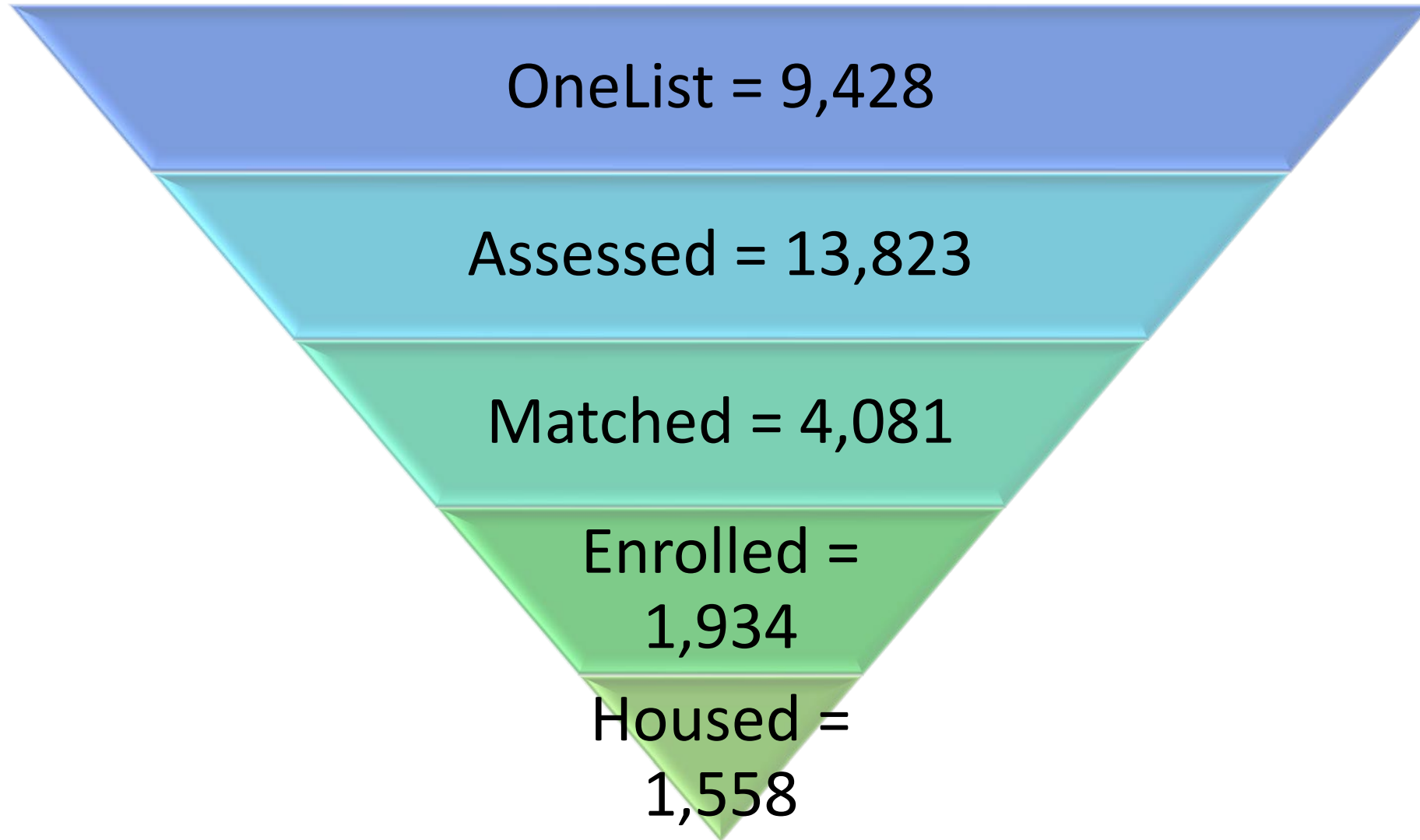
Lead Entity

Coordinated Entry by the Numbers

**“NUMBERS CONSTITUTE THE ONLY UNIVERSAL
LANGUAGE.”**

NATHANAEL WEST

The Story as Told Through Data: One List Totals to Date



Access

Front Doors

Coordinated Outreach

Call Center

Prevention

Skilled Assessor Strategy

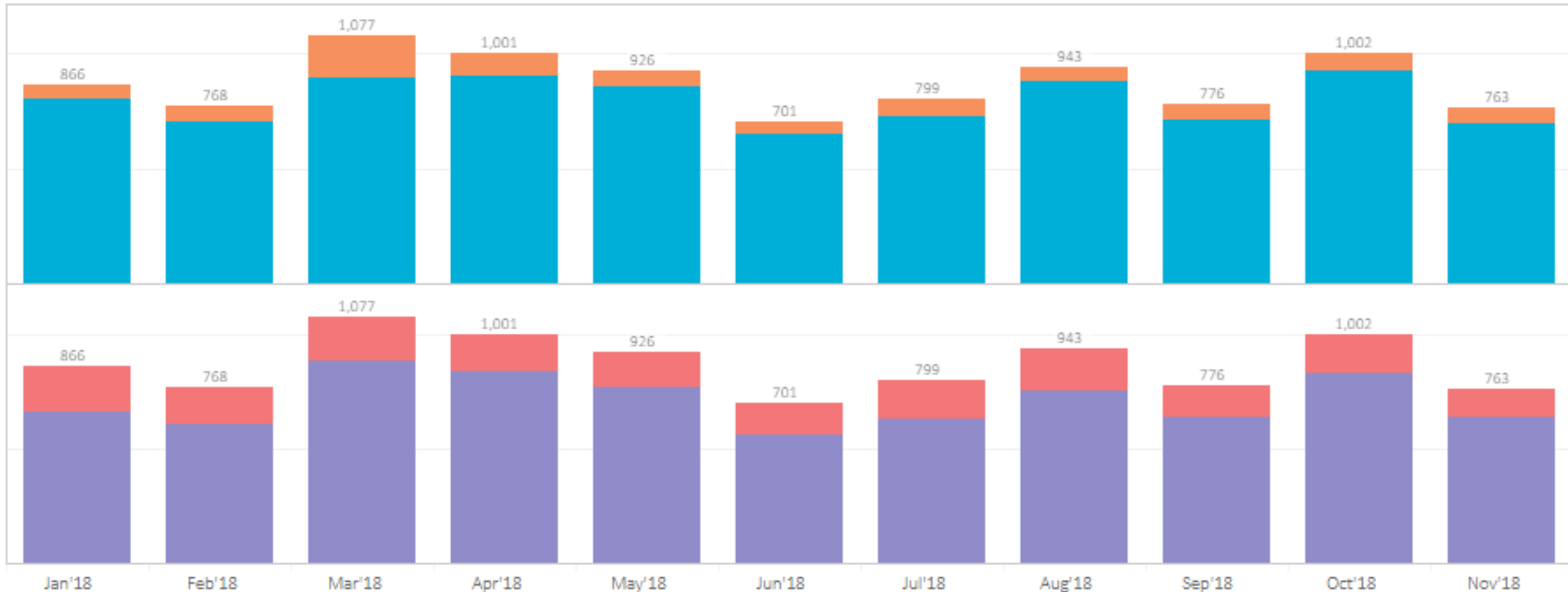
Solutions In Progress from the CE Refinement Lab

- **Create dedicated Skilled Assessor positions** at assessment locations and make CES assessments integrated into assessment location existing processes
- **Reduce the number of Skilled Assessors** to a number that provides for reasonable system coverage while still being manageable to achieve quality in the CES
- Given Chicago's geography and the CoC's intention to bridge to other systems (healthcare, child welfare, criminal justice, etc.) within the community, it is recommended that a **call-in component** be added to the Chicago CES.
- **Access Points will have full geographic coverage** Mondays through Fridays from 9am – 5pm.

Skilled Assessor Strategy Solutions In Progress from the CE Refinement Lab

- **Skilled Assessor Data Quality**

New Assessments by Month and Issues with Missing VIs or Housing Status



Skilled Assessor Strategy

Solutions In Progress from the CE Refinement Lab

- **Create Dedicated Skilled Assessor Positions**
 - CSH applied for an expansion grant through HUD as part of the CoC NOFA process
 - Nine dedicated positions will be created to begin in the summer of 2019
 - These positions will account for various solutions including creating a call-in option, full geographic coverage from Mondays through Fridays, 9am – 5pm at Access Points, and will allow our system to decrease the total number of Skilled Assessors in order to improve data quality

Skilled Assessor Strategy

Solutions In Progress from the CE Refinement Lab

- Reduce the number of Skilled Assessors

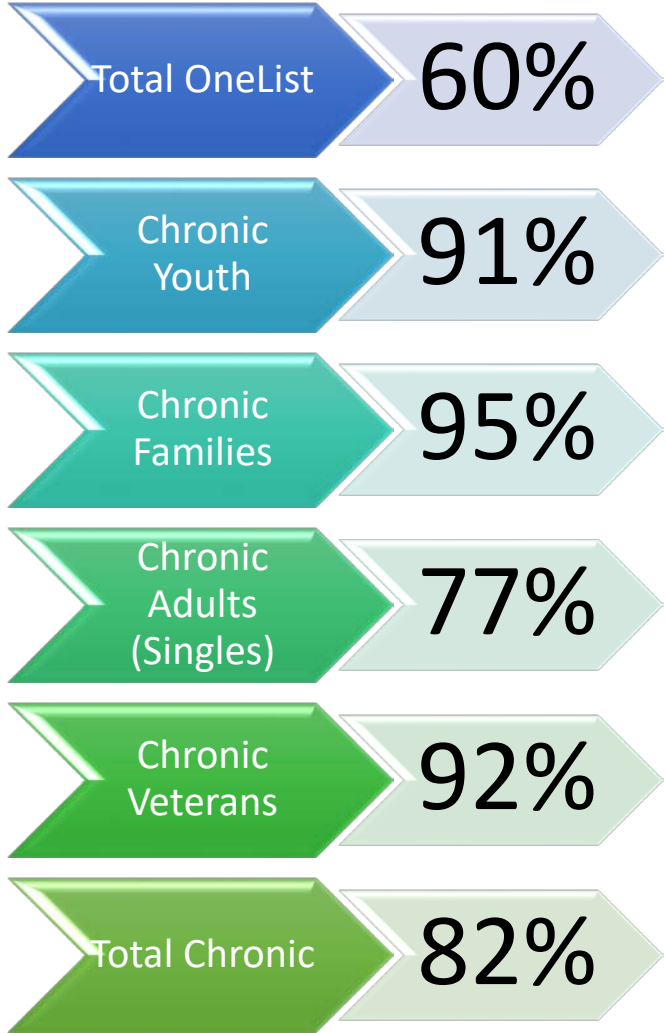
Refinement Lab	Current	2019 Goal
237 Skilled Assessors	157 Skilled Assessors	40-60 Skilled Assessors
70 Organizations	62 Organizations	30-40 Organizations

- Reaching our goal of 40-60 assessors will require:
 - Hiring dedicated Skilled Assessors in 2019
 - Agencies repositioning staff to have fewer people involved in the assessment process

Skilled Assessor Strategy

Covering All of Chicago	<u>GPD –</u> <u>March, 2019</u> To be determined		<u>CES Catholic Charities</u> <u>Call Center –</u> <u>June, 2019</u> 2 FTE (2 people)		<u>Outreach</u> January, 2019 To be determined		<u>DV Shelter Floater</u> June, 2019 1 FTE (1 person)
Covering Chicago's North Side	<u>Heartland Alliance</u> <u>October, 2018</u> 2 FTE (3 people)		<u>Broadway Youth</u> <u>January, 2019</u> .5 FTE (1 person)		<u>Sal Army</u> <u>October, 2018</u> 0.5 FTE (1 person)		<u>Cornerstone</u> <u>November, 2018</u> 1 FTE (2 People)
Covering Chicago's South Side	<u>Mathew House</u> <u>January, 2019</u> 1 FTE (2 People)	<u>Olive Branch</u> <u>(multiple shelters)</u> <u>January, 2019</u> 2 FTE (3 people)	<u>Featherfist</u> <u>November, 2018</u> 1 FTE (2 people)	<u>PGM</u> <u>June, 2019</u> 2 FTE (2 people)	<u>TLP</u> <u>January, 2019</u> 1 FTE (2 people)	<u>Primo- 4 Shelters</u> <u>November, 2018</u> .5 FTE (2 people)	
Covering Chicago's West Side	<u>A Safe Haven</u> <u>December, 2018</u> 2 FTE (3 people)	<u>SRHAC</u> <u>November, 2018</u> .5 FTE (1 person)	<u>Hospitals</u> <u>Jesse Brown & CCHHS</u> <u>October, 2018</u> 3 FTE	<u>La Casa Norte</u> <u>October, 2018</u> 1 FTE (2 People)	<u>FOA (2 shelters)</u> <u>June, 2019</u> 2 FTE (3 people)	<u>EHARC</u> <u>September, 2018</u> 1 FTE (2 people)	<u>10 S. Kedzie</u> June, 2019 1 FTE (1 person)
CES Funding Sources Key			<u>DFSS</u>	<u>CoC</u>	Repurposed		

The Story as Told Through Data: Assessments - # Chronic Households Assessed



Assessment

Diversion Screen

Phased Assessment

Common Assessment Tools

Assessment Solutions In Progress from the CE Refinement Lab

- Questions added to encourage participants to opt out of housing options that are not of interest (since July 2018)

Category	Total on Current One List	Percentage of Total
Geography	465 households on the PSH list have a side of the City they will not live on	24%
	71 households on Youth TH list have a side of the City they will not live on	23%
Shared Bathroom/Kitchen	909 households on the PSH list will NOT live with a shared bathroom and/or kitchen	46%
Youth Transitional Housing	62 households will NOT live in project based Youth Transitional Housing	21%

Assessment Solutions In Progress from the CE Refinement Lab

- Better Document Chronic Homelessness
 - Skilled Assessor training on literal homelessness and chronic homelessness
 - Service provider training on chronic homelessness
 - Emergency Shelter training on chronic homelessness
 - The newest data in HMIS is what is used to understand chronicity for matching
- Script distributed to Skilled Assessors
- Current examination of progressive assessment opportunities
 - Future goal: match into housing or income supports

Assignment

Real-Time Unit Availability

Prioritization Policy

Referral Process

Case Conferencing

Assignment Solutions In Progress from the CE Refinement Lab: Reducing Re-matching

- Matching multiple households to Youth Transitional Housing and ESG Rapid Rehousing and testing matching two households for every PSH re-match request
- Developed a strategy to drive up program exits when appropriate
- Testing not matching households into PSH with 3 declines (by the participant) and households that were matched and could not be found twice since July 1, 2018

Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

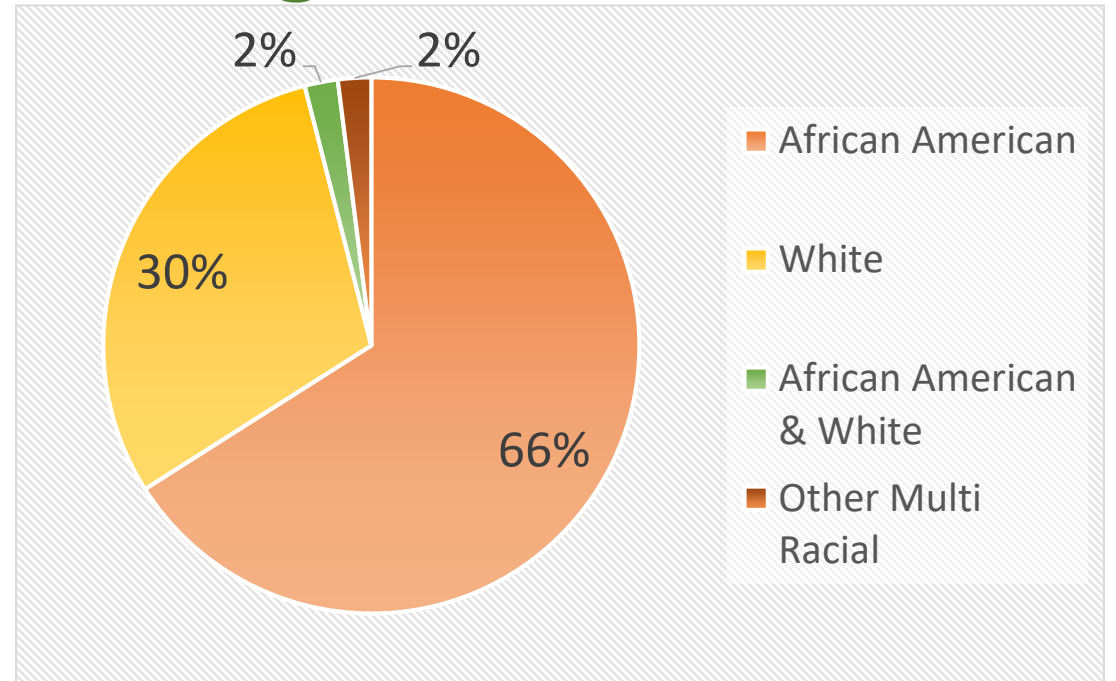
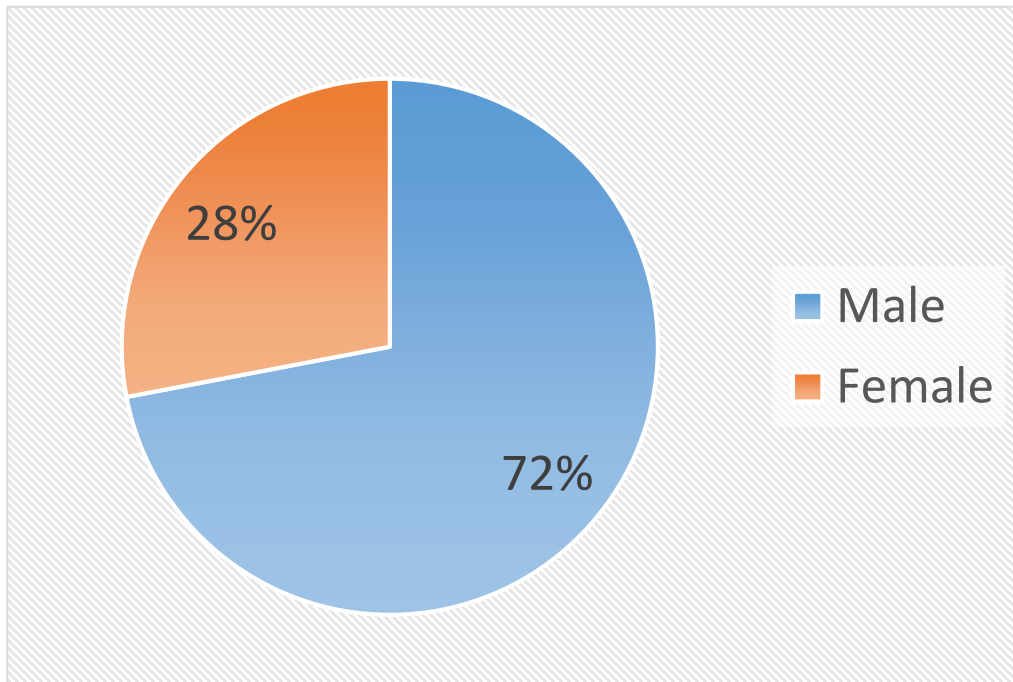
Bridge Housing



Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

Bridge Housing

Average Age = 45.2



Ethnicity: 13% Hispanic & Latino,
87% Non-Hispanic/Latino

Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

Goal: Connect eligible households Housing System Navigation

- Youth surge: 121 youth thought to be facing chronic homelessness matched to Housing System Navigators between August – December, 2018
- 2019 Goal: Match all households facing chronic homelessness and matched to a PSH program to a Navigator
- Additional resources are being added by new Navigation projects with North Side Housing and the Center for Housing and Health

Accountability

Performance Dashboard

Qualitative Evaluation

Policy & Procedure Manual

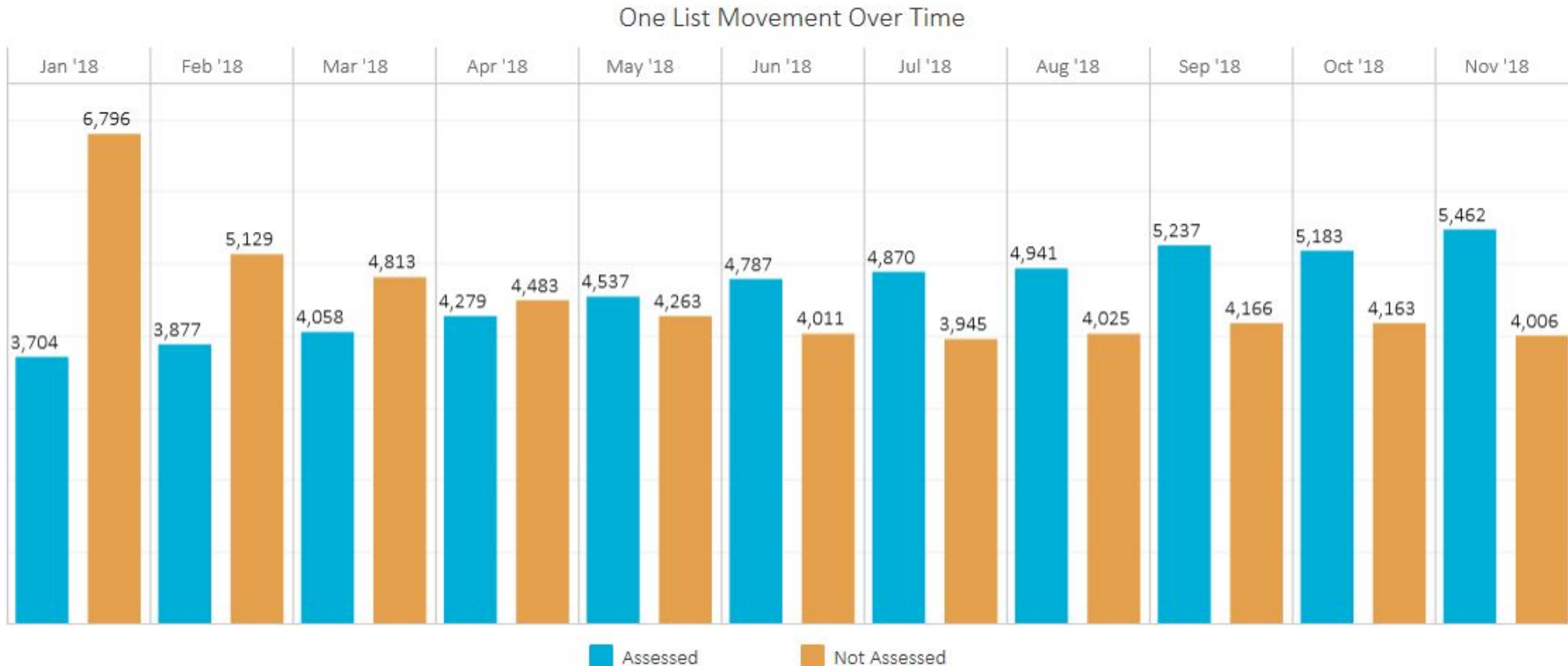
Lead Entity

Accountability Solutions In Progress from the CE Refinement Lab

- Monitoring dashboard created by All Chicago
 - Assessments
 - Total assessments and VI Distribution
 - Skilled Assessors
 - Data quality including missing VI's and homeless status errors
 - Access Points
 - Total assessments by Access Points and outcomes including the number of households assessed at Access Points moving into housing
 - Referrals
 - Tracking progress of referrals
 - Housing
 - Number of households housed that were not matched through CES
 - Future: Housing System Navigation

Accountability Solutions In Progress from the CE Refinement Lab

- Assessments



Accountability Solutions In Progress from the CE Refinement Lab

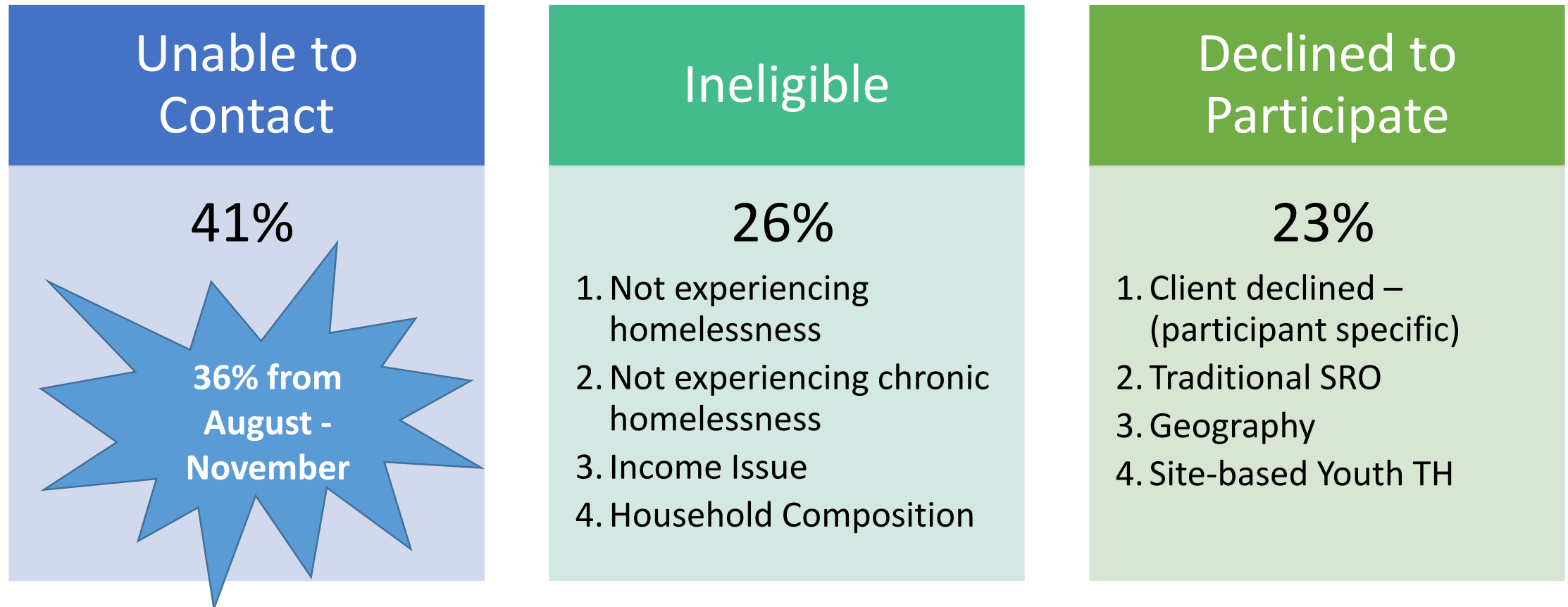
- Access Points

Persons Assessed at Access Points

		Persons Assessed	Persons Matched	% Matched	Persons Housed	% Housed
Adults	Featherfist	661	154	23.3%	54	8.2%
	Franciscan Outreach – 10 S. K..	506	44	8.7%	13	2.6%
	Heartland Alliance Health - Upt..	1,001	246	24.6%	60	6.0%
	Matthew House	1,060	166	15.7%	38	3.6%
Youth	Broadway Youth Center	148	72	48.6%	20	13.5%
	Center on Halsted	21	6	28.6%	2	9.5%
	Covenant House Illinois	81	37	45.7%	12	14.8%
	La Casa Norte	240	96	40.0%	34	14.2%
	Teen Living Programs	147	62	42.2%	26	17.7%
Retired	Heartland Alliance Health at Vit..	47	14	29.8%	5	10.6%
	JBVA Community Resource & R..	37	31	83.8%	4	10.8%
	North Side Housing	25	3	12.0%	2	8.0%
	Westside Health Authority	22	2	9.1%	0	0.0%
Null	Null	3	1	33.3%	0	0.0%
Grand Total		3,981	934	23.5%	270	6.8%

Accountability Solutions In Progress from the CE Refinement Lab

Referrals: Reasons for Rematch



Access to Employment and Income Supports

Income Support Solutions In Progress from the CE Refinement Lab

- Testing matching households into SOAR supports to assist people without an income AND with a disability to apply for SSI or SSDI – 44 Households matched
- This test is lead by All Chicago and includes graduate student social work students assisting people matched for this intervention
- Future goal will be to match people into employment supports as part of a progressive assessment process

Questions?



Keep in Touch!

- www.csh.org/chicagoces

- CSH: Lead Facilitator

chicagoces@csh.org

- All Chicago: HMIS

chicagoces@allchicago.org

- Catholic Charities: Matching

chicagoces@catholiccharities.net

- Assessors and Access Points

chicagoces@housingforhealth.org