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

Center for Housing and Health
- Manages Outreach Coordination

Catholic Charities
- Matching and System Administrator

Heartland Alliance Health, Facing Forward, Featherfist
- Housing System Navigation

CSH
- Project Management

All Chicago
- HMIS Administrator

CONNECT TO END HOMELESSNESS
A Unified Community Response

[Image of open door]
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
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
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?
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...Before you go

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Your feedback is valuable to All Chicago! Your responses help shape our work and impact our training offerings.

Thank you!