Chicago Coordinated Entry System

www.csh.org/chicagoces
Chicago Coordinated Entry System

Chicago’s vision for coordinated entry is a community response to ending homelessness that accounts for:

• The diversity of needs of people experiencing homelessness,

• Urgently responds to these needs with permanent housing solutions, and

• Successfully incorporates the housing, healthcare, and employment systems.

This is where you come in. Welcome.
Collaboration

- Access Points
- Skilled Assessors
- Shelter, Interim, and Service Providers
- Youth Housing Providers
- Adult Providers serving Singles
- Outreach Professionals
- Family Providers (coming online next month)
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<td>Nancy Phillips, Heartland Human Care Services/Employment Task Force</td>
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<td>Housing System Navigation</td>
<td>Stephanie Sideman CSH</td>
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A Partnership for the Greater Good

Pacific Garden Mission
Terry Cunningham, Vice President - Operations
June 14, 2017
Partnership

A partnership is an arrangement where parties, known as partners, agree to cooperate to develop and reach common goals.

The PGM/HMIS partnership was formed in 2015. The HMIS application is used by PGM’s Guest Services Department. CES will strengthen our partnership and add to our 140-year legacy of transforming lives.
Housing Assistance

Housing assessments are performed by PGM’s Transient Services team with all guests.

Our current assessment process involves obtaining affordability, housing type, size, location, and amenities information.

CES will allow us to work more closely and effectively with our guests during their housing searches.

Our Current Housing Partners

- Bridge of Hope
- Sarah Circle Corp
- The Boulevard
- Sarah's House
- Leslie's Place
- SRHAC
- Mercy Housing
- The Atrium
- Parkshore Estates
- The Arbour

- The Renaissance Collaborative
- Woodlawn Community Development
- Renaissance Social Services
- New Friendly Towers
- Christ Family Center
- Labran Group Homes
- Holland Apartments
Housing Hopefulness

PGM’s current partnerships have resulted in permanent housing as follows and continues to give housing hopefulness to many more of our homeless men and women throughout Cook and DuPage counties.

2015
Men (53)

2016
Men (64)
Women (78)

2017 (as of June 9th)
Men (45)
Women (43)

The Greater Good!
Looking Ahead with CES

PGM + HMIS + CES = Greater Good

Greater housing options and opportunities will avail for our guests with CES.

• Better housing matches
• Better provider connections
• More efficient searches
• Larger geographic coverage
Access and Assessments

• Access Points
• Standardized Housing Assessments
• Observational Assessments

“Coming to know one another based on a shared humanity through dialogue is the key to breaking down the walls of isolation.” Vanessa Shaw
Coordinated Entry & Employment

• Chicago Continuum of Care - Employment Task Group
  – Service providers from the Continuum
  – Workforce service providers
  – City, County and private workforce funders
  – Chicago Jobs Council (policy and advocacy), Corporation for Supportive Housing
  – Persons of Lived Experience

• Vision
  – *Double our Success Rate* with jobseekers experiencing homelessness across the Continuum of Care
  – Make Chicago a national leader in successfully serving jobseekers experiencing homelessness
Employment Assessment

- Drafted employment assessment
- Conducted Focus Groups with CoC constituency groups
- Reviewed Houston and Seattle approaches
- Participated in CoC Diversion Focus Group
- Presented to Coordinated Access Steering Committee’s Assessment Tool Work Group
- Changed assessment into flow chart, reduced questions
- Identified initial referral
Coordinated Entry Employment Questions - Revised

Q1. Would you like to explore a way to increase your income through work

If you are interested in employment services, select a provider from either of these lists:

- DFSS Workforce Grantees
- One stops/Work Force Centers

Yes or No

Q2. Are you worried employment will affect your benefits and/or housing?

Yes or No
Simultaneous System Transformation

Houston – System Components

Coordinated Access to Housing and Income

PSH

Income Now

SOAR

Supported Employment

Workforce Solutions (Public Workforce System)

RRH

The Way Home
Employment and Education/Training Questions for CEA

What are your current sources of income?

- Earned income
- Unemployment insurance
- TANF
- ABD/HEN
- Basic Food (SNAP)
- SSI
- SSDI
- VA Benefits

Would you like to explore a way to increase your income?

Yes

Do you think employment education or training can help increase your income?

- Not at this time

Not at this time

Not employment, but other benefits or unearned income: Pathway C
Would you like assistance with finding employment, education or training opportunities? 

- Not at this time
- Yes

  What are your largest barriers to working, education or training?

  - Pathway A: Light service requirement
  - Pathway B: Medium/High service requirement
  - Pathway C: Other benefits or unearned income

Updated 2.5.16
<table>
<thead>
<tr>
<th>Pathway A : Light Service Requirement</th>
<th>This individual is able to benefit from light touch employment services (WorkSource/WIOA/community/technical college/training) with referral and warm hand-off. This may include a person on unemployment insurance; currently employed looking for a better job; very recent work history/long work history; identified employment plans/goal.</th>
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<td>Pathway B : Medium Service Requirement</td>
<td>This individual will need navigation and support to access and participate in employment services including mainstream or specialized employment services for hard to employ individual including 1:1 support and assistance. May include people with specific barriers including criminal history; limited or sporadic work history; individuals who need to or want to work but experience anxiety; hesitancy; a number of life stressors. This individual will need supported employment or services offered by Division of Vocational Rehabilitation (DVR); may include people with disabling conditions (mental health/chemical dependency/co-occurring disorder) and/or chronic homelessness.</td>
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<tr>
<td>High Service Requirement</td>
<td></td>
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<tr>
<td>Pathway C : Other benefits or un-earned income</td>
<td>SSI, SSDI, TANF, ADB, HEN</td>
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Challenges

• Challenges
  – Building income interventions (SOAR, IPS, DFSS/WIOA) to align with housing models
  – Training needed for frontline staff in Workforce and CoC orgs
  – Still learning level of need for services, datamining sources

• Opportunities
  – Held first training for CoC members on Workforce resources
  – Next roll out of coordinated entry assessment is with youth
  – Launch a Navigator pilot to help housing orgs navigate Workforce resources
Matching

- The Central Referral System is being phased out and replaced by HMIS.
- Information will not be transferred from the CRS to HMIS
- This means people not connected to a housing path must be assessed and entered into HMIS to be matched to a housing intervention as capacity allows
Matching

• The One List
• HMIS uses data shared by all providers to create the One List, a By Name List of all individuals and households currently experiencing homelessness
• This list includes people considered to be active, meaning enrolled in a homeless project or exited from one within the last 90 days
Matching

- Matching Households through HMIS based on eligibility and system priorities
- Communication with Providers
- Sharing HMIS entries
Center for Housing and Health

- Coordinated Entry ‘Teamlet’
  - Svetlana Zhexembeyeva – Coordinated Entry Specialist
  - Nicole Goon – Outreach and Bridge Specialist
  - Brandi Calvert – Director of Housing Special Initiatives and Strategy
Role of Center for Housing and Health

• Coordinate assessment process to ensure the maximum number of individuals complete a Coordinated Entry Housing Assessment

• Assist with connecting clients to outreach teams

• Oversee coordination between outreach and housing providers
Outreach Coordination
Observational Assessments

- To be completed with individuals who meet the following criteria:
  - Display signs of a severe and persistent mental health condition, and
  - Who are not able to complete a Standardized Housing Assessment due to their mental health condition
  - People who sleep in places not meant for human habitation will be prioritized
Outreach Coordination
Observational Assessments

• Observational Assessments completed by licensed professionals at designated agencies

• Requests will be made via HMIS
  – Training on how to request an observational assessment will take place in July

• ChicagoCES@housingforhealth.org
Outreach Coordination

- Systems Integration Team Meetings
  - Fosters Collaboration
  - Trouble shooting and brainstorming
  - Frequency to be determined based on need
  - Brainstorming
Housing System Navigation

• CSH Housing System Navigation RFP
  – [www.csh.org/chicagoces](http://www.csh.org/chicagoces)
  – Navigation for households facing chronic homelessness and families
  – Applications due June 23\textsuperscript{rd} at 5pm CST
Housing Youth

I don’t trust words, I trust actions.
Data Driven Results

Total Veterans Housed from January 2015 – June 12, 2017: 3442

EVHI Leadership Team

Veterans Experiencing Homelessness in Chicago

One List – August 2015: 1263
One List – June 12, 2017: 560
Dashboard

• Leadership and Data
  Providing the details to help continually assess and evaluate the Coordinated Entry System

• Fields of Focus
  Inflow and Outflow
  Resource availability and turnover rates
  Length of time from identification to:
    Assessment
    Match
    Housing
  Subpopulation details
Data Driven Results

Total Veterans Housed from April 15 -

Community

Youth, Individuals and Families Experiencing Homelessness in Chicago

One List – August 2017:

One List – August 2018:
Dashboard

- **Community and Data**
  - Shared evaluation resources for Coordinated Entry System
  - Transparent view of successful outcomes and barriers

- **Fields of Focus**
  - Housing Numbers
  - Provider details:
    - Matches and Entries
    - Housing Details
  - System challenges
  - Subpopulation Details