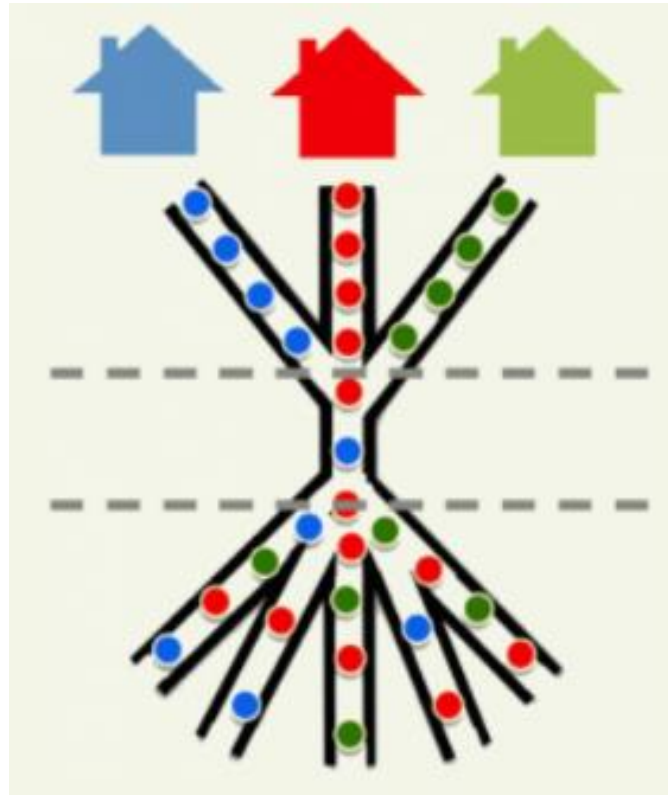


Chicago Coordinated Entry System

www.csh.org/chicagoces



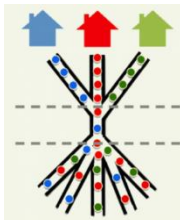
Follow us on Twitter: @Chicago_CES

Chicago Coordinated Entry System

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

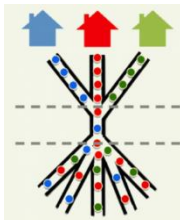
- The diversity of needs of people experiencing homelessness,
- Urgently responds to these needs with permanent housing solutions, and
- Successfully incorporates the housing, healthcare, and employment systems.

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)



Topic	Partner
Partnerships	Terry Cunningham, Pacific Garden Mission
Access and Assessments	Chris Robinson, Heartland Health Outreach
Triage: Employment	Nancy Phillips, Heartland Human Care Services/Employment Task Force
Matching	Kelly Grimes, Catholic Charities
Outreach Coordination AND Housing System Navigation	Brandi Calvert, Center for Housing and Health Stephanie Sideman CSH
Housing Youth	Carlton Turner, UCAN
Data Driven Results	Kimberly Schmitt, All Chicago

A Partnership for the Greater Good



COORDINATED ENTRY SYSTEM

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 The Renaissance Collaborative
- Sarah Circle Corp Woodlawn Community Development
- The Boulevard Renaissance Social Services
- Sarah's House New Friendly Towers
- Leslie's Place Christ Family Center
- SRHAC Labran Group Homes
- Mercy Housing Holland Apartments
- The Atrium
- Parkshore Estates
- The Arbour



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.

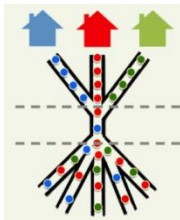
- **Better housing matches**
- **Better provider connections**
- **More efficient searches**
- **Larger geographic coverage**



Access and Assessments

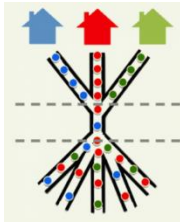
- Access Points
- Standardized Housing Assessments
- Observational Assessments

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



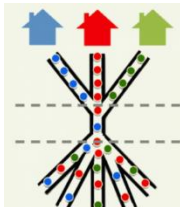
Coordinated Entry & Employment

- 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

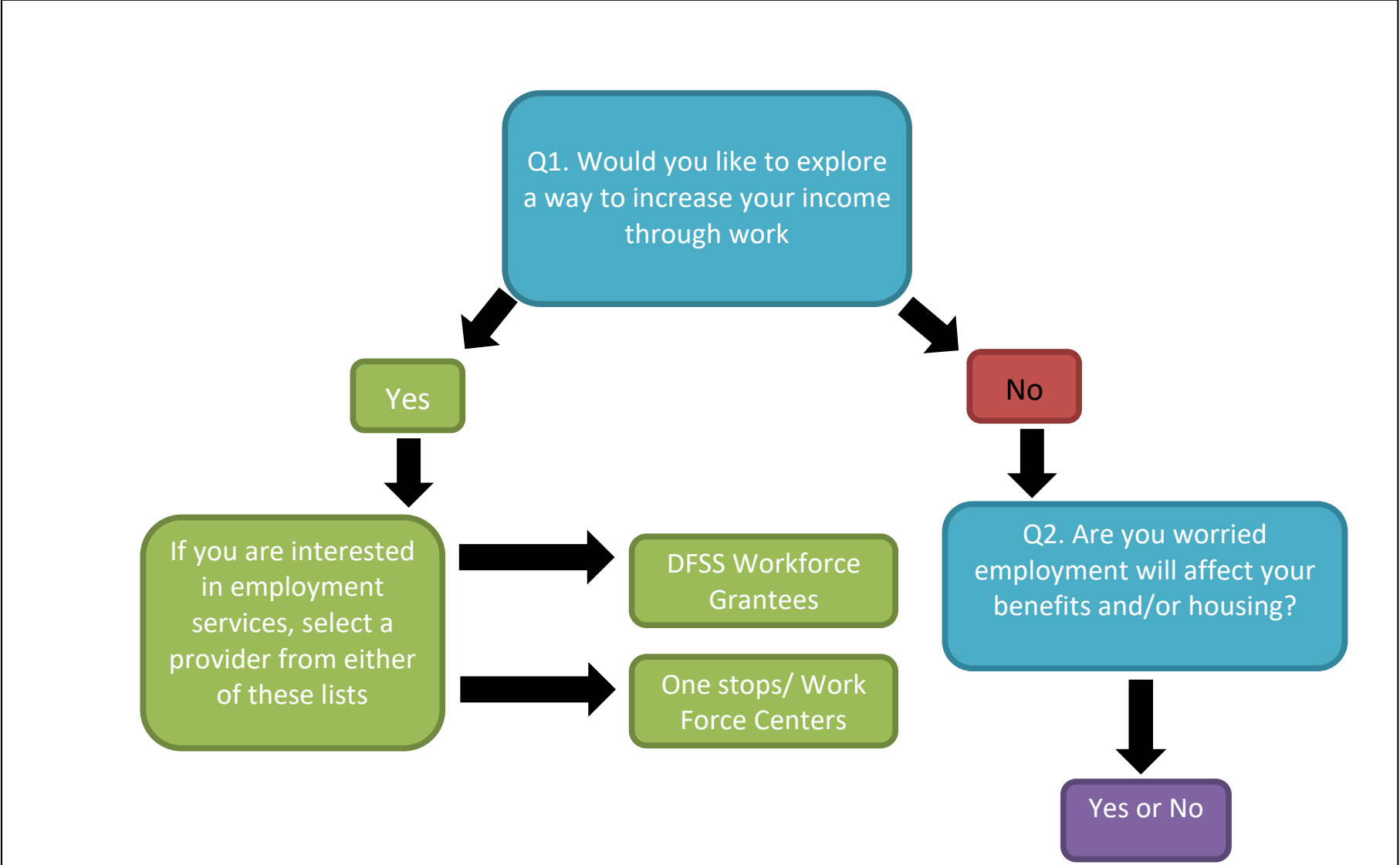


Employment Assessment

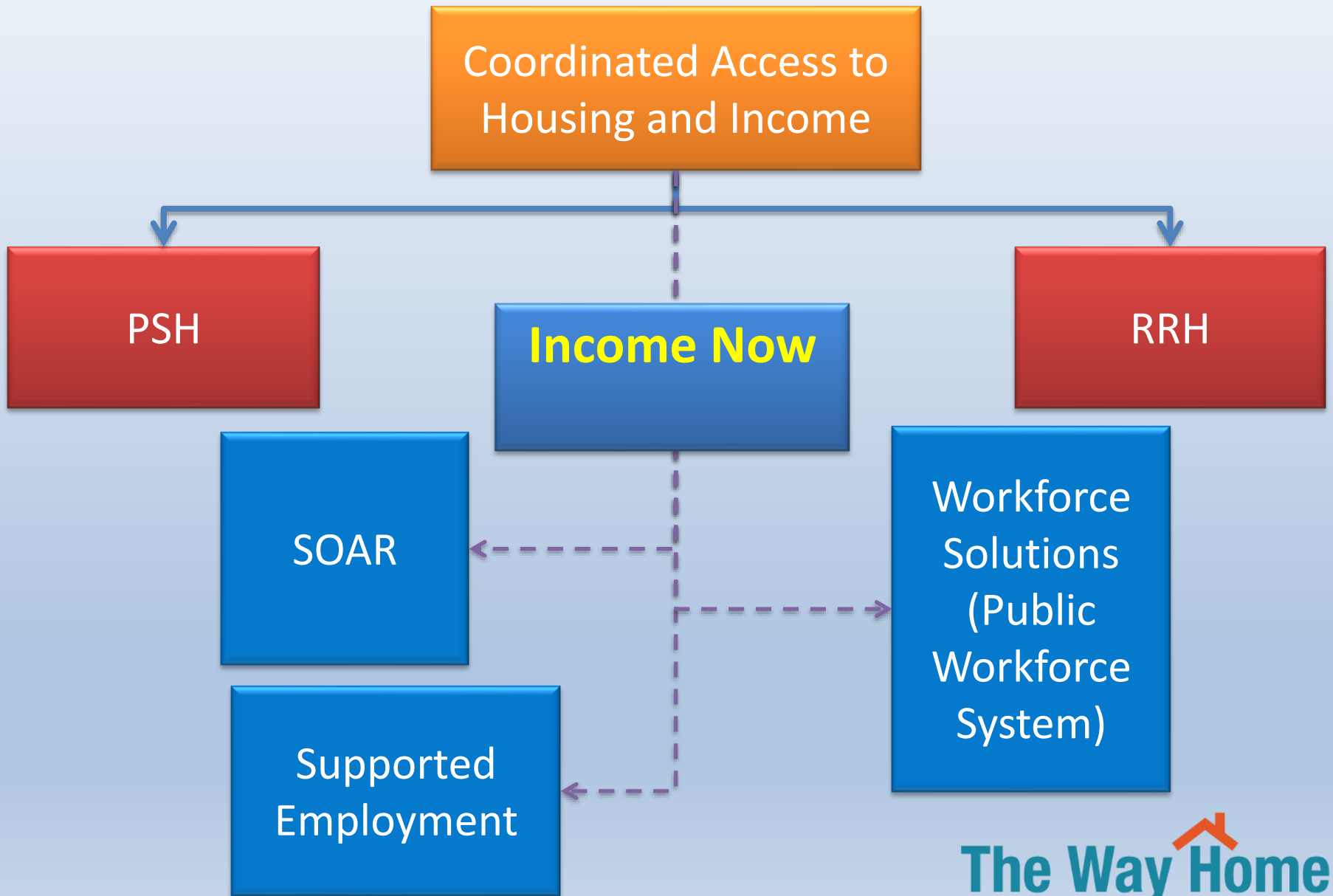
- Drafted employment assessment
- Conducted Focus Groups with CoC constituency groups
- Reviewed Houston and Seattle approaches
- Participated in CoC Diversion Focus Group
- Presented to Coordinated Access Steering Committee's Assessment Tool Work Group
- Changed assessment into flow chart, reduced questions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



Coordinated Entry Employment Questions - Revised



Houston – System Components



Employment and Education/Training Questions for CEA

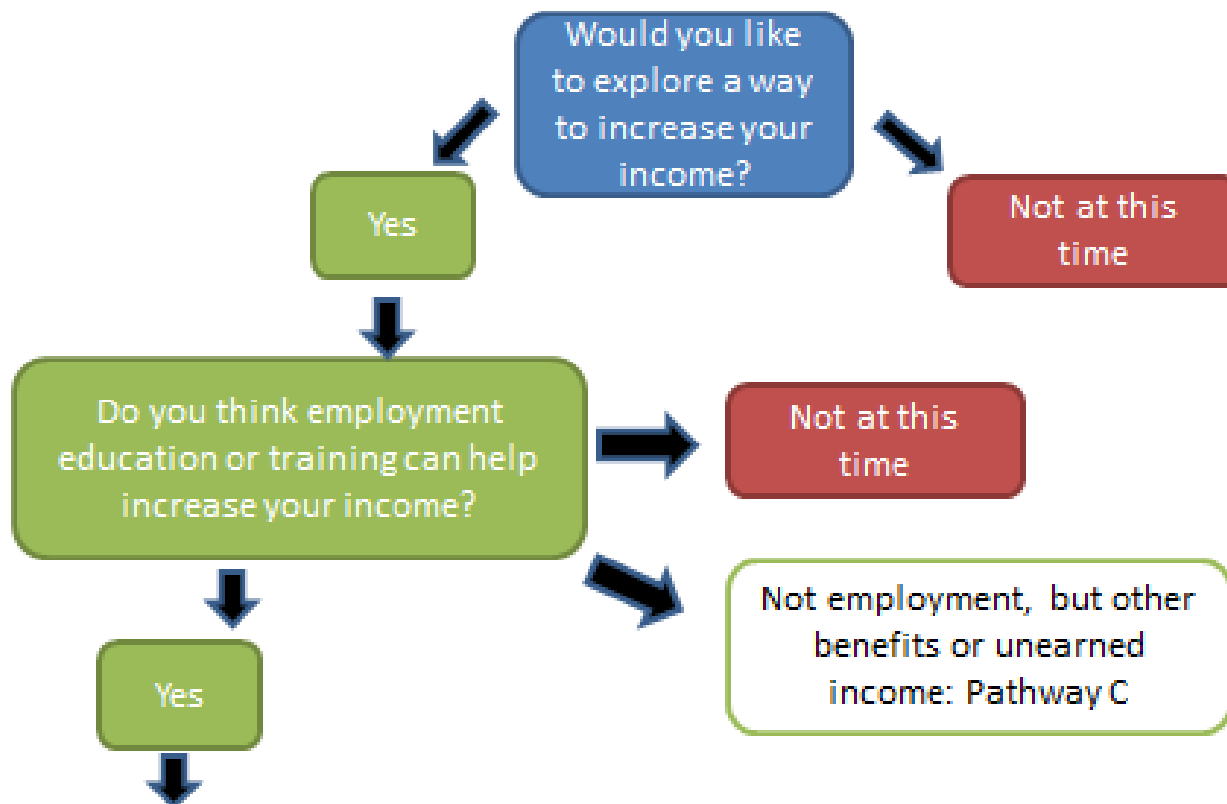
What are your current sources of income?

- Earned income
- Unemployment insurance

- TANF
- ABD/HEN
- Basic Food (SNAP)

- SSI
- SSDI

- VA Benefits





Seattle Pathway A, B and C Model

Pathway A : Light Service Requirement

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.

Pathway B : Medium Service Requirement

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.

High Service Requirement

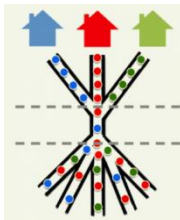
This individual will need supported employment or services offered by Division of Vocational Rehabilitation (DVR); may include people with disabling conditions (mental health/chemical dependency/co-occurring disorder) and/or chronic homelessness.

Pathway C : Other benefits or un-earned income

SSI, SSDI, TANF, ADB, HEN

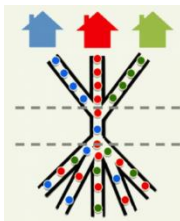
Challenges

- 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



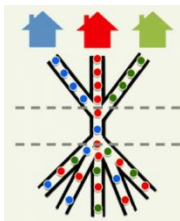
Matching

- **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



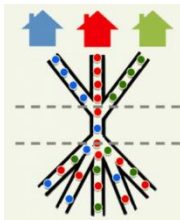
Matching

- **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



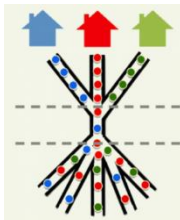
Matching

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



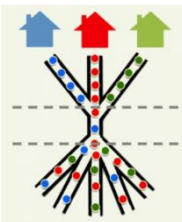
Center for Housing and Health

- Coordinated Entry '*Teamlet*'
 - Svetlana Zhexembeyeva – Coordinated Entry Specialist
 - Nicole Goon – Outreach and Bridge Specialist
 - Brandi Calvert – Director of Housing Special Initiatives and Strategy



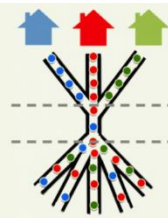
Role of Center for Housing and Health

- 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



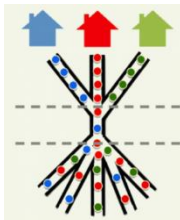
Outreach Coordination Observational Assessments

- 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



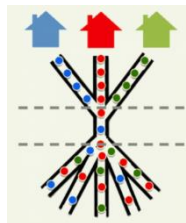
Outreach Coordination Observational Assessments

- 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



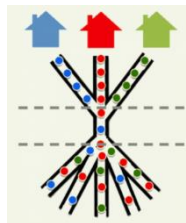
Outreach Coordination

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



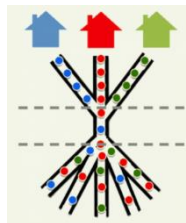
Housing System Navigation

- CSH Housing System Navigation RFP
 - www.csh.org/chicagoce
 - Navigation for households facing chronic homelessness and families
 - Applications due June 23rd at 5pm CST

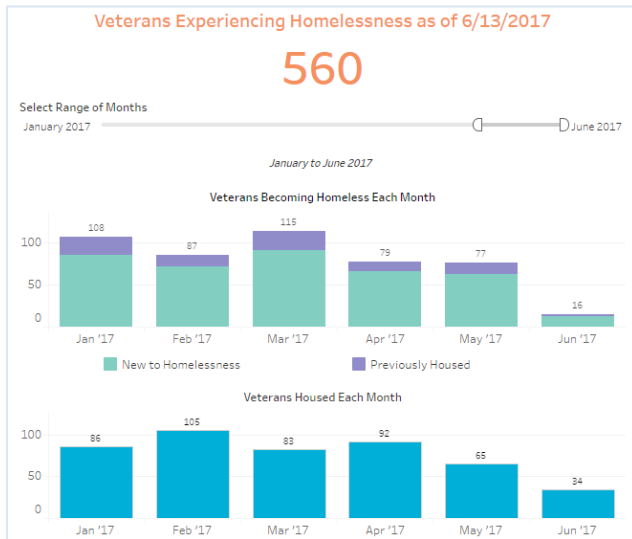


Housing Youth

I don't
trust words,
I TRUST
ACTIONS.



Data Driven Results



EVHI Leadership Team



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

Veterans Experiencing
Homelessness in Chicago

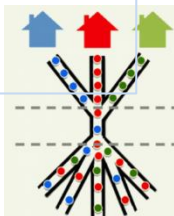
One List – August 2015:
1263

One List – June 12, 2017:
560

Veterans Experiencing Homelessness by Project Type

Select a project type or colored number to see the projects where the veterans can be found

	Total in Project Type	Not Yet Assessed	Assessed - Need Match	Matched	Unable to Match
Total	560	106	129	313	12
Street Outreach	15	4	8	3	
Emergency Shelter	41	15	11	14	1
Safe Haven	1				1
Transitional Housing	66	30	13	23	
Grant and Per Diem (GPD)	102	7	50	37	8
Rapid Re-Housing - Not Housed	28			28	
Supp. Svcs for Veteran Families - Not Hou..	151			151	
Services Only	9	8		1	
Coord. Entry	72	4	20	47	1
Other	9	6	2	1	
No Current Entry	66	32	25	8	1



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

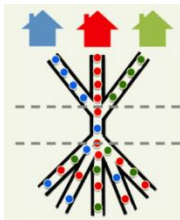
Length of time from identification to:

Assessment

Match

Housing

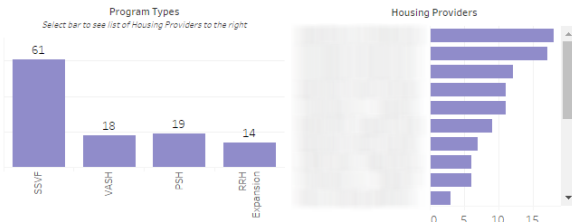
Subpopulation details



Data Driven Results

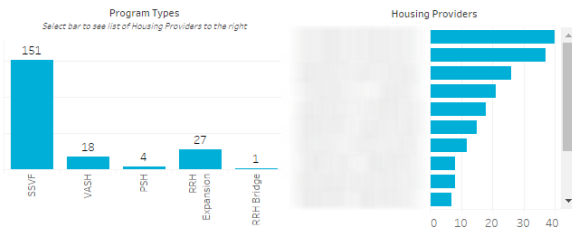
Veterans Matched to Projects & Awaiting Enrollment

112

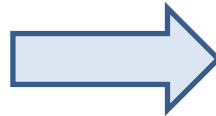


Veterans Enrolled in Projects & Awaiting Permanent Housing

201



Community



Total Veterans Housed from
April 15 -

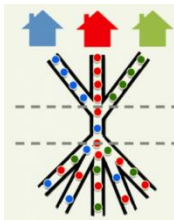
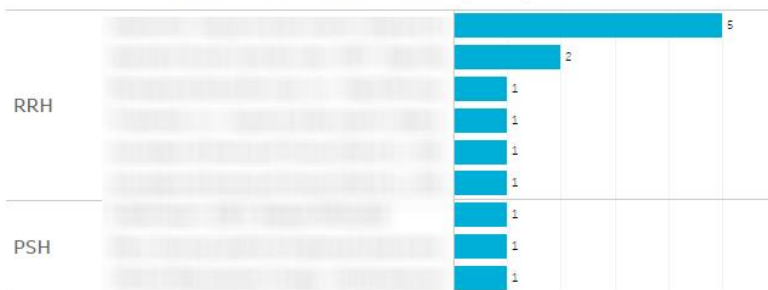
Youth, Individuals and Families
Experiencing Homelessness in
Chicago

One List – August 2017:

One List – August 2018:

Veterans Housed by Housing Providers - June 2017

Select a Provider's name to view their monthly housing data below



Dashboard

- Community and Data

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

- Fields of Focus

 - Housing Numbers

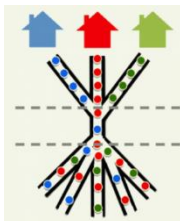
 - Provider details:

 - Matches and Entries

 - Housing Details

 - System challenges

 - Subpopulation Details



Questions and Thoughts



www.csh.org/chicagoces

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