COVID-19 Update
Homeless Services Division & Continuum of Care

Presented by All Chicago, DFSS and CDPH

Connecting our Partners with Information to Stay Healthy

Information Current as of April 24, 2020
Due to the volume of participants, everyone has been placed on mute.

Please submit questions via the chat tool and we will respond to questions after going through the slides.

Please use the chat to notify us of any technical issues.

If you are having difficulty hearing us, please join the webinar via phone:

Dial-in number:
(425) 436-6371
Access code: 432873#
Agenda

- Share a progress report from CDPH on the **Community Mitigation Strategy**.
- Provide additional updates on the City’s **COVID-19 response for individuals experiencing homelessness**.
- Update on **HUD** and **CoC** from All Chicago.
- Reminder of **commitments** and discussion of **next steps**.
- Generate questions to help us support **real-time needs**.
COVID-19 Current Status

There are 20,499 cases of COVID-19 and 873 deaths among Chicago residents as of April 29, 2020. This is an increase of 875 cases and 47 deaths since yesterday.

Daily and cumulative coronavirus 2019 (COVID-19) cases reported for Chicago residents with known laboratory report date. Results for several previous days are updated each day. Note, there was one case of COVID-19 reported in January 2020 that is not included in the daily counts.
Characteristics of cases and deaths

### COVID-19 Case characteristics for Chicago residents

<table>
<thead>
<tr>
<th>CHARACTERISTIC</th>
<th>NUMBER</th>
<th>% TOTAL CASES</th>
<th>RATE PER 100,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicago</td>
<td>20,499</td>
<td>100%</td>
<td>757.5</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-17</td>
<td>420</td>
<td>2.0%</td>
<td>76.5</td>
</tr>
<tr>
<td>18-29</td>
<td>3,093</td>
<td>15.1%</td>
<td>559.4</td>
</tr>
<tr>
<td>30-39</td>
<td>3,477</td>
<td>17.0%</td>
<td>762.0</td>
</tr>
<tr>
<td>40-49</td>
<td>3,716</td>
<td>18.1%</td>
<td>1,104.5</td>
</tr>
<tr>
<td>50-69</td>
<td>3,862</td>
<td>18.8%</td>
<td>1,234.0</td>
</tr>
<tr>
<td>60-69</td>
<td>2,848</td>
<td>13.9%</td>
<td>1,082.9</td>
</tr>
<tr>
<td>70+</td>
<td>3,070</td>
<td>15.0%</td>
<td>1,304.6</td>
</tr>
<tr>
<td>Under investigation</td>
<td>13</td>
<td>0.1%</td>
<td>-</td>
</tr>
</tbody>
</table>

### Gender

- Female: 9,903 (48.3%), 714.4
- Male: 10,090 (49.2%), 764.5
- Under investigation: 506 (2.5%

### Race-ethnicity

- Latino: 4,756 (32.2%), 612.4
- Black, non-Latino: 5,917 (40.3%), 754.5
- White, non-Latino: 2,807 (19.0%), 311.9
- Asian, non-Latino: 525 (3.6%), 291.9
- Other, non-Latino: 783 (5.5%), 655.4
- Under investigation: 5,711 (27.9%), -

### Underlying chronic conditions among Chicago residents who died from COVID-19

<table>
<thead>
<tr>
<th>CHARACTERISTIC</th>
<th>NUMBER</th>
<th>% OF KNOWN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Known medical history</td>
<td>836</td>
<td>-</td>
</tr>
<tr>
<td>Underlying chronic conditions</td>
<td>774</td>
<td>92.6%</td>
</tr>
<tr>
<td>No underlying chronic conditions</td>
<td>62</td>
<td>7.4%</td>
</tr>
<tr>
<td>Under investigation</td>
<td>37</td>
<td>-</td>
</tr>
</tbody>
</table>

### COVID-19 Death characteristics for Chicago residents

<table>
<thead>
<tr>
<th>CHARACTERISTIC</th>
<th>DEATHS</th>
<th>% TOTAL DEATHS</th>
<th>DEATHS WITHIN GROUP</th>
<th>RATE PER 100,000 POP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicago</td>
<td>873</td>
<td>100%</td>
<td>4.3%</td>
<td>32.3</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-17</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>18-29</td>
<td>6</td>
<td>0.7%</td>
<td>0.2%</td>
<td>1.1</td>
</tr>
<tr>
<td>30-39</td>
<td>19</td>
<td>2.2%</td>
<td>0.5%</td>
<td>4.2</td>
</tr>
<tr>
<td>40-49</td>
<td>57</td>
<td>6.5%</td>
<td>1.5%</td>
<td>16.9</td>
</tr>
<tr>
<td>50-59</td>
<td>105</td>
<td>12.0%</td>
<td>2.7%</td>
<td>33.6</td>
</tr>
<tr>
<td>60-69</td>
<td>172</td>
<td>19.7%</td>
<td>6.0%</td>
<td>65.4</td>
</tr>
<tr>
<td>70+</td>
<td>514</td>
<td>58.9%</td>
<td>16.7%</td>
<td>218.4</td>
</tr>
</tbody>
</table>

### Gender

- Female: 329 (37.7%), 3.3%
- Male: 544 (62.3%), 5.4%

### Race-ethnicity

- Latino: 192 (22.7%), 4.0%
- Black, non-Latino: 458 (54.2%), 7.7%
- White, non-Latino: 148 (17.5%), 5.3%
- Asian, non-Latino: 40 (4.7%), 7.6%
- Other, non-Latino: 7 (0.9%), 0.9%
- Under investigation: 28 (2.2%), 0.5%

*Race-ethnicity percentage is calculated among those with known race/ethnicity as reported by the medical provider.*

*The map includes 822 of the 823 COVID-19 deaths confirmed by laboratory testing as of April 28, 2020. Race/Ethnicity was known for 822 of the 823 COVID-19 deaths. There are cases that may not be reflected on this map.*

*Underlying conditions include chronic disorders, degenerative diseases, and other conditions.*
CHICAGO COVID-19: Epidemic trajectory update

Confirmed daily COVID cases compared to various doubling curves
Specimen dates of March 14 – April 20, 2020, Chicago IL

Cases double every 2 days
March 14 → March 19
124 → 612 cases

Cases double every 4 days
March 19 → March 27
681 → 2,951 cases

Cases double every 7 or 8 days
March 27 → April 3
2,951 → 5,723 cases

Cases double every 12 days
April 3 → April 15
5,723 → 11,554 cases

Cases double every 17 to 21 days
April 15 → April 20
11,554 → 14,548 cases

CDPH Shelter in Place Order 3/18

State of Illinois Stay at Home Order 3/21

City of Chicago Parks Closure Order 3/26

Chicago COVID-19 cases
March 14 → April 20
123 → 13,270 cases
5,398 cases per million people

CDPH Office of Epidemiology, published April 22, 2020, 8:00 PM
Dates reflect date of lab report to CDPH through April 22, 2020 3:00 PM
On March 14, Chicago reached community spread of 124 cases using the specimen date

Flattening the Curve
Where to find guidelines, data, resources and ask questions

www.chicago.gov/coronavirus

- Official guidance
- Latest news
- FAQs
- Data
- Governor and Mayoral Orders
- Linkages to resources (healthcare, behavioral health, housing, education, employment, food, etc.)
- Info from other Depts (CPS, Parks, CDOT, DFSS, etc.)
- COVID-19 hotline and email

**Updated daily**
All Chicago residents must comply with Governor Pritzker’s March 20 Stay at Home Executive Order. Everyone should stay home as much as possible, only leave home for essential tasks, and always practice social distancing and good hand hygiene. Everyone should self-monitor for COVID-19 symptoms and stay home if they’re sick. For more information, see How to Protect Yourself.

- Older adults and people with severe chronic conditions should take extra precautions because they are at higher risk of developing serious COVID-19 illness. For more information, see CDC guidance for people who are at higher risk.

- Large or Extended Families – If your household includes people in these high-risk groups, then all family members should act as if they, themselves, are at higher risk. Follow these CDC tips and Guidance for Large or Extended Families Living in the Same Household to protect those who are most vulnerable in your household.

- Children – While children are not considered at high risk, they may have mild illness or not show symptoms, they can still spread the disease to others. It’s important to follow CDC’s recommendation for keeping children healthy while school’s out.

- Sick Individuals – Under Chicago’s March 18 Public Health Order, everyone who is sick with COVID-19 symptoms must stay home and self-isolate. For more information, see What to Do if You’re Sick.

- Exposed Individuals – Individuals who have a sick household member or have been exposed to COVID-19 in the workplace or other public setting, must stay home and self-monitor for 14 days. See CDPH FAQ on what to do if you have been exposed.

- Critical Infrastructure Workers – Critical infrastructure workers who have been exposed to COVID-19 can continue work following potential exposure to COVID-19, as long as they don’t develop any COVID-

Businesses and Employers need to consider how best to decrease the spread of COVID-19 and lower the impact in their workplace. For more information, see CDPH’s Guidance for Businesses and Employers.

- Food Service – All bars and restaurants in the state of Illinois will be closed to the public until further notice. Delivery, drive-thru and carry out are permitted.

- Grocery Stores – All grocery stores in Illinois should implement social distancing and other preventative actions to protect their staff and customers. For more information, see IDPH Guidance for Grocery Stores.

Congregate Settings - Under Chicago’s March 19 Public Health Order, congregate facilities (such as long-term care facilities, childcare settings, correctional facilities, etc.) must immediately report to CDPH clusters of COVID-19 patients, defined as two or more confirmed cases of COVID-19 occurring within 14 calendar days of each other at the facility. To report positive cases, please complete the COVID-19 Online Case Report Form.

- Congregate Living Facilities should implement universal masking policy and enhanced environmental cleaning. For more information, see CDPH Guidance for Congregate Living Facilities.

- Homeless Shelters should screen all clients for COVID-19 symptoms and risk factors. Staff can use the CDPH COVID-19 screening tool. For more information, see CDPH’s Guidance for Homeless Shelters.

- Childcare Facilities – Childcare programs that remain open during the COVID-19 pandemic should implement social distancing strategies, intensify cleaning and disinfection efforts, modify drop off and pick up procedures and maintain an adequate ratio of staff to children to ensure safety. For more information, see CDC guidance for childcare programs.

Supporting Guidance Information and Fact Sheets:

Individuals:
- Testing
- Face Coverings
- Construction Workers
- Transit Workers
- Travelers
- Pregnant Women
- Healthcare Professionals
- City of Chicago Employees

Community Locations and Organizations:
- Residential Buildings
- Retirement Communities and Independent Living Facilities
- Parks and Recreational Facilities
- Correctional and Detention Facilities
- Community- and Faith-based Organizations
- Hotels
- Schools
- Institutions of Higher Education
- Funeral Homes
#AskDrArwady

Daily Q&A w/ Dr. Allison Arwady, CDPH Commissioner

11:00-11:30 M-F

Livestreamed on Chicago Mayor’s Office Facebook page (you do not need an account to participate)

Questions can be submitted through Facebook or Twitter with hashtag #AskDrArwady
Our New App! CHI COVID Coach

www.chicago.gov/coronavirus

- Free registration
- Don’t have to download app to your device
- Personal info confidential to CDPH,

Key Features:
- Symptom Coach
- Alerts when COVID testing (and eventually antibody testing) are available
- Pre-register for vaccine
Review of Last Week’s Updates

• Community Mitigation Strategy

• Quarantine/Isolation Housing Types
  • HAN Alert (4/22/20) & Central Intake Form – www.chicagohan.org/covid-19

• Updated CDC Shelter Guidance (4/21)

• Nurse Visits
Governor’s Modified Stay at Home Order

- Stay at Home Order Extended through May 31

- New Provisions (In effect today, Friday 5.1.20):
  - **Face Masks required:**
    - In all indoor public places
    - Outdoor public places where 6ft of social distancing cannot be maintained
  - Some outdoor activity restrictions being eased:
    - State parks, fishing, golfing
  - Some new retailers deemed essential
    - Greenhouses/gardening, pet services
  - Other non-essential business may re-open for curbside pickup or delivery
  - Religious gatherings, 10 or fewer people
Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or combinations of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
**Updated COVID-19: Screening Questionnaire**

**SYMPTOMS**

Do you have a cough?
- a. Yes
- b. No
- c. Observed by staff

Are you experiencing any muscle pain?
- a. Yes
- b. No

Do you have a headache?
- a. Yes
- b. No

Do you have a sore throat?
- a. Yes
- b. No

Do you feel like you have a fever?
- a. Yes
- b. No

Do you feel like you have chills?
- a. Yes
- b. No

→ If either cough or difficulty breathing or at least 2 of the other symptoms are reported or observed, client should be escorted to the designated area and informed about social distancing measures.

**RISK FACTORS**

Are you over the age of 60?
- a. Yes
- b. No

→ If any risk factors are reported, call your clinical contact with the client to determine next steps.

For the latest updates, visit cdc.gov/COVID19 or cdphe/colorado.
Testing in Shelters

- Partnership with Rush, UI Health, and others to organize testing and provide support
- CDPH rapid testing team responds to outbreaks in congregate settings
  - Clients and Staff– symptomatic and asymptomatic – tested in settings with active outbreaks
  - COVID+ individuals transferred to isolation
  - Personalized, case-by-case guidance to congregate setting
- 1400+ tests performed to date
- Moving into next phase of testing – sites w/o active outbreaks
  - Ramping up testing capability
- Currently aggregating testing data; once complete, will include in current CDPH COVID-19 data reports (www.chicago.gov/coronavirus)
  - Will present full data set to group once complete

Reminder: All clusters (2+ cases) reportable to CDPH via www.chicagohan.org/covid-19
Q/I Housing Update: Southside YMCA

**Opening Today!**

- Medical and wrap around support provided by Cook County Health with staffing support from Sunbelt
- 132 bed capacity; COVID+, low acuity (similar to ASH)
- Intake from Cook County Hospital and direct referral from shelters
  - Beginning with CCH, Friday 5/1
  - Accepting from shelters, Saturday 5/2
- COVID+ clients will be referred from shelters following testing from CDPH Investigation Team
  - Nurse accompanying testing team will coordinate intake
  - Streamlined intake for form for clients coming from shelters
  - Transportation with City of Chicago vehicles, 7 days/week, 7:30AM-3:30PM
We want to hear from you.
The City opened temporary shelters providing 700 beds to allow for the decompression of the shelter system and to address emerging needs.

- A temporary shelter with **200 beds** for single adults of any gender is **opening tomorrow**.
- This is in addition to the **four temporary shelters providing roughly 500 beds** for single men, women, youth, returning citizens, and soon families.

Through a coordinated effort between shelters, CDPH, Lawndale Christian Health Center, and DFSS, approximately **140 clients at high-risk** for life-threatening complications from COVID-19 have been **relocated from congregate shelters to individual hotel rooms** for shielding.
Resident can request shelter by calling City Services at 311:
  - Call 311 & make a “Request for Shelter”
  - Catholic Charities is coordinating transportation to shelter from any location in the city.
  - Residents can wait for transportation at any Community Service Center during business hours: Monday-Friday 9-5PM.

Help us improve connection to shelter by reporting any issues via the [DFSS-Homeless@cityofchicago.org](mailto:DFSS-Homeless@cityofchicago.org) email.

Please include:
- When (time and date) the person called
- Who the person talked to (if they think it was a 311 operator or a Catholic Charities staff member)
- What message they were told
- Contact info for the person who made the call (if possible and appropriate)
City Response Updates: HMIS Guidance

- DFSS is working with All Chicago to provide guidance for shelter providers on how to **capture client transfers to Q/I facilities or shielding placement in HMIS**.
  - Your Agency Technical Administrator (ATA) will be receiving an email from All Chicago with more details.
- DFSS and All Chicago are working with all **temporary shelters on documenting clients in HMIS**.

Reminder: Anyone who comes to your agency for emergency shelter, even for one night, should be enrolled into your shelter project.
City Response Updates: New Client Protocol

- Reminder that Catholic Charities will complete the CDPH Health Screener via phone for all shelter placements.

- We also require that shelters continue to follow the CDPH protocol and perform the CDPH screener at intake.
City Response Updates: Supply Orders

- Recent nurses visit have highlighted the need for regular and ongoing distributions of PPE and cleaning supplies.
- The City is working to establish an ongoing order of PPE and cleaning supplies once every two weeks.
- Shelter and outreach teams should have received notification of a supply order ready for distribution this weekend/early next week.
Engaging with CDPH and medical partners to explore coordinated testing and assessment/shielding of high-risk residents at encampments.

Continued city-wide canvassing
- Screening for COVID-19 symptoms and risk factors
- Providing connection to food and water
- Maintaining hand-washing stations and Porta-Potties
- Expedited procedure for outreach teams to connect clients to shelter through Catholic Charities

Continued outreach on CTA
- Providing education about COVID-19 and preventing spread
- Face masks provided to continuous riders
Shelter programs: Please **update Catholic Charities** with changes in bed availability.

Please **keep DFSS informed** about any staffing shortages, changes in bed availability, and suspected or confirmed COVID cases, or issues/concerns via the [DFSS-Homeless@cityofchicago.org](mailto:DFSS-Homeless@cityofchicago.org) email.

DFSS, CDPH, and All Chicago will continue to provide frequent updates and will hold **weekly joint webinars**.
What's coming next: COVID-19 Response Funding

- DFSS is working closely with the CoC and other City departments to align COVID-19 response resources to address critical needs of the crisis response system and advance the community's broader housing strategy.
All Chicago’s Support for Homeless System COVID-19 Response

Promoting Cross-Provider Communication
- Slack.com
- Peer Sharing Experiences

Maximizing Financial Resources for Agencies Responding to COVID-19
- Chicago COVID-19 Homeless System Agency Emergency Fund
- HUD CoC Expedited Grant Amendments
- Eligible Costs for CoC Funded Agencies on Website
- Census Update!

Distilling and Creating Guidance for the Homeless System
- Webinar Summaries
- Guidance on Housing Inspections and Recordkeeping
- Webinars and Trainings

Action Agenda Mobilization and Supporting Expedited Placements into Housing
- COVID-19 Expedited Housing Initiative
2020 Census Homeless Count

- The US Census released [operational adjustments](#) as of 4/20/20
  - Service-based enumeration for people living in shelters or who receive services in the community are on hold for now.
  - Counting people living on the street is on hold for now.
  - These counts WILL HAPPEN, but on a TBD date.
- People experiencing homelessness that have access to a phone or computer are encouraged to self-respond.
  - Complete the census form [online](#) or [over the phone](#).
Chicago COVID-19 Homeless System Agency Emergency Fund

• Timeline
  • Applications due TODAY, Friday, May 1 at 5pm
  • Funding award notifications by week of May 11
• One application per agency
• Simple application on SurveyGizmo only:
  • Link is on All Chicago website

Reminder: Agencies without CoC membership or DFSS funding are still eligible to apply.
CoC Board of Directors

All Chicago
Collaborative Applicant

Chicago Department of Family & Support Services

Communications
Crisis System Transition
Coordinated Entry System
Employment & Income
HMIS
Pipeline Expansion
Street Response
Supporting Change
System Funding
System Performance, Data, and Research
Veterans
Youth

Action Agenda Mobilization and Supporting Expedited Placements into Housing
COVID-19 Expedited Housing Initiative

CoC Board adopted a policy in support of expedited housing at the April 15, 2020

Accountability Plan in Effect starting May 4
COVID-19 Expedited Housing Initiative

Provider Accountability

System Performance and Evaluation Committee (SPEC)

- Reviewed Accountability Plan for Providers.
Accountability Plan

• Start date: May 4
• CoC Board requested All Chicago develop an Accountability Plan with the community
• Outlines how we will measure adherence to the Expedited Housing Initiative
• Approved by the System Performance and Evaluation Committee (SPEC)
Expectations

- **HUD Waivers & Recordkeeping** – Every agency should determine which HUD waivers will help their program(s) expedite housing.

- **Coordinated Entry** – Request matches within 2 days; follow Coordinated Entry Interim Policies and Guidance.

- **Eligibility** – No change in eligibility criteria; use HUD waiver for self-certification of disability.

- **Intake** – Remove barriers; use technology & social distancing.
Housing Expectations

- Use HUD Waivers to expedite
- Tap into centralized CoC unit list
- Use technology creatively
- Inform All Chicago about barriers from funding sources
COVID-19 Expedited Housing Initiative Provider Accountability

Coordinated Entry Leadership Team
- Approved Temporary Prioritization Plan
- Approved Interim Contact Protocols
Coordinated Entry
Temporary Prioritization Plan

• LaShunda Brown, Primo Center, CE Leadership Team Member (sbrown@primocenter.org)
• Laura Bass, Facing Forward, CE Leadership Team Member (laura@ffchicago.org)
Coordinated Entry
Temporary Prioritization Plan

• The Coordinated Entry (CE) Leadership Team adopted a CE Temporary Prioritization Plan on April 28th following the recommendation of the Chicago Department of Public Health related to COVID-19.

• This team will review data related to this plan on June 23rd and may make adjustments as needed then or in future monthly reviews.
**CE Temporary Prioritization Plan**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage Set-Aside</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households at High Risk for Serious Illness due to COVID-19 and Tested Negative</td>
<td></td>
</tr>
<tr>
<td>10% Set-Aside for Youth (Ages 18-24, with or without children)</td>
<td></td>
</tr>
<tr>
<td>10% Set-Aside for Unsheltered Households</td>
<td></td>
</tr>
<tr>
<td>20% Set-Aside for Families</td>
<td></td>
</tr>
</tbody>
</table>

*Action Agenda Mobilization and Supporting Expedited Placements into Housing*
CE Temporary Prioritization Plan

Priority Population: Households at High Risk for Serious Illness due to COVID-19 and Tested Negative

High Risk Criteria

- CDPH defines individuals at high risk of serious illness due to COVID-19 as those who:
  - Are over the age of 60 and/or
  - Are any age and have underlying health conditions identified by the CDC as risk factors, including moderate to severe asthma, chronic lung disease, poorly-controlled diabetes, serious heart conditions, chronic kidney disease, severe obesity, liver disease, or people who are immunocompromised.
CE Temporary Prioritization Plan

- Priority population will include youth, families and unsheltered participants and these cohorts will also have housing set-asides.
- Individuals who are at high risk of serious illness due to COVID-19 will be prioritized within all populations.
- This temporary prioritization plan maintains the previously implemented 10% set-aside for youth.

10% Set-Aside for Youth (Ages 18-24, with or without children)
10% Set-Aside for Unsheltered Households
20% Set-Aside for Families
CE Temporary Prioritization Plan
Racial Equity

• In recognition of the way racism permeates systems, it is imperative that the implementation of this plan accounts for systemic racialized inequities and creates and sustains equitable access for people of color.

• The CE Leadership Team will review disaggregated data to ensure people of color are identified, tested, assessed and housed at a rate that is proportionate to their makeup of homeless households in Chicago.

• This team will make adjustments to the CE temporary prioritization plan as needed to make certain it is racially equitable.
Housing Provider Interim Contact Protocols

• Bridget Doveatt, All Chicago Senior Program Coordinator (bdoveatt@allchicago.org)
Guidelines for Attempts to Gain Contact with Individuals and Heads of Household
Housing Provider Interim Contact Protocols

Guidelines for Attempts to Gain Contact with Individuals and Heads of Household

- Initial Contact: Housing Providers should attempt to contact the referred individual and/or household for a period of 5 business days from the date of the match.
- During this period, providers should attempt to contact the head of household on at least two occasions using a variety of means during different days.
- The household’s Case Manager and Housing System Navigator (when applicable) should be notified of the request to contact via email and/or phone within two business days of the match.
- Efforts should be made to contact the individual and head of household via the Emergency Contact.
Housing Provider Interim Contact Protocols

Action after the Household Cannot be Located

• Housing Providers will change the Need Status of the Referral to indicate that a rematch is needed because the client cannot be located.

• Change the Need Status to “Rematch Needed: Not able to contact client”

• Reengagement Policy
  • If the household reaches out within a 90-day period from the original match and the housing provider has housing availability the housing provider can contact ChicagoCES@catholiccharities.net and request the household be matched to the housing provider per the reengagement policy.

• Households who cannot be located on two consecutive occasions will not be matched again until they have an update within HMIS.
Housing Provider Interim Contact Protocols

Action after the Household Declines Housing

- **Declining Units:** Households that are enrolled in projects that offer scattered site housing can deny up to three housing options. After declining three housing options they will go back on the matching list unless they have identified their own unit.

- **Declining Housing Programs:** Households being transferred through Coordinated Entry can deny up to three housing opportunities. After three housing opportunities are denied by the household they will not be considered for any further transfer opportunities.

- **Declining SRO Housing:** Households that have declined SRO housing twice will not be matched to SRO housing in the future, including SRO housing that includes a bathroom and/or kitchen.
  - Some applicants say in their assessment they will accept this and then do not, so the assessment question alone is not enough.
Housing Provider Interim Contact Protocols

Interim Needs Status Timeliness Standard

15
Housing Provider Interim Contact Protocols

Interim Needs Status Timeliness Standard

- Within 15 days of receiving the initial CES referral, Housing Providers must update the HMIS Referral Need Status to represent the household’s status toward project enrollment by selecting one of the following:
  - CES: Enrolled
  - CES: Rematch Needed: _____ (select appropriate reason from glossary)
  - CES: Client Engaged, In Progress to Enrollment
Housing Provider Interim Contact Protocols

Interim Needs Status Timeliness Standard

If a Housing Provider does not update the HMIS Referral Need Status to one of the resolved options by day 15 the household Need Status will be changed to “CES: Rematch Needed: CES Team Only: Housing Provider Did Not Respond.” The household will be placed back on the One List and is eligible to be matched to a different provider.
Housing Provider Interim Contact Protocols

Interim Needs Status Timeliness Standard

- If the HMIS Referral Need Status on day 15 is listed as “CES: Client Engaged, In Progress to Enrollment”, the Housing Provider will have another 30 days to resolve the need status as outlined above.

- Housing Providers may request an extension to the 45-day Interim Timeliness Standard by emailing ChicagoCES@catholiccharities.net and bdoveatt@allchicago.org so the Referral Need Status will not be updated by anyone other than the Housing Provider.

- The email should include clear reasoning why the extension is being asked for and an estimated timeline, which can be flexible on a case by case basis.
Housing Provider Interim Contact Protocols

Expedited Housing Policy Information for Housing Providers

• During this interim period the goal is to house individuals/households in the least amount of time, with minimum barriers to housing.

• Housing providers must remove any barrier that impedes the rapid placement of participants in housing and apply for applicable waivers that expedite the housing process. Housing providers should use a HUD Waiver for documentation that is not obtained during this interim period.

• Housing Providers will describe the types of documentation impacted in the interim and how the agency will make best efforts to maintain records for the impacted types of documentation.
Ranking in Next NOFA

• The CoC Board authorized the Project Prioritization Workgroup to consider the following as criteria for HUD CoC NOFA Ranking:

  “A demonstrated willingness and best effort to continue housing people during the COVID-19 crisis.”

• This can be accomplished objectively through the use of data.
Accountability Data

All Chicago is committed to transparency regarding how these data points will be pulled.

- Bed utilization rates
- Timeliness standards
- Time from match to housing
- Openings without match requests
Agency Acknowledgement Process

- CoC agencies received an email regarding the Accountability Plan on 4/27/20
- Complete the Agency Acknowledgement Survey
- Recommended by SPEC to ensure awareness
- After May 8, All Chicago will follow up with CoC-Funded partner agencies that haven’t submitted
## Coordinated Landlord Engagement Strategy

### Coordinated Landlord Outreach
- Phone Outreach
- Online Landlord Survey
- Centralized Housing Availability List
- Housing Locators: please plug in to effort! Email [cocprograms@allchicago.org](mailto:cocprograms@allchicago.org) to get involved.
- Centralized landlord resources = more and better options for the whole system

### Implement Landlord Incentives
- Landlord Risk Mitigation Fund
- Holding Fees

### Develop Process to Move People into Units Quickly
- Structured process to inform roles and communications between Housing Locator staff, landlords, staff moving participants into housing, and participants
COVID-19 Expedited Housing Initiative
All Chicago Next Steps

- Changing coordinated entry prioritization and expedited matching
- System-wide landlord engagement
- Increasing the usage and flexibility of bridge housing and rapid re-housing
- Supporting efforts to reduce system-wide barriers to housing (i.e. ID and documentation requirements)
COVID-19 Expedited Housing Initiative
What’s on the Horizon...

Diversion

Employment & Income
Information Sources

Check websites frequently, as information is **updated daily** as local conditions change:

**City of Chicago COVID-19 Homepage:**  
[chicago.gov/coronavirus]

**CDC Website:**  
[cdc.gov/coronavirus]

**DFSS Website:**  
[chicago.gov/FSS]

**All Chicago Website:**  
[www.allchicago.org]

**Chicago CoC COVID-19 Response Slack Channel**  
Go to: [bit.ly/ChicagoCoC]

**HUD website:**  
[hud.gov/coronavirus]
Commitments and Next Steps

- DFSS, CDPH, and All Chicago will remain vigilant in communicating on weekly joint webinars.
- Please make sure that these communications are circulated to all relevant staff in your organization so they have the latest information.
We want to hear from you.
Chicago.gov/coronavirus

#Stayhomesavelives