

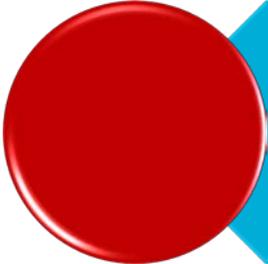


COVID-19 Housing Provider Sharing & Problem Solving Session

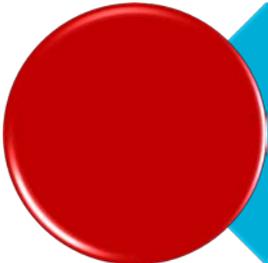
April 30, 2020

2:30-3:30pm

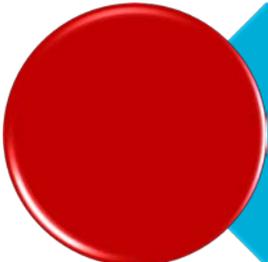
Goals



Dedicated time for housing providers



Sharing questions, strategies, resources

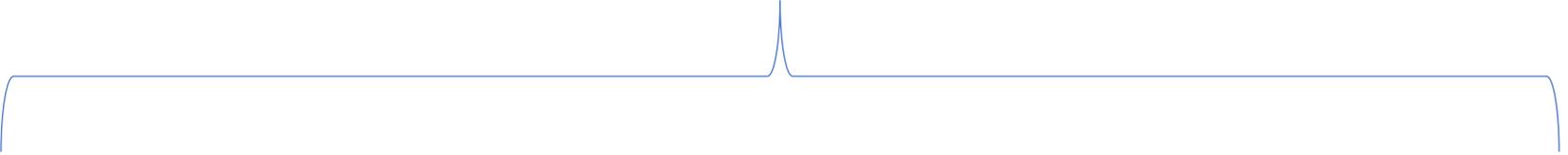


Working toward solutions and common understanding



Today's Topics

COVID-19 Expedited Housing Initiative



Accountability
Plan

Coordinated
Entry



Today's Presenters

- **Karen Kowal (All Chicago)** – Accountability Plan
- **Stephanie Sideman (CSH)** – Coordinated Entry Prioritization
- **Bridget Doveatt (All Chicago)** – Coordinated Entry Interim Policies



CoC Policy – Expedited Housing Initiative



Expedited Housing Initiative

- The CoC Board endorsed a series of adjustments for our system that will influence access to permanent housing.
- The adjustments will expedite housing & ensure we remain nimble during this crisis.
- All Chicago is facilitating the system and provider adjustments.



System Adjustments

All Chicago, CSH and the Center for Housing and Health will coordinate these efforts through the Action Agenda Implementation Structure and in conjunction with City Departments.

All Chicago and its partners will begin working on:

- Changing coordinated entry prioritization and expedited matching.
- System-wide landlord engagement with city support.
- Increasing the usage and flexibility of bridge and rapid rehousing.
- Supporting efforts to reduce system-wide barriers to housing (i.e. ID and documentation requirements).



Provider Adjustments

All Chicago will provide technical assistance, guidance and manage accountability for these areas.

Providers should begin to:

- Leverage available waivers to bypass regulatory requirements to house people quickly (i.e. disability documentation, FMR, etc.).
- Waive any non-regulatory requirements to accessing housing and document what is being waived.
- Identify ways to connect to this system effort (ideas are outlined in Provider Next Steps below).



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 System Performance and Evaluation Committee (SPEC)



Accountability Plan

Section 1:
Expectations

Section 2:
Accountability



HUD Waivers & Recordkeeping

- Every agency should determine which HUD waivers will help their program(s) expedite housing.
- All Chicago has provided guidance:
 - 4/2 – Interim Recordkeeping Protocols
 - 4/6 – HUD Waiver Q&A
 - 4/21 – CoC Q&A
- Email CoCprograms@allchicago.org for assistance.



Coordinated Entry

- Do not hold vacancies
- Request a match within 2 days of a new vacancy
- Follow Coordinated Entry Interim Policies and Guidance (see handouts)



Coordinated Entry Temporary Prioritization Plan



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

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

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

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

10% Set-Aside for Youth (Ages 18-24, with or without children)
10% Set-Aside for Unsheltered Households
20% Set-Aside for Families

- 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.



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



Housing Provider Interim Contact Protocols

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

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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.



Eligibility

- No change in eligibility criteria
- Use HUD Waiver for self-certification of disability
- Use remote contact to acquire third party verifications of disability or homelessness
- Use 180 day window to acquire documentation of length of time homeless



Intake

- Remove barriers
- Use the phone
- Use social distancing
- Emergency Recordkeeping Policy
- Keep it going!



Housing

Use HUD Waivers to expedite

Relaxation of FMR, 1 year leases, HQS inspections, etc.

Tap into centralized CoC unit list

System-wide landlord engagement effort

Use technology creatively

Document procedures in your Emergency Recordkeeping Policy

Inform All Chicago about barriers from funding sources

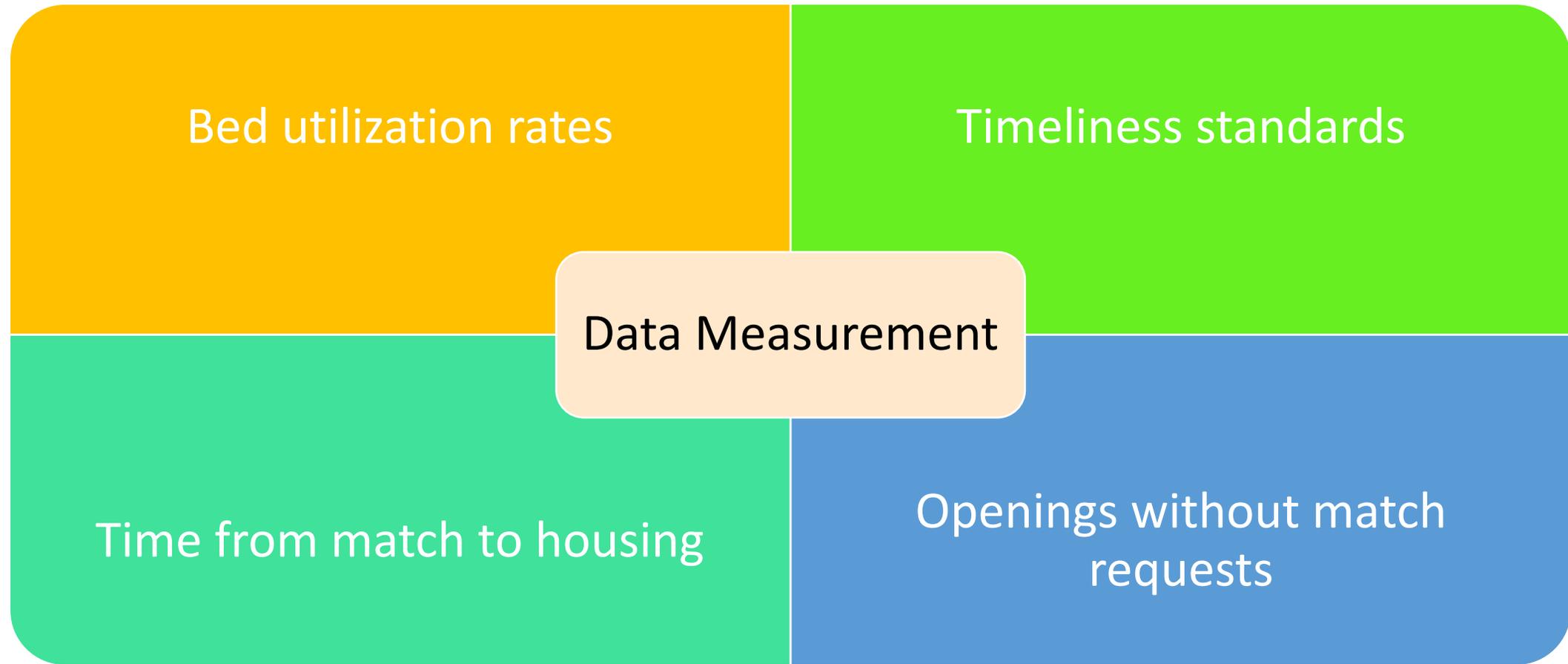
All Chicago will facilitate system-wide advocacy



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.





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



Monitoring

Through CoC Program Monitoring, All Chicago will verify agencies are documenting:

- Waiver notification letter
- Support for using waivers
- Emergency Recordkeeping Policy
- Client file notations



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



Poll: How clear are the expectations?

On a scale of 1 to 5, how clear are the expectations in the Accountability Plan?

1. Very unclear
2. Somewhat unclear
3. Neutral
4. Somewhat clear
5. Very clear



Poll: Challenges

What are the biggest challenges from your viewpoint?

- Revising our procedures
- Finding units
- How data will be pulled/measured
- Coordinated Entry
- Documentation barriers

Other? Please comment on other challenges in the chat box.



Future Topics & Next Session



May 7th- No COVID-19 Housing Provider Call

Heartland Alliance's Diverse Population training will take place on May 7th

- It is an all-day training on specific populations from 9:00 am- 4:00 pm.
- Some of you are enrolled in this training, and we did not want to split the audience.
- If you are interested in the registering for the Heartland training send an email to Torelen

For the Peer Sharing Topic for next week- Thursday, May 7th- 2:30 pm- 3:30 pm

- **Jonathan Beavis- All Chicago** will conduct a "Best Practices webinar for SLACK", and it will take place from 2:30 pm- 3:30 pm in Free Conference Call, not in our Peer Sharing webinar.
- Torelen will send an email with the SLACK registration details later today to everyone registered in this training

COVID-19 Housing Provider Sharing & Problem-Solving Session -Thursday, May 14th- 2:30 pm- 3:30 pm

- We will reconvene on May 14th for our Peer Call that week in Go To Webinar, and you will receive email communication from Torelen with the May 14th topic description by Wednesday, May 13th.

Future Topics & Next Session

Future Topics

1. Resources & Assistance (Meals, childcare, etc.)
2. ??? (Put it in the [chat](#))
3. Email (twinbush@allchicago.org)

Next Session

Thursday, May 14th
2:30 pm – 3:30 pm
Same Link as This Week



**Would you like to help plan or facilitate a future session?
Contact Torelen (twinbush@allchicago.org)**

THANK YOU!

- Questions
- Ideas
- Feedback

