

**Chicago Coordinated Entry System (CES)
One List and Housing Provider Contact Protocols:**

One List:	Generation of a “By Name List” of Individuals and Households experiencing homelessness in Chicago
Individuals and Head of Household Members included on report:	<p>The “By Name List” of individuals and households experiencing homelessness (the One List) is generated to address two important areas of the CES. First, the list provides a count the number of individuals and households who are experiencing homelessness and thus, in need of housing. Next, the One List serves as a housing prioritization list and is used to match individuals and households to the appropriate housing provider based on their experiencing with chronic homelessness, the score on their Vulnerability Index (VI) and length of time homeless.</p>
	<ul style="list-style-type: none"> ○ The report is generated from the Homeless Management Information System (HMIS) that is based on the creation of “entries” and “exits” for clients into projects created within the database. ○ Following the creation of an entry into a project, HMIS users add assessment information that includes individuals’ homeless status and current residence/living situation. ○ Individuals will be listed on the One List if they are experiencing homelessness (housing status is homeless, at imminent risk of losing housing, and, for youth, “unstably housed”, and they are in an accordant current residence/living situation.
Entries and Exits:	<ul style="list-style-type: none"> ○ The report will include all individuals and households who experience homelessness and have a current entry into a project in HMIS. For example, an individual entered and assessed via the Coordinated Entry System – Skilled Assessors Project has an “active” entry to reflect their current enrollment in the project. The individual will remain in this project, and stay “active”, until they are “exited” when housed or in response to other provided data. Another instance includes an individual entered into an Emergency Shelter. This individual will have an “active” entry in this project until the Veteran leaves the project and has an associated exit. ○ The report will include all individuals experiencing homelessness who left (exited) from a project during the selected period, three months prior to the running of the report. For example, an individual will be on the One List if the individual exits from an Emergency Shelter to a homeless destination (or one that is unknown/not reported) within the three-month period prior to running the report. Conversely, a Veteran who exits from an Emergency

	Shelter (to a homeless or unknown destination) in a period extending longer than three months before the running of the report will no longer appear on the list.
Transfer Request	<p>Projects may request that clients be transferred to projects either within the same type or program model or to one that provides a differing level of support. Projects can submit a Transfer Request Form via an Update (Interim) Assessment in HMIS.</p> <ul style="list-style-type: none"> ○ Navigate to the client record for whom the transfer will be requested ○ Follow the steps to create an Update Assessment. Select the Assessment titled, Chicago Coordinated Entry System (CES) Transfer Request Form and complete all requested details. ○ Approval will subsequently be added to the form by the Matching Team. ○ The Matching Team will notify the contact person indicated in the form of the approval and match of the client to a newly identified project.
Individuals and Households no longer appearing on report:	<p>Individuals and Head of Household members will be removed from the report for the following reasons:</p> <ul style="list-style-type: none"> ○ The individual enters a permanent housing option such as Permanent Housing, Rental by client, or Staying with Family, permanent tenure. ○ The individual left from a project (Exit) and did not have any subsequent contact with (Entry) a provider who entered the information into HMIS during the three-month period prior to the running of the report. ○ The individual's housing status and associated current residence was corrected to indicate that the Veteran was not experiencing homelessness and not in need of connection to a housing provider. ○ For Veterans, the Veteran's status was reviewed and was not found to be a Veteran.

Referrals:	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 10 days from the date of the match.
	<ul style="list-style-type: none"> ○ During this period, providers should attempt to contact the individual and/or head of household on a minimum of three occasions using a variety of means during different days/weeks. The "Notes on contacting client" section of the Chicago CoC Standardized Housing Assessment may include details to help identify the optimal means of contacting the individual or head of household. ○ The first attempt should include a direct phone call using the number listed on the Assessment. Subsequent attempts should include the use of email if provided.

	<ul style="list-style-type: none"> ○ If provided, the current (Housing Provider) Case Manager should be notified of the request to contact and meet with the individual or head of household via both email and phone. ○ The assessments frequently include information for the Emergency Contact. Efforts should be made to contact the individual and head of household via the Emergency Contact. ○ A letter should be sent to the individual or head of household via the mailing address provided to notify the individual that efforts are being made to discuss opportunities for permanent housing with the applicant.
Action after failed initial contact	Housing Providers will change the Need Status of the Referral to indicate that they have not been able to contact the Veteran within the 10 day period of time following the Match
	<ul style="list-style-type: none"> ○ Change the Need Status to “Rematch Needed: Not able to contact client” ○ The Housing Provider will no longer need to respond to the referral. The individual (and household) will be connected to another housing provider when they re-establish contact with the CES. ○ The individual and/or household will be removed from the One List if they are not currently engaged with a housing or service provider for a period of 90 days. They will be matched again following their reengagement with a project.
Action after determining no viable contact information	<p><i>If a matched household meets the following criteria, the housing provider should change the Need Status of the Referral to indicate that a re-match is needed and include a note to say no viable contact information is available:</i></p> <ul style="list-style-type: none"> ● <i>Not enrolled in any project in Chicago,</i> ● <i>Past project/s have no way of reaching the person,</i> ● <i>No viable contact information for the person or emergency contact,</i> ● <i>No information in the assessment or on HMIS that could lead to finding this individual</i>

Referrals:	Initial and subsequent update of Need Status following contact with Individual or Household
Updating Referral Need Status	The updating of Need Status allows for the coordination of referrals to Housing Providers. In addition, the details outline the current needs or barriers that may be impacting a single provider or the system in connecting individuals and households to housing.

	<ul style="list-style-type: none">○ Housing providers should update the Need Status within two-business days of receipt of the referral. The initial status will be “CES: Matched: Awaiting response by Housing Provider”. The status should be changed to reflect the current work of the Housing Provider in contacting the individual or household and completing the initial intake/enrollment process.○ The Need Status options are outlined in the Referral Need Status Glossary to provide consistent details to assist with the appropriate response selection.○ The options of “Attempted contact”, “Intake scheduled”, and “Awaiting program eligibility confirmation” are available to assist providers in selecting the appropriate initial response.
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<p>Subsequent updating of Referral Need Status</p>	<p>The continued tracking of the referral as the individual or household works with the Housing Provider further allows for the tracking of necessary resources needed to connect the individual or household to housing.</p>
	<ul style="list-style-type: none"> ○ The referral should be updated to reflect the individual or household’s movement toward housing or continued challenges presented to the Housing Provider. ○ Updates should be made to reflect important events that may include: the scheduling of an intake, steps in the receipt of a voucher if applicable, and challenges in maintaining contact. ○ The referral should be updated within two-business days of the change in status. For example, an individual awaiting an inspection for a vouchered housing unit should have the status changed to “CES: Vouchered: Inspection pending” within two business days of this event.
<p>Requesting assistance in contacting the Individual or Household</p>	<p>Housing providers should reach out to all contacts included in the matching email connected to the individual or household. These contacts are included to help facilitate a rapid connection between all team member to help connect the individual to the identified housing project.</p>
	<ul style="list-style-type: none"> ○ Housing Providers can update the Referral Need Status to “Rematch Needed: Not able to contact client”. Referrals with this status will be reviewed during the Community Team Meetings. ○ Prior to selecting this option, the housing provider should attempt to contact the Veteran, emergency contact person, and referral partner if this information is provided in the assessment. ○ The status of “Rematch Needed: Not able to contact client” should be selected after two unsuccessful attempts at reaching the individual. This should ideally be selected after five days have elapsed from the initial referral with active efforts made to contact the individual.

Referral Need Status:	Glossary: Referral Need Status
Updating the Referral Need Status	A “match” from the By Name List (One List) is made to an identified housing project via a referral in HMIS. The referrals are used to track the housing project’s progress in contacting the individual or household, completing an intake, entering the individual or household into the program, and ultimately, helping them secure permanent housing. The match is made with the initial status designated as “CES: Matched: Awaiting response by Housing Provider”. The status should be updated to reflect the individual or household’s significant progress towards housing (or lack thereof).
Matched: Awaiting response by Housing Provider	<p>The initial referral (match) is made with the designation of “CES: Matched: Awaiting response by Housing Provider”. This status should be updated by the housing project within two business days of receipt of the referral. The continuation of this status past this two-day period indicates that the housing project has not responded appropriately to the referral and more information is needed from the project.</p> <p>Individuals are provided with the ability to decide whether they will engage with the selected housing project. The Housing Provider should change the match from “CES: Matched: Awaiting response by the Housing Provider” while the individual is deciding if they will move forward with enrollment or decline to participate and engage with the Housing Provider.</p>
Housing Unit Identification: Housing search remains in progress	The status, “Housing Unit Identification: Housing search remains in progress” should be selected to indicate that the individual or household has not entered a project in response to the ongoing search for a unit. The individual or household has completed the intake process and has been accepted into a project. They are expected to be entered into the project once the unit has been secured. This status reflects that the search for the unit remains the greatest area of focus for their movement into permanent housing.
Vouchered: Inspection Pending	<p>The status, “Vouchered: Inspection Pending” can be used by all projects that provide vouchers to individuals and/or households to secure units. This can be selected to reflect the provision and use of both CHA and VASH vouchers.</p> <p>This status should be selected if the wait for an inspection remains the current challenge for the individual and/or household’s move into the identified unit.</p>
Initial Process: RRH/SSVF Only - Enrolled and awaiting unit	Rapid Re-housing (RRH) projects enroll individuals and/or households prior to their entrance into permanent housing. RRH projects (including ESG, SSVF, and HUD funded projects) can select this need status to indicate that the individual

(HMIS Update Assessment)	<p>and/or household has been accepted and/or enrolled and are awaiting a permanent housing unit.</p> <p>Please note: RRH projects will need to select this need status along with the creation of an Entry into the project in HMIS. Once the client enters permanent housing, an Update Assessment should be completed to complete the process.</p>
Rematch Needed: Not able to contact client	<p>The Contact Protocol provides guidelines for providers to follow in engaging a referred Individual or household. The status, “Rematch Needed: Not able to contact client” should be selected following a provider’s prolonged attempt to successfully contact the Individual or household via phone, email, emergency contact, and current housing provider.</p> <p>This status will indicate that the Matching Team should send the project an additional referral. The project should ensure that all efforts were made to contact the referred client, but should also act expediently to make this status update to ensure a match can be made as soon as needed.</p>
Rematch Needed: Client declined to participate	<p>An individual or household may select to refrain from engaging with the identified housing project. The status of “Rematch Needed: Client declined to participate” can be added to indicate the individual or household’s refusal. It is recommended that a note be added to share details of the individual or household’s refusal (if provided) to help ensure success with the subsequent match.</p>
Rematch Needed: Not eligible for project	<p>The status, “Rematch Needed: Not eligible for program” should be selected if the individual or household does not meet identified eligibility criteria. Efforts are made to ensure that individuals or households are only matched to projects for which they are qualified. However, information can later be provided that indicates they are ineligible. It is recommended that a note be added to share details of the individual or household’s ineligibility for the project to help ensure success with the subsequent match.</p> <p><i>Please note:</i> Please do not select this option if the Individual or household does not participate in scheduled intake meetings or does not return attempts at contact. This is only used to indicate they were not a “good” match for the project. The inclusion of a note will help identify the issue and ensure the individual or household is matched to another project for which they will qualify.</p>
CES Team Only: Matched to alternate provider	<p>Individuals or households may be matched to a second project for the following reasons: ineligible to participate, decline to participate, found in need of different support based on revised assessment, and continued lack of response from housing provider regarding referral. The original referral will not be deleted or removed, but will have the status added of “Matched to alternate provider”.</p>

	<p><i>Please note:</i> This referral status is added primarily by All Chicago, CSH, or Catholic Charities.</p>
Vouchered – VASH – Need SSVF Referral	<p>The status, “Vouchered – VASH – need SSVF referral” was added to allow for JBVAMC team members to indicate that a Veteran needed a referral via HMIS.</p> <p><i>Please note:</i> This referral status is added primarily by JBVAMC.</p>
Vouchered: Not Approved for/Received Voucher – Needs Rematch	<p>The status, “Vouchered: Not Approved for/Received Voucher – Needs Rematch” can be used by all projects that provide vouchers to individuals and/or households to secure units. This can be selected to reflect the provision and use of both CHA and VASH vouchers.</p> <p>This status should be selected if an individual or family was referred to a voucher program, but was found to be ineligible or refused the voucher. If provided, please use the notes section to include details for the denial of the voucher.</p>
Initial Process: Attempted Contact	<p>Housing providers have been asked to update referrals within two business days of their receipt. Providers may select to add “Initial Process: Attempted contact” to demonstrate that they have received the referral and are in the initial stage of outreach toward the individual or household.</p>
Initial Process: Intake Scheduled	<p>The status, “Initial Process: Intake Scheduled” indicates that the housing project has been in contact with the individual or household and has set up an initial meeting to move toward enrollment in the program.</p>
Initial Process: Intake Scheduled, no participation by client	<p>Housing providers have indicated that they have frequently scheduled intake appointments with individuals or households and have had difficulty ensuring their participation. This status should be added to indicate that the individual or household did have an appointment scheduled, but did not participate. This status should be selected if this remains the main challenge in the individual’s or household’s engagement in their project.</p>
Initial Process: Awaiting program eligibility confirmation	<p>Housing providers may need to secure additional documentation to make decisions regarding enrollment. This status should be selected if this is the main focus of the interaction with the individual or household and the current barrier to the individual or household’s enrollment in their project.</p> <p><i>Please note:</i> HMIS enrollment data is provided at match to help housing providers begin to verify Chronic Homeless status if needed to assess apparent eligibility for the project. Uploaded documentation (i.e. Disability Letters and Homeless Verification Documentation) will be in the client’s record and able to be downloaded upon receiving the match.</p>

Rematch Needed: Not a Veteran	A Veteran may be referred to a housing project, but later verified not to be a Veteran (by not serving in active military duty). The referral will have the status of “Rematch Needed: Not a Veteran” and the individual will be subsequently rematched to a more appropriate housing provider.
PSH Only: Completed intake and awaiting unit (HMIS Project Entry)	This status should be selected to indicate that the individual or household has completed the intake process and has been accepted into the PSH project. The PSH provider may be actively searching for a unit (and an Entry into the project in HMIS has not been completed). However, the individual or household is expected to move into a unit once identified. <i>Please note:</i> Once the individual or household has moved into a unit, an Entry should be completed for the project in HMIS. This Entry will remove the individual or household from the One List and also allow the project to collect necessary data as part of their assessment process.
JBVAMC Only: Housed with VASH	This status should be added when a Veteran moves into their approved unit utilizing a VASH voucher. <i>Please note:</i> This status should primarily be added by JBVAMC staff.
Incarcerated: Cook County Jail	This status should be chosen when the Housing Provider learns that the head of household has been incarcerated in the Cook County Jail. <i>Please note:</i> This need status should not be chosen for heads of households detained in other jail facilities. If the head of household is not detained in Chicago, please choose “Incarcerated: Other.”
Incarcerated: Cook County Juvenile Detention Center	This status should be added when the matched Housing Provider learns that the youth has been detained in the Cook County Juvenile Detention Center. <i>Please note:</i> This need status should not be chosen for youth detained in other juvenile detention facilities. If the youth is not detained in Chicago, please choose “Incarcerated: Other.”
Incarcerated: Other	This status should be added when the Housing Provider learns that the head of household is detained in a jail, prison, or juvenile detention center not located in Chicago. It is recommended to include a note with information related to the individual’s location and/or length of time the individual is expected to be incarcerated.
Family Referrals Only: Need	System Navigators are available to serve family households whom Housing Providers are having difficulty reaching or enrolling. The status “Family Referrals

<p>assistance in contacting Family</p>	<p>Only: Need assistance in contacting Family” should be chosen when additional assistance is needed to complete a family’s enrollment into a housing provider.</p> <p>Examples of when this status is appropriate include: A family has no means of transportation to an intake appointment, a family needs assistance in obtaining eligibility documentation,</p> <p>Please note: This status should only be chosen for households of more than one individual.</p>
<p>Not Homeless – No need for rematch</p>	<p>An individual or household may be referred to a project, but already in permanent housing (i.e. living with a family or friend on a permanent basis). The status “Not Homeless – No need for rematch” should be chosen. It is recommended that a note also be added to the referral to help the HMIS Team appropriately verify that the Individual or household is not homeless and should be removed from the One List.</p>
<p>Not Currently Living in Chicago – No need for rematch</p>	<p>Select the need status “Not Currently Living in Chicago – No need for rematch” if the individual or family matched to your project is not currently residing in Chicago. For example, the individual may have been assessed while in Chicago, but has moved to a surrounding suburb in the interim period of contact. The individual or family will be exited from the CES Skilled Assessors project and removed from the One List if they are not currently residing in Chicago.</p>
<p>Vouchered: Inspection Approved</p>	<p>The status, “Vouchered: Inspection Approved” can be used by all projects that provide vouchers to individuals and/or households to secure units. This can be selected to reflect the provision and use of both CHA and VASH vouchers.</p> <p>This status can be used to indicate that the individual’s or household’s apartment has been inspected and approved, and the individual or family has not moved into the unit.</p>
<p>Vouchered: Inspection not approved</p>	<p>The status, “Vouchered: Not Approved for/Received Voucher – Needs Rematch” can be used by all projects that provide vouchers to individuals and/or households to secure units. This can be selected to reflect the provision and use of both CHA and VASH vouchers.</p> <p>This status can be used to indicate that the primary reason that the individual or family is unhoused is that their chosen apartment has been inspected, but not approved.</p>