

# CE Shelter, Drop-In Center, & Outreach Guide

Glossary

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## Diversion Information

### General Diversion Information (p. 11)

Diversion prevents homelessness by quickly identifying safe and immediate non-shelter-based housing solutions while connecting households with supportive services. The purpose of diversion is to prevent the need for homeless resources with connections to mainstream resources, support with identifying potential members of the applicant’s support network, and conflict resolution or mediation if needed.

### Youth Diversion

Youth diversion services are provided by Catholic Charities. People between the ages of 18-24 should be screened for diversion through the standard housing assessment and referred to Catholic Charities. They can be contacted at the email in the above link or via phone at 312-655-7165.

### Family Diversion

Family diversion services are provided by Salvation Army. Families seeking shelter at The Salvation Army Shield of Hope (924 N. Christiana) will be screened for diversion by Salvation Army and enrolled when appropriate. Families placed into shelter from the field will be screened for diversion by the Catholic Charities mobile outreach team.

## Veteran Diversion

Veteran diversion services are provided by Supportive Services for Veteran Families.

### **Veteran’s Diversion Contact Schedule**

1 <sup>st</sup> Week of Month	Volunteers of America	312-564-2356 Backup: 312-564-2432
2 <sup>nd</sup> Week of Month	Heartland Human Care Services	773-336-6023 Backup: 773-336-6015 or 773-336-6075
3 <sup>rd</sup> Week of Month	Thresholds	773-572-5321 Backup: 708-808-0023
4 <sup>th</sup> and 5 <sup>th</sup> Week of Month	Featherfist	773-251-7254 Backup: 773-721-7088

The Veteran **Community Resource and Referral Center** (CRRC) can also meet with Veterans who require diversion supports.

Address: 1141 S. California

Phone: 312-569-5750

Hours: Monday through Friday from 8:30 – 4:00

## **Assessment Information**

Households experiencing homelessness should be connected to a skilled assessor. There are several different ways households can be connected to assessors.

### **[Access Points](#)**

Households experiencing homelessness can walk in to any access point during open hours. Youth experiencing homelessness should contact the closest organization to them via phone to be assessed.

### **[Call Center](#)**

Small and medium size shelters should reach out to the Catholic Charities Call Center in order to have households experiencing homelessness get assessed. A staff member must be present with the household when calling. They can call 312-361-1707 between 8:30am-4:00pm.

### **[Large Shelter Assessors](#)**

Large shelters (such as Pacific Garden Mission and Franciscan Outreach) have regularly scheduled skilled assessors who will do assessments for households staying in the shelter. For more information, contact Stephanie Sideman (information in link).

### **[Uploading Documents to HMIS](#)** (Post-Assessment Step)

Once a household has been assessed, they should gather all documents required for housing. State IDs and proof of income (or proof of no income) are always required. Proof of disability (required if household is going for PSH or other housing designated for households with disability), social security card, and birth certificate. It is important that documents are collected for every member of household.

## **Referral Procedures Information**

### **[Referral Prioritization Chart](#)**

All referrals are prioritized by length of homelessness with tie breakers including unsheltered, veterans, vulnerability index (VI) score, and domestic violence.

### **[Making Contact Post-Referral](#)** (p. 13-14)

Once a household has been pulled from the One List and matched to housing, Catholic Charities will contact the skilled assessor, housing provider, and any case managers listed in the assessment. It is helpful for everyone to reach out to the household and get them connected to the housing provider in a timely manner.

### **[Housing Navigator Roles and Responsibilities](#)**

Households experiencing chronic homelessness who have been matched to PSH will receive Housing System Navigator (HSN) services.

## **System Integration Teams (SITs) Information**

### **[Chronic Families SIT](#), [Chronic Singles SIT](#), [Veterans SIT](#), [Youth Transitional Housing SIT](#)**

System Integration Teams are separated by target populations. Their purpose is for housing providers, shelters, drop-in centers, and outreach teams to be able to come together and case conference specific clients. Each group meets each week or every other week at 10 S. Kedzie. E-mail [stephanie.sideman@csh.org](mailto:stephanie.sideman@csh.org) with questions or to join a group.

## **Other Important Contact Information**

### **[HMIS Assistance](#)**

Contact Anna Carvlin at All Chicago at [hmis@allchicago.org](mailto:hmis@allchicago.org)

### **Matching Assistance**

Contact [chicagoces@catholiccarities.net](mailto:chicagoces@catholiccarities.net)

### **Suicide Prevention Line**

1-800-273-8255. Press 1 for veteran crisis line.