

Coordinated Entry Leadership Team Agenda

April 28, 2020

- I. Welcome and Introductions
- II. CE Temporary Prioritization Recommendation
 - a. Please see attached
 - i. Discussion of the recommendation
 - ii. Discussion of a timeframe for a new prioritization plan
- III. Interim Contact Protocols
 - a. Please see attached
- IV. Housing System Navigation
 - a. As people will need to be moved out of isolation housing, Housing System Navigators will be utilized to support movement into both temporary and permanent housing solutions.
 - i. People moving into housing that will be considered temporary will be supported with accessing permanent solutions, though the permanent option may not be immediately available.
- V. Virtual Access Points
 - a. Continuing with Virtual Access Points through June
 - i. This has to do with the notion that the Shelter In Place order may continue into June and several providers operating Access Points are working remotely.

Chicago Coordinated Entry Prioritization Plan

Background

The Chicago Department of Public Health has identified households experiencing homelessness at higher risk of COVID-related medical complications who have tested negative for COVID-19 to be prioritized for housing and services to shield them from contracting the illness. The following recommendation to temporarily alter the CE Prioritization Plan incorporates this priority while recognizing that families and youth may not be included within this high risk group, and the majority of testing may take place for sheltered households.

COVID Response Prioritization Recommendation	
CDPH Defined: Identified High Risk Individual, testing COVID Negative, including those in shielding hotels	
○ This primarily includes people who are 60 or 55 and above and deemed to be medically vulnerable	
● *Matching Set Aside: 10% youth	
● Matching Set Aside: 20% families	
● Matching Set Aside: 10% Unsheltered	

*CE already has a 10% set-aside for youth and this recommendation includes continuing this much needed practice while also adding two additional set-asides.

Dependencies/Questions

- CES does not currently have a list of people in the shielding hotel
- Will the system have the data available to understand effectiveness of this change?

Housing Resources: Parking Lot

- Prioritized households will need to meet project eligibility requirements
- Define role of CARES Act in relation to CoC resources, and need for non-CoC housing
- How will all people who the system currently considered highly vulnerable and priority have their COVID risk assessed – is this reflected in HMIS or how can that be achieved? (meaning risk factors/flags – in a way to protect health information)
- How can they system maximize use of all available senior housing resources including CHA, the Statewide Referral Network, HUD 202, and other available housing for people 55 and above or 62 and above.
- What needs to be done to utilize rapid rehousing as a bridge during crisis?
- Are all available housing partners utilizing waiver opportunities?
- Is it necessary to match people with ID to any specific housing resource?

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 individual and/or head of household on a minimum of two occasions using a variety of means during different days and times of day.
- 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), and listed alternate contacts (e.g. case managers, skilled assessors, family/friends). The current project 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.

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”
- 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 that already exists.
- Households who cannot be located on two consecutive occasions will not be matched again until they have an update within HMIS.
- Households that are enrolled in projects that offer scattered site housing can deny up to three housing options presented to them. After the household has denied the three housing options, they will be offered a rematch instead of a fourth option.
- Households being transferred through Coordinated Entry can deny up to three housing opportunities. After three housing opportunities are offered and denied by the household the household will not be considered for any further transfers.

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:

1. CES: Enrolled
2. CES: Rematch Needed: ____ (select appropriate reason from glossary)
3. CES: Client Engaged, In Progress to Enrollment

If a Housing Provider does not update the HMIS Referral Need Status to one of the three resolved options by day 20, 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.

If the HMIS Referral Need Status on day 20 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 get an extension to the 50-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.

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; housing providers must apply for applicable waivers that expedite the housing process. Ways to minimize these barriers may include, but are not limited to, removing or waiving documentation requirements (such as identification and income verification) and background checks. Housing providers will need to implement creative solutions and utilize technology to ensure housing continues, (such as live streaming or video call for intakes, case management and housing inspections and/or utilizing electronic signatures.)

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. Housing providers are encouraged to document why they cannot complete or acquire the types of documentation and their attempts to acquire the documentation. This may include written case notes, letter, emails, etc. This documentation should be placed in a file or added to case notes if the file is not immediately available. After the interim attempts should be made to obtain the documentation in a timely manner.

Documentation that may be collected after interim includes but is not limited to:

- a. Identification (birth certificate, State ID, etc.)
- b. Income
- c. Disability
- d. Homeless Documentation
- e. Housing Inspections
- f. Environmental Reviews
- f. Annual assessments and/or service plan updates
- g. Leases (copy of)