

Chicago Coordinated Entry Leadership Team Meeting

March 24, 2020

- I. Welcome and Introductions
- II. Current COVID 19 Response
 - a. Access Points and Assessments
 - i. New housing assessments have been suspended until April 1st EXCEPT for Veterans
 - ii. Households can update CE Standardized Housing Assessments by calling the CE Call Center staffed by Catholic Charities Mondays – Fridays, 8:30am – 4:30pm
 - iii. Only the virtual Access Point is operational for assessments, and currently this is only for assessment updates. All other Access Points are not completing assessments at this time.
 1. Dedicated Assessors are using this time to reach out to households requiring a Housing History Tool or VI to update assessments.
 - b. Matching
 - i. No changes have been made to the matching process or timeline, and changes are not anticipated moving forward.
- III. Next Steps Related to the COVID 19 Response
 - a. Should the CE Prioritization be changed during the current health crisis to prioritize other populations and aid in decompressing shelters?
 - i. If so, should the length of time experiencing homelessness still serve as the primary prioritization?
 - b. Access Points and Assessments
 - i. Skilled Assessors will resume completing assessments as capacity allows.
 1. Veterans can continue to call the VA CRRC if they need a virtual option
 2. Participants in DV shelters will make appointments with the DV/HT Skilled Assessor
 - ii. Recommendation: Access Points will become virtual during the month of April and all people experiencing homelessness and in need of an assessment can call the Coordinated Entry Call Center.
 1. The hold message will offer up to date information about additional phone numbers that can be called for a virtual assessment or assessment update as well as average wait times.

2. Dedicated Assessors from Heartland, Featherfist, Franciscan Outreach Association, and Facing Forward will support the CE Call Center.

iii. Recommendation: Institute a progressive assessment plan through the Call Center. Please see attached.

IV. One List Challenges and Next Steps

a. Beth Horwitz from All Chicago will share updates and answer questions.

b. Contingency Planning

V. Adjourn

CE Standardized Housing Assessment Progressive Assessment

Challenge: We anticipate capacity issues as Access Points become virtual with the potential for a larger number of people able to call than would otherwise walk-in.

Solution: Shorten the assessment for non-prioritized people.

Background: The Vulnerability Index, on average, adds seven minutes per assessment and is only needed as a tie-breaker for people who will be prioritized for a housing resource.

Recommendation: People who (1) call the CE Call Center for an assessment and are (2) part of a non-prioritized populations should NOT complete the Vulnerability Index.

- Operationalizing this change with the Dedicated Assessors will be simple, as compared to training 100 Assessors on this matter.
 - Follow up checks on assessments for data quality are also manageable for the number of assessors supporting the CE Call Center
- People in prioritized populations must complete the VI so that they can be prioritized for a housing intervention and will continue to do so.
- Non-prioritized populations include people who are NOT Veterans, 18-24, or experiencing chronic homelessness.
 - Single adults who are not Veterans and not chronic
 - Families with a head of household who is not a Veteran and not chronic