

## Coordinated Entry Leadership Team Agenda

October 27, 2020

- I. Welcome and Introductions
- II. Temporary Prioritization Data, Bridget Doveatt, All Chicago
  - a. Please see attached pages 3-5
- III. Matching and Accelerated Moving Events (AME), Karen Kowal, All Chicago and Stephanie Sideman, CSH
  - a. Locations for AMEs are selected based on high risk considerations.
    - i. This includes the number of and percentage of high risk participants as well as the risk of the location, such as congregate shelters and crowded encampments.
  - b. Eligible households enrolled in a program with a scheduled AME are matched to supportive housing prior to the event as capacity allows.
  - c. During an AME, households move into housing with support from Housing Liaisons and are then matched to Rapid Rehousing providers.
    - i. RRH providers will be made aware of the participants requiring RRH as a bridge to supportive housing.
- IV. Governance/Accountability, Brett Penner, CSH
  - a. The System Operations and Performance Committee (SOPC), a Committee of the CoC Board, has delegated the task of completing an updated MOU between the CoC Board and the CE Lead Agency to the CE Leadership Group.
    - i. The draft MOU should be submitted to SOPC for review. SOPC will provide comments or questions and then submit to the CoC Board for approval.
    - ii. All MOUs must be voted on by the full CoC Membership at an All CoC Member Meeting, of which there are two a year.
  - b. Please see attached pages 6 - 14
- V. CE Call Center Wait Times, Ben Darby, Center for Housing and Health
  - a. The CE Call Center was initially limited to specialty populations.
  - b. With COVID-19 changes it became the Access Point for all households experiencing literal homelessness and unstably housed youth and operates on weekdays from 8:30am – 4pm.
    - i. It is staffed by Catholic Charities Dedicated Skilled Assessors as well as additional Dedicated Skilled Assessors who once assessed people at in-person Access Points. One new full time Dedicated Assessor was added on October 21, 2020.

- c. The hold message that repeats itself offers additional phone numbers to call if a caller prefers to do so instead of waiting on the line.

**CE Call Center Data from May through October 18, 2020**

<b>CES Line by Month</b>	<b>Received</b>	<b>Answered</b>	<b>Abandoned</b>	<b>Avg. Hold</b>	<b>Max Hold</b>	<b>Avg. Abandon</b>
May	739	474	248	0:06:31	0:36:57	0:07:33
June	605	447	143	0:02:46	0:36:21	0:04:42
July	769	539	217	0:04:00	0:21:03	0:05:13
August	731	542	174	0:03:40	0:29:07	0:05:57
September	775	569	191	0:03:55	0:25:33	0:04:54
October 1-18	418	300	102	0:03:20	0:19:05	0:03:58
<b>Total</b>	<b>4,037</b>	<b>2,871</b>	<b>1,075</b>	<b>0:04:02</b>	<b>0:28:01</b>	<b>0:05:23</b>

VI. Updates, Stephanie Sideman, CSH

- a. The CE website is being revamped by October 30 to improve the user experience at [www.csh.org/chicagoces](http://www.csh.org/chicagoces)
- b. New transfer process began for DV Rapid Rehousing Providers to ensure access to PSH requiring this intervention.
- c. HUD data requirement of the CE Event Element started on schedule. The CE Assessment Element and CE Living Situation Element requirements have been delayed.
- d. The Equity Demo has training session they call Knowledge Bites available to all participating communities. Here is a link to the recording of the first of two sessions on [Engaging Participants with Lived Experience](#).
- e. In November the agenda will include when/how often to re-examine CE Prioritization and progress of CE meeting HUD requirements for 2020.
- f. Should November and December meetings fall on the 3<sup>rd</sup> Tuesday of the month?

VII. Adjourn

## Coordinated Entry Temporary Prioritization Data

The CE Temporary Prioritization focused on households at high risk for COVID-19 and tested negative was implemented on 5/11/20. This plan was updated to more broadly include all households at risk of COVID-19 complications and this [CE Temporary Prioritization 2.0](#) began on 8/3/20.

### Total Participants Matched *(As of 10/16/20)*

\*Data includes all households matched, including multiple households matched for one opening.

Month	Total
May (since 5/11)	144
June	284
July	214
August	174
September	312
October (partial data)	188
<b>Total # since 5/11</b>	<b>1287</b>

### Total Participants Housed\* *(As of 10/20/20)*

\* This data includes those who have been matched to housing through CES since 5/11/20 and does not reflect all housing outcomes through CES. Information comes from the [HMIS Data Dashboard](#).

Month	Total
May (since 5/11)	4
June	16
July	47
August	46
September	54
October (partial data)	18
<b>Total # since 5/11</b>	<b>185</b>

[Per the HMIS Data Dashboard](#) on 10/20/20, the average time to housing after a match is **45 days**.

- As of 10/20/20 there are 414 households moving in progress to enrollment or enrolled in a housing program from their CE match on or after 5/11/2020.

### Demographics of Matched Participants *(As of 10/16/20)*

Race	Total	Percentage of All Matches
American Indian or Alaska Native	8	< 1%
Asian	5	< 1%
Black or African American	1018	79%
Native Hawaiian or Other Pacific Islander	4	<1%
White	216	17%
Did Not Answer	35	3%

[Per the HMIS Data Dashboard on 10/16/20](#), **77% of households** experiencing homelessness identify as Black or African American.

Ethnicity	Total	Percentage of All Matches
Hispanic/Latinx	104	8%
Non-Hispanic/Non-Latinx	1152	90%
Did Not Answer	31	2%

[Per the HMIS Data Dashboard on 10/16/20](#), **11% of households** experiencing homelessness identify as Hispanic or Latinx.

Age Group	Total	Percentage of All Matches
18-24	324	25%
25-59	594	46%
60 and above	368	29%
Did Not Answer	0	0%

[Per the HMIS Data Dashboard on 10/16/20](#), **5% of households** experiencing homelessness are over the age of 64.

- All households over the age of 60 are considered to be at high-risk for COVID-19 complications

Gender	Total	Percentage of All Matches
Female	490	38%
Male	765	59%
Trans Female	20	2%
Trans Male	6	<1%
Gender Non-Conforming	5	<1%
Did Not Answer	1	<1%

[Per the HMIS Data Dashboard on 10/16/20](#), **50% of households** experiencing homelessness identify as female.

Veteran Status	Total	Percentage of All Matches
Veteran	252	20%
Non-Veteran	1035	80%
Did Not Answer	0	0%

**Set-Asides within CE Temporary Prioritization Plan** (*As of 10/16/20*)

Set Aside Population	Set Aside	Total	Percentage of All Matches
Youth	10%	324	25%
Families	20%	249	19%
Unsheltered	10%	517	40%

[Per the HMIS Data Dashboard on 10/16/20](#), **22% of households** experiencing homelessness are families.

- Family matches ranged from 8% to 14% in the first three months and increased to a range of 15% to 34% in the last three months.

# Chicago Continuum of Care Coordinated Entry System Draft Memorandum of Understanding

## 1. Preamble

The Chicago Continuum of Care (the “Chicago CoC”) is a membership-based organization comprised of a variety of stakeholders from service providers, government entities, research institutions, etc., who are committed to preventing and ending homelessness through the design and implementation of plans, which are consistent with local, state, and federal policies. In the spirit of collaboration, the Chicago CoC and Coordinated Entry System Facilitator, the Chicago CoC designated Coordinated Entry System Facilitator, have agreed to enter into this Memorandum of Understanding (“MOU”) to document each party’s duties and responsibilities and to ensure that the same are successfully executed.

The Chicago CoC and the Coordinated Entry System Facilitator (collectively, “the parties”) will work together to ensure that the Chicago CoC achieves its strategic goals and to provide the support mutually agreed by the parties as required for various committees, workgroups, and the like bodies defined in the Chicago CoC Governance Charter or requested by the Chicago CoC Board of Directors.

The parties commit to timely responses, open communication, and collaborative work strategies, in the completion of tasks necessary to ensure efficient operations of the Chicago CoC and the Coordinated Entry System Facilitator.

## 2. Purpose

This MOU sets forth the terms, conditions, and expectations the Chicago Continuum of Care (CoC) has for Coordinated Entry System Facilitator in the performance of its duties and responsibilities as the Coordinated Entry System Facilitator.

## 3. Key Stakeholders and Terminology

- a. Department of Housing and Urban Development (HUD). HUD is the federal government agency that implements and regulates the Continuum of Care program under the terms of 24 CFR Part 578 (Interim Rule).
- b. Chicago Continuum of Care (CoC). The CoC is a membership-based organization comprised of a variety of stakeholders committed to preventing and ending homelessness through the design and implementation of plans, which are consistent with local, state, and federal policies.
- c. Coordinated Entry System Facilitator. The Coordinated Entry System Facilitator is an eligible applicant designated by the CoC to carry out the responsibilities listed in section 4 below.

- d. Corporation for Supportive Housing. The Corporation for Supportive Housing is a 501(c)(3) nonprofit organization selected by the CoC to serve as the Coordinated Entry System Facilitator.
- e. CoC Board (Board). The Board is the governance body of the CoC under the terms of its Governance Charter. The Board may delegate specific responsibilities under this MOU to its Executive Committee, the System Operation and Performance Committee, or other committees and workgroups.
- f. System Operations and Performance Committee (SOPC). Pursuant to the CoC Governance Charter, the SOPC is responsible for the oversight of the Lead Agencies. SOPC has designated the role of overseeing the MOU development and accountability to itself.

#### **4. Responsibilities of the Coordinated Entry System Facilitator**

The Coordinated Entry System Facilitator will assume responsibilities for:

- Manage the Coordinated Entry System (CES) including creating access, assessments process and oversight of Dedicated Skilled Assessors, assignment of households into housing, and accountability plans;
- Collaborate with CE lead partners to oversee and manage CES refinement including: refinement of the access plan; facilitation of housing referrals; and strengthening racial equity of the system;
- Facilitate CE workgroups in order to learn from the community, test new strategies, and adopt new policies approved by the CE Leadership Team.
- Support and lead System Integration teams to unite providers around removing barriers for participants and expediting housing;
- Ensure access for survivors of domestic violence and/or human trafficking;
- Connect households with the highest barriers to housing system navigation supports to ensure successful housing placements;
- Disseminate lessons learned and implications for systems improvement, communicate policies and procedures with the CoC, and deliver a training curriculum for providers and other stakeholders;
- Partner with the Chicago Continuum of Care to support compliance to HUD requirements of Coordinated Entry Lead Agencies and CoC member agencies.

#### **5. Performance Reporting and Oversight**

The Coordinated Entry System Facilitator will submit reports as follows:

- a. The CES Facilitator will provide verbal reports to the Coordinated Entry Leadership Team on progress on or barriers to achieving objectives identified in Exhibit 1, as required, at each working group meeting.

- b. Written reports will be submitted to SOPC no less frequently than semi-annually. Written reports will follow the template set forth in Exhibit 2 and will be prepared by the Coordinated Entry System Facilitator. This report will include:
  - i. A retrospective assessment of recent accomplishments and challenges
  - ii. Recommended changes to the Exhibit 1.

These written reports will be made posted to the [Coordinated Entry website](#) for public transparency.

## 6. **Term**

- a. The parties acknowledge that this MOU authorizes the Coordinated Entry System Facilitator to enter into Grants with HUD during the term of the MOU.
- b. This MOU shall commence on date of TBD, 2021 and shall continue for four (4) years until TBD, 2025 unless this MOU is terminated sooner as permitted under this MOU.
  - i. On or prior to one year prior to the MOU expiration date, the Board must provide written notice to the existing Coordinated Entry System Facilitator if it elects to conduct a competitive process to determine the next Coordinated Entry System Facilitator. If the Board fails to provide such written notice, then the term of this MOU will be automatically extended for an additional four (4) year period.
  - ii. If the Board through its oversight process determines that the Coordinated Entry System Facilitator has not satisfactorily corrected material performance deficiencies under a written corrective action plan within the specified timelines, the Board may terminate this MOU with written notice to the Coordinated Entry System Facilitator.
  - iii. Should this MOU be terminated before the expiration date by the Board, the Coordinated Entry System Facilitator will be allowed to fulfill its obligations under its existing HUD Grant. The MOU termination date will coincide with the expiration date of the HUD Grant occurring immediately following the date of notice of termination.
  - iv. The Coordinated Entry System Facilitator may terminate this MOU for any reason by giving the Board one (1) year prior written notice. In this case, the termination date will coincide with the expiration of the Planning Grant occurring immediately following the date of the notice plus one year.
  - v. Upon termination for any reason, the Coordinated Entry System Facilitator will participate in an expedient and professional transition of knowledge, documents, grants and all other relevant information (even if not identified by name in this document) to the successor entity. This transition will also include a formal training period, term of which will be negotiated by the parties involved, to facilitate the successful transfer of information with the minimal disruption to the CoC.



## **7. Modifications and Other Provisions**

- a. Modifications. Either party may request modifications to this MOU. Any changes, modifications, revisions, or amendments to this MOU which are mutually agreed upon by and between the parties to this MOU shall be incorporated by written instrument, and effective when executed and signed by all parties to this MOU.
- b. Compliance with Applicable Laws. The parties shall at all times comply with all applicable laws, federal, and state, county, municipal statues, ordinances, and regulations relating to this MOU or which may affect the performance of this MOU.
- c. Indemnification. Each party shall be responsible for and indemnify, defend, and hold harmless the other party, from and against any third party claims arising out of or in connection with (a) the negligent acts or omissions of its respective officers, agents, directors, and employees to the extent allowable by law; and (b) its breach or alleged breach of this MOU.
- d. Liability. No officer, member, official, or agent of the CoC or the Coordinated Entry System Facilitator shall be personally liable in connection with this MOU.

**Chicago Continuum of Care**  
**Coordinated Entry System Facilitator MOU**  
**Exhibit 1 – Scope of Services**

**Corporation for Supportive Housing Information (Grant 1)**

**Coordinated Entry System Facilitator**

**Term of contract:** November 1 2020 – November 30 2021

**Contract amount (if applicable):** \$556,945

**Coordinated Entry System Facilitator Contact Information:**

**Name:** Stephanie Sideman

**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Brett Penner

**Phone Number:** 312-332-6690 x 2832   **E-Mail:** brett.penner@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Julie Nelson

**Phone Number:** 312-332-6690 x 2828   **E-Mail:** Julie.nelson@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
All Chicago	HMIS management for CE implementation	3
Catholic Charities	Diversion Coordination and Matching Oversight	5
Center for Housing and Health	Access Point Oversight	3
Heartland Alliance Health	Housing System Navigation Provider	3

**Coordinated Entry System Facilitator Information (Grant 2)**

**Term of contract:** August 1, 2020 – July 31, 2021

**Contract amount (if applicable):** \$618,884

**Coordinated Entry System Facilitator Contact Information:**

**Name:** Stephanie Sideman

**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

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**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/ program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
Catholic Charities	Skilled Assessor	2
Facing Forward	Skilled Assessor	4
Featherfist	Skilled Assessor	1
Franciscan Outreach	Skilled Assessor	3
Heartland Alliance Health	Skilled Assessor	1

**Coordinated Entry System Facilitator Information (Grant 3)**

**Term of contract:** August 1, 2020 – July 31, 2021

**Contract amount (if applicable):** \$569,069

**Coordinated Entry System Facilitator Contact Information:**

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**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

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**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/ program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
The Network	Skilled Assessor	2
Facing Forward	Housing Location Provider	4
Metropolitan Family Services	Housing Navigation Provider	4

## **Major Deliverables & Activities**

### **Mandatory Activities and Deliverables** (this section will be in force for the full term of the MOU)

The Coordinated Entry System Facilitator is responsible for the activities and deliverables outlined in this section. The CoC Governance Charter may establish processes that the Coordinated Entry System Facilitator must follow when carrying out these activities. The Systems Operations and Performance Committee (SOPC) and/or the designated oversight body.

The CoC Program interim rule establishes minimum requirements that all coordinated entry processes must meet. Per the requirements at 24 CFR 578.7(a)(8) and the definition of a “centralized or coordinated assessment system” at 24 CFR 578.3, a CoC’s coordinated entry process must:

1. Cover the entire geographic area claimed by the CoC;
2. Be easily accessed by individuals and families seeking housing or services;
3. Be well-advertised;
4. Include a comprehensive and standardized assessment tool;
5. Provide an initial, comprehensive assessment of individuals and families for housing and services; and,
6. Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

The coordinated entry process to comply with any additional requirements established by HUD through Notice.

### **Annual Planning**

On an annual basis, the oversight body will work with the Coordinated Entry System Facilitator to develop strategic goals for mandatory activities listed above and include it in an annual work plan.

### **Accountability**

At minimum, twice annually, the Coordinated Entry System Facilitator will meet with the oversight body and submit a report per the template approved by the oversight body. At least once annually, the Coordinated Entry System Facilitator will work with the oversight body to survey constituents throughout the CoC to identify areas of exemplary Coordinated Entry System Facilitator performance as well as areas that require improvement of the Coordinated Entry System Facilitator. The oversight body can request that the Coordinated Entry System Facilitator receive technical assistance to address any areas requiring improvement.

**Submittal and Approval:**

Coordinated Entry System Facilitator representative signature:	
Name (typed)	[name, title]
Date submitted:	
Chicago CoC Board Chair Signature:	
Name (typed):	
Date approved:	