Coordinated Entry Leadership Team Agenda

February 25, 2020

I. Welcome and Introductions
   a. Please share your name, pronouns, agency, role, and one area of CE that interests you.

II. CE Leadership Team Agreement
   a. Please see the attachment that you are welcome to keep
   b. An additional copy will be provided during this meeting for you to sign

III. 2019 Accomplishments and Challenges
   a. Please see the attachments for accomplishments and challenges and 2019 data

IV. Action Plan

V. Review of the CE Monitoring Dashboard

VI. Next Steps
Chicago Coordinated Entry Leadership Team Agreement

The Chicago Coordinated Entry Leadership Team was created to offer oversight and guidance to the Coordinated Entry System (CES) by giving input and direction to shape the CES vision while finding solutions to improve the overall system. This group is facilitated by CSH and meets monthly as a team while smaller break-out groups may meet more often as needed. This team is comprised of leaders from the CoC including the CE Lead Entities and can call upon additional critical voices as needed.

The Coordinated Entry Leadership Team objectives include:

1. Vision setting
2. CES compliance and performance monitoring
3. Prioritization oversight
4. Amend CES Policies and Procedures, as needed

As a member of the Coordinated Entry Leadership Team, I agree to:

- Participate in monthly CE Leadership Team meetings
- Maintain confidentiality of provider performance that is shared with me for the purpose of barrier busting and system improvement
- Work to strengthen the Coordinated Entry system so that it can operate at its best by brainstorming ideas, offering solutions, and contributing towards tests when appropriate
- Serve as a champion of the Coordinated Entry System inside and outside of team meetings

Name: __________________________________________
Signature: ______________________________________
Date: __________________________________________
2019 Coordinated Entry Accomplishments and Challenges

Accomplishments

I. **Access** to CE Enhanced
   i. Dedicated Assessors
      1. 9 full time employees now allow us to have four access points available during business hours each week day.
      2. They are located at Heartland Alliance Health (North), 10 S. Kedzie (West), Featherfist (South), Catholic Charities (virtual), and floating at large shelters
   ii. CE Call Center Soft Launch
      1. CE has always needed a virtual option and now this exists and has had a successful start.
   iii. Improved communication with Skilled Assessors and the community about our strategy to introduce supports, learn from the community, and evaluate needs in 2020.

II. **Assessment** Refinements
   i. The CE Standardized Housing assessment was shortened from 11 to 7 pages. This process involved outstanding community input and will be less burdensome for participants.

III. Prioritization Shift/Assignment
   i. CE changed to our current prioritization practice in April, 2019. This included the work of a short term workgroup, six presentations to gather feedback, HMIS reconfiguration of the One List, and the start of chronic system integration teams.
   ii. Housing people with the greatest length of homelessness in supportive housing with the first tie breaker as unsheltered has been a shift for providers and many strong housing first opportunities followed.

IV. Solidifying Workgroup Structure/Accountability
   i. Standing workgroups and those called upon when needed have added tremendous support to CE operations.
   ii. As an example, a Transfer Workgroup is improving this aspect of CE that has always needed refinements.
2019 Challenges/Opportunities

I. Expanding Access to Housing
   iii. Many opportunities require additional support to ensure CE can increase
        the number of people connected to housing such as through HUD Multi-
        Family Housing, the Statewide Referral Network, HOPWA, and other
        sources

II. Automating Matching/Assignment
   iv. It has been a goal since 2018 to find a way to make matching more
        automated, and this is currently on hold.

III. Rematches/Assignment
   v. With a high rematch rate, CE needs to identify creative solutions for more
      successfully connecting people with housing providers
      1. One strategy will be to match unsheltered people towards the top
         of the One List to outreach providers, based on capacity, so
         engagement and supports can begin prior to a housing match.

IV. Transfers/Assignment
   vi. Even with a new system and prioritization plan, CE is struggling to
       accommodate the requests (over 100) for transfers
   vii. In some cases it appears as though providers could accommodate
       participants without requesting a transfer
   viii.

V. Communication/Accountability
   ix. We need to improve communication with partners on a variety of levels

VI. Family System Integration Team
   x. Other SITs have solidified and this one has not had participation/buy in
   xi. The needs we see are more general, and perhaps a CoC Family
       Workgroup would be more appropriate.
       1. As an example, some housing providers will not house a family
          without their children present. This impacts CE but is not likely a
          CE challenge.
*Please note that in 2019, CoC housing providers with CHA project based vouchers shifted to accept referrals from CHA instead of CES after a data match was implemented between All Chicago (HMIS) and CHA.

### Assessed, Matched, and Housed through CES

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessed</td>
<td>5214</td>
<td>9644</td>
<td>9182</td>
<td>24,040</td>
</tr>
<tr>
<td>Matched</td>
<td>1704</td>
<td>2811</td>
<td>2657</td>
<td>7172</td>
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<tr>
<td>Housed</td>
<td>811</td>
<td>1234</td>
<td>1044</td>
<td>3089</td>
</tr>
</tbody>
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### Dedicated assessors added between September and December

Assessors staff Access Points (including the CE Call Center) and support large shelters.

### Assessments completed at the CE Call Center

Assessments primarily conducted with patients of healthcare providers and shelters, as well as updates to assessments for shelter residents and people requiring a Housing History Tool update.

### Survivors of Domestic Violence/ Human Trafficking Assessed

Of the 71 households assessed, 32 have been matched and 7 have moved into housing.
The percentage of people matched who have moved into housing fell by 7% between 2018 and 2019. (CE increased the number of matches per opening for most interventions in 2019)

Rematch rate has fallen between 2018 and 2019 for every housing intervention except SSVF were it increased by 2% (SSVF grantees were encouraged to request rematches for unfound Veterans in 2019)
53% of rematch request came from PSH providers. Of this total, half of all requests (737) came from four agencies.

### Most Common Rematch Requests

<table>
<thead>
<tr>
<th>Reason</th>
<th>2018 Percentage</th>
<th>2019 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to contact</td>
<td>38%</td>
<td></td>
</tr>
<tr>
<td>Client Declined</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Not Chronic</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>

### Days from Matched to Housed

<table>
<thead>
<tr>
<th>Year</th>
<th>All</th>
<th>PSH</th>
<th>PHwSS</th>
<th>RRH</th>
<th>Youth TH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>82</td>
<td>65</td>
<td>27</td>
<td>100</td>
<td>24</td>
</tr>
<tr>
<td>2018</td>
<td>90</td>
<td>76</td>
<td>39</td>
<td>101</td>
<td>38</td>
</tr>
<tr>
<td>2019</td>
<td>80</td>
<td>73</td>
<td>41</td>
<td>94</td>
<td>38</td>
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