



[Chicago Coordinated Entry System](#)

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 System](#)

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

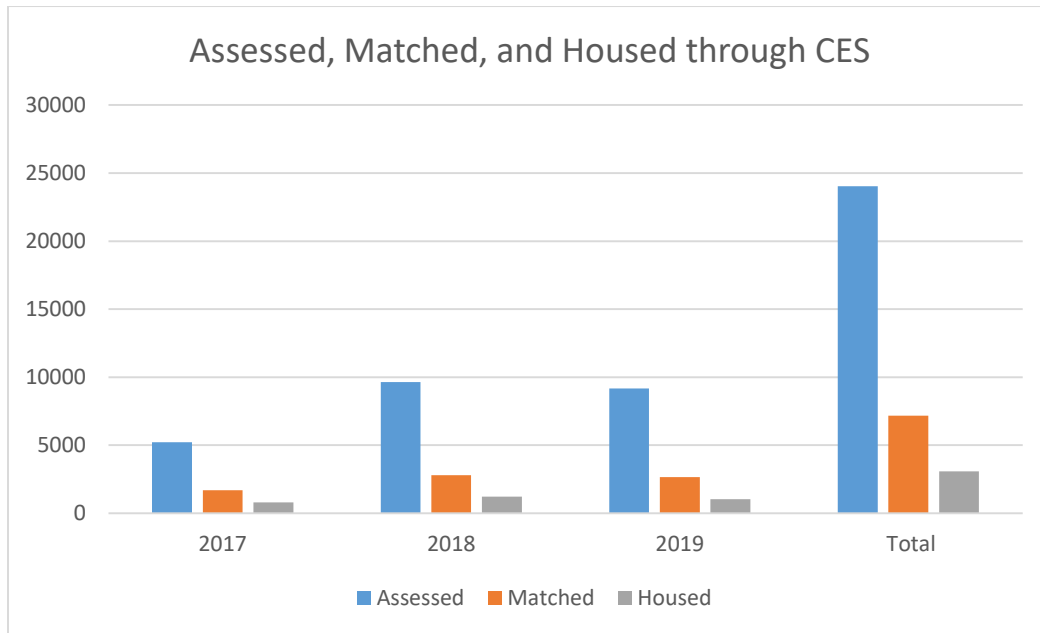
- I. **Access** to CE Enhanced
 - i. Dedicated Assessors
 1. 9 full time employees now allow us to have four access points available during business hours each week day.
 2. They are located at Heartland Alliance Health (North), 10 S. Kedzie (West), Featherfist (South), Catholic Charities (virtual), 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.

Chicago Coordinated Entry 2019 Year in Review



	2017	2018	2019	Total
Assessed	5214	9644	9182	24,040
Matched	1704	2811	2657	7172
Housed	811	1234	1044	3089

*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.

9

Dedicated assessors added between September and December

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

94

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

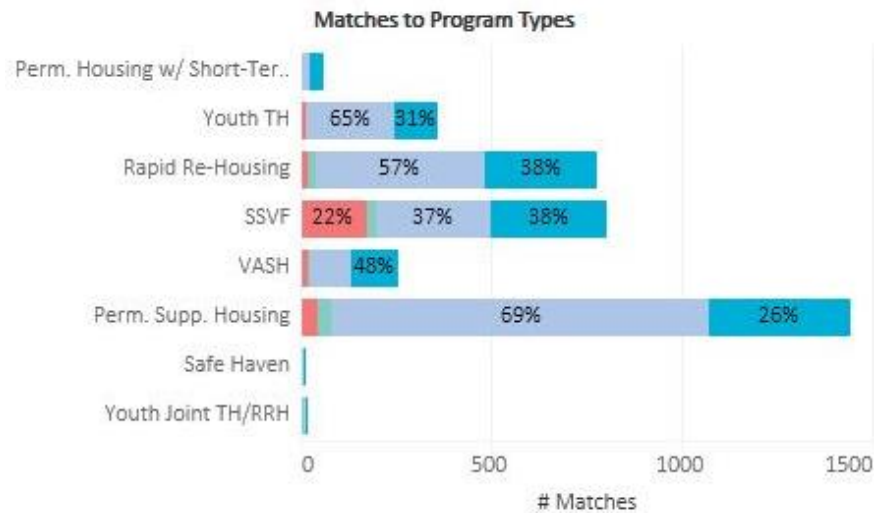
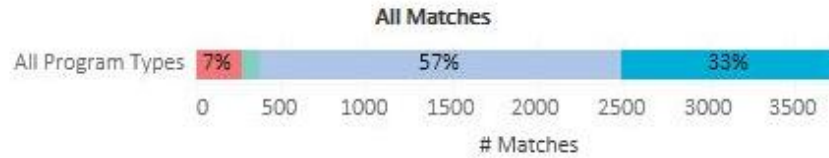
71

Survivors of Domestic Violence/ Human Trafficking Assessed

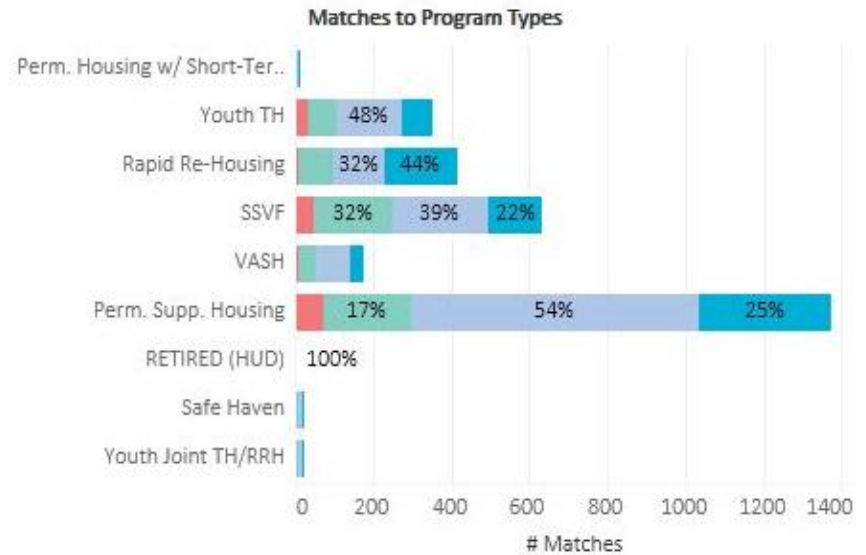
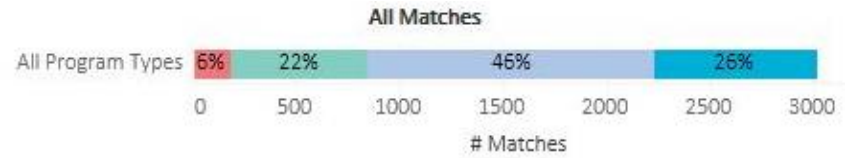
Of the 71 households assessed, 32 have been matched and 7 have moved into housing

Results of Housing Referrals

2018



2019

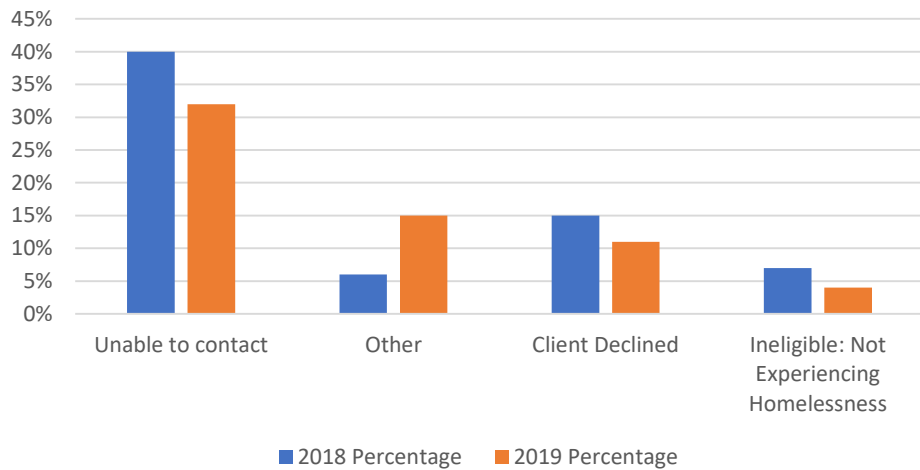


- The percentage of people matched who have moved into housing fell by 7% between 2018 and 2019. (CE increased the number of matches per opening for most interventions in 2019)
- Rematch rate has fallen between 2018 and 2019 for every housing intervention except SSVF where it increased by 2% (SSVF grantees were encouraged to request rematches for unfound Veterans in 2019)

53%

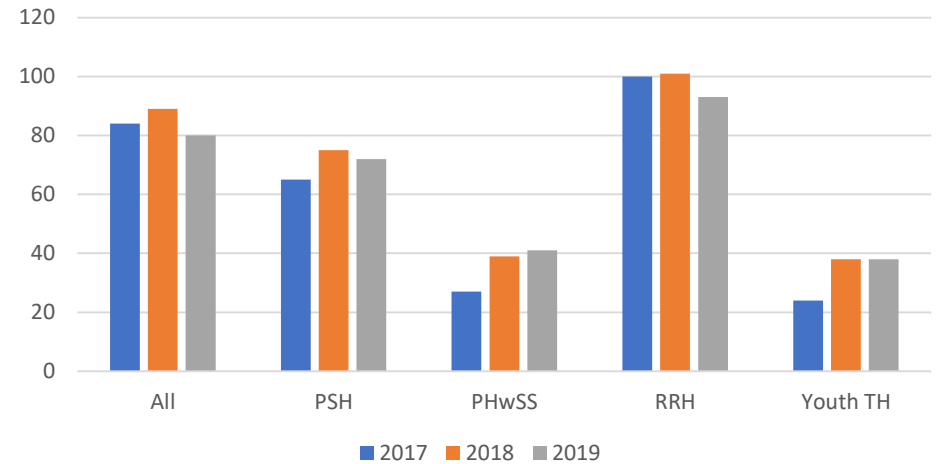
of rematch request came from PSH providers. Of this total, half of all requests (737) came from four agencies.

Most Common Rematch Requests



Most Common Rematch Reasons	Percentage of Total Rematches
Unable to contact	38%
Client Declined	13%
Not Chronic	9%

Days from Matched to Housed



Year	All	PSH	PHwSS	RRH	Youth TH
2017	82	65	27	100	24
2018	90	76	39	101	38
2019	80	73	41	94	38