

CE Housing Provider Guide

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Referral & Rematch Information

Any housing first program with openings in Chicago is welcome to receive referrals through the Chicago Coordinated Entry System. The following steps offer directions on how to do so.

[Housing Provider Workflow](#)

Helpful step-by-step guide for tracking, reviewing, updating, and transferring referrals in HMIS.

[Set Up a Project in HMIS](#)

In order to set up a project in HMIS, you will need to complete an Eligibility Form explaining the project's pre-set eligibility so that matches from Coordinated Entry are the best fit.

[Request Referrals for Project](#)

When the project has unit openings, staff should complete the Unit Availability/ Project Opening Form.

[Receive Referrals for Project](#)

Housing Providers will receive a match based on the information reported in the Unit Availability/ Project Opening Form. Referral Need Status should be updated within two business days to reflect initial efforts in contacting the household. Youth providers: See specific information below.

[Referral Contact Protocols](#) (p. 2-4)

Providers should attempt to contact the referred individual and/or household for 10 days from the date of the match. Upon receiving referral, Housing Providers should update Need Status within 2 business days; it should be updated again depending on the outcome.

[HMIS Need Status Updates Glossary](#)

Housing Providers are required to update the Need Status within 2 business days of receiving the referral. They should then continue to update the Need Status as new developments occur.

[Document Need for Re-Match](#)

If Housing Providers are unable to contact an individual/household within 10 days of the referral, the client denies the project, or the client is not eligible for the project, the Housing Provider should document the need for a re-match. It is important for the Housing Provider to document the reason for the re-match need and to put any important details in the notes section.

[Request a Re-Match](#)

Once the Housing Provider updates the client's Referral Need Status in HMIS, they should also complete a Re-Match Request Form. Providers can expect to receive a re-match on the next business day.

Transfer Information

[Transfer Request Policy](#)

Transfers can be made internally or externally. Next steps depend on which type of transfer. Internal transfers do not require CES approval. External transfers do require CES approval; receipt of transfer request will occur within two business days and CE Matching Entity will update Housing Provider weekly on status.

[Transfer Request Process](#)

Housing Providers who wish to complete a transfer request between different agencies or project types must submit the following before a determination is made: HMIS consent level and date, reason for transfer, narrative, alternative options exhausted table, and document packet.

[Transfer Video](#)

This ten minute video walks through the policies and procedures and begins to walk through the steps on HMIS during the 7th minute.

Permanent Supportive Housing (PSH) Specific Information

[Chronic Homelessness Verification](#)

In order to qualify for Chronic Homelessness Status, a person must have a disability that is expected to be of long, continuing, or indefinite duration and substantially impede the individual's ability to live independently. This document walks a Housing Provider through the verification process.

[Housing Navigator Roles and Responsibilities](#)

Households experiencing chronic homelessness who have been matched to PSH will receive Housing System Navigator (HSN) services.

[Housing System Navigation Workflow](#)

Flyer showing Housing System Navigation (HSN) services and its process.

[RRH Bridge Housing Program](#)

Available for single individuals who are enrolled in a PSH program without an immediate unit available. Referrals are completed by PSH provider via HMIS need status.

Rapid Re-Housing (RRH) Specific Information

[RRH Phone Script](#)

Script available for housing providers calling households to screen for RRH project.

Youth Specific Information

[Receive Referrals for Project](#)

Youth referrals take place at weekly Youth System Integration Team meetings. Contact Stephanie Sideman (above link) for more information.

[Youth Diversion](#)

Youth diversion services are provided by Catholic Charities. People between the ages of 18-24 should be screened for diversion through the standard housing assessment and referred to Catholic Charities. They can be contacted at the email in the above link or via phone at 312-655-7165.

Veteran Specific Information

[Pausing/Restarting Matches](#)

If a housing program wishes to pause and later restart receiving matches to their veteran-specific housing program, they should complete the SSVF Projects: Request to Pause and Restart Matches form.

[Veteran Diversion](#)

Veteran diversion services are provided by Supportive Services for Veteran Families. The number to contact depends on what week of the month it is:

- 1st Week: Volunteers of America 312-564-2356; 312-564-2342 (backup)
- 2nd Week: Heartland Human Care Services 773-336-6023; 773-336-6015 (backup); 773-336-6075 (backup)
- 3rd Week: Thresholds 773-572-5321; 708-808-0023 (backup)
- 4th and 5th Weeks: Featherfist 773-251-7254; 773-721-7088 (backup)

System Integration Teams (SITs) Information

[Chronic SIT](#), [Veterans SIT](#), [Youth Transitional Housing SIT](#)

System Integration Teams are separated by target populations. Their purpose is for housing providers, shelters, drop-in centers, and outreach teams to be able to come together and case conference specific clients. Each group meets virtually. Groups are led by Stephanie Sideman and Clare Smith (Youth Transitional Housing), Ben Darby (Chronic), and Jessica Smith (Veterans). Email them in corresponding link above for more information or to be put on the listserv. All are welcome to attend meetings.

Work Group Information

[Coordinated Entry Workgroups](#)

There are several different Coordinated Entry workgroups that are working on special projects related to CE, such as domestic violence and human trafficking, transfers, assessments, families, and supportive housing. If you have expertise in that field and would be interested in participating in any workgroup or would simply like to learn more, please click on the link above or contact Bridget Doveatt at All Chicago at bdoveatt@allchicago.org.

Other Important Contact Information

For HMIS assistance, e-mail helpdesk@allchicago.org

Suicide Prevention Line

1-800-273-8255. Press 1 for veteran crisis line.