

**Chicago Coordinated Entry System  
Housing for Domestic Violence & Human Trafficking Victims/Survivors**

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**POLICIES & PROCEDURES**



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## **OVERVIEW – POLICIES & PROCEDURES**

### **The Chicago Coordinated Entry System (CES)**

Coordinated entry is a centralized and streamlined system for accessing housing and support services to end homelessness in a community, and is required by the U.S. Department of Housing and Urban Development for all Continuums of Care (CoC) as stated in 24 CFR 578.7 (a)(8) of the Continuum of Care Program Interim Rule. “HUD’s primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present<sup>1</sup>.” The system incorporates a community-wide Housing First approach to all programs and prioritizes resources for those with the most complex needs.

Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure people who need assistance the most can receive it in a timely manner. Coordinated entry also informs the system on service needs and gaps to help communities plan their assistance and identify needed resources. Utilizing a standardized assessment tool and practices, the goal is for the system to ensure households experiencing homelessness have equal and fair access to resources that will end their homelessness. All programs receiving Federal and State funds will comply with applicable civil rights and fair housing laws and requirements, and recipients and sub-recipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws.

### **The CES Housing Assessment**

The CES housing assessment records the applicant’s current situation and needs so they can be connected to the appropriate housing program, if eligible and when there is an opening. Housing programs range from transitional housing to short term supportive housing or rapid re-housing.

### **Eligibility for housing allocated for Domestic Violence and/or Human Trafficking Survivors**

One is eligible for housing resources for domestic violence and/or human trafficking survivors through CES if they are 18 years or older AND fleeing domestic violence and/or human trafficking, per HUD definition of homelessness Category 4<sup>2</sup>.

### **Housing Assessment Process**

Steps for assessment and referral to housing are below. Housing matches are provided if the household is eligible and if there is a housing resource available.

1. A CES skilled assessor from the Illinois Domestic Violence Hotline or the CE Call Center will complete the Assessment with the applicant.
2. The applicant will be prioritized for available housing based on the CES Prioritization Policy.

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<sup>1</sup> <https://www.hudexchange.info/resource/4427/coordinated-entry-policy-brief/>

<sup>2</sup> [https://files.hudexchange.info/resources/documents/HomelessDefinition\\_RecordkeepingRequirementsandCriteria.pdf](https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)

3. **Without an Income:** If the applicant does not have income or they do not have sufficient income to pay their own rent and utilities, the following will happen:
  - a. They will be referred (if housing is available) to the DV HT Housing Provider that has an opening and the DV HT Housing Navigator
  - b. The Navigator works with participants to support moving into housing with a short term subsidy and supports from the Housing Provider. The navigator supports housing activities such as accompanying participants to an intake meeting with the housing provider, taking applicant to view available apartments, help with gathering needed documentation for lease, etc.
  - c. Once participants have moved into housing, they will be paying a percentage of their income towards rent and utilities. Those without an income will pay zero dollars while working to obtain an income. The Housing Provider will determine the length of stay in the housing provided, based on the Housing Provider's program specifications. Please note that this is housing with short term financial and case management support.
4. **With an Income Sufficient to Pay Rent & Utilities:** Participants with sufficient income to pay rent and utilities will be referred to the DV HT Housing Locator. The Locator will work with participants and current service provider/case manager to address barriers and find appropriate housing. The Locator will stay in touch with participants for the first month after moving into housing. Participants are responsible for paying 100% of the rent and utilities from the beginning of the lease. There is no short term financial or case management support provided with the Housing Location program.
5. Please see below on Pg. 5 for Process Flow Diagram

#### **Revoking Consent to Release Information**

An applicant may revoke their consent to release information in the CES DV HT Assessment by completing the respective Withdrawal of Consent form. To gain access to the respective Withdrawal of Consent form, the applicant can call the skilled assessor at Illinois Domestic Violence Hotline at 1-877-863-6338 (Voice); 1-877-863-6339 (TTY) or the CE Call Center at (312) 361-1707 (Mon-Fri, 8:30am-4pm) depending on where they were initially assessed.

#### **Housing Availability**

Housing resources provided through CES are limited; completing an assessment does not guarantee housing. We encourage applicants to continue exploring other options such as gaining an income or searching for affordable housing in Chicago and Illinois through [www.ilhousingsearch.org](http://www.ilhousingsearch.org) or by calling 877-428-8844. This list has information on affordable units throughout the State. Additional housing can be viewed on Chicago Housing Authority's website at <http://www.thecha.org>. Click on Apply for Housing for information on openings on waiting lists. For questions or more information about CHA housing, please call 312-913-5812 or 312-913-7856.

#### **Where can an applicant get help if they are not eligible via CES for housing specifically for domestic violence & human trafficking victims/survivors?**

When applicants are not eligible for CES DV HT specific housing, the Assessor will be providing them resources to access the CE Access Points or CE Call Center to be assessed (HMIS Assessment) via the General CES, if they choose. The following should be provided to the ineligible applicant:

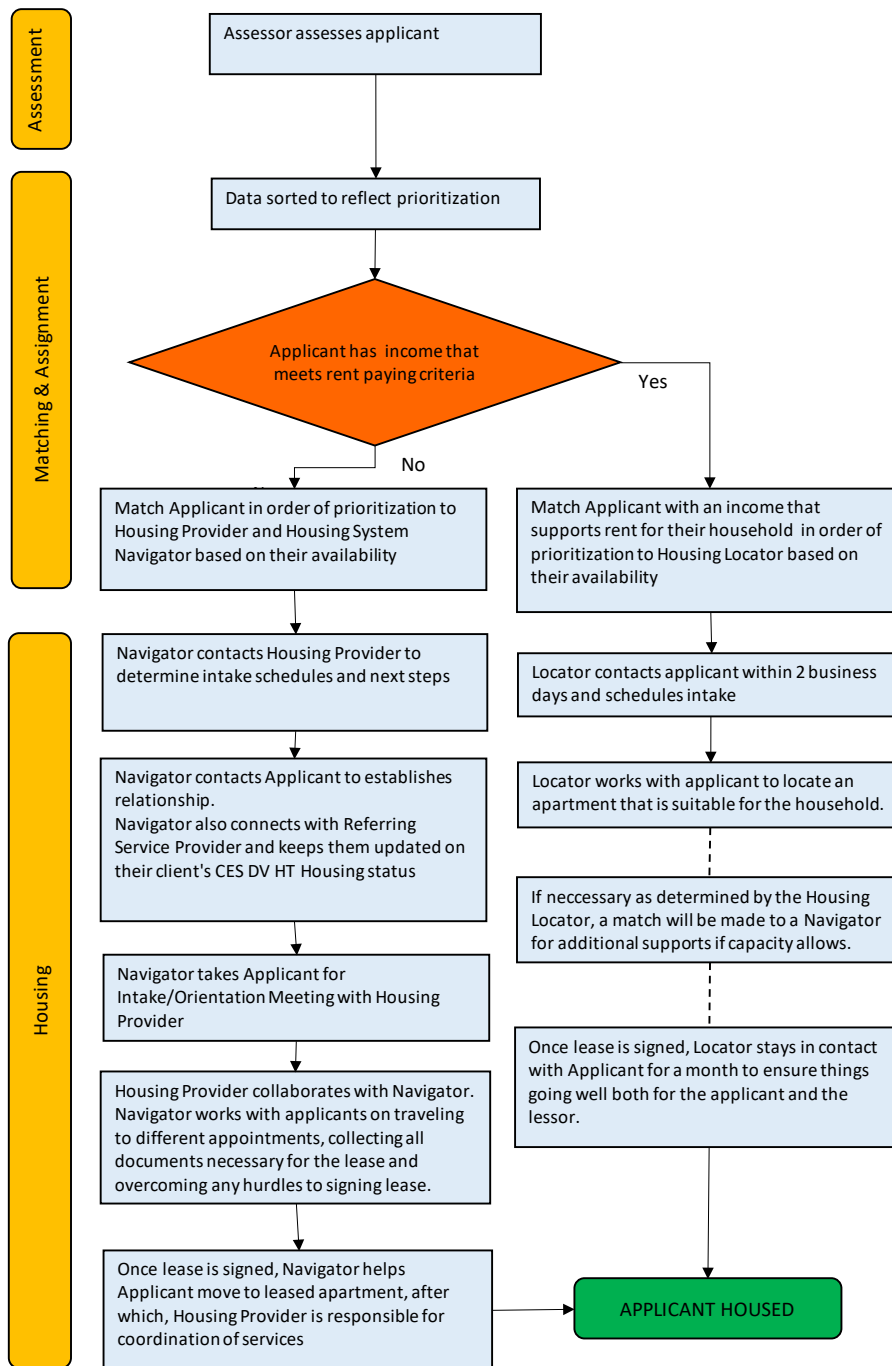
- Access Points: <https://www.csh.org/chicagoces/>

- Call Center Phone Number & Hours of Operation:  
Phone Number: (312) 361-1707  
Hours of Operation: 8:30AM – 4:00PM (Mon-Fri)  
The applicant should be notified that if they chose to call the CE Call Center, they must be accompanied by their case worker. In this situation the case worker should be provided the CE Call Center Protocol <https://hmis.allchicago.org/hc/en-us/articles/360035253032-Coordinated-Entry-System-CES-and-Call-Center>
- Applicants are also encourage to continue exploring other options such as gaining an income or searching for affordable housing in Chicago and Illinois through [www.ILhousingsearch.org](http://www.ILhousingsearch.org) or by calling and checking the Chicago Housing Authority’s website at [www.thecha.org](http://www.thecha.org).

**Entities working on housing domestic violence & human trafficking victims/survivors via CES**

1. Illinois Domestic Violence Hotline; CES Skilled Assessor for DV HT Housing Program (for applicants referred by domestic violence shelters)
2. Catholic Charities of Chicago - CE Call Center; CES Skilled Assessor for DV HT Housing Program (for applicants referred by anti-trafficking agencies)
3. Metropolitan Family Services; CES DV HT Housing Navigation Program; CES DV HT Rapid Rehousing Program
4. Heartland Human Care Services; CES DV HT Rapid Rehousing Program
5. Family Rescue Inc.; CES DV HT Joint Transitional Housing/Rapid Rehousing Program, Ridgeland Housing
6. Apna Ghar Inc.; CES DV HT Joint Transitional Housing/Rapid Rehousing Program
7. Catholic Charities of Chicago; CES DV HT Rapid Rehousing Program
8. Facing Forward to End Homelessness; CES DV HT Housing Location Program
9. Corporation for Supportive Housing/CSH; Systems Integrator for CES DV HT Housing Program

## PROCESS FLOW



## **PRIORITIZATION PLAN - PHASE 1 (Dec 2019-July 2020)**

This prioritization plan was set up to be implemented for at least the first three months of housing interventions including housing location supports, rapid rehousing, and transitional housing starting in December 2019.

NOTE: This prioritization plan applies to participants currently within the city of Chicago.

### **Rapid Rehousing & Joint Transitional Housing-Rapid Rehousing Prioritization**

1. Enrolled in a DV shelter
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

### **Housing Locator Prioritization**

1. Enrolled in a DV shelter
  - a. This is not a requirement if there are not enough households in DV shelter to meet the capacity of housing locators.
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

This intervention requires an income that can accommodate paying for the household's rent as eligibility criteria. This will take into consideration the total gross income and size of unit required for the household.

### **Housing System Navigation Prioritization**

Navigators will be assigned to households matched to rapid rehousing or transitional housing programs. If capacity allows, they can also be assigned to support households matched to a Housing Locator. The following prioritization applies to those with a housing provider referral through CE:

1. Enrolled in a DV shelter
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

### **Next Steps**

After three months of referrals made using this prioritization, the Coordinated Entry DV/HT workgroup will meet to review data and discuss future prioritization plans. When this team has solidified an expansion to this prioritization plan, it must be approved by the Coordinated Entry Leadership Team before it is implemented

## **PRIORITIZATION PLAN - PHASE 2 (Aug 2020 – Sept 2020)**

The CES DV HT Workgroup – Prioritization Team assessed the outcome of Phase 1 Prioritization and identified additional populations to be assessed and other factors to be considered while prioritizing on the DV HT Housing Waitlist for Phase 2.

The outcome of this analysis is the following Prioritization Plan for CES DV HT Housing – Phase 2.

This prioritization plan applies to applicants currently staying in the city of Chicago.

### **Rapid Rehousing & Joint Transitional Housing-Rapid Rehousing Prioritization**

This intervention includes a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Housing Locator Prioritization**

This intervention requires an income that can accommodate paying for the household's rent and utilities as eligibility criteria. This will take into consideration the gross income and size of unit required for the household and does not include financial assistance and targeted supportive services once the participant is housed.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Housing System Navigation Prioritization**

Navigators will be assigned to households matched to Rapid Rehousing or Transitional Housing programs. This intervention assists program participants in the various stages as they move from their position of homelessness to being housed in Rapid Rehousing or Transitional Housing.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Next Steps**

After three months of referrals made using this prioritization, the Coordinated Entry DV/HT workgroup will meet to review data and discuss future prioritization plans. When this team has solidified a prioritization plan, it must be approved by the Coordinated Entry Leadership Team.



## **PRIORITIZATION PLAN - PHASE 2B (Sept 2020 - Ongoing)**

The CES DV HT Workgroup determined on Sept 1<sup>st</sup>, 2020 that given influx of RRH/TH resources for 2020 – 2021 and minimal back log in our waitlist of applicants, it was important for us to further expand prioritization beyond Phase 2 as soon as possible. As an outcome, Phase 2b implemented to test expanding prioritization to include DV/HT survivors referred by the largest interim family shelter in Chicago, Primo Center for Women and Children. During our quarterly meeting on December 2020 it was determined that we would further expand prioritization to include DV/HT survivors referred by another of the large interim family shelter in Chicago, Casa Central and during our quarterly meeting in March 2021, we further expanded Prioritization to include DV/HT survivors referred by Cornerstone and Margaret’s Village. Since the expansion in Prioritization for Phase 2B is being done as a Test, we will not need Coordinated Entry Leadership Team’s approval to implement. This prioritization plan applies to applicants currently staying in the city of Chicago.

### **Rapid Rehousing & Joint Transitional Housing-Rapid Rehousing Prioritization**

This intervention includes a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Victim/Survivor of Human Trafficking referred by interim family shelters, Primo Center for Women and Children, Casa Central, Cornerstone, Margaret’s Village
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Housing Locator Prioritization**

This intervention requires an income that can accommodate paying for the household’s rent and utilities as eligibility criteria. This will take into consideration the gross income and size of unit required for the household and does not include financial assistance and targeted supportive services once the participant is housed.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Victim/Survivor of Human Trafficking referred by interim family shelters, Primo Center for Women and Children, Casa Central, Cornerstone, Margaret’s Village
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Housing System Navigation Prioritization**

Navigators will be assigned to households matched to Rapid Rehousing or Transitional Housing programs. This intervention assists program participants in the various stages as they move from their position of homelessness to being housed in Rapid Rehousing or Transitional Housing.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Victim/Survivor of Human Trafficking referred by interim family shelters, Primo Center for Women and Children, Casa Central, Cornerstone, Margaret’s Village
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

### **Next Steps**

After three months of referrals made using this test expansion in prioritization, the DV/HT workgroup will meet to review data and discuss potential for Phase 3 Prioritization to include additional Emergency Homeless Shelters and/or non-residential clients of Domestic Violence agencies. When this team has solidified a Phase 3 Prioritization Plan, it must be approved by the Coordinated Entry Leadership Team.

## ACCESS PLAN

### Access Plan for Applicants at DV Shelters:

#### Step 1: Completing Assessment

1. CES DV HT Housing Skilled Assessor will call DV Shelters to schedule appointments to complete Assessments for their applicants.
2. **Skilled Assessor Initiates Call/Meeting:** During the scheduled time, the Skilled Assessor will either meet the applicant in person at the shelter or complete assessment via phone at a scheduled time.
3. **Pre-Screen:** The Skilled Assessor will first complete the Pre-Screen with the applicant to determine eligibility. If the applicant is not eligible, the Assessor will provide them with alternate housing resources.
4. **Consent:** Once the applicant has been determined as eligible for DV HT Housing, the Assessor will complete the Consent Form. If the Assessment is being done via phone, the Assessor will complete the Consent Form verbally. The applicant's service provider must securely email completed Consent form to the Assessor before Assessment is completed.
5. **Complete Assessment:** The applicant will complete the Assessment with the Skilled Assessor.
6. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the applicant with following:
  - a. CES DV HT Brochure which explains the process and next steps
  - b. Chicago CES Grievance Procedures
  - c. Skilled Assessor's Contact Information for applicant to contact for updating their assessment information or withdrawing consent to release information

#### Step 2: Updating Information

Applicants may call DV HT Skilled Assessor contact number provided during Assessment on their own any week day during regular hours of 9am – 5pm to update their assessment information.

#### Step 3: Linkage to Housing

CSH will link households to housing resources as they become available based on the CES DV HT Prioritization Plan.

## Access Plan for Applicants Referred by Anti Trafficking Agencies/Programs

### Step 1: Completing Assessment

1. Applicants referred by Anti Trafficking Agencies/Programs will be assessed by Skilled Assessors at the CE Call center.  
**CE Call Center Phone Number: (312) 361-1707**  
**Hours of Operation: 8:30AM – 4:00PM (Monday-Friday)**
2. **Applicant's Service Provider Initiates Call:** To complete assessment with the CE Call Center, service provider staff (case worker, advocate, shelter staff, etc.) must initiate the call with the applicant. **IMPORTANT NOTE:** The staff member or applicant must first let the Skilled Assessor receiving the call know that they are **calling for DV HT Housing Assessment.**
3. **Pre-Screen:** The Skilled Assessor will first complete the Pre-Screen with the applicant to determine eligibility. If the applicant is not eligible, the Assessor will provide them with alternate housing resources.
4. **Consent:** If the applicant is eligible, the Assessor will complete the Consent Form verbally. Before completing a housing assessment via the CE Call Center, the staff member calling with the applicant should complete the CES DV HT Consent Form and securely email that to the CE Call Center at [Chicagocescallcenter@catholiccharities.net](mailto:Chicagocescallcenter@catholiccharities.net)
5. **Complete Assessment:** The applicant will complete the Assessment with the skilled assessor. The staff accompanying the applicant will stay on the call during this time if the applicant so chooses.
6. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the applicant with following:
  - a. CES DV HT Brochure which explains the process and next steps
  - b. Chicago CES Grievance Procedures
  - c. CE Call Center phone number and hours of operation for applicant to contact for updating their assessment information or withdrawing consent to release information

### Step 2: Updating Information

Applicants may use the CE Call Center on their own any week day during the Call Center's regular hours of 8:30am – 4:00pm to update their assessment information.

### Step 3: Linkage to Housing

CSH will link households to housing resources as they become available based on the CES DV HT Prioritization Plan.

## **Access Plan for Applicants (DV or HT Survivors Only) Referred by Interim Shelters**

### **Step 1: Completing Assessment**

1. Applicants referred by Interim Shelters will be assessed by DV HT Skilled Assessor at Illinois Domestic Violence Hotline (IDVH)  
**IDVH Phone Number: 877-863-6338**  
**Hours of Operation: Tuesdays: 1pm-5pm and Wednesdays: 9:00AM – 5:00PM**
2. **Applicant's Service Provider Initiates Call:** To complete assessment with the CE Call Center, service provider staff (case worker, advocate, shelter staff, etc.) must initiate the call with the applicant. IMPORTANT NOTE: The staff member or applicant must first let IDVH associate receiving the call know that they are **calling for DV HT Housing Assessment**. IDVH Associate will then transfer the call to DV HT Skilled Assessor.
3. **Pre-Screen:** The Skilled Assessor will first complete the Pre-Screen with the applicant to determine eligibility. If the applicant is not eligible, the Assessor will provide them with alternate housing resources.
4. **Consent:** If the applicant is eligible, the Assessor will complete the Consent Form. Before completing a housing assessment via IDVH, the staff member calling with the applicant should complete the CES DV HT Consent Form and securely email that to DV HT Skilled Assessor at [vvences@batteredwomensnetwork.org](mailto:vvences@batteredwomensnetwork.org)
5. **Complete Assessment:** The applicant will complete the Assessment with the skilled assessor. The staff accompanying the applicant will stay on the call during this time if the applicant so chooses.
6. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the applicant with following:
  - a. CES DV HT Brochure which explains the process and next steps
  - b. Chicago CES Grievance Procedures
  - c. Skilled Assessor's phone number and hours of operation for applicant to contact for updating their assessment information or withdrawing/adjusting consent to release information

### **Step 2: Updating Information**

Applicants may call DV HT Skilled Assessor at IDVH on Wednesdays, 9am-5pm to update their assessment information.

### **Step 3: Linkage to Housing**

CSH will link households to housing resources as they become available based on the CES DV HT Prioritization Plan.

## **CES DV HT SKILLED ASSESSOR PROCEDURES**

### **Skilled Assessor Role**

The skilled assessor assesses applicants for housing allocated for domestic violence and human trafficking survivors. Assessments are completed in person or via phone by DV HT Skilled Assessor at IL DV Hotline for applicants referred by Domestic Violence Shelters or Interim Family Shelters and via phone by CE Call Center for applicants referred by Anti-Trafficking Agencies/Programs.

### **Assessment Process:**

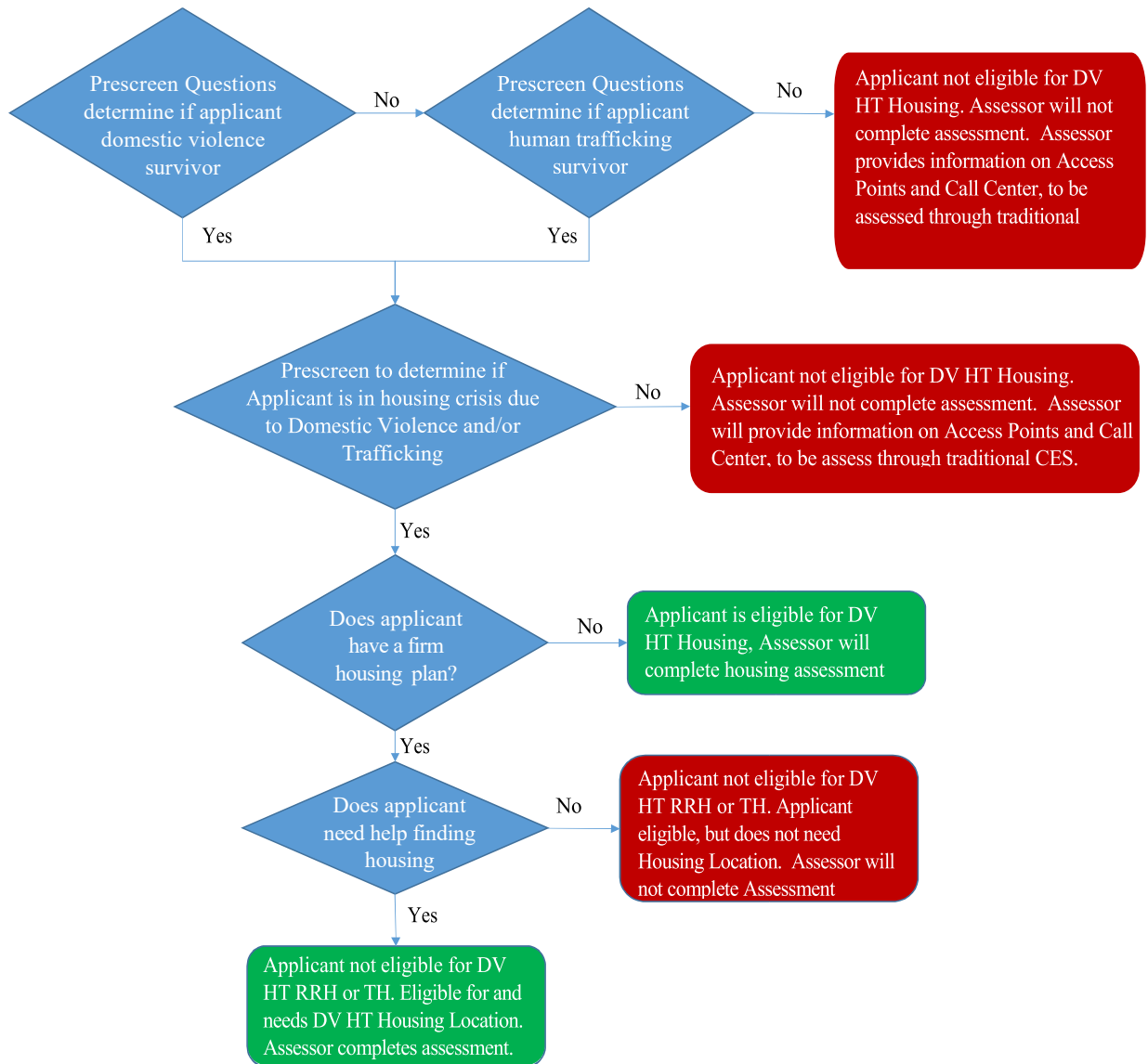
1. The skilled assessor completes Prescreen for Eligibility form. See below on Pg. 11 for Eligibility Prescreen Process.
2. If the applicant is eligible, skilled assessor:
  - a. Completes Client Consent for Release of Information (required before steps below);
  - b. Completes Assessment;
  - c. Gives applicant contact information for follow up, CES Policies and Procedures and CES Grievance Procedures
  - d. The Assessment including Prescreen for Eligibility and Client Consent for Release of Information is completed and submitted within iCarol system.
  - e. Before submitting the Assessment, the skilled Assessor assigns it for CSH Review within iCarol.
3. If applicant calls with an update in their information, the skilled assessor updates the applicant's information in the respective Assessment within iCarol and notifies CSH that an update has been made to a specific Assessment.
4. The skilled assessor can check to see applicant's status by viewing the completed Assessment for that applicant within iCarol.
5. Skilled assessor can provide only status (Pending Match, Matched, Attempting Contact, Enrllled, Housed, Inactive, Pending Rematch) of applicants assessed to the applicant or their case worker as needed.

### **Calculating Length of Homelessness**

The CES DV HT Skilled Assessor calculates the length of homelessness for the applicant using the Housing History Tool in the Assessment as follows:

1. Identify if the applicant was fleeing domestic violence or human trafficking, using HUD's definition of Homelessness category 4. (Copy & Paste this on your web browser if link does not work)  
[https://files.hudexchange.info/resources/documents/HomelessDefinition\\_RecordkeepingRequirementsandCriteria.pdf](https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)
2. Add up the times that identify as Fleeing = "Y". Since we are calculating length of homelessness in years, calculate as follows:
  - a. Less than 6months = .25year
  - b. 6months = .5 year
  - c. More than 6 months but less than 1 year = .75 year
  - d. 1year = 1year
  - e. More than 1 year but less than 18months = 1.25 years
  - f. 18 months = 1.5years
  - g. More than 18 months and less than 2 years = 1.75 years
  - h. 2 years = 2 years and so on

## ELIGIBILITY PRE-SCREEN PROCESS



**SYSTEMS INTEGRATION TEAM**

<b>Role</b>	<b>Agency</b>
DV HT Housing Provider (RRH)	Heartland Human Care Services
	Metropolitan Family Services (MFS)
	Catholic Charities of Chicago
DV HT Housing Provider (Joint TH/RRH)	Family Rescue Inc.
	Apna Ghar Inc.
Ridgeland Housing (TH)	Family Rescue Inc.
DV HT Housing Locator	Facing Forward to End Homelessness
DV HT Housing Navigator	Metropolitan Family Services (MFS)
DV HT Housing Systems Integrator	Corporation for Supportive Housing (CSH)

**Purpose of the Systems Integration Team:**

The Systems Integration Team/SIT meets bi-weekly to case conference, track progress, and share updates, resources and best practices. These meetings are usually held in person with a call in option and the providers take turn hosting the meeting. The SIT reviews cases for households that have been matched to a provider (RRH, TH, Housing Location, Housing Navigation)

**SIT Process:**

1. CES Skilled Assessor completes and submits the DV HT Prescreen, Consent Form and Assessment within iCarol.
2. CSH places the applicant in the Housing Location Waitlist (if the applicant meets the income eligibility needed to pay rent on their own) or the RRH/TH Waitlist (if the applicant has no income or insufficient income to pay rent on their own) per current Prioritization Plan.
3. Housing Provider notifies CSH via iCarol about their capacity to accept referrals. They can also reach out directly for referrals from CSH.
4. **RRH/TH Waitlist Match Process**
  - CSH will match applicant from RRH/TH Waitlist to DV HT Housing Providers, and DV HT Housing Navigator when Housing Provider has capacity for accepting referral.
  - Once applicant is matched, the Housing Provider and Housing Navigator will receive an email from iCarol notifying them of the match. At this point they can access their specific iCarol Provider Portal to download the Assessment for the Applicant matched.
  - Housing Navigator will contact the Housing Provider that the applicant is matched to. They will collaborate to come up with next steps for applicant.
  - Housing Navigator will schedule introductory meeting with applicant and establish next steps.
  - Housing Navigator will work with applicants in collaboration with Housing Provider on all steps required for applicant to be housed.
  - Housing Navigator will also collaborate with Referring Service Provider as follows:
    - Navigator sends update email to Referring Service Provider Contact during the following steps:
      - + Notify once participant matched and to which RRH/TH Provider they have been matched

- + Notify once participant starts looking for units
- + Notify once participant housed/signed lease and Housing Provider who housed participant (Specific housing location of participant will NOT be shared)
- + Notify if participant is inactive or placed back on waitlist.
- RRH/TH providers will support the Navigators in this collaborative process as needed
- Navigation Team provides contact info to Referring Service Provider so they can reach out at other times if needed.
- **IMPORTANT:** Since these email notifications will contain client names, they will be sent securely by the Navigation Team.
- Housing Providers will notify CSH once they have completed intake with applicant and once applicant is housed.

#### 5. Housing Location Waitlist Match Process

- CSH will match applicant from Housing Location Waitlist to DV HT Housing Locator when they have capacity for accepting referral.
- Once applicant is matched, the Housing Provider and Housing Navigator will receive an email from iCarol notifying them of the match. At this point they can access their specific iCarol Provider Portal to download the Assessment for the Applicant matched.
- Applicants working with Housing Locator will usually not need Navigator services.
- Housing Locator will notify CSH once they have completed intake with applicant and once applicant is housed.
- Housing Locator will also collaborate with Referring Service Provider as follows:
  - Locator sends update email to Referring Service Provider Contact during the following steps:
    - + Notify once participant matched and that they are matched to Location vs RRH/TH
    - + Notify once participant starts looking for units
    - + Notify once participant housed/signed lease (Specific housing location of participant will NOT be shared)
    - + Notify if participant is inactive or placed back on waitlist.
  - Location Team provides contact info to Referring Service Provider so they can reach out at other times if needed.
  - **IMPORTANT:** Since these email notifications will contain client names, they will be sent securely by the Location Team.



## DV HT WORKGROUP

The DV HT Workgroup includes service providers and stakeholders committed to designing, developing and implementing a Coordinated Entry System to house domestic violence and human trafficking victims and survivors. This group was formed in the summer of 2019 and continues their efforts in this process.

The primary focus areas of this workgroup are organized into sub-teams

1. **Assessment** – The DV HT Housing Assessment was developed for Phase 1 and further enhanced for Phase 2 by this sub-team. They will continue to enhance the Assessment as appropriate.
2. **Prioritization/Assignment** – The Phase 1 DV HT Housing Prioritization Plan was developed by this sub-team and implemented in Dec 2019. They further worked on expanding prioritization in May 2020 and Phase 2 DV HT Housing Prioritization Plan was implemented in Aug 2020. This team will continue to enhance the Prioritization as appropriate.
3. **Access** – The DV HT Housing Access Team determines how this population will access the CES Assessment process. This team continues to enhance Access as appropriate.

### Current Members of DV HT Workgroup

All Chicago	Heartland Human Care Services
Apna Ghar Inc.	Illinois Domestic Violence Hotline
Bridge of Hope	Legal Aid Chicago
Catholic Charities of Chicago	Life Span
CAWC – Connections for Abused Women & Children	Metropolitan Family Services
Center on Halsted	MFS/Legal Aid Society
Chicago Children’s Advocacy Center	Mujeres Latinas
City of Chicago Mayor’s Office	Neapolitan Lighthouse
Cook County State’s Attorney’s Office	The Salvation Army/STOP IT
CSH – Corporation of Supportive Housing	Selah Freedom
DFSS	The Network
EMMAUS	Traffic Free
Facing Forward to End Homelessness	WINGS Metro
Family Rescue Inc.	Primo Center
Casa Central	Cornerstone
Margaret’s Village	KAN WIN

Anyone interested in joining the DV HT Workgroup or volunteering on one of the sub teams may contact Ronti Ghosh, Program Manager, CSH [ronti.ghosh@csh.org](mailto:ronti.ghosh@csh.org)

## **HOUSING PARTNERS FOR DOMESTIC VIOLENCE & HUMAN TRAFFICKING VICTIMS/SURVIVORS**

### **Rapid Rehousing Program**

Catholic Charities of Chicago  
Heartland Human Care Services  
Metropolitan Family Services

### **Joint Transitional Housing and Rapid Rehousing Program**

Apna Ghar Inc.  
Family Rescue Inc.

### **Transitional Housing Program - Ridgeland Housing**

Family Rescue Inc.

### **Housing Navigation Program**

Metropolitan Family Services

### **Housing Location Program**

Facing Forward to End Homelessness

### **Housing Assessment Program**

The Network – IL DV Hotline  
Catholic Charities of Chicago – CE Call Center

### **Systems Integrator**

Corporation for Supportive Housing (CSH)