

Coordinated Entry Leadership Team Meeting Agenda

- I. Welcome and Introductions
 - a. Name, affiliation (agency or workgroup), and something that makes you feel hopeful
- II. [CE Leadership Team 2021 Action Plan](#)
- III. Transition to a new HMIS Vendor and CES Implications, Beth Horwitz, All Chicago
- IV. Access: CE Call Center Data
 - a. Please see page 2
- V. Assignment: Temporary Prioritization Data
 - a. Please see pages 3-8
- VI. Equity Demo
 - a. Goals (Assessment and Assignment)
 - i. Replace the Individual VI with questions that disproportionately represent the experiences of Black and Brown people.
 - ii. Increase housing outcomes for justice involved participants.
 - b. Next Steps
 - i. Community feedback will be gathered about questions to replace the Individual VI (for people 25 and older without children) including from the Lived Experience Commission, Acuity Workgroup, and all interested stakeholders through a survey and webinar.
 - ii. This feedback will translate into a test of different questions and data analysis of the test.
 - iii. The goal will be to determine what questions will replace the Individual VI by early April, 2021 through this community process and testing cycle.
 - iv. The justice goal will also have community feedback though the core team has not yet gotten to next steps as this group is currently in the phase of analyzing data.
- VII. Next Steps
- VIII. Adjourn

Coordinated Entry Call Center, Staffed by Catholic Charities

CES Line	Received	Answered	Abandoned	Avg. Hold	Max Hold	Avg. Abandon
Sep 9, 2019	26	20	6	0:01:15	0:11:13	0:02:52
Oct	48	40	8	0:02:35	0:13:00	0:04:06
Nov	45	43	2	0:03:08	0:26:17	0:00:03
Dec	87	67	19	0:04:45	0:51:21	0:08:47
Jan - 2020	161	142	19	0:01:36	0:14:56	0:06:08
Feb	269	217	48	0:02:32	0:26:05	0:06:57
Mar	358	297	51	0:02:10	0:32:07	0:04:19
Apr	490	236	244	0:12:43	0:35:22	0:12:36
May	739	474	248	0:06:31	0:36:57	0:07:33
Jun	605	447	143	0:02:46	0:36:21	0:04:42
Jul	769	539	217	0:04:00	0:21:03	0:05:13
Aug	731	542	174	0:03:40	0:29:07	0:05:57
Sep	775	569	191	0:03:55	0:25:33	0:04:54
Oct	813	586	199	0:03:48	0:21:41	0:04:34
Nov	737	558	159	0:04:28	0:27:40	0:04:04
Dec	821	654	153	0:03:25	0:19:48	0:02:53

CE Call Center Timeline

- **September 2019:** CE Call Center introduced to expand CE access for survivors of domestic violence and health care patients
- **January, 2020:** Expanded to include people in small shelters as a way of phasing out Skilled Assessors who were completing very few assessments
 - This helped to improve data quality while ensuring access
- **April, 2020:** Expanded to include all people experiencing literal homelessness and youth facing housing instability
 - At this time, the hold message was changed to offer additional lines to call instead of waiting if preferred.
 - Calls made to other Dedicated Assessors are not recorded above

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 1/12/21)*

Month	Total
May (since 5/11) 2020	144
June 2020	284
July 2020	214
August 2020	174
September 2020	283
October 2020	269
November 2020	299
December 2020	232
January 2021	101
Total # since 5/11/20	2000

Total Participants Housed* *(As of 1/12/21)*

* This is not everyone who has been housed in each of these months; these numbers only include those who have been matched since 5/11/20. Information comes from the [HMIS Data Dashboard](#).

Month	Total
May (since 5/11) 2020	4
June 2020	16
July 2020	47
August 2020	46
September 2020	54
October 2020	31
November 2020	42
December 2020	69
January 2021	11
Total # since 5/11/20	320

The average time to housing after a match is **45 days**.

Demographics of Matched Participants (As of 1/12/21)

Race	Total	Percentage of All Matches
American Indian or Alaska Native	12	< 1%
Asian	10	< 1%
Black or African American	1581	79%
Native Hawaiian or Other Pacific Islander	8	<1%
White	314	16%
Did Not Answer	75	4%

[Per the HMIS Data Dashboard](#) on 1/13/21, **78% of households** experiencing homelessness identify as Black or African American.

Ethnicity	Total	Percentage of All Matches
Hispanic/Latinx	157	8%
Non-Hispanic/Non-Latinx	1780	89%
Did Not Answer	63	3%

[Per the HMIS Data Dashboard](#) on 1/13/21, **10% of households** experiencing homelessness identify as Hispanic or Latinx.

Age Group	Total	Percentage of All Matches
18-24	556	28%
25-59	934	47%
60 and above*	509	26%
Did Not Answer	1	<1%

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

[Per the HMIS Data Dashboard](#) on 1/13/21, **5% of households** experiencing homelessness are over the age of 64.

Gender

Gender	Total	Percentage of All Matches
Female	829	42%
Male	1122	56%
Trans Female	30	2%
Trans Male	7	<1%
Gender Non-Conforming	11	1%
Did Not Answer	1	<1%

Veteran Status

Veteran Status	Total	Percentage of All Matches
Veteran	323	16%
Non-Veteran	1677	84%

Set-Asides within CE Temporary Prioritization Plan *(As of 1/12/21)*

Set Aside Population	Set Aside	Total	Percentage of All Matches
Youth	10%	556	28%
Families	20%	435	22%
Unsheltered	10%	751	38%

Breakdown of Set-Asides by Month

Month	Total Youth	% of Month's Matches for Youth	Total Families	% of Month's Matches for Families	Total Unsheltered	% of Month's Matches for Unsheltered
May (as of 5/11) 2020	15	10%	12	8%	61	42%
June 2020	26	9%	26	9%	72	25%
July 2020	50	23%	29	14%	116	54%
August 2020	44	25%	26	15%	68	39%
September 2020	111	39%	92	33%	137	48%
October 2020	98	36%	83	31%	102	38%
November 2020	104	35%	75	25%	84	28%
December 2020	58	25%	55	24%	76	33%
January 2021	50	50%	37	37%	35	35%

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 12/4/20)*

Month	Total
May (since 5/11)	144
June	284
July	214
August	174
September	283
October	269
November	299
December	40
Total # since 5/11	1707

Total Participants Housed* *(As of 12/8/20)*

* This is not everyone who has been housed in each of these months; these numbers only include those who have been matched since 5/11/20. Information comes from the [HMIS Data Dashboard](#).

Month	Total
May (since 5/11)	4
June	16
July	47
August	46
September	54
October	31
November	42
December	0
Total # since 5/11	240

The average time to housing after a match is **45 days**.

Demographics of Matched Participants *(As of 12/4/20)*

Race	Total	Percentage of All Matches
American Indian or Alaska Native	10	< 1%
Asian	7	< 1%
Black or African American	1352	79%
Native Hawaiian or Other Pacific Islander	6	<1%
White	275	16%
Did Not Answer	57	3%

[Per the HMIS Data Dashboard](#) on 12/9/20, **78% of households** experiencing homelessness identify as Black or African American.

Ethnicity	Total	Percentage of All Matches
Hispanic/Latinx	133	8%
Non-Hispanic/Non-Latinx	1526	89%
Did Not Answer	48	3%

[Per the HMIS Data Dashboard](#) on 12/9/20, **10% of households** experiencing homelessness identify as Hispanic or Latinx.

Age Group	Total	Percentage of All Matches
18-24	453	27%
25-59	811	48%
60 and above*	442	26%
Did Not Answer	1	<1%

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

[Per the HMIS Data Dashboard](#) on 12/9/20, **5% of households** experiencing homelessness are over the age of 64.

Gender

Gender	Total	Percentage of All Matches
Female	692	41%
Male	973	57%
Trans Female	27	2%
Trans Male	7	<1%
Gender Non-Conforming	7	<1%
Did Not Answer	1	<1%

Veteran Status

Veteran Status	Total	Percentage of All Matches
Veteran	288	17%
Non-Veteran	1419	83%

Set-Asides within CE Temporary Prioritization Plan *(As of 12/4/20)*

Under the CE Temporary Prioritization 2.0, there are three set-asides:

Youth: 10%

Families: 20%

Unsheltered: 10%

Set Aside Population	Set Aside	Total	Percentage of All Matches
Youth	10%	453	27%
Families	20%	349	20%
Unsheltered	10%	645	38%

Breakdown of Set-Asides by Month

Month	Total Youth	% of Month's Matches for Youth	Total Families	% of Month's Matches for Families	Total Unsheltered	% of Month's Matches for Unsheltered
May (as of 5/11)	15	10%	12	8%	61	42%
June	26	9%	26	9%	72	25%
July	50	23%	29	14%	116	54%
August	44	25%	26	15%	68	39%
September	111	39%	92	33%	137	48%
October	98	36%	83	31%	102	38%
November	104	35%	75	25%	84	28%
December	5	13%	6	15%	5	13%