

# Chicago Continuum of Care Coordinated Entry System Draft Memorandum of Understanding

## 1. Preamble

The Chicago Continuum of Care (the “Chicago CoC”) is a membership-based organization comprised of a variety of stakeholders from service providers, government entities, research institutions, etc., who are committed to preventing and ending homelessness through the design and implementation of plans, which are consistent with local, state, and federal policies. In the spirit of collaboration, the Chicago CoC and Coordinated Entry System Facilitator, the Chicago CoC designated Coordinated Entry System Facilitator, have agreed to enter into this Memorandum of Understanding (“MOU”) to document each party’s duties and responsibilities and to ensure that the same are successfully executed.

The Chicago CoC and the Coordinated Entry System Facilitator (collectively, “the parties”) will work together to ensure that the Chicago CoC achieves its strategic goals and to provide the support mutually agreed by the parties as required for various committees, workgroups, and the like bodies defined in the Chicago CoC Governance Charter or requested by the Chicago CoC Board of Directors.

The parties commit to timely responses, open communication, and collaborative work strategies, in the completion of tasks necessary to ensure efficient operations of the Chicago CoC and the Coordinated Entry System Facilitator.

## 2. Purpose

This MOU sets forth the terms, conditions, and expectations the Chicago Continuum of Care (CoC) has for Coordinated Entry System Facilitator in the performance of its duties and responsibilities as the Coordinated Entry System Facilitator.

## 3. Key Stakeholders and Terminology

- a. Department of Housing and Urban Development (HUD). HUD is the federal government agency that implements and regulates the Continuum of Care program under the terms of 24 CFR Part 578 (Interim Rule).
- b. Chicago Continuum of Care (CoC). The CoC is a membership-based organization comprised of a variety of stakeholders committed to preventing and ending homelessness through the design and implementation of plans, which are consistent with local, state, and federal policies.
- c. Coordinated Entry System Facilitator. The Coordinated Entry System Facilitator is an eligible applicant designated by the CoC to carry out the responsibilities listed in section 4 below.
- d. Coordinated Entry System Facilitator Co-Lead. The co-lead for the Coordinated Entry System, designated by the Coordinated Entry System Facilitator and approved by the CE

Leadership Team. This partner may co-lead the CE Leadership Team and/or CE Implementation Team, and will provide thought leadership related to the CE Lead Facilitator responsibilities listed below.

- e. Corporation for Supportive Housing. The Corporation for Supportive Housing is a 501(c)(3) nonprofit organization selected by the CoC to serve as the Coordinated Entry System Facilitator.
- f. CoC Board (Board). The Board is the governance body of the CoC under the terms of its Governance Charter. The Board may delegate specific responsibilities under this MOU to its Executive Committee, the System Operation and Performance Committee, or other committees and workgroups.
- g. System Operations and Performance Committee (SOPC). Pursuant to the CoC Governance Charter, the SOPC is responsible for the oversight of the Lead Agencies. SOPC has designated the role of overseeing the MOU development and accountability to itself.

#### **4. Responsibilities of the Coordinated Entry System Facilitator**

The Coordinated Entry System Facilitator will assume responsibilities for the following activities:

- Provide system management and oversight of the Coordinated Entry System (CES) including creating access, assessments process and oversight of Dedicated Skilled Assessors, assignment of households into housing, and accountability plans;
- Collaborate with CE lead partners to oversee and manage CES refinement including: refinement of the access plan; facilitation of housing referrals; and strengthening racial equity of the system;
- Maintain an updated web page to share CE Policies and Procedures, resources, training curriculum, reports, and related documents;
- Facilitate CE workgroups in order to learn from the community, test new strategies to improve CES, and adopt new policies approved by the CE Leadership Team.
- Support and lead System Integration teams to unite providers around removing barriers for participants and expediting housing;
- Ensure access to appropriate housing for survivors of domestic violence and/or human trafficking through multiple intercept points including DV shelters, DV and Human Trafficking service partners, and mainstream homeless programs such as shelters, drop-in centers, and outreach programs;
- Connect households with the highest barriers to housing system navigation supports to ensure successful housing placements;
- Disseminate lessons learned and implications for CES improvement, communicate policies and procedures with the CoC, and deliver a training curriculum for providers and other stakeholders;
- Provide CES related technical assistance for providers;
- Provide training to homeless services providers on CES policies and procedures, including Assessment tools;

- As part of System Goal 3 to ensure programs are utilizing CES, provide qualitative and quantitative information to the Collaborative Applicant related to the use of CES and other CES HUD and local compliance metrics to inform the local evaluation;
- Perform all duties required by HUD and the City of Chicago;
- Collect information from the CoC and respond to Agency, and CoC concerns and feedback;
- Identify and advocate for system improvement;
- Work with the Pipeline Committee to expand efforts to centralize access to housing and homeless services into CES.

## **5. Performance Reporting and Oversight**

The Coordinated Entry System Facilitator will submit reports as follows:

- a. The CES Facilitator will provide verbal reports to the Coordinated Entry Leadership Team on progress on or barriers to achieving objectives identified in Exhibit 1, as required, at each working group meeting.
- b. Written reports will be submitted to SOPC no less frequently than semi-annually. Written reports will follow the template set forth in Exhibit 2 and will be prepared by the Coordinated Entry System Facilitator.

These written reports will be made posted to the [Coordinated Entry website](#) for public transparency and will be sent directly to all funders.

## **6. Term**

- a. The parties acknowledge that this MOU authorizes the Coordinated Entry System Facilitator to enter into Grants with HUD and the City during the term of the MOU.
- b. This MOU shall commence on date of July 1, 2021 and shall continue for four (4) years until July 1, 2025 unless this MOU is terminated sooner as permitted under this MOU.
  - i. On or prior to one year prior to the MOU expiration date, the Board must provide written notice to the existing Coordinated Entry System Facilitator if it elects to conduct a competitive process to determine the next Coordinated Entry System Facilitator. If the Board fails to provide such written notice, then the term of this MOU will be automatically extended for an additional four (4) year period.
  - ii. If the Board through its oversight process determines that the Coordinated Entry System Facilitator has not satisfactorily corrected material performance deficiencies under a written corrective action plan within the specified timelines, the Board may terminate this MOU with written notice to the Coordinated Entry System Facilitator.
  - iii. Should this MOU be terminated before the expiration date by the Board, the Coordinated Entry System Facilitator will be allowed to fulfill its obligations under its existing HUD Grant. The MOU termination date will coincide with the

expiration date of the HUD Grant occurring immediately following the date of notice of termination.

- iv. The Coordinated Entry System Facilitator may terminate this MOU for any reason by giving the Board one (1) year prior written notice. In this case, the termination date will coincide with the expiration of the Planning Grant occurring immediately following the date of the notice plus one year.
- v. Upon termination for any reason, the Coordinated Entry System Facilitator will participate in an expedient and professional transition of knowledge, documents, grants and all other relevant information (even if not identified by name in this document) to the successor entity. This transition will also include a formal training period, term of which will be negotiated by the parties involved, to facilitate the successful transfer of information with the minimal disruption to the CoC.

## **7. Modifications and Other Provisions**

- a. **Modifications.** Either party may request modifications to this MOU. Any changes, modifications, revisions, or amendments to this MOU which are mutually agreed upon by and between the parties to this MOU shall be incorporated by written instrument, and effective when executed and signed by all parties to this MOU.
- b. **Compliance with Applicable Laws.** The parties shall at all times comply with all applicable laws, federal, and state, county, municipal statutes, ordinances, and regulations relating to this MOU or which may affect the performance of this MOU.
- c. **Indemnification.** Each party shall be responsible for and indemnify, defend, and hold harmless the other party, from and against any third party claims arising out of or in connection with (a) the negligent acts or omissions of its respective officers, agents, directors, and employees to the extent allowable by law; and (b) its breach or alleged breach of this MOU.
- d. **Liability.** No officer, member, official, or agent of the CoC or the Coordinated Entry System Facilitator shall be personally liable in connection with this MOU.

**Chicago Continuum of Care**  
**Coordinated Entry System Facilitator MOU**  
**Exhibit 1 – Scope of Services**

**Corporation for Supportive Housing Information (Grant 1)**

**Coordinated Entry System Facilitator**

**Term of contract:** November 1 2020 – November 30 2021

**Contract amount (if applicable):** \$556,945

**Coordinated Entry System Facilitator Contact Information:**

**Name:** Stephanie Sideman

**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Brett Penner

**Phone Number:** 312-332-6690 x 2832   **E-Mail:** brett.penner@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Julie Nelson

**Phone Number:** 312-332-6690 x 2828   **E-Mail:** Julie.nelson@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
All Chicago	HMIS management for CE implementation	3
Catholic Charities	Diversion Coordination and Matching Oversight	5
Center for Housing and Health	Access Point Oversight	3
Heartland Alliance Health	Housing System Navigation Provider	3

**Coordinated Entry System Facilitator Information (Grant 2)**

**Term of contract:** August 1, 2020 – July 31, 2021

**Contract amount (if applicable):** \$618,884

**Coordinated Entry System Facilitator Contact Information:**

**Name:** Stephanie Sideman

**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Brett Penner

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**Name:** Julie Nelson

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**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/ program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
Catholic Charities	Skilled Assessor	2
Facing Forward	Skilled Assessor	4
Featherfist	Skilled Assessor	1
Franciscan Outreach	Skilled Assessor	3
Heartland Alliance Health	Skilled Assessor	1

**Coordinated Entry System Facilitator Information (Grant 3)**

**Term of contract:** August 1, 2020 – July 31, 2021

**Contract amount (if applicable):** \$569,069

**Coordinated Entry System Facilitator Contact Information:**

**Name:** Stephanie Sideman

**Phone Number:** 312-332-6690 x 2825   **E-Mail:** Stephanie.sideman@csh.org

**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Name:** Brett Penner

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**Mailing Address:** 67 East Madison Street, Suite 1512, Chicago, IL 60603

**Sub-Contracted partner agencies – Indicate “Not Applicable” if none.** Positions supported include direct program staff and supervisory/ program oversight staff.

<b>Agency Name</b>	<b>Major Function/Role</b>	<b># of Positions supported by the Coordinated Entry System Facilitator on behalf of the Chicago CoC</b>
The Network	Skilled Assessor	2
Facing Forward	Housing Location Provider	4
Metropolitan Family Services	Housing Navigation Provider	4

## **Major Deliverables & Activities**

### **Mandatory Activities and Deliverables** (this section will be in force for the full term of the MOU)

The Coordinated Entry System Facilitator is responsible for the activities and deliverables outlined in this section. The CoC Governance Charter may establish processes that the Coordinated Entry System Facilitator must follow when carrying out these activities. The Systems Operations and Performance Committee (SOPC) and/or the designated oversight body.

The CoC Program interim rule establishes minimum requirements that all coordinated entry processes must meet. Per the requirements at 24 CFR 578.7(a)(8) and the definition of a “centralized or coordinated assessment system” at 24 CFR 578.3, a CoC’s coordinated entry process must:

1. Cover the entire geographic area claimed by the CoC;
2. Be easily accessed by individuals and families seeking housing or services;
3. Be well-advertised;
4. Include a comprehensive and standardized assessment tool;
5. Provide an initial, comprehensive assessment of individuals and families for housing and services; and,
6. Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

The coordinated entry process to comply with any additional requirements established by HUD through Notice as well as local priorities such as those outlined through the local community standards.

### **Annual Planning**

On an annual basis, the oversight body will work with the Coordinated Entry System Facilitator to develop strategic goals for mandatory activities listed above and include it in an annual work plan.

### **Accountability**

At minimum, twice annually, the Coordinated Entry System Facilitator will meet with the oversight body and submit a report per the template approved by the oversight body. At least once annually, the Coordinated Entry System Facilitator will work with the oversight body to survey constituents throughout the CoC to identify areas of exemplary Coordinated Entry System Facilitator performance as well as areas that require improvement of the Coordinated Entry System Facilitator. The oversight body can request that the Coordinated Entry System Facilitator receive technical assistance to address any areas requiring improvement.



**Submittal and Approval:**

Coordinated Entry System Facilitator representative signature:	
Name (typed)	[name, title]
Date submitted:	
Chicago CoC Board Chair Signature:	
Name (typed):	
Date approved:	

## Report Protocols

The Coordinated Entry System (CES) Report Template will be used by the Coordinated Entry Leadership Team and SOPC to review and hold the Coordinated Entry System Facilitator accountable for the outlined scope of work in the Coordinated Entry System MOU.

This report will be completed by the Coordinated Entry System Facilitator at least twice a year, following the reporting timeline outlined in the table below. Note, this timeline may be adjusted at the request of the SOPC if approved by the Coordinated Entry Leadership Team, or as necessary based on the Coordinated Entry System’s Facilitator workplan.

Reporting Goal Deadline	For Time Period Covering
End of July	Prior January through June time period
End of January	Prior July – December time period

### Section 1: Evidence of Meeting HUD Requirements

#### Section 1 Overview

This section shares the HUD requirements of a Coordinated Entry System including any new notices released along with methods for meeting the requirements. This will include but not be limited to the categories of access, assessment, assignment and accountability.

### Section 2: Workplan Updates

#### Section 2 Overview

The CES workplan will incorporate feedback from the Coordinated Entry Leadership team, and all strategies outlined in the workplan will be reported on to share progress and challenges.

### Section 3: Data

#### Section 3 Overview

The following data will be shared in each report from the Homeless Management Information System (HMIS) and iCarol, the database used to support connecting survivors of domestic violence and/or human trafficking to housing. Race and ethnicity will be reported on for all cohorts discussed below as recorded in both systems. Additional data may be added as necessary.

- Total number of households assessed, matched, and housed
  - Breakdown of cohorts including youth, unsheltered, families, and survivors of domestic violence and/or human trafficking assessed, matched and housed
  - Family size and pregnancy status of participants
  - Length of homelessness and chronic status for all assessed, matched, and housed
  - Metrics related to prioritization
- Total length of time to house prioritized households from date of first match
  - Number of matches required to house prioritized households
- Timeline Considerations
  - For agencies utilizing HMIS

- Average length of time from match to enrollment
    - Average length of time from enrollment to housing
    - Timeliness standard outcomes for agencies utilizing HMIS
  - For agencies utilizing iCarroll
    - Average length of time from match to housing
- CE Call Center outcomes including average hold time of received and abandoned calls monthly
- Total number of referrals made into Navigation
  - Total enrolled and housed along with demographic information
- Number of transfers requested, approved, declined, and timeline of transfers offered
  - Breakdown of transfer type by category such as safety, accessibility, family size, etc.
- Diversion outcomes
  - Number of diversion screening assessments accomplished through CES
  - Youth diversion outcomes through the Catholic Charities program that is part of the HUD SSO CES grant
- Sub-contracted partner outcomes
  - Dedicated Assessors
    - General and DV
  - Housing System Navigators
    - General and DV
  - Matching Team
  - HMIS
  - Outreach Coordination
  - Youth Diversion
- CoC system goal metrics related to CES

#### **Section 4: Capacity Building**

##### **Section 4 Overview**

Outline of products created, training sessions, and supports offered to partners involved in the CES. This will include resources created to build capacity during the timeframe.

#### **Section 5: Accountability**

##### **Section 5 Overview**

Coordinated Entry Accountability Plan updates will be offered. This will include agencies/programs receiving technical assistance, technical assistance plans and results, as well as accountability metrics of CES Lead Agencies.

#### **Section 6: CES Financial Report**

##### **Section 6 Overview**

The Coordinated Entry System Facilitator will provide a financial report to show the overall budget, sub-contracting budgets, and amounts spent per line item for each grant/source. The overall budget of CES includes funding from all sources and not only funding granted to the CES Lead Facilitator.