



## Chicago Coordinated Entry Inactivity Policy Update

The Coordinated Entry (CE) Leadership Team has adopted changes to the Inactivity Policy. Please see the updated policy, timeline, and FAQs below:

### CES Updated Inactivity Policy

Active List:	Households who have completed a Coordinated Entry Assessment are part of the Active List if and only if they have a minimum of one update every 90 days.
Inactive List:	Households move from the Active List to the Inactive list if and only if they have completed a Coordinated Entry Assessment and that assessment has not been updated, at a minimum, of once over the last 90 days. Households move to the Inactive List on the 91 <sup>st</sup> day after no updates to their assessment have been completed.

### CES Updated Inactivity Policy Implementation Timeline

Date	Activity
August 23 <sup>rd</sup> – September 3 <sup>rd</sup>	Communication to community via CES Assessor Newsletter, DFSS, and All Chicago Newsletter.
September 17 <sup>th</sup>	Center for Housing and Health holds optional community meeting via Microsoft Teams
October 1 <sup>st</sup>	Inactivity Policy live in CES

### Inactivity Policy Outreach Plan

The CES Implementation Team is communicating with crisis response providers, Skilled Assessors, and the community to ensure that those who are currently on the Active List remain on the Active List as the CES Inactivity Policy changes.

Along with the communication steps outlined above, the CES Implementation Team is taking the following steps to ensure households do not become inactive:

- (1) Working with Housing System Navigation now and in the future to proactively outreach to the households who are on the Active List and reaching 90 days without an assessment update.
- (2) Sending monthly reports to Crisis Response Providers indicating which households are enrolled in their projects, on the Active List, and reaching 90 days without an assessment update.

## **Resources for Households and Programs**

1. Participants can connect to the Coordinated Entry Call Center
  - a. The Call Center is open Monday through Friday from 8:30 – 4:00p, at 312-361-1707.
2. Participants can connect with a Skilled Assessor at an agency where they seek services. Currently, 33 agencies host a total of 80 assessors who diligently update assessments for households enrolled in their programs.
3. Agencies may arrange for Skilled Assessors to connect with participants at a specific location. Outreach and 10 Dedicated Skilled Assessors are available to assist unsheltered participants as well as visit different program locations in person to conduct CE Housing Assessments and updates. If you'd like to request Outreach or DSA support, please contact Justine Allenbach at [JAllenbach@housingforhealth.org](mailto:JAllenbach@housingforhealth.org). you may also complete this [Dedicated Skilled Assessor Survey](#).
4. Since May, Dedicated Skilled Assessors have been proactively contacting households requiring a 90-day update, and this will continue. Households not assisted to obtain an update will be contacted for one.

## **CES Updated Inactivity Policy Frequently Asked Questions**

### **Q: When does this updated inactivity policy begin?**

A: This policy will go into effect October 1, 2021.

### **Q: How does this policy differ from the current policy?**

A: Currently, households who are not enrolled in a homeless services project need an update every 30 days to their assessment to remain active and those that are enrolled in a homeless services project do not need an update to stay active if they are enrolled in a program. For multiple reasons, the CES Leadership Team decided to change this. For one, the new policy applies to all households who have a CES assessment, making it uniform and simple, which makes it easier to communicate and understand.

If you have other questions about this change, please reach out to Justine Allenbach at [JAllenbach@housingforhealth.org](mailto:JAllenbach@housingforhealth.org)

### **Q: How does this impact unsheltered households who are not connected to a crisis response provider (shelter, outreach team, drop-in center) and may not be in touch with their assessor?**

A: Currently, households who are not enrolled in a homeless services project, but have a CES Housing Assessment, need an update every 30 days to remain on the Active List. This policy change increases the amount of time before an update is needed for these households to 90 days. Additionally, the CES Implementation Team is working with Housing System Navigators to actively outreach to this population currently, so that those who may not be well connected to the system can maintain their status on the Active List.

Q: Who do I reach out to if I have additional questions about this policy change?

A: You can reach out directly to either CSH or CHH at [ChicagoCES@csh.org](mailto:ChicagoCES@csh.org) or [ChicagoCES@housingforhealth.org](mailto:ChicagoCES@housingforhealth.org)