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

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.” 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 are homeless, per HUD Category 4 definition of homelessness, which is as follows:

Any individual or family who:
(i) Is fleeing or attempting to flee domestic violence;
(ii) Has no other residence; and
(iii) Lacks the resources or support networks to obtain other permanent housing

Housing Process

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

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

3. **Without an Income:** If the survivor 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 supports housing activities such as accompanying survivor to an intake meeting with the housing provider, accompanying survivor to view available apartments, help with gathering needed documentation for lease, coordinating move to apartment leased, etc.
   c. The Housing Provider supports with locating apartments. Once survivor has moved into housing, the Housing Provider will provide ongoing services and determine the length of stay in the housing provided, based on their program specifications. To be noted: this is housing with short term financial and case management support.

4. **With an Income Sufficient to Pay Rent & Utilities:** If the survivor has sufficient income to pay rent and utilities, they will be referred to the DV HT Housing Locator. The Locator will work with survivor and current service provider/case manager to address barriers and find appropriate housing. The Locator will stay in touch with survivor for the first month after moving into housing. Survivor is 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.

**Revoking Consent to Release Information**
A survivor 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. Survivors are encouraged 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](http://www.thecha.org). Survivors can click on Apply for Housing for information on openings on waiting lists. For questions or more information about CHA housing, survivors can call appropriate phone number on [https://www.thecha.org/contact-us](https://www.thecha.org/contact-us).

**Where can a survivor get help if they are not eligible for housing resources allocated for domestic violence & human trafficking survivors via CES?**
When a household is not eligible for housing resources allocated for domestic violence & human trafficking survivors via CES, the Assessor will be providing them resources to access the CE Call Center to complete HMIS assessment to access housing resources via CES for general homeless population, if they choose. The following should be provided to the ineligible applicant:

- **Call Center Phone Number & Hours of Operation:**
  - Phone Number: (312) 361-1707
  - Hours of Operation: 8:30AM – 4:00PM (Mon-Fri)
  - The household 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](https://hmis.allchicago.org/hc/en-us/articles/360035253032-Coordinated-Entry-System-CES-and-Call-Center)

- Households are also encouraged 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 checking housing availability via the Chicago Housing Authority’s website at [www.thecha.org](http://www.thecha.org).

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

1. Illinois Domestic Violence Hotline; CES Skilled Assessor for DV HT Housing
2. Catholic Charities of Chicago - CE Call Center; CES Skilled Assessor for DV HT Housing
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. The Salvation Army STOP IT Program; CES DV HT Transitional Housing Program for Human Trafficking Survivors
9. Facing Forward to End Homelessness; CES DV HT Housing Location Program
10. Corporation for Supportive Housing/CSH; Systems Facilitator for CES DV HT Housing
PROCESS FLOW

Assessor assesses survivor

Data sorted to reflect prioritization

Survivor has income that meets rent paying criteria

Yes

Match Survivor in order of prioritization to Housing Provider and Housing System Navigator based on their capacity

No

Match Survivor with an income that supports rent for their household in order of prioritization to Housing Locator based on their availability

Navigator contacts Housing Provider to determine intake schedules and next steps

Locator contacts Survivor within 2 business days and schedules intake

Navigator contacts Survivor to establishes relationship. Navigator also connects with Referring Service Provider and keeps them updated on their client’s CES DV HT Housing status

Locator works with Survivor to locate an apartment that is suitable for the Survivor.

Housing Provider collaborates with Navigator. Navigator works with Survivor on traveling to different appointments, collecting all documents necessary for the lease and overcoming any hurdles to signing lease.

If necessary as determined by the Housing Locator, a match will be made to a Navigator for additional supports if capacity allows.

Once lease is signed, Locator stays in contact with Survivor for a month to ensure things going well both for the applicant and the lessor.

Once lease is signed, Navigator helps Survivor move to leased apartment, after which, Housing Provider is responsible for coordination of services

SURVIVOR HOUSED
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 survivors currently within 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

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 survivors 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/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
PRIORITIZATION PLAN - PHASE 2B (Sept 2020 – March 2021)

The CES DV HT Workgroup determined on September 2020 that given influx of RRH/TH resources for 2020 – 2021 and minimal back log in our waitlist, we need to further expand prioritization beyond Phase 2. As an outcome, Phase 2b implemented to test expanding prioritization to include DV/HT survivors referred by Interim/Homeless Shelter, Primo Center for Women and Children. The workgroup further determined in December 2020 to further expand prioritization in test mode to include DV/HT survivors referred by homeless/interim shelter, Casa Central.

This prioritization plan applies to survivors 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center for Women and Children and Casa Central
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center for Women and Children and Casa Central
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center for Women and Children and Casa Central
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date
PRIORITIZATION PLAN - PHASE 2C (Mar 2021 – Oct 2021)

The CES DV HT Workgroup determined in March 2021 that given influx of RRH/TH resources for 2021 and minimal back log, it was important for us to further expand prioritization beyond Phase 2b. As an outcome, Phase 2c was implemented to test expanding prioritization to include DV/HT survivors referred by additional homeless shelters in Chicago – CCHC, LPCS, Sarah’s Circle, Featherfist, Cornerstone, Margaret’s Village.

This prioritization plan applies to survivors 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center, Casa Central, Cornerstone, Margaret’s Village, Sarah’s Circle, LPCS, CCHC
- 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center, Casa Central, Cornerstone, Margaret’s Village, Sarah’s Circle, LPCS, CCHC
- 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters, Primo Center, Casa Central, Cornerstone, Margaret’s Village, Sarah’s Circle, LPCS, CCHC
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date
PRIORITIZATION PLAN - PHASE 3 (Nov 2021 – April 2022)

The CES DV HT Workgroup determined in Sept 2021 that given influx of RRH/TH resources, the availability of Emergency Housing vouchers, and minimal back log in our waitlist, it was important for us to formally expand prioritization to include referrals from all homeless shelters in Chicago. This proposal was approved by CE Leadership Team in Oct 2021.

**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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- 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.

- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date
PRIORITIZATION PLAN - PHASE 3a (April 2022 - Ongoing)

The CES DV HT Workgroup determined in March 2022 that given capacity created by turnover of RRH/TH resources, the availability of Emergency Housing vouchers, and minimal back log in our waitlist, it was important for us to expand prioritization as test/pilot to include direct referrals (survivors not in shelter) from DV Agencies referring from their shelters. This prioritization plan applies to survivors 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking, referred by DV Agencies, who are not staying at a shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking, referred by DV Agencies, who are not staying at a shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- 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.
- Survivor of Domestic Violence/Human Trafficking and enrolled in a Domestic Violence shelter
- Survivor of Domestic Violence/Human Trafficking, referred by DV Agencies, who are not staying at a shelter
- Survivor of Domestic Violence/Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Survivor of Domestic Violence/Human Trafficking referred by interim/homeless shelters
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date
ACCESS PLAN OVERVIEW

Survivors at DV Shelter
- Assessor at IDVH schedules assessments weekly for new DV shelter clients/survivors
- Assessor initiates call with survivor at scheduled time
  - Assessor completes:
    - Prescreen
    - Consent (Case Manager emails hard copy to Assessor before Assessment)
    - Housing Assessment

Survivors (not at shelter) referred by DV Agencies
- Survivor along with case manager calls IDVH and requests to complete the DV HT Housing Assessment

Survivors at Homeless/Interim Shelters
- Survivor along with case manager calls CE Call Center and requests to complete the DV HT Housing Assessment

Survivors referred by Anti-Trafficking Agencies
- Survivor along with case manager calls CE Call Center and requests to complete the DV HT Housing Assessment

CSH Cross Checks this HMIS list with iCarol to see if they have completed DV HT Assessment

Assessor completes:
- Prescreen
- Consent (Case Manager emails hard copy to Assessor before Assessment)
- Housing Assessment

If a survivor from HMIS list has not completed DV HT Assessment, CSH contacts respective Service Provider

Survivors at Homeless Shelters, assessed by HMIS

Assessor completes:
- Prescreen
- Consent (Case Manager emails hard copy to Assessor before Assessment)
- Housing Assessment

Service Provider follows Access Plan/Referral Process for Survivors at Homeless Shelter to refer their clients to CES DV HT Pathway

CSH provides Service Provider with:
- List of their clients who can complete DV HT Assessment to access the dedicated housing resources
- Access Plan/Referral Process
- DV HT Consent Form
ACCESS PLAN FOR DOMESTIC VIOLENCE/HUMAN TRAFFICKING SURVIVORS 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 the survivors at the shelter.
2. Skilled Assessor Initiates Call/Meeting: During the scheduled time, the Skilled Assessor will either meet the survivor in person at the shelter or complete assessment via phone at a scheduled time. If the Assessment is being done via phone, the survivor’s service provider must securely email completed Consent Form to the Assessor at vvences@batteredwomensnetwork.org before the scheduled meeting for assessment.
3. Pre-Screen: The Skilled Assessor will first complete the Pre-Screen with the survivor to determine eligibility. If the survivor is not eligible, the Assessor will provide them with alternate housing resources.
4. Consent: Once the survivor 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 survivor’s service provider must securely email completed Consent Form to the Assessor before Assessment is completed.
5. Complete Assessment: The survivor will complete the Assessment with the Skilled Assessor.
   NOTE: The survivor has the option to complete the Housing History Tool with their case manager prior to the assessment. If they do so, the case manager must help the survivor complete the Housing History Tool and email a scanned copy of it to the assessor at vvences@batteredwomensnetwork.org prior to calling for assessment. In this case the Assessor will not re-ask the questions on the Housing History Tool within the DV HT Housing Assessment.
6. Next Steps: Once the housing assessment is complete, the Skilled Assessor provides the survivor 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 survivor to contact for updating their assessment information or withdrawing consent to release information

Step 2: Updating Information
Survivors may call DV HT Skilled Assessor’s contact number provided during Assessment on their own any week day during regular hours of 9am – 5pm to update their assessment/consent information.

Step 3: Linkage to Housing
CSH will link survivors to housing resources as they become available based on the CES DV HT Prioritization Plan.
ACCESS PLAN FOR DOMESTIC VIOLENCE/HUMAN TRAFFICKING SURVIVORS (NOT AT SHELTER) 
REFERRED BY DV AGENCIES

Step 1: Completing Assessment
1. Survivors directly referred by DV Agencies (not DV Shelter clients but clients engaged in other services such as counseling, legal advocacy, etc.) will be assessed by CES DV HT Skilled Assessor at IDVH (Illinois Domestic Violence Hotline).
   
   IDVH Phone Number: 877-863-6338
   
   Hours of Operation for Assessor: 9:00AM – 5:00PM (Monday-Friday)

2. **Survivor’s Service Provider Initiates Call:** To complete assessment, service provider staff (case manager, counselor, legal advocate, etc.) must initiate the call to IDVH with the survivor during the Assessor’s Hours of Operation.
   
   IMPORTANT NOTE: The staff member or survivor must first let the IDVH Associate receiving the call know that they are calling for DV HT Housing Assessment.

3. **IDVH Transfers Call to CES DV HT Assessor or schedules for a later call back** – The IDVH Associate will transfer the call to CES DV HT Assessor. If the Assessor is not available, the IDVH Associate will schedule an appointment for the survivor on the Assessor’s calendar and the survivor along with their service provider will call back at the scheduled time and say they are calling for the DV HT Housing Assessment.

4. **Pre-Screen:** The Assessor will first complete the Pre-Screen with the survivor to determine eligibility. If the survivor is not eligible, the Assessor will provide them with alternate housing resources.

5. **Consent:** If the survivor is eligible, the Assessor will complete the Consent Form verbally. Before calling for Assessment, the service provider staff calling with the survivor should complete the CES DV HT Consent Form and securely email that to the CES DV HT Assessor at vvences@batteredwomensnetwork.org

6. **Complete Assessment:** The survivor will complete the Assessment with the skilled assessor. The staff accompanying the survivor will stay on the call during this time if the survivor so chooses.
   
   NOTE: The survivor has the option to complete the Housing History Tool with their case manager prior to the assessment. If they do so, the case manager must help the survivor complete the Housing History Tool and email a scanned copy of it to the Assessor at vvences@batteredwomensnetwork.org prior to calling for assessment. In this case the Assessor will not re-ask the questions on the Housing History Tool within the DV HT Housing Assessment.

7. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the survivor with following:
   
   a. CES DV HT Brochure which explains the process and next steps
   b. Chicago CES Grievance Procedures
   c. CE DV HT Assessor’s phone number and hours of operation for survivor to contact for updating their assessment or consent information

Step 2: Updating Information
Survivors may call CES DV HT Assessor during regular hours of 9:00am – 5:00pm to update their assessment or consent information if needed.

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 DOMESTIC VIOLENCE/HUMAN TRAFFICKING SURVIVORS AT HOMELESS SHELTERS

Step 1: Completing Assessment
1. Survivors referred by Interim/Homeless Shelters 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. **Survivor’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 along with the survivor.
   **IMPORTANT NOTE:** The staff member or survivor 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 survivor to determine eligibility. If the survivor is not eligible, the Assessor will provide them with alternate housing resources.
4. **Consent:** If the survivor 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 survivor should complete the CES DV HT Consent Form and securely email that to the CE Call Center at Chicagocescallcenter@catholiccharities.net
5. **Complete Assessment:** The survivor will complete the Assessment with the skilled assessor. The staff accompanying the survivor will stay on the call during this time if the survivor so chooses.
6. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the survivor with following:
   - **CES DV HT Brochure** which explains the process and next steps
   - Chicago CES Grievance Procedures
   - CE Call Center phone number and hours of operation for survivor to contact for updating their assessment/consent information

Step 2: Updating Information
Survivors 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/consent information.

Step 3: Linkage to Housing
CSH will link survivors to housing resources as they become available based on the CES DV HT Prioritization Plan
ACCESS PLAN FOR DOMESTIC VIOLENCE/HUMAN TRAFFICKING SURVIVORS AT ANTI-TRAFFICKING AGENCIES/PROGRAMS

Step 1: Completing Assessment
7. DV HT Survivors 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)
8. Survivor’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 along with the survivor.
   IMPORTANT NOTE: The staff member or survivor must first let the Skilled Assessor receiving the call know that they are calling for DV HT Housing Assessment.
9. Pre-Screen: The Skilled Assessor will first complete the Pre-Screen with the survivor to determine eligibility. If the survivor is not eligible, the Assessor will provide them with alternate housing resources.
10. Consent: If the survivor 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 survivor should help survivor complete the CES DV HT Consent Form and securely email that to the CE Call Center at Chicagocescallcenter@catholiccharities.net
11. Complete Assessment: The survivor will complete the Assessment with the skilled assessor. The staff accompanying the survivor will stay on the call during this time if the survivor so chooses.
   NOTE: The survivor has the option to complete the Housing History Tool with their case manager prior to the assessment. If they do so, the case manager must help the survivor complete the Housing History Tool and email a scanned copy of it to the assessor at Chicagocescallcenter@catholiccharities.net prior to calling for assessment. In this case the Assessor will not re-ask the questions on the Housing History Tool within the DV HT Housing Assessment.
12. Next Steps: Once the housing assessment is complete, the Skilled Assessor provides the survivor 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 survivor to contact for updating their assessment/consent information

Step 2: Updating Information
Survivor’s 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/consent information.

Step 3: Linkage to Housing
CSH will link survivors to housing resources as they become available based on the CES DV HT Prioritization Plan
ENGAGING DOMESTIC VIOLENCE/HUMAN TRAFFICKING SURVIVORS WITHIN HMIS IN THE CES DV HT PATHWAY TOWARDS DEDICATED HOUSING RESOURCES

Premise
It will help to strengthen CE practices of identifying domestic violence and human trafficking survivors and ensuring that they are able to access housing through all available pathways. Given that, survivors assessed on HMIS will be referred to the CES DV HT (DV HT Housing Pathway) to complete the DV HT Housing Assessment, such that they are eligible for housing resources dedicated specifically for survivors of domestic violence or human trafficking.

Work Flow

<table>
<thead>
<tr>
<th>Steps</th>
<th>Responsible</th>
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<tbody>
<tr>
<td>1. On a weekly basis, identify households from homeless shelters in HMIS who have mentioned domestic violence/human trafficking concern and are not yet matched to housing. Cross Reference with iCarol System to identify the subset within this list who have not yet completed the DV HT Housing Assessment</td>
<td>CSH</td>
</tr>
<tr>
<td>2. Maintain list of survivors/households that need to complete the DV HT Assessment, corresponding shelters, case manager info, etc.</td>
<td>CSH</td>
</tr>
<tr>
<td>3. On a weekly basis, contact the survivors’ service providers (CES DV HT Primary Contact) and provide them with the following:</td>
<td>CSH</td>
</tr>
<tr>
<td>a. List of their clients who have expressed domestic violence/human trafficking concern in HMIS and have not completed the DV HT Housing Assessment that gives them access to dedicated housing resources</td>
<td></td>
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<tr>
<td>b. Referral Process/Access Plan for Survivors at Homeless/Interim Shelters</td>
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<tr>
<td>c. DV HT Consent Form</td>
<td></td>
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<tr>
<td>4. Service Provider follows Access Plan/Referral Process for survivors at Homeless Shelters to refer their clients to CES DV HT Pathway</td>
<td>Service Provider</td>
</tr>
<tr>
<td>5. Assessor completes Prescreen, Consent Form (service provider emails completed copy before assessment) and the Housing Assessment</td>
<td>Assessor</td>
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CES DV HT SKILLED ASSESSOR PROCEDURES

Skilled Assessor Role
The skilled assessor assesses survivors 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 Agencies (all programs including shelter) and via phone by CES Assessors at CE Call Center for survivors referred by Anti-Trafficking Agencies/Programs and Interim/Homeless Shelters.

Assessment Process:
1. The skilled assessor completes Prescreen for Eligibility
2. If the survivor is eligible, skilled assessor:
   a. Completes CES DV HT Consent for Release of Information (required before steps below)
   b. Completes Assessment. (If the survivor’s case manager had helped the survivor complete the Housing History Tool prior to the Assessment and emailed that to the Assessor, the Assessor will not re-ask the questions on the Housing History Tool.)
   c. Gives survivor contact information for follow up, CES Policies and Procedures and CES Grievance Procedures
   d. The Assessment including Prescreen for Eligibility and CES DV HT Consent for Release of Information is completed and submitted by Assessor 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.

Calculating Length of Homelessness
The CES DV HT Skilled Assessor calculates the length of homelessness for the survivor using the Housing History Tool in the Assessment as follows: Add up the periods of time in the housing history that survivor identifies as Fleeing = “Yes”. Since we are calculating length of homelessness in years, it is calculated as follows:
- Less than 6 months = .25 year
- 6 months = .5 year
- More than 6 months but less than 1 year = .75 year
- 1 year = 1 year and so on

Updating Length of Homelessness Post Assessment
Determined by DV HT Workgroup in June 2021 – Length of Homelessness will be updated for survivors on the waitlist for 6 months or more.
The Monthly Process of Updating Length of Homelessness as follows:
- Filter waitlist in iCarol/ReferralQ dashboard for survivors with status, Pending Match
- Then Filter for survivors who have been on Pending Match status for more than 6 months - Date of Contact less than 6 months prior
- Update length of homelessness in the respective assessments appropriately by adding the number of additional months that the survivor has been homeless since assessed
- Keep track of iCarol IDs updated so during next month’s update, there is no double counting time for assessments that were already updated and only time since last update is used in updating the length of homelessness.
ELIGIBILITY PRE-SCREEN PROCESS

Prescreen Questions determine if applicant is domestic violence survivor
Yes

Prescreen Questions determine if applicant human trafficking survivor
Yes

Prescreen to determine if Applicant is in housing crisis due to Domestic Violence and/or Human Trafficking
No

Applicant is eligible for DV HT Housing. Assessor will complete housing assessment
Yes

Applicant not eligible for DV HT Housing. Assessor will not complete assessment. Assessor provides information on Access Points and Call Center, to be assessed via CES for general homeless population.
No

Applicant not eligible for DV HT Housing or TH. Assessor will not complete Assessment.
Yes

Does applicant have a firm housing plan?
No

Does applicant need help finding housing?
No

Applicant not eligible for DV HT RRH or TH. Assessor completes assessment.
Yes

Applicant not eligible for DV HT Housing. Assessor will complete housing assessment.
HOUSING HISTORY TOOL

Purpose of the Housing History Tool

The Housing History Tool is a question on the CES DV HT Housing Assessment that documents each of the assessed survivor’s location, overlapping within the past 5-year time frame and whether during their stay in each of these locations, they were fleeing or trying to flee domestic violence/DV or human trafficking/HT. This information is then used by the CES DV HT Assessor to calculate the household’s length of homelessness.

Examples of localities that can be considered as places where they were fleeing or attempting to flee Domestic Violence or Human Trafficking:

- DV Shelter
- Homeless Shelter – if they are there as an outcome of DV or HT
- Street homeless or living in a place not habitable – if they are there as an outcome of DV or HT
- Couch-Surfing – if they are there as an outcome of DV or HT
- At Home or Housed but trying to flee DV or HT and cannot due to lack of safe and permanent housing resource
- Etc.

Meaning of Homelessness for DV and HT survivors

Homelessness for DV and HT survivors is defined per HUD Category 4 definition (https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirements andCriteria.pdf), which is as follows:

Any individual or family who:

i. Is fleeing or attempting to flee domestic violence (includes human trafficking in this definition);
ii. Has no other residence; and
iii. Lacks the resources and support network to obtain other permanent housing

Importance of calculating “Length of Homelessness” in CES DV HT Housing Assessment

Per current CES DV HT Housing Prioritization, survivors assessed within CES DV HT are prioritized within the waitlist for being matched to housing provider based on length of homelessness (high to low) with tie breaker being date of assessment (earlier to later). Hence it is required to determine the length of homelessness for households assessed by CES DV HT Assessment.

Who assists the survivor in completing Housing History Tool

The survivor’s case manager provides household with either of the two following options for completing the Housing History Tool within the CES DV HT Housing Assessment:

Option 1: The CES DV HT Housing Assessor helps the survivor complete the Housing History Tool while completing the CES DV HT Housing Assessment.

Option 2: The Case Manager assists the survivor in completing the Housing History Tool and emails it to Assessor along with the DV HT Consent Form prior to the Assessment taking place. If the Assessor
receives the Housing History Tool from the survivor’s case manager, the Assessor will not re-ask the questions in the Housing History Tool in the CES DV HT Assessment. The Assessor reserves the right to contact the survivor’s case manager for additional information if they feel that the information received in the Housing History Tool is incomplete.

Completing the Housing History Tool – by Household’s Case Manager/Service Provider

1. Survivor’s Case Manager explains to the household seeking to be assessed by CES DV HT Assessment the following:
   a. Purpose of the Housing History Tool
   b. Importance of calculating length of homelessness and the meaning of homelessness for the purpose of CES DV HT Assessment

2. Survivor’s Case Manager gives the household following options:
   a. **Option 1**: Complete the Housing History Tool with the CES DV HT Assessor while being assessed. *If survivor selects this option, no further steps needed by the case manager in this context.*
   b. **Option 2**: Complete Housing History Tool with their case manager before being assessed by CES DV HT Assessor. The survivor is notified that if they chose this option, the assessor will not go through the Housing History with them again. *If this option is chosen, then case manager moves to next step in process.*

3. The case manager documents each of the household’s location overlapping within the past 5-year time frame, housed or unhoused, to the best of their ability. This is done as follows:
   a. Enter start date and end date for every location, even if the start date was 8 years ago, and end date was 4 years ago. A date range should not overlap with the date range of other instances.
   b. For each date range, mention location under the “Location” column of the Housing History Tool. This should NOT be a specific address but can be something as general as DV Shelter, Homeless Shelter, Couch-surfing, Staying in apartment with partner, etc.
   c. For each location, find out if the household was homeless because they had fled domestic violence or human trafficking or they were housed but trying to flee domestic violence or human trafficking and had nowhere to go. If the answer to this is “Yes”, enter “Y” in the “Fleeing” column of the Housing History Tool. Otherwise enter “N”.
   d. Enter Notes for each location if needed – this is optional.

<table>
<thead>
<tr>
<th>Housing History Tool</th>
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<tr>
<td>Document each of the Household’s locality overlapping with the past 5-year time frame, housed or unhoused, to the best of your ability. Enter start date for every location, even if the start date was 8 years ago, and end date was 4 years ago. This date range should not overlap with the date range of other instances.</td>
</tr>
<tr>
<td>Start Date</td>
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SYSTEMS INTEGRATION TEAM/SIT

<table>
<thead>
<tr>
<th>Role</th>
<th>Agency</th>
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<tbody>
<tr>
<td>DV HT Housing Provider (RRH)</td>
<td>Heartland Human Care Services</td>
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<tr>
<td></td>
<td>Metropolitan Family Services (MFS)</td>
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<tr>
<td></td>
<td>Catholic Charities of Chicago</td>
</tr>
<tr>
<td>DV HT Housing Provider (Joint TH/RRH)</td>
<td>Family Rescue Inc.</td>
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<td></td>
<td>Apna Ghar Inc.</td>
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<tr>
<td>Ridgeland Housing (TH)</td>
<td>Family Rescue Inc.</td>
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<tr>
<td>OVW Funded TH Provider</td>
<td>The Salvation Army STOP IT Program</td>
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<tr>
<td>DV HT Housing Locator</td>
<td>Facing Forward to End Homelessness</td>
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<tr>
<td>DV HT Housing Navigator</td>
<td>Metropolitan Family Services (MFS)</td>
</tr>
<tr>
<td>DV HT Housing Systems Facilitator</td>
<td>Corporation for Supportive Housing (CSH)</td>
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</tbody>
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Purpose of the Systems Integration Team:

The Systems Integration Team/SIT meets every alternate week to case conference, track progress, and share updates, resources and best practices.

SIT Process:

1. CES Skilled Assessor completes and submits the DV HT Prescreen, Consent Form and Assessment within iCarol.
2. CSH places the survivor in the RRH/TH Waitlist (if the applicant has no income or insufficient income to pay rent on their own) or the Housing Location Waitlist (if the applicant meets the income eligibility needed to pay rent on their own). Survivors are sorted on the waitlist 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 survivor from RRH/TH Waitlist to DV HT Housing Providers, and DV HT Housing Navigator when Housing Provider has capacity for accepting referral.
   - Once survivor 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 survivor’s Assessment.
   - Housing Navigator will collaborate with Housing Provider to come up with next steps for survivor.
   - Housing Provider will contact the survivor within 48 hours of receiving the match to schedule Intake/Orientation.
   - Housing Navigator will contact the survivor within 48 hours of receiving the match, introduce themselves and establish next steps.
   - Housing Navigator will work with survivor in gathering documentation for lease, viewing apartments, coordinating move to apartment.
   - Housing Provider will locate apartments that meet the survivor’s needs and provide ongoing services once the survivor is housed. The housing provider will change the housing status for the
survivor to “Housed” in their iCarol Provider Portal within 48 hours after survivor is housed.

5. **Housing Location Waitlist Match Process**
   - CSH will match survivor from Housing Location Waitlist to DV HT Housing Locator when they have capacity for accepting referral.
   - Once survivor is matched, the Housing Locator 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 survivor matched.
   - Survivors working with Housing Locator will usually not need Navigator services.
   - Housing Locator will contact the survivor within 48 hours of receiving the match to schedule Intake/Orientation.
   - Housing Locator will work with survivor in gathering documentation for lease, locating appropriate apartments, viewing apartments, coordinating move-in. Housing Locator will change the housing status for the to “Housed” in their iCarol Provider Portal within 48 hours after survivor is housed.

**Housing Status of Survivor once Assessed**

Once the survivor is assessed and their assessment is submitted in iCarol, their housing status is one of the following:

- **Pending Match** – This status implies that the survivor is on the waitlist and has not yet been matched to Housing Provider/Navigator/Locator.

- **Matched** – This status implies that the survivor has been matched to a Housing Provider and Housing Navigator or to a Housing Locator.

- **Housed** – This status implies that the survivor is housed.

- **Inactive** – This status implies that this survivor had been matched to a Housing Provider and Housing Navigator or to a Housing Locator in the past but is no longer matched to them and is currently Inactive. A survivor can become Inactive for any of the following reasons:
  - The Housing Provider and Housing Navigator or Housing Locator were unable to contact the survivor for a period of 60 days
  - The survivor moved out of state
  - The survivor has expressed that they are no longer in need of housing or is not interested in Rapid Rehousing/Transitional Housing Program via CES DV HT

A survivor who is Inactive can choose to reactivate themselves at any time on the waitlist by calling CSH, the Assessor or the Housing Provider/Navigator/Locator that they were last working with. Once reactivated, they will be on the waitlist with status “Pending Match” and prioritized per current Prioritization Plan.
DV HT WORKGROUP

The CES DV HT Workgroup includes service providers and stakeholders committed to designing, developing, implementing and enhancing Coordinated Entry System protocols for a pathway to housing resources dedicated for domestic violence and human trafficking survivors. This group was formed in September 2019 and continues to meet quarterly to discuss ongoing progress, analyze data and implement enhancements to the system, as needed.

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

1. **Assessment** – The CES DV HT Housing Assessment Team initially designed the Assessment and continues to enhance the assessment per input from the DV HT Workgroup.
2. **Prioritization** – The CES DV HT Prioritization Team is responsible for recommending CES Housing Prioritization for Domestic Violence/Human Trafficking Survivors. The goal of this team is to continue to analyze the system, data, housing inventory, housing need, service need and safety need of survivors to expand or scale back prioritization as needed.
3. **Access** – The CES DV HT Housing Access Team determines how this population will access the CES Assessment process. This team continues to enhance Access as appropriate.

The CES DV HT Workgroup and Sub-Teams discussions are facilitated by CSH. 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

<table>
<thead>
<tr>
<th>Current Members of DV HT Workgroup</th>
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<tbody>
<tr>
<td>All Chicago</td>
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<tr>
<td>Apna Ghar Inc.</td>
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<tr>
<td>Bridge of Hope</td>
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<tr>
<td>Casa Central</td>
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<td>Catholic Charities of Chicago</td>
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<tr>
<td>Center on Halsted</td>
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<tr>
<td>Chicago Children’s Advocacy Center</td>
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<tr>
<td>City of Chicago Mayor’s Office</td>
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<tr>
<td>Cook County State’s Attorney’s Office</td>
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<tr>
<td>CSH – Corporation of Supportive Housing</td>
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<tr>
<td>DFSS</td>
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<tr>
<td>EMMAUS</td>
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<tr>
<td>Facing Forward to End Homelessness</td>
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<tr>
<td>Family Rescue Inc.</td>
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<td>Good News Partners</td>
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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
Family Rescue Inc.
The Salvation Army STOP IT Program

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 Facilitator
Corporation for Supportive Housing (CSH)