Chicago Coordinated Entry System
Basic Components of CES

Access
- Front Doors
- Coordinated Outreach
- Call Center
- Prevention

Assessment
- Diversion Screen
- Phased Assessment
- Common Assessment Tools

Assignment
- Real-Time Unit Availability
- Prioritization Policy
- Referral Process
- Case Conferencing

Accountability
- Performance Dashboard
- Qualitative Evaluation
- Policy & Procedure Manual
- Lead Entity
Coordinated Entry by the Numbers

“NUMBERS CONSTITUTE THE ONLY UNIVERSAL LANGUAGE.”

NATHANAEL WEST
The Story as Told Through Data:
One List Totals to Date

OneList = 9,428
Assessed = 13,823
Matched = 4,081
Enrolled = 1,934
Housed = 1,558
Access

Front Doors

Coordinated Outreach

Call Center

Prevention
Skilled Assessor Strategy
Solutions In Progress from the CE Refinement Lab

• **Create dedicated Skilled Assessor positions** at assessment locations and make CES assessments integrated into assessment location existing processes

• **Reduce the number of Skilled Assessors** to a number that provides for reasonable system coverage while still being manageable to achieve quality in the CES

• Given Chicago’s geography and the CoC’s intention to bridge to other systems (healthcare, child welfare, criminal justice, etc.) within the community, it is recommended that a **call-in component** be added to the Chicago CES.

• **Access Points will have full geographic coverage** Mondays through Fridays from 9am – 5pm.
Skilled Assessor Strategy
Solutions In Progress from the CE Refinement Lab

• Skilled Assessor Data Quality
Skilled Assessor Strategy
Solutions In Progress from the CE Refinement Lab

• Create Dedicated Skilled Assessor Positions
  • CSH applied for an expansion grant through HUD as part of the CoC NOFA process
  • Nine dedicated positions will be created to begin in the summer of 2019
  • These positions will account for various solutions including creating a call-in option, full geographic coverage from Mondays through Fridays, 9am – 5pm at Access Points, and will allow our system to decrease the total number of Skilled Assessors in order to improve data quality
Skilled Assessor Strategy
Solutions In Progress from the CE Refinement Lab

• Reduce the number of Skilled Assessors

<table>
<thead>
<tr>
<th>Refinement Lab</th>
<th>Current</th>
<th>2019 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>237 Skilled Assessors</td>
<td>157 Skilled Assessors</td>
<td>40-60 Skilled Assessors</td>
</tr>
<tr>
<td>70 Organizations</td>
<td>62 Organizations</td>
<td>30-40 Organizations</td>
</tr>
</tbody>
</table>

• Reaching our goal of 40-60 assessors will require:
  • Hiring dedicated Skilled Assessors in 2019
  • Agencies repositioning staff to have fewer people involved in the assessment process
The Story as Told Through Data: Assessments - # Chronic Households Assessed

- Total OneList: 60%
- Chronic Youth: 91%
- Chronic Families: 95%
- Chronic Adults (Singles): 77%
- Chronic Veterans: 92%
- Total Chronic: 82%
Assessment

- Diversion Screen
- Phased Assessment
- Common Assessment Tools
Assessment Solutions In Progress from the CE Refinement Lab

• Questions added to encourage participants to opt out of housing options that are not of interest (since July 2018)

<table>
<thead>
<tr>
<th>Category</th>
<th>Total on Current One List</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geography</td>
<td>465 households on the PSH list have a side of the City they will not live on</td>
<td>24%</td>
</tr>
<tr>
<td></td>
<td>71 households on Youth TH list have a side of the City they will not live on</td>
<td>23%</td>
</tr>
<tr>
<td>Shared Bathroom/Kitchen</td>
<td>909 households on the PSH list will NOT live with a shared bathroom and/or kitchen</td>
<td>46%</td>
</tr>
<tr>
<td>Youth Transitional Housing</td>
<td>62 households will NOT live in project based Youth Transitional Housing</td>
<td>21%</td>
</tr>
</tbody>
</table>
Assessment Solutions In Progress from the CE Refinement Lab

• Better Document Chronic Homelessness
  • Skilled Assessor training on literal homelessness and chronic homelessness
  • Service provider training on chronic homelessness
  • Emergency Shelter training on chronic homelessness
    • The newest data in HMIS is what is used to understand chronicity for matching

• Script distributed to Skilled Assessors

• Current examination of progressive assessment opportunities
  • Future goal: match into housing or income supports
Assignment Solutions In Progress from the CE Refinement Lab: Reducing Re-matching

• Matching multiple households to Youth Transitional Housing and ESG Rapid Rehousing and testing matching two households for every PSH re-match request

• Developed a strategy to drive up program exits when appropriate

• Testing not matching households into PSH with 3 declines (by the participant) and households that were matched and could not be found twice since July 1, 2018
Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

Bridge Housing

74 People have lived in Bridge Housing

50 moved into PSH

101 days is Average Length of Stay
Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

Bridge Housing

Average Age = 45.2

- 72% Male
- 28% Female

Ethnicity: 13% Hispanic & Latino, 87% Non-Hispanic/Latino

- 66% African American & White
- 30% White
- 2% African American
- 2% Other Multi Racial
Assignment Solutions In Progress from the CE Refinement Lab: House People Faster

Goal: Connect eligible households Housing System Navigation

• Youth surge: 121 youth thought to be facing chronic homelessness matched to Housing System Navigators between August – December, 2018

• 2019 Goal: Match all households facing chronic homelessness and matched to a PSH program to a Navigator

• Additional resources are being added by new Navigation projects with North Side Housing and the Center for Housing and Health
Accountability Solutions In Progress from the CE Refinement Lab

- Monitoring dashboard created by All Chicago
  - Assessments
    - Total assessments and VI Distribution
  - Skilled Assessors
    - Data quality including missing VI’s and homeless status errors
  - Access Points
    - Total assessments by Access Points and outcomes including the number of households assessed at Access Points moving into housing
- Referrals
  - Tracking progress of referrals
- Housing
  - Number of households housed that were not matched through CES
- Future: Housing System Navigation
Accountability Solutions In Progress from the CE Refinement Lab

- Assessments
# Accountability Solutions In Progress from the CE Refinement Lab

- **Access Points**

## Persons Assessed at Access Points

<table>
<thead>
<tr>
<th>Access Points</th>
<th>Persons Assessed</th>
<th>Persons Matched</th>
<th>% Matched</th>
<th>Persons Housed</th>
<th>% Housed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Featherfist</td>
<td>661</td>
<td>154</td>
<td>23.8%</td>
<td>54</td>
<td>8.2%</td>
</tr>
<tr>
<td>Franciscan Outreach – 10 S. K.</td>
<td>506</td>
<td>44</td>
<td>8.7%</td>
<td>13</td>
<td>2.6%</td>
</tr>
<tr>
<td>Heartland Alliance Health - Upt.</td>
<td>1,001</td>
<td>246</td>
<td>24.6%</td>
<td>60</td>
<td>6.0%</td>
</tr>
<tr>
<td>Matthew House</td>
<td>1,050</td>
<td>166</td>
<td>15.7%</td>
<td>38</td>
<td>3.6%</td>
</tr>
<tr>
<td>Youth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadway Youth Center</td>
<td>148</td>
<td>72</td>
<td>48.6%</td>
<td>20</td>
<td>13.5%</td>
</tr>
<tr>
<td>Center on Halsted</td>
<td>21</td>
<td>6</td>
<td>28.6%</td>
<td>2</td>
<td>9.5%</td>
</tr>
<tr>
<td>Covenant House Illinois</td>
<td>81</td>
<td>37</td>
<td>45.7%</td>
<td>12</td>
<td>14.8%</td>
</tr>
<tr>
<td>La Casa Norte</td>
<td>240</td>
<td>96</td>
<td>40.0%</td>
<td>34</td>
<td>14.2%</td>
</tr>
<tr>
<td>Teen Living Programs</td>
<td>147</td>
<td>62</td>
<td>42.2%</td>
<td>26</td>
<td>17.7%</td>
</tr>
<tr>
<td>Retired</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heartland Alliance Health at Vt.</td>
<td>47</td>
<td>14</td>
<td>29.8%</td>
<td>5</td>
<td>10.6%</td>
</tr>
<tr>
<td>JBVA Community Resource &amp; R.</td>
<td>37</td>
<td>31</td>
<td>83.8%</td>
<td>4</td>
<td>10.8%</td>
</tr>
<tr>
<td>North Side Housing</td>
<td>25</td>
<td>3</td>
<td>12.0%</td>
<td>2</td>
<td>8.0%</td>
</tr>
<tr>
<td>Westside Health Authority</td>
<td>22</td>
<td>2</td>
<td>9.1%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Null</td>
<td>3</td>
<td>1</td>
<td>33.3%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>3,981</strong></td>
<td><strong>934</strong></td>
<td><strong>23.5%</strong></td>
<td><strong>270</strong></td>
<td><strong>6.8%</strong></td>
</tr>
</tbody>
</table>
Accountability Solutions In Progress from the CE Refinement Lab

Referrals: Reasons for Rematch

Unable to Contact

- 41%
- 36% from August - November

Ineligible

- 26%
  1. Not experiencing homelessness
  2. Not experiencing chronic homelessness
  3. Income Issue
  4. Household Composition

Declined to Participate

- 23%
  1. Client declined – (participant specific)
  2. Traditional SRO
  3. Geography
  4. Site-based Youth TH

36% from August - November
Access to Employment and Income Supports
Income Support Solutions In Progress from the CE Refinement Lab

• Testing matching households into SOAR supports to assist people without an income AND with a disability to apply for SSI or SSDI – 44 Households matched

• This test is lead by All Chicago and includes graduate student social work students assisting people matched for this intervention

• Future goal will be to match people into employment supports as part of a progressive assessment process
Questions?
Keep in Touch!

- [www.csh.org/chicagoces](http://www.csh.org/chicagoces)
- CSH: Lead Facilitator [chicagoces@csh.org](mailto:chicagoces@csh.org)
- All Chicago: HMIS [chicagoces@allchicago.org](mailto:chicagoces@allchicago.org)
- Catholic Charities: Matching [chicagoces@catholiccharities.net](mailto:chicagoces@catholiccharities.net)
- Assessors and Access Points [chicagoces@housingforhealth.org](mailto:chicagoces@housingforhealth.org)