

COORDINATED ENTRY HOUSING SYSTEM NAVIGATION

Roles & Responsibilities

Households experiencing chronic homelessness and matched to Permanent Supportive Housing (PSH) through Chicago's Coordinated Entry System will receive Housing System Navigation (HSN) services from one of the providers below.

Each partner, including Housing Providers, will contribute to system-wide collaboration to streamline processes from match-to-housing, with the goal of providing support for households on their journey to housing.

HOUSING SYSTEM NAVIGATION SERVICES

- Collaborate with the Housing Provider to learn what documents are needed for the program and help household obtain documents, including assisting with obtaining documentation that confirms household is experiencing chronic homelessness.
- Assist the household in scheduling and traveling to appointments, unit viewings, and lease signing. Accompany the household at appointments as necessary.
- Provide encouragement and educational support for households.
- Responsibilities **do not** include housing searches. Housing Providers are responsible for locating a unit for households matched to their project.

HOUSING SYSTEM NAVIGATION (HSN) PROVIDERS

HOUSING SYSTEM NAVIGATOR

- At the time of housing match, attempt to locate and connect with the household.
- Provide HSN services (above) to households matched through the Coordinated Entry System, even in cases when the first match is not successful as long as the household is facing chronic homelessness.
- Enroll the household in HSN at the time of contact.
- Participate in Chronic System Integration Teams.

OUTREACH OR DROP-IN WORKER

- Provide HSN services (above) to households currently enrolled in program who are experiencing chronic homelessness and matched to supportive housing through the Coordinated Entry System.
- Note: The tasks outlined for HSN may fall under the purview of steps you already take when a client on your caseload is matched to housing. If this is so, keep doing what you're doing and know that these tasks now refer to a standardized role within CES.

SUPPORTING PARTNERS

HOUSING PROVIDER

- Take the lead on locating the matched household using information from the CE assessment. Reach out to HSN provider (this could be a navigator or an outreach or drop-in worker), alternate contacts, and case managers.
- Communicate with HSN provider about document requirements for project enrollment.
- Set up screening interview and unit viewing appointments with household and HSN provider.
- Collaborate with HSN provider to verify household's chronic homeless status.
- For scattered site programs, locate unit for matched household. HSN providers are **not** responsible for locating units for households matched to PSH projects.
- Complete the match follow-up Contact Protocols, including reaching out to HSN provider, **prior to requesting a rematch.**

SKILLED ASSESSOR

- Serve as a secondary contact for Housing and HSN service Providers.
- Collaborate with aforementioned partners to locate the matched household.
- Connect with the household using the information provided on the CE assessment to notify household of the housing match.

Frequently Asked Questions

How will I know who will be providing the HSN services?

Information about who will be providing Housing System Navigation services will be included in the matching email notification.

For HSN teams serving people matched through CE, when do services start and end?

Services will begin when the household is located and end when the households is successfully housed, or if the household is deemed ineligible due to not facing chronic homelessness.

How can I learn more about my role in Housing System Navigation?

Go to the Documents & Materials tab at www.csh.org/chicagoces for additional resources, or contact Jessica Smith at jessica.smith@csh.org or at 312-332-6690 x2824.