

Coordinated Entry System (CES) and Call Center Frequently Asked Questions

For Healthcare Partners

What is the Coordinated Entry System (CES)?

The Chicago Coordinated Entry System (CES) links people facing **literal homelessness** to available housing resources. Literal homelessness is defined by HUD as an individual or family who lacks a fixed, regular, and adequate nighttime residence. This means that the patient is staying in one of the following places/in one of the following situations:

- (1) A shelter
- (2) On the streets or place not meant for human habitation such as an abandoned building, CTA, a public park, etc.
- (3) In an institution (hospital, jail, respite facility, nursing home, etc.) where they stayed for 90 days or less **and** who resided in either (1) or (2) before entering the institution
- (4) Fleeing domestic violence or human trafficking

Note 1: Patients staying with family or friends or couch surfing **should not** be assessed for housing, as they do not meet the definition of literal homelessness and this means there are no housing resources available for them through the Coordinated Entry System.

- Patients with an income that can support affordable housing who are either at risk of homelessness or doubled up can call 311 and ask for Short Term Help to be screened for homelessness prevention resources.

Note 2: Completing a housing assessment through CES is **NOT a discharge plan**, as it can take months for a patient to be linked to housing and not all households will receive housing.

What is the Catholic Charities Call Center?

The Call Center is a resource created to increase access to the CES: it is a dedicated phone number administered by Catholic Charities that patients facing literal homelessness can call to complete a housing assessment to access CES housing resources. To complete a housing assessment via the Call Center a patient **must call with a staff person**, such as a social worker or health advocate. This staff member **does not** need to be on the phone for the entire assessment, but only to initiate the call, provide their contact information, and answer a few questions about the patient's disability status.

Phone Number: (312) 361-1707
Hours of Operation: 8:30AM – 4:00PM
Start Date: September 3, 2019

How Does a Patient Get Connected?

Step 1: Complete a Housing Assessment

Patients facing literal homelessness must call the above number with a staff person to complete a housing assessment by phone. The first step to getting linked to housing resources is to complete a housing assessment to determine a client's eligibility and vulnerability. Patient can call to ask if they have completed this assessment in the past if they cannot remember if they have done so.

Step 2: Update Information

Patients can call the Call Center any week day on their own to update information as needed, including contact information. After the assessment is completed a follow-up communication will be sent to the staff member as well as the patient (if they have an email address) with instructions on how to stay active within CES.

Step 3: Linkage to Housing

Catholic Charities will link households to housing resources as they become available based on the CES Prioritization Plan, which is located at www.csh.org/chicagoces under Documents and Materials.

The housing options offered by CES include:

- (1) Youth Transitional Housing
- (2) Rapid Re-Housing and
- (3) Permanent Supportive Housing. More information about these type of housing can be found [here](#).

Questions: Please reach out to the Center for housing and Health with questions at chicagoces@housingforhealth.org or call Ben Darby at 312-334-0931 Ext. 234.