

Chicago Coordinated Entry Call Center- COVID-19 UPDATES

www.csh.org/chicagoces

The Coordinated Entry (CE) Call Center is a dedicated phone line administered by Catholic Charities and supported by additional agencies. Households meeting the HUD definition of homelessness of sleeping in shelter, outside, or any place not meant for human habitation are invited to call this line to complete a housing assessment. The information below outlines the CE Call Center workflow during the COVID-19 epidemic.

CE Phone Line: 312-361-1707

Days/Times: Monday – Friday between 8:30am – 4:30pm.

Step 1: Completing a Housing Assessment

Housing assessments completed through the Call Center can come from individuals independently or those with a service provider. It is up to the household to determine if they need and can access support with this call.

- A. **Consent:** If a staff member is with the client completing a housing assessment via the CE Call Center, the staff member and client should complete the CE consent form prior to the call. For all providers except from the DV and human trafficking field this will be a [Homeless Management Information System \(HMIS\) consent](#). DV and human trafficking service providers can contact ronti.ghosh@csh.org for the appropriate CE Consent. Clients who are calling without a staff member can give verbal consent over the phone. Clients must consent to share information to make this call.
- B. **Household and/or Staff Initiates Call:** Both clients and/or staff members can initiate calls to the CE Call Center. If a staff member (social worker, health advocate, care coordinator, etc.) is initiating the call with a client:
 - a. The staff member calling with the client will be asked to give their contact information – this is so, if a client is matched to housing, the system can more efficiently locate that client.
 - b. The staff member will then be asked two questions about observing a disability. These questions need to be asked of the staff member privately, without the client on speaker.
- C. **Household completes the assessment:** The client will be connected with a Skilled Assessor to complete the housing assessment over the phone.
- D. **Next Steps:**
 - a. If requested an email receipt is sent to the caller and/or case manager after the assessment is completed. The receipt will include the household's HMIS ID number if requested.

Step 2: Updating Information

Households are welcome to use the CE Call Center to offer an update on Mondays – Fridays from 8:30am – 4:00pm. This may include updated contact information, a change in income or family size, or anything else related to the housing assessment. This is not required, though sincerely helpful.

Step 3: Linkage to Housing

Catholic Charities will link households to housing resources as they become available based on the [CES Prioritization Plan](#).