



Housing Provider Interim Contact Protocols

Guidelines for Attempts to Gain Contact with Individuals and Heads of Household

Initial Contact: Housing Providers should attempt to contact the referred individual and/or household for a period of 5 business days from the date of the match.

- During this period, providers should attempt to contact the individual and/or head of household on a minimum of two occasions using a variety of means during different days and times of day.
 - The “Notes on contacting client” section of the Chicago CoC Standardized Housing Assessment may include details to help identify the optimal means of contacting the individual or head of household.
- The first attempt should include a direct phone call using the number listed on the Assessment. Subsequent attempts should include the use of email (if provided), and listed alternate contacts (e.g. case managers, skilled assessors, family/friends).
- The current project Case Manager and Housing System Navigator (when applicable) should be notified of the request to contact and meet with the individual or head of household via both email and phone within two business days of the match. Housing Providers should coordinate amongst staff and participant to form a team supporting the household.
- Assessments frequently include information for the Emergency Contact. Efforts should be made to contact the individual and head of household via the Emergency Contact.

Action after the Household Cannot be Located

Housing Providers will change the Need Status of the Referral to indicate that a rematch is needed because the client cannot be located.

- Change the Need Status to “Rematch Needed: Not able to contact client”
- If the household reaches out within a 90-day period from the original match and the housing provider has housing availability the housing provider can contact ChicagoCES@catholiccharities.net and request the household be matched to the housing provider per the reengagement policy that already exists.
- Households who cannot be located on two consecutive occasions will not be matched again until they have an update within HMIS.

Action after the Household Declines Housing

- Households that are enrolled in projects that offer scattered site housing can deny up to three housing options presented to them. After the household has denied three housing options, they will go back on the matching list instead unless they have identified their own unit.
- Households being transferred through Coordinated Entry can deny up to three housing opportunities. After three housing opportunities are offered and denied by the household the household will not be considered for any further transfer opportunities.
- Households that have declined SRO housing twice will not be matched to SRO housing in the future, including SRO housing that includes a bathroom and/or kitchen.



Interim Needs Status Timeliness Standard

Within 15 days of receiving the initial CES referral, Housing Providers must update the HMIS Referral Need Status to represent the household's status toward project enrollment by selecting one of the following:

1. CES: Enrolled
2. CES: Rematch Needed: ____ (select appropriate reason from glossary)
3. CES: Client Engaged, In Progress to Enrollment

If a Housing Provider does not update the HMIS Referral Need Status to one of the three resolved options by day 15, the household Need Status will be changed to "CES: Rematch Needed: CES Team Only: Housing Provider Did Not Respond" The household will be placed back on the One List and is eligible to be matched to a different provider.

If the HMIS Referral Need Status on day 15 is listed as "CES: Client Engaged, In Progress to Enrollment", the Housing Provider will have another 30 days to resolve the need status as outlined above.

Housing Providers may get an extension to the 45-day Interim Timeliness Standard by emailing ChicagoCES@catholiccharities.net and bdoveatt@allchicago.org so the Referral Need Status will not be updated by anyone other than the Housing Provider. The email should include clear reasoning why the extension is being asked for and an estimated timeline, which can be flexible on a case by case basis.

Expedited Housing Policy information for Housing Providers

During this interim period the goal is to house individuals/households in the least amount of time, with minimum barriers to housing.

Housing providers must remove any barrier that impedes the rapid placement of participants in housing; housing providers must apply for applicable waivers that expedite the housing process. Ways to minimize these barriers may include, but are not limited to, removing or waiving documentation requirements (such as identification and income verification) and background checks. Housing providers will need to implement creative solutions and utilize technology to ensure housing continues, (such as live streaming or video call for intakes, case management and housing inspections and/or utilizing electronic signatures.)

Housing providers should use a HUD Waiver for documentation that is not obtained during this interim period.

Housing Providers will describe the types of documentation impacted in the interim and how the agency will make best efforts to maintain records for the impacted types of documentation. Housing providers are encouraged to document why they cannot complete or acquire the types of documentation and their attempts to acquire the documentation.



This may include written case notes, letter, emails, etc. This documentation should be placed in a file or added to case notes if the file is not immediately available. After the interim attempts should be made to obtain the documentation in a timely manner.

Documentation that may be collected after interim includes but is not limited to:

- a. Identification (birth certificate, State ID, etc.)
- b. Income
- c. Disability
- d. Homeless Documentation
- e. Housing Inspections
- f. Environmental Reviews
- f. Annual assessments and/or service plan updates
- g. Leases (copy of)