Chicago Coordinated Entry System
Housing for Domestic Violence & Human Trafficking Victims/Survivors

POLICIES & PROCEDURES
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OVERVIEW – POLICIES & PROCEDURES

The Chicago Coordinated Entry System (CES)

Coordinated entry is a centralized and streamlined system for accessing housing and support services to end homelessness in a community, and is required by the U.S. Department of Housing and Urban Development for all Continuums of Care (CoC) as stated in 24 CFR 578.7 (a)(8) of the Continuum of Care Program Interim Rule. "HUD’s primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present.” The system incorporates a community-wide Housing First approach to all programs and prioritizes resources for those with the most complex needs.

Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure people who need assistance the most can receive it in a timely manner. Coordinated entry also informs the system on service needs and gaps to help communities plan their assistance and identify needed resources. Utilizing a standardized assessment tool and practices, the goal is for the system to ensure households experiencing homelessness have equal and fair access to resources that will end their homelessness. All programs receiving Federal and State funds will comply with applicable civil rights and fair housing laws and requirements, and recipients and sub-recipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws.

The CES Housing Assessment
The CES housing assessment records the applicant’s current situation and needs so they can be connected to the appropriate housing program, if eligible and when there is an opening. Housing programs range from transitional housing to short term supportive housing or rapid re-housing.

Eligibility for housing allocated for Domestic Violence and/or Human Trafficking Survivors
One is eligible for housing resources for domestic violence and/or human trafficking survivors through CES if they are 18 years or older AND fleeing domestic violence and/or human trafficking, per HUD definition of homelessness Category 4.

Housing Assessment Process
Steps for assessment and referral to housing are below. Housing matches are provided if the household is eligible and if there is a housing resource available.
1. A CES skilled assessor from the Illinois Domestic Violence Hotline or the CE Call Center will complete the Assessment with the applicant.
2. The applicant will be prioritized for available housing based on the CES Prioritization Policy.

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1. [https://www.hudexchange.info/resource/4427/coordinated-entry-policy-brief/](https://www.hudexchange.info/resource/4427/coordinated-entry-policy-brief/)
2. [https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf](https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)
3. **Without an Income**: If the applicant does not have income or they do not have sufficient income to pay their own rent and utilities, the following will happen:
   a. They will be referred (if housing is available) to the DV HT Housing Provider that has an opening and the DV HT Housing Navigator
   b. The Navigator works with participants to support moving into housing with a short term subsidy and supports from the Housing Provider. The navigator supports housing activities such as accompanying participants to an intake meeting with the housing provider, taking applicant to view available apartments, help with gathering needed documentation for lease, etc.
   c. Once participants have moved into housing, they will be paying a percentage of their income towards rent and utilities. Those without an income will pay zero dollars while working to obtain an income. The Housing Provider will determine the length of stay in the housing provided, based on the Housing Provider’s program specifications. Please note that this is housing with short term financial and case management support.

4. **With an Income Sufficient to Pay Rent & Utilities**: Participants with sufficient income to pay rent and utilities will be referred to the DV HT Housing Locator. The Locator will work with participants and current service provider/case manager to address barriers and find appropriate housing. The Locator will stay in touch with participants for the first month after moving into housing.
   Participants are responsible for paying 100% of the rent and utilities from the beginning of the lease. There is no short term financial or case management support provided with the Housing Location program.

5. Please see below on Pg. 5 for Process Flow Diagram

**Revoking Consent to Release Information**
An applicant may revoke their consent to release information in the CES DV HT Assessment by completing the respective Withdrawal of Consent form. To gain access to the respective Withdrawal of Consent form, the applicant can call the skilled assessor at Illinois Domestic Violence Hotline at 1-877-863-6338 (Voice); 1-877-863-6339 (TTY) or the CE Call Center at (312) 361-1707 (Mon-Fri, 8:30am-4pm) depending on where they were initially assessed.

**Housing Availability**
Housing resources provided through CES are limited; completing an assessment does not guarantee housing. We encourage applicants to continue exploring other options such as gaining an income or searching for affordable housing in Chicago and Illinois through [www.Ilhousingssearch.org](http://www.Ilhousingssearch.org) or by calling 877-428-8844. This list has information on affordable units throughout the State. Additional housing can be viewed on Chicago Housing Authority’s website at [http://www.thecha.org](http://www.thecha.org). Click on Apply for Housing for information on openings on waiting lists. For questions or more information about CHA housing, please call 312-913-5812 or 312-913-7856.

**Where can an applicant get help if they are not eligible via CES for housing specifically for domestic violence & human trafficking victims/survivors?**
When applicants are not eligible for CES DV HT specific housing, the Assessor will be providing them resources to access the CE Access Points or CE Call Center to be assessed (HMIS Assessment) via the General CES, if they choose. The following should be provided to the ineligible applicant:
   - Access Points: [https://www.csh.org/chicagoces/](https://www.csh.org/chicagoces/)
• Call Center Phone Number & Hours of Operation:
  Phone Number: (312) 361-1707
  Hours of Operation: 8:30AM – 4:00PM (Mon-Fri)
  The applicant should be notified that if they chose to call the CE Call Center, they must be
accompanied by their case worker. In this situation the case worker should be provided the CE

• Applicants are also encourage to continue exploring other options such as gaining an income or
searching for affordable housing in Chicago and Illinois through [www.ILhousingsearch.org](http://www.ILhousingsearch.org) or by calling and checking the Chicago Housing Authority’s website at [www.thecha.org](http://www.thecha.org).

**Entities working on housing domestic violence & human trafficking victims/survivors via CES**

1. Illinois Domestic Violence Hotline; CES Skilled Assessor for DV HT Housing Program (for applicants referred by domestic violence shelters)
2. Catholic Charities of Chicago - CE Call Center; CES Skilled Assessor for DV HT Housing Program (for applicants referred by anti-trafficking agencies)
3. Metropolitan Family Services; CES DV HT Housing Navigation Program; CES DV HT Rapid Rehousing Program
4. Heartland Human Care Services; CES DV HT Rapid Rehousing Program
5. Family Rescue Inc.; CES DV HT Joint Transitional Housing/Rapid Rehousing Program, Ridgeland Housing
6. Apna Ghar Inc.; CES DV HT Joint Transitional Housing/Rapid Rehousing Program
7. Catholic Charities of Chicago; CES DV HT Rapid Rehousing Program
8. Facing Forward to End Homelessness; CES DV HT Housing Location Program
9. Corporation for Supportive Housing/CSH; Systems Integrator for CES DV HT Housing Program
Assessor assesses applicant

Applicant prioritized

Aplicant has income that meets rent paying criteria

Yes

Match Applicant with income in order of prioritization to Housing Locator based on availability

No

Match Applicant in order of prioritization to Housing Provider and Housing System Navigator based on their availability

Navigator contacts Housing Provider to determine intake schedules and next steps

Locator contacts applicant within 2 business days and schedules intake

Navigator contacts Applicant and establishes relationship

Locator works with applicant to locate a suitable apartment

Navigator takes Applicant for Intake/Orientation Meeting with Housing Provider

Housing Locator may request a Housing Navigator for additional support as needed

Housing Provider collaborates with Navigator. Navigator works with applicants on traveling to appointments, collecting leasing documents and overcoming barriers to signing lease.

Once lease is signed, Locator stays in contact with Applicant for a month to ensure things going well for the applicant and the lessor.

Once lease is signed, Navigator helps Applicant move to apartment. Housing Provider becomes responsible for service coordination

APPLICANT HOUSED
PRIORITIZATION PLAN - PHASE 1 (Dec 2019-July 2020)

This prioritization plan was set up to be implemented for at least the first three months of housing interventions including housing location supports, rapid rehousing, and transitional housing starting in December 2019. 
NOTE: This prioritization plan applies to participants currently within the city of Chicago.

Rapid Rehousing & Joint Transitional Housing-Rapid Rehousing Prioritization
1. Enrolled in a DV shelter
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

Housing Locator Prioritization
1. Enrolled in a DV shelter
   a. This is not a requirement if there are not enough households in DV shelter to meet the capacity of housing locators.
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

This intervention requires an income that can accommodate paying for the household’s rent as eligibility criteria. This will take into consideration the total gross income and size of unit required for the household.

Housing System Navigation Prioritization
Navigators will be assigned to households matched to rapid rehousing or transitional housing programs. If capacity allows, they can also be assigned to support households matched to a Housing Locator. The following prioritization applies to those with a housing provider referral through CE:
1. Enrolled in a DV shelter
2. Length of homelessness (high to low)
3. Tie Breaker: Assessment date

Next Steps
After three months of referrals made using this prioritization, the Coordinated Entry DV/HT workgroup will meet to review data and discuss future prioritization plans. When this team has solidified an expansion to this prioritization plan, it must be approved by the Coordinated Entry Leadership Team before it is implemented
PRIORITIZATION PLAN - PHASE 2 (Aug 2020 – Ongoing)

The CES DV HT Workgroup – Prioritization Team assessed the outcome of Phase 1 Prioritization and identified additional populations to be assessed and other factors to be considered while prioritizing on the DV HT Housing Waitlist for Phase 2.

The outcome of this analysis is the following Prioritization Plan for CES DV HT Housing – Phase 2.

This prioritization plan applies to applicants currently staying in the city of Chicago.

Rapid Rehousing & Joint Transitional Housing-Rapid Rehousing Prioritization
This intervention includes a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

Housing Locator Prioritization
This intervention requires an income that can accommodate paying for the household’s rent and utilities as eligibility criteria. This will take into consideration the gross income and size of unit required for the household and does not include financial assistance and targeted supportive services once the participant is housed.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

Housing System Navigation Prioritization
Navigators will be assigned to households matched to Rapid Rehousing or Transitional Housing programs. This intervention assists program participants in the various stages as they move from their position of homelessness to being housed in Rapid Rehousing or Transitional Housing.

- Victim/Survivor of Domestic Violence and enrolled in a Domestic Violence shelter
- Victim/Survivor of Human Trafficking referred by an anti-trafficking agency or program specifically designated per funding to serve this population
- Length of homelessness (high to low)
- Tie Breaker: Assessment Date

Next Steps
After three months of referrals made using this prioritization, the Coordinated Entry DV/HT workgroup will meet to review data and discuss future prioritization plans. When this team has solidified a prioritization plan, it must be approved by the Coordinated Entry Leadership Team.
ACCESS PLAN

Access Plan for Applicants at DV Shelters:

Step 1: Completing Assessment
1. CES DV HT Housing Skilled Assessor will call DV Shelters to schedule appointments to complete Assessments for their applicants.
2. Skilled Assessor Initiates Call/Meeting: During the scheduled time, the Skilled Assessor will either meet the applicant in person at the shelter or complete assessment via phone at a scheduled time.
3. Pre-Screen: The Skilled Assessor will first complete the Pre-Screen with the applicant to determine eligibility. If the applicant is not eligible, the Assessor will provide them with alternate housing resources.
4. Consent: Once the applicant has been determined as eligible for DV HT Housing, the Assessor will complete the Consent Form. If the Assessment is being done via phone, the Assessor will complete the Consent Form verbally. The applicant’s service provider must securely email completed Consent form to the Assessor before Assessment is completed.
5. Complete Assessment: The applicant will complete the Assessment with the Skilled Assessor.
6. Next Steps: Once the housing assessment is complete, the Skilled Assessor provides the applicant with following:
   a. CES DV HT Brochure which explains the process and next steps
   b. Chicago CES Grievance Procedures
   c. Skilled Assessor’s Contact Information for applicant to contact for updating their assessment information or withdrawing consent to release information

Step 2: Updating Information
Applicants may call DV HT Skilled Assessor contact number provided during Assessment on their own any week day during regular hours of 9am – 5pm to update their assessment information.

Step 3: Linkage to Housing
CSH will link households to housing resources as they become available based on the CES DV HT Prioritization Plan.
Access Plan for Applicants Referred by Anti Trafficking Agencies/Programs

Step 1: Completing Assessment
1. Applicants referred by Anti Trafficking Agencies/Programs will be assessed by Skilled Assessors at the CE Call center.
   
   **CE Call Center Phone Number:** (312) 361-1707
   **Hours of Operation:** 8:30AM – 4:00PM (Monday-Friday)

2. **Applicant’s Service Provider Initiates Call:** To complete assessment with the CE Call Center, service provider staff (case worker, advocate, shelter staff, etc.) must initiate the call with the applicant. IMPORTANT NOTE: The staff member or applicant must first let the Skilled Assessor receiving the call know that they are calling for DV HT Housing Assessment.

3. **Pre-Screen:** The Skilled Assessor will first complete the Pre-Screen with the applicant to determine eligibility. If the applicant is not eligible, the Assessor will provide them with alternate housing resources.

4. **Consent:** If the applicant is eligible, the Assessor will complete the Consent Form verbally. Before completing a housing assessment via the CE Call Center, the staff member calling with the applicant should complete the CES DV HT Consent Form and securely email that to the CE Call Center.

5. **Complete Assessment:** The applicant will complete the Assessment with the skilled assessor. The staff accompanying the applicant will stay on the call during this time if the applicant so chooses.

6. **Next Steps:** Once the housing assessment is complete, the Skilled Assessor provides the applicant with following:
   a. CES DV HT Brochure which explains the process and next steps
   b. Chicago CES Grievance Procedures
   c. CE Call Center phone number and hours of operation for applicant to contact for updating their assessment information or withdrawing consent to release information

Step 2: Updating Information
Applicants may use the CE Call Center on their own any week day during the Call Center’s regular hours of 8:30am – 4:00pm to update their assessment information.

Step 3: Linkage to Housing
CSH will link households to housing resources as they become available based on the CES DV HT Prioritization Plan.
CES DV HT SKILLED ASSESSOR PROCEDURES

Skilled Assessor Role
The skilled assessor assesses applicants for housing allocated for domestic violence and human trafficking survivors. Assessments are completed in person or via phone by DV HT Skilled Assessor at IL DV Hotline for applicants referred by Domestic Violence Shelters and via phone by CE Call Center for applicants referred by Anti-Trafficking Agencies/Programs.

Assessment Process:
1. The skilled assessor completes Prescreen for Eligibility form. See below on Pg. 11 for Eligibility Prescreen Process.
2. If the applicant is eligible, skilled assessor:
   a. Completes Client Consent for Release of Information (required before steps below);
   b. Completes Assessment;
   c. Gives applicant contact information for follow up
   d. Emails password protected Eligibility Prescreen, Client Consent for Release of Information and Assessment to CES DV HT Systems Integrator, CSH.
3. If applicant calls with an update, the skilled assessor completes update form, emails password protected copy of Update Form to CSH.
4. CSH updates skilled assessor on status (On Waitlist, Matched, Housed, Inactive) of applicants assessed.
5. Skilled assessor can provide only status (On Waitlist, Matched, Housed, Inactive) of applicants assessed to the applicant or their case worker as needed.

Calculating Length of Homelessness
The CES DV HT Skilled Assessor calculates the length of homelessness for the applicant using the Housing History Tool in the Assessment as follows:
1. Identify if the applicant was fleeing domestic violence or human trafficking, using HUD’s definition of Homelessness category 4. (Copy & Paste this on your web browser if link does not work)
2. Add up the times that identify as Fleeing “Y”. Since we are calculating length of homelessness in years, calculate as follows:
   a. Less than 6 months = .25 year
   b. 6 months = .5 year
   c. More than 6 months but less than 1 year = .75 year
   d. 1 year = 1 year
   e. More than 1 year but less than 18 months = 1.25 years
   f. 18 months = 1.5 years
   g. More than 18 months and less than 2 years = 1.75 years
   h. 2 years = 2 years and so on
ELIGIBILITY PRE-SCREEN PROCESS

Prescreen Questions determine if applicant domestic violence survivor

Yes

Prescreen Questions determine if applicant human trafficking survivor

Yes

Applicant not eligible for DV HT Housing. Assessor will not complete assessment. Assessor provides information on Access Points and Call Center, to be assessed through traditional CES.

Applicant not eligible for DV HT Housing. Assessor will not complete assessment. Assessor will provide information on Access Points and Call Center, to be assessed through traditional CES.

Applicant is eligible for DV HT Housing, Assessor will complete housing assessment

Does applicant have a firm housing plan?

No

Applicant is eligible for DV HT Housing, Assessor will complete housing assessment

Yes

Applicant not eligible for DV HT RRH or TH. Applicant eligible, but does not need Housing Location. Assessor completes assessment.

Does applicant need help finding housing?

No

Yes
SYSTEMS INTEGRATION TEAM

<table>
<thead>
<tr>
<th>Role</th>
<th>Agency</th>
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<tbody>
<tr>
<td>DV HT Housing Provider (RRH)</td>
<td>Heartland Human Care Services</td>
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<td></td>
<td>Metropolitan Family Services (MFS)</td>
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<td></td>
<td>Catholic Charities of Chicago</td>
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<tr>
<td>DV HT Housing Provider (Joint TH/RRH)</td>
<td>Family Rescue Inc.</td>
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<td>Apna Ghar Inc.</td>
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<tr>
<td>Ridgeland Housing (TH)</td>
<td>Family Rescue Inc.</td>
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<td>DV HT Housing Locator</td>
<td>Facing Forward to End Homelessness</td>
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<tr>
<td>DV HT Housing Navigator</td>
<td>Metropolitan Family Services (MFS)</td>
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<tr>
<td>DV HT Housing Systems Integrator</td>
<td>Corporation for Supportive Housing (CSH)</td>
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**Purpose of the Systems Integration Team:**
The Systems Integration Team/SIT meets weekly to case conference, track progress, and share updates, resources and best practices. These meetings are usually held in person with a call in option and the providers take turn hosting the meeting. The SIT reviews cases for households with completed assessments.

**SIT Process:**
1. CES Skilled Assessor completes and submits the DV HT Prescreen, Consent Form and Assessment to CSH.
2. CSH places the applicant in the Housing Location Waitlist (if the applicant meets the income eligibility needed to pay rent on their own) or the RRH/TH Waitlist (if the applicant has no income or insufficient income to pay rent on their own) per current Prioritization Plan.
3. Housing Provider lets CSH know during weekly SIT meeting about their capacity to accept referrals. However, they can reach out for referrals at any time.
4. **RRH/TH Waitlist Match Process**
   - CSH will match applicant from RRH/TH Waitlist to DV HT Housing Providers, and DV HT Housing Navigator when Housing Provider has capacity for accepting referral.
   - Once applicant is matched, CSH will email a password protected scanned copy of the DV HT Prescreen, Consent Form and Assessment to Housing Provider and Housing Navigator.
   - Housing Navigator will contact the Housing Provider that the applicant is matched to. They will collaborate to come up with next steps for applicant.
   - Housing Navigator will schedule introductory meeting with applicant and establish next steps.
   - Housing Navigator will work with applicants in collaboration with Housing Provider on all steps required for applicant to be housed.
   - Housing Providers will notify CSH once they have completed intake with applicant and once applicant is housed.
5. **Housing Location Waitlist Match Process**
   - CSH will match applicant from Housing Location Waitlist to DV HT Housing Locator when they have capacity for accepting referral.
   - Once applicant is matched, CSH will email a password protected scanned copy of the DV HT Prescreen, Consent Form and Assessment to Housing Locator.
   - Applicants working with Housing Locator will usually not need Navigator services.
   - Housing Locator will notify CSH once they have completed intake with applicant and once applicant is housed.
**DV HT WORKGROUP**

The DV HT Workgroup includes service providers and stakeholders committed to designing, developing and implementing a Coordinated Entry System to house domestic violence and human trafficking victims and survivors. This group was formed in the summer of 2019.

The primary focus areas of this workgroup are organized into sub-teams

1. **Assessment** – The DV HT Housing Assessment was developed for Phase 1 and further enhanced for Phase 2 by this sub-team. They will continue to enhance the Assessment as appropriate.

2. **Prioritization/Assignment** – The Phase 1 DV HT Housing Prioritization Plan was developed by this sub-team and implemented in Dec 2019. They further worked on expanding prioritization in May 2020 and Phase 2 DV HT Housing Prioritization Plan was implemented in Aug 2020. This team will continue to enhance the Prioritization as appropriate.

3. **Access** – The DV HT Housing Access Team determined how this population will access the CES Assessment process after Phase 1 Prioritization was implemented. They further enhanced the Access Plan as Phase 2 Prioritization was implemented. This team will continue to enhance Access as appropriate.

**Current Members of DV HT Workgroup**

| All Chicago | Heartland Human Care Services |
| Apna Ghar Inc. | Illinois Domestic Violence Hotline |
| Bridge of Hope | Legal Aid Chicago |
| Catholic Charities of Chicago | Life Span |
| CAWC | Metropolitan Family Services |
| Center on Halsted | MFS/Legal Aid Society |
| Chicago Children’s Advocacy Center | Mujeres Latinas |
| City of Chicago Mayor’s Office | Neapolitan Lighthouse |
| Cook County State’s Attorney’s Office | The Salvation Army/STOP IT |
| CSH | Selah Freedom |
| DFSS | The Network |
| Facing Forward to End Homelessness | Traffic Free |
| Family Rescue Inc. | WINGS Metro |

Anyone interested in joining the DV HT Workgroup or volunteering on one of the sub teams may contact Ronti Ghosh, Program Manager, CSH ronti.ghosh@csh.org
HAUSING PARTNERS FOR DOMESTIC VIOLENCE & HUMAN TRAFFICKING VICTIMS/SURVIVORS

Rapid Rehousing Program
Catholic Charities of Chicago
Heartland Human Care Services
Metropolitan Family Services

Joint Transitional Housing and Rapid Rehousing Program
Apna Ghar Inc.
Family Rescue Inc.

Transitional Housing Program - Ridgeland Housing
Family Rescue Inc.

Housing Navigation Program
Metropolitan Family Services

Housing Location Program
Facing Forward to End Homelessness

Housing Assessment Program
The Network – IL DV Hotline
Catholic Charities of Chicago – CE Call Center

Systems Integrator
Corporation for Supportive Housing (CSH)