

## Chicago Coordinated Entry System (CES)

### Thank you for completing a CES Housing Assessment.

Please keep this so you can contact your Skilled Assessor when your assessment needs to be updated:

HMIS ID# : \_\_\_\_\_ ASSESMENT DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### Skilled Assessor contact information:

NAME: \_\_\_\_\_

AGENCY: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_@\_\_\_\_\_

NOTES: \_\_\_\_\_

### Frequently Asked Questions:

#### What should I expect when the housing program contacts me?

When you are matched to housing, the housing program will reach out to you to schedule a meeting. They will ask you to bring documents such as your ID, social security card, birth certificate, and if this applies to you, proof of income and disability. The housing program will also ask you about your history of homelessness and your health conditions to verify whether you are eligible for the housing program. They can help you access these documents.

If you work with an outreach worker or any homeless services provider, it is important to stay in contact because they can verify your homelessness when you are matched to housing.

If you have a disability, please work to document this disability such as an award letter for SSI/SSDI or meeting with a doctor, nurse practitioner, licensed clinical social worker, or someone who can put into writing that you have a disability.

#### What if I have been waiting for a housing match for a long time?

Please note that housing resources provided through CES are limited and, therefore, completing an assessment does not guarantee housing. We encourage you 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 877-428-8844. This list has information on the thousands of affordable units that are supported by City of Chicago programs to maintain affordability in local neighborhoods. You may also want to check the Chicago Housing Authority's website at <http://www.thecha.org> and 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.

Visit us online at [www.csh.org/chicagoces](http://www.csh.org/chicagoces)

### **Do I need to update my assessment?**

It is important for you to maintain contact with your Skilled Assessor and let them know if your contact information changes. Please also let them know if you have major life changes such as a new episodes of homelessness, if you gained income, if your family composition changes, if you no longer need housing or move out of Chicago. If you cannot reach your Skilled Assessor, you can call the CE Call Center on Mondays through Fridays from 8:30am – 4:00pm at 312-361-1707.

- If you receive services from a homeless provider such as outreach, drop-in center, or shelter, you only need to update your assessment when important changes need to be made.
- If you do not receive services from a homeless provider such as outreach, drop-in center, or shelter, please contact you Skilled Assessor or visit an Access Point monthly if you are still experiencing homelessness. They will update your assessment and keep you active within CES. If you do not update your information within a 30-day period, you will be removed from CES and will no longer be considered for housing.

### **Where can I update my assessment?**

If you are still experiencing homelessness or between the ages of 18-24 who is unstably housed and are connected to an outreach program, drop-in center, or shelter, you can ask the program staff if they can complete the CES Housing Assessment with you or link you to someone who can do so. You can also complete a CES housing assessment by calling the CE Call Center at 312-361-1707 on Mondays through Fridays from 8:30am – 4:00pm.

### **What if I am between the ages of 18-24 and unstably housed/in a home where I cannot stay for long?**

CES has a Youth Diversion program led by Catholic Charities to assist people in this age range without stable housing. This involves identifying safe and immediate non-shelter based housing solutions. To learn more, please contact the Diversion Coordinator: 312-655-7165 / [diversion@catholiccharities.net](mailto:diversion@catholiccharities.net)

### **How do I check my application status in the Coordinated Entry System or CES?**

At this time, we are not able to tell you your application status because this is not a waiting list. CES matches applicants to housing opportunities based on their eligibility and when these opportunities become available.

### **How long will it take me to get matched to housing?**

At this time, we are not able to tell you how much time it will take us to match you to housing because it depends on your eligibility, level of need, and housing opportunities available at the moment. Please keep in mind that the housing assessment does not guarantee housing because housing resources are limited in Chicago.

### **What happens if I am matched to housing?**

If you are matched to housing, the CES team will notify the housing agency and your Skilled Assessor who assessed you for housing. The housing program will use the contact information you provided on the assessment to reach out to you to tell you about the housing opportunity. Once contacted, please respond as quickly as you can.

Visit us online at [www.csh.org/chicagoces](http://www.csh.org/chicagoces)