

Chicago Coordinated Entry System

If you are experiencing homelessness such as staying in a shelter, outside, a car, bus, train, abandoned building or any place not meant for human habitation, you may be able to move into your own home by being connected to a housing program through the Chicago Coordinated Entry System.

Step 1: Complete a housing assessment.

If you are part of a program such as a shelter, drop-in center, or outreach program, you can ask your case manager to help you get connected to someone who can assess you for housing. If not, please call the Coordinated Entry Call Center during the week:

Coordinated Entry Call Center

Phone Number: 312-361-1707

Available Monday through Friday from 8:30am – 4:00pm

Step 2: Collect documents that will help you get into housing.

If you can, try to work on collecting ID, proof of income or no income, and proof of disability if you happen to have a disability. This could be an SSI or SSDI award letter or a letter from a medical professional such as a doctor, nurse practitioner, or licensed clinical social worker. A disability could be something physical that makes it difficult for you to do daily tasks. It could also be a mental health condition such as anxiety, depression, bipolar disorder and others. Struggling with substance use such as feeling the need to use drugs or drink alcohol daily is also considered a disability.

Step 3: Stay in touch.

If you are not staying in a shelter or part of a program such as a drop-in center or outreach program, please call the CE Call Center once a month to share any updates or simply to share that you have no update and still need housing.

Step 4: Keep your options open.

Please also try to access housing in as many ways as you can. For example:

- Apply for housing through the Chicago Housing Authority at www.thecha.org
- Check out affordable housing options online at www.ilhousinsearch.org or by calling 1.877.428.8844 on Mondays – Fridays from 8am – 7pm
- Check out the [City of Chicago Affordable Housing Resource List](#)
- Sign up for [Low Income Housing Trust Fund](#) building waitlists
- Call 311 and ask for Short Term Help if you have an income and need short term financial assistance to be able to move into housing.

Need Shelter? Please call 311 to request a ride to shelter if you need a place to stay tonight.

Need help with any of the above or other urgent needs? Please [click here](#) for referrals to supportive services agencies and programs.