

Event Overview	Timeliness Standard: How many days are projects expected to make the update from the original referral date?	Referral Need Status	Used by	Description
The participant is initially referred to a housing project	N/A	CES: Matched: Awaiting response by Housing Provider	CE Team	Referral has been created and matching email has been sent to Provider, waiting on provider to confirm receipt of referral. Provider needs to update this need status within two business days from the referral date.
Housing Provider receives referral and have begun attempting to contact the participant	2 Business Days	CES: Attempted/Attempting Contact	Housing Providers	Provider has received referral, conducting outreach to client. Provider needs to update this need status within 15 days from referral date.
Participant has been contacted and in progress to be fully enrolled.	15 days	CES: Client Engaged, In Progress To Enrollment	Housing Providers	Client is completing intake and gathering documents necessary for enrollment
Rematch Needed  The rematch need statuses should be used whenever a provider:  - cannot locate and engage a participant - a participant denies a match - a participant is not eligible for one of the various reasons listed	15 days	CES: Rematch Needed: Client Declined: Geography	Housing Providers	Client denies referral based on location of referral (typically for project-based units)
		CES: Rematch Needed: Client Declined: Site-based Youth TH	Housing Providers	Youth (18-24) denies site-based TH referral
		CES: Rematch Needed: Client Declined to participate (specify in notes)	Housing Providers	Client denies referral. Provider must specify in notes the reason.
		CES: Rematch Needed: Client Declined: Traditional SRO	Housing Providers	Client denies SRO unit due to shared bathrooms and/or kitchens.
		CES: Rematch Needed: Client Engaged, Unit No Longer Available	Housing Providers	Client accepted referral and was undergoing the intake process with housing provider, but unit is no longer available.
		CES: Rematch Needed: Client located but not engaged in housing process	Housing Providers	Client was reached by housing provider and informed of referral, but stops responding to outreach attempts and/or does not complete eligibility requirements
		CES: Rematch Needed: Cook County Jail or Juvenile Detention Center	Housing Providers	Client is incarcerated at time of match
		CES: Rematch Needed: Ineligible: Age	Housing Providers	Typically for youth providers, Client is out of age range to be eligible for the project
		CES: Rematch Needed: Ineligible: Household Composition	Housing Providers	Household size is not appropriate for match. For a singles-only project, the household revealed to be a couple or family. For family projects, the HoH does not have current custody of their children.
		CES: Rematch Needed: Ineligible: Income issue	Housing Providers	Household earns above or below the maximum/minimum income amounts.
		CES: Rematch Needed: Ineligible: Justice Background	Housing Providers	Client has a justice background that disqualifies them for a project, particularly used by projects that adhere to CHA regulations.
		CES: Rematch Needed: Ineligible: Not experiencing Chronic Homelessness	Housing Providers	Household does not meet the Chronic Homelessness definition (length of homelessness and disability)
CES: Rematch Needed: Ineligible: Not Experiencing Homelessness	Housing Providers	Client is housed or does not meet literal homelessness definition (Category 1 or 4)		

		CES: Rematch Needed: Not able to contact client	Housing Providers	Housing provider exhausted all contact methods (phone, email, alternative contacts, contacting current homeless programs) and is unable to reach client within 15 days of referral date.
		CES: Rematch Needed: Not approved for or received voucher	Housing Providers	Client is not approved or received their CHA voucher
		CES: Rematch Needed: Not living in Chicago	Housing Providers	For Chicago-only projects. Client does not currently reside within the city and/or does not want to relocate to the city for housing.
		CES: Rematch Needed: Other (specify in notes)	Housing Providers	Only used if Rematch does not fit into any other rematch categories. Provider must enter details in the notes section explaining the reason behind the rematch
		CES: Rematch Needed: Unit No Longer Available	Housing Providers	The unit is no longer available
		CES: Rematch Needed: Veteran Status: Not a Veteran	Housing Providers	Used by projects only for veterans. Client's veteran status could not be verified
		CES: Rematch Needed: Veteran Status: Not VHA Eligible	Housing Providers	Veteran is not eligible for VA healthcare; thus, is not eligible for HUDVASH
		CES: CES Team Only: Matched to alternate provider	CE Team	Participant has received multiple referrals at same time (i.e. received referral under other HMIS ID, Housing Provider wants to refer participant to other project opening)
Participant has been engaged and enrolled in the housing project.	45 days	CES: Enrolled	Housing Providers	Client has completed enrollment, locating housing
The participant spends the first night in their unit.	45 days	CES: Housed	Housing Providers	Client has spent first night in their unit, does not always correspond with lease start date
Housing provider does not update referral need status within timeliness standards and/or does not respond to outreach attempts by CE.  Only referrals with the need statuses of:  - CES: Matched: Awaiting Response by Housing Provider - CES: Attempted/Attempting Contact - CES: Client Engaged, In Progress to Enrollment will be lapsed		CES: Rematch Needed: CES Team Only: Housing Provider Did Not Respond	CE Team	Referral is outside of timeliness standard, provider did not respond to initial matching email or any outreach attempts by CE