



Coordinated Entry System

Priority List

Frequently Asked Questions (FAQ)

Overview: This document outlines the responses to frequently asked questions related to the Chicago Coordinated Entry System (CES) Priority List. Please view the guidance documents below for more detailed information on service provider roles and responsibilities related to the CES Priority List.

[Priority List Guidance for Housing Providers](#)

[Priority List Guidance for Supporting Providers & Housing Resource Specialists](#)

[Priority List Guidance for Housing System Navigators](#)

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- ***Why do we have a CES Prioritization Plan, and what is the current plan?***
 - The U.S. Department of Housing & Urban Development (HUD) requires that all Continuums of Care (CoCs) develop a Prioritization Plan for their CES. This plan is based on vulnerability and determines the order in which people experiencing homelessness will be prioritized for housing referrals through the CES.
 - The current Prioritization Plan was developed by a Prioritization Workgroup which included people with lived experience of homelessness, service providers, local government representatives, and other system stakeholders.
 - Detailed information about the current CES Prioritization Plan can be found [here](#).
 - ***What are the barriers that most frequently delay a participant's housing match?***
 - After receiving a referral, housing providers need to contact participants, confirm their eligibility for housing by collecting and reviewing vital documents, and help them apply and move into housing. Within each of these steps, barriers may arise which can delay the enrollment and housing process. Housing providers sometimes request new referrals, or "rematches", because the referred participants may be ineligible for units, decline available units, or cannot be located.
 - ***What led to the development of the CES Priority List model?***
 - To address these barriers in the housing process, the Chicago CES launched the [Proactive Engagement Pilot](#) in 2024, in partnership with the Harvard Government Performance Lab. The Proactive Engagement Pilot tested new strategies to house participants more quickly and effectively.



- During the Proactive Engagement Pilot, prioritized participants were referred to Housing System Navigators before receiving a housing referral. Navigators notified participants that they were likely to receive a housing referral soon and gathered information about the participant's eligibility and needs to help Coordinated Entry make a more informed referral.
- Navigators then continued to support participants as they were matched to housing projects, which included helping participants to obtain eligibility documents, attending intake meetings, and completing applications.
- Housing providers participating in the pilot requested referrals and collaborated with Navigators to support participants, which included attending weekly case conferencing meetings.
- Data from 12 months of the Proactive Engagement Pilot suggests that these changes to the role of Housing System Navigators and to the case conferencing process helped CES make more informed housing referrals, cut the rate of unsuccessful referrals in half, and reduced the time between referral and move-in by an average of 24 days.
- ***How will the Priority List function?***
 - The Priority List will include people experiencing homelessness in Chicago's Coordinated Entry System who are likely to be referred to housing within the next 2-4 months, according to the CES Prioritization Plan and anticipated housing vacancies. The Priority List helps direct resources to help these prioritized participants reach stable housing as quickly as possible by overcoming common barriers in the housing process.
 - Participants on the Priority List will be assigned to a supporting provider for support during the pre-housing engagement process.
- ***What types of service providers are considered "Supporting Providers" as part of the Priority List model?***
 - "Supporting Providers" refers to all service providers, excluding housing providers, who provide case management support for participants. Housing System Navigators, Augmented Case Managers, street outreach workers, drop-in center case managers, and shelter case managers are all considered supporting providers.
- ***What is the role of Housing System Navigators?***
 - Housing System Navigators are dedicated direct service staff who work within the Coordinated Entry System to help participants successfully move into housing.
 - Housing System Navigators are assigned to proactively engage participants on the Priority List which includes confirming information about housing needs and eligibility; supporting with document collections; accompaniment to appointments; support with completing applications; appealing denials; and liaising with housing providers.
- ***How will the rollout of the CE Priority List impact the role of Supporting Providers?***



- When a participant is added to the Priority List, the CE team will send email notifications to any supporting providers for which the participant has an active project enrollment in HMIS. Additionally, the CE team will send email notifications to the Housing Resource Specialist who completed the most recent CE assessment/update for the participants. These providers will contact the participant to notify them that they have been added to the Priority List.
- When a participant on the Priority List is assigned to a supporting provider for proactive engagement, the provider will engage the participant and collect information about their eligibility and needs for housing (e.g., household size, location preferences, accessibility needs), which will be used to make referrals.
- ***Why is it important for participants to remain engaged with the supporting provider during the proactive engagement process?***
 - Engagement during the proactive engagement process increases the success rate of CE housing referrals. During the process, the supporting provider will share information about the types of housing that may be available, based on historical and predictive data (e.g., SRO efficiency units, scattered site units).
 - The supporting provider will work with the participant to gather documentation typically needed for project enrollment, such as verification of homelessness and disability.
 - Supporting providers, housing providers, and the CE team will meet regularly during System Integration Team (SIT) meetings and other pre-match case conferencing meetings to facilitate proactive engagement, referrals, and move-ins. It is important that housing providers update the participant's release of information (ROI) in HMIS to ensure that the participant provides permission for case conferencing.
- ***How will the CE Priority List impact the role of housing providers?***
 - Housing providers will continue to request housing referrals through the Match Request form. The CE team will send referrals within 7 business days upon receipt of the request and will notify the housing provider if more time is needed, on rare occasions.
 - Housing providers will primarily receive referrals for participants who have been proactively engaged by a supporting provider who has (1) confirmed that the participant can be contacted, and (2) verified the participant's housing needs and eligibility.
 - In some situations, if no participants on the Priority List meet the criteria for the housing project, the housing provider may receive a referral for a participant who has not yet been proactively engaged. Information about whether the participant has been pre-engaged will be included in the housing match email.
 - Housing providers, supporting providers, and the CE team will meet regularly during System Integration Team (SIT) meetings and other pre-match case conferencing meetings to facilitate proactive engagement, referrals, and move-ins. It is important that



housing providers update the participant's release of information (ROI) in HMIS to ensure that the participant provides permission for case conferencing.