

Chicago Coordinated Entry Transfer Policy

Internal Transfers

Housing providers have the autonomy to make internal transfers between projects at the same agency within the same program model type, as well as between Safe Haven and PSH models at the same agency. A CES approval is not required.

To ensure such transfers are documented through CES, housing providers must complete the Internal Transfer Notification Form within 2 business days of making the determination that an internal transfer will occur. This form will include the date of transfer if known. The CE Matching Entity will acknowledge receipt of the internal transfer notification form and will complete a CES referral within 2 business days and providers do not need to wait for this referral to transfer a participant.

Transfers between Different Agencies and Different Project Types

Households meeting eligibility criteria for a housing intervention can be transferred to that intervention, regardless of the funding stream of the household's current housing project.

The approval process for transfer requests will vary depending on the reason identified. The chart below outlines the order of priority and the approval process for each type of request. The approving body name and contact information will always be shared with agencies requesting a transfer.

Transfers due to fleeing/experiencing violence or accessibility to maintain a unit in the community will be prioritized above all other transfers and will have the fastest resolution possible.

All transfer requests due to the household's change in service need will be reviewed in a community setting, at either a System Integration Team meeting or by a body similar in composition. The group should be no smaller than 5 total. The agency submitting the transfer request must be present at the meeting when this is discussed. The group will critically review the transfer request and decide on whether the agency has exhausted all other options and that a transfer is the most appropriate next step for the household. When applicable, the group will brainstorm with the agency on alternative solutions.

Note: If a delegate is part of the approval process, that information will be communicated with the agency requesting the transfer.

Transfer Priority Levels

Priority Level	Reason	Approval Time	Approving Body
1	Individual or Environmental Safety or Accessibility	As quickly as possible, no longer than two days	CE Lead Entity or Delegate
2	Household Composition	As quickly as possible, no longer than one week	CE Lead Entity or Delegate
3	Service Level or Client Choice	One to two weeks	System Integration Team or comparable group
	Defunded*	Please see defunded section below	All Chicago

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Reason	Definition	What it is not
Individual Safety	A household is fleeing violence and must move locations to reach safety. This includes fleeing physical, sexual, and psychological harm.	Dissatisfaction with neighborhood and/or neighbors such as disputes that can be mediated.
Environmental Safety	The space has become unsafe for the household, even if the household has not been hurt or threatened. As examples, someone has taken over the unit and the household can no longer live there, violence taking place in the apartment building, or tenants in the building harassing the participant, possibly related to their gender, sexual orientation, or disability.	Crime in the neighborhood that are not specifically targeting the household or building.
Accessibility	The household is unable to live in their home due to requiring accommodations that cannot be made. Examples can include requiring an elevator or larger door frame for a wheelchair in a building without these features, conditions of the housing negatively impacting a medical challenge of a household member such as asthma, or need for a unit with an additional bedroom for a caregiver.	Accessibility accommodations needed that can be put into place such as grab bars or a lift.
Household Composition	The family size changes so that the household requires a smaller or larger unit. This can include the unit size impacting the household retaining or obtaining custody of children or households that included children and now only include the parent/s.	Desire for a larger unit that is not required based on family size.
Service Level	The needs of the household cannot be accommodated by the current provider and additional community supports without a transfer, and is only utilized after other interventions are tested. This can include the need to move from a scattered site unit to a project based location or vice versa to accommodate service needs.	Client is challenging to engage in services or has ongoing conflicts with agency staff.
Client Choice	The household would be able to reach employment or educational goals living in a different location that cannot be obtained in the current program, or the household has identified that they require a different housing provider to successfully maintain housing.	Geographic preference that is unrelated to employment/education, preference for a larger unit, or preference for a different provider when challenges with the current provider can be resolved.

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Communication

CE Matching Entity will acknowledge the receipt of a transfer request within two business days and will correspond with the referral agency weekly with status updates.

Housing providers will notify the CE Matching Entity if the transfer is no longer needed.

Transfer Request Protocols

To complete a transfer request between different agencies or different project types, the following must be submitted at one time in full prior to a determination being made.

1. Transfer Assessment in HMIS
 - a. HMIS Consent Level and Date (within the past year)
 - b. Reason
 - c. Narrative
 - d. Alternative Options Exhausted Table
 - e. Document Packet
 - i. Documentation that verified eligibility (homelessness and disability, if applicable) at the time of entry into the project
 - ii. Copy of the most recent annual service assessment

Required only if the household will be housed in the same unit after the transfer:

- copy of the lease,
- most recent HQS inspection,
- rent reasonableness documentation,
- rent calculation, and
- if applicable, an environmental review

Documents Recommended

1. Photo Identification
2. Income Documentation

*Defunded Process

All Chicago will work with agencies with defunded projects to determine next steps for all households and will communicate with providers what steps they must take to have transfers approved. A maximum of 5 consecutive transfers will occur from a defunded agency at any given time. After five matches are made from a defunded agency or agencies, the following five matches will not include households from defunded projects.

When a defunded project has a population eligible for a housing intervention with supply that is greater than demand, no limit will be placed by CE on consecutive referrals. As an example, if there are more HUD VASH vouchers available than eligible Veterans in a defunded project, CE will not limit the number of transfers made.

Transfers related to fleeing violence will always be prioritized first, even ahead of defunded transfers.