

Chronic Homelessness provider guide

Introduction

If you are a Hennepin County homeless service provider supporting households experiencing chronic homelessness, this document will guide you through how to accurately track chronic status and how to connect with chronic case conferencing to access housing resources for your clients.

[Find the federal definition of chronic homelessness here.](#)

Chronic by-name list

The chronic by-name list (CBNL) is a data set containing information on all households in Hennepin County that meet the definition of chronic homelessness. The list is used to accurately report data on chronic homelessness and to match people to housing resources quickly and efficiently. The list includes all household types and identifies households that are both sheltered and unsheltered.

The list identifies chronically homeless households through any combination of current living situations and qualifying HMIS enrollments that align with the chronic definition. In order to ensure your clients are showing accurately, be sure to enter/exit clients from shelter stays as appropriate and update their current living situation at least once every 60 days.

If you are working with a household that you believe to be chronically homeless but do not have sufficient data in HMIS, [please complete this form](#). Send it to Olivia.haidos@hennepin.us.

Chronic case conferencing

Chronic case conferencing is a weekly meeting focused on chronic households. Goals include:

- Using CBNL data to make strong matches to housing resources
- Increasing successful referrals
- Ensuring chronically homeless households have access to adequate case management support.

Attendees include service providers, case managers serving chronically homeless households, and Coordinated Entry team representatives.

Strong provider follow-up and accountability is necessary to move towards our community's goal of ending chronic homelessness. If you or your agency is serving a client, Hennepin County may contact you about a client's housing status, case management connection or anything relating to their housing plan.

Matching to resources

Dedicated housing resources are available through chronic case conferencing. These resources vary based on availability and many have differing eligibility criteria. Hennepin County sends the by-name list and information about available resources each week. Case managers, outreach workers, and other service providers are able to nominate households they are serving for available resources based on their eligibility and interest.

Please contact olivia.haidos@hennepin.us to be added to the calendar invite and email list.

Prioritization

When multiple households are nominated for a single resource through chronic case conferencing, prioritization is based on multiple factors to identify and refer those that are most vulnerable.

Coordinated entry resource (available only to households with coordinated entry assessment)		
Prioritization factor	Source	Weight
Medical fragility score	CES priority list	Medical fragility score
Total length of time homeless	Case manager report	12 to 18 months = 1 18 to 24 months = 2 24+ months = 4
Unsheltered	HMIS	2
Fleeing or attempting to flee domestic violence/intimate partner violence	Case manager report	2
Tiebreakers		
Advanced age (62+)	HMIS	
Resource specific <i>This resource is limited in availability and is the only feasible option for the household that they will accept.</i>	Case manager report	

Contact

Housing Stability—Brief
Olivia Haidos
olivia.haidos@hennepin.us

Website

hennepin.us/chronic-homelessness