



HIDALGO COUNTY

Collaboration to End Homelessness

**“Coordinated Entry Policies
and Procedures”**

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INTRODUCTION

Ending homelessness is possible and is a goal for which we must strive. In many communities, ending homelessness will require making a shift from a set of homeless services that only alleviate the immediate crisis of homelessness to a housing crisis response system that prevents and ends it. An end to homelessness means that every community will have a systematic housing crisis response system in place that ensures homelessness is prevented whenever possible, or if it can't be prevented, it is a rare, brief, and non-recurring experience.

Specifically, every community will have a system in place with the capacity to:

- *Quickly identify and engage people at risk of and experiencing homelessness*
- *Intervene to prevent the loss of housing and divert people from entering the housing crisis response system*
- *When homelessness does occur, provide immediate access to shelter and crisis services, without barriers to entry, while permanent stable housing and appropriate supports are being secured, and quickly connect people to housing assistance and services – tailored to their unique needs and strengths – to help them achieve and maintain stable housing.¹*

Coordinated Entry is a powerful piece of a housing crisis response system that ensures that people experiencing or at-risk of homelessness can readily find and navigate crisis intervention assistance. It is designed to ensure that households are prioritized for and matched with the right intervention as quickly as possible. It aims to standardize the access, assessment, and referral process across all providers in communities.




This document outlines the Policies and Procedures, or local standards, for the Coordinated Entry process in Hidalgo County.

COORDINATED ENTRY FLOW CHART

Oversite Committee



The Assessor(s) determine whether the person(s) is.....

| Housed | At Risk of Becoming Homeless | Literally Homeless |
|--|---|---|
|  |  |  |
| Housed, but in need of more affordable housing and resources to avoid facing homelessness. | At Imminent Risk of homelessness. Will lose primary nighttime residence within 14 days (HUD Category 2) | Lives in a place not meant for human habitation, shelter, transitional housing, or hotels paid by church or organizations. (HUD Category 1) |



| Information & Referrals | Prevention & Diversion | Housing Program Prioritization |
|---|--|--|
| <p>Callers could receive: → Information & referrals to other resources.</p> <p>→Affordable Housing list</p> <p>→Mediation to resolve housing issue with landlord, family, or others</p> | <ol style="list-style-type: none"> 1 Callers may be scheduled for a face to face assessment to determine eligibility. 2 If eligible and assisted, HMIS is updated. 3 Callers could receive: <ul style="list-style-type: none"> →Mediation to resolve housing issue with landlord, family, or others. → Financial Assistance → Help navigating all housing options | <ol style="list-style-type: none"> 1 Caller receives a face to face assessment, VI-SPDAT, and screening for Homeless Preference Housing 2 Depending on availability and need, caller may receive emergency shelter bed until a unit has been identified. 3 Household is Prioritized based on VI-SPDAT score, chronic homeless status and other information. Homeless Household could receive: <ul style="list-style-type: none"> →Rapid Re-Housing: Short Term Subsidy, short term case management. →Referred to Section 8 - Housing Authority. 4 Case Manager schedules intake, review, update HMIS information. |

PLANNING

Coordinated Entry Proposal

The Coordinated Entry Proposal was submitted to the TX BoS CoC on 8/23/2017. It was approved on 2/20/2018.

Implementation Date

The Coordinated Entry process will start operating on _____

Coverage Area

The Coordinated Entry process will cover all the Hidalgo County jurisdiction.

TX BoS CoC Coordinated Entry Written Standards

The Coordinated Entry Policies and Procedures describe the Coordinated Entry Process in Hidalgo County ESG Program. The Coordinated Entry Policies and Procedures adhere to the requirements in the TX BoS CoC Coordinated Entry Written Standards and do not supersede the TX BoS CoC Coordinated Entry Written Standards.

ROLES & RESPONSIBILITIES

Coordinated Entry Planning Entity

The Hidalgo County Urban County Program is responsible with managing the Coordinated Entry process in Hidalgo County, ensuring that the policies and procedures outlined in this document are implemented appropriately at the system, provider, and client level, and regularly monitoring progress towards the ending homelessness goal.

CEPE Oversight Committee:

Napoleon Daniel Coca, ESG Coordinator, Hidalgo County

Irma Garza, Monitor, Hidalgo County

Nellie Flores, Accountant, Hidalgo County

PR Avila, Assistant Deputy Director, Hidalgo County

Angela Belton, Case Manager, The Salvation Army

Amanda Medina, Case Manager, Catholic Charities of the RGV

Estella de Anda, Director, Mujeres Unidas

Assessor

Women Together Foundation, Inc., Catholic Charities of the Rio Grande Valley and The Salvation Army McAllen-Hidalgo County will each have an assessor. The assessor is responsible for conducting the Coordinated Entry process with those who meet the eligibility requirements and are seeking assistance in the housing crisis response system. All the assessors will have access to HMIS with the exception of Women Together Foundation, Inc. They will use the OSNIUM. All

the assessors will attend HMIS or OSNIUM training and will be responsible in submitting monthly reports on the progress to Hidalgo County Urban County Program.

Participating Agencies

The following agencies are participating in Coordinated Entry in Hidalgo County Urban County Program:

| Emergency Solutions Grant (ESG) | |
|---|--|
| Emergency Shelter | The Salvation Army McAllen-Hidalgo County |
| Emergency Shelter (Domestic Violence) | Women Together Foundation Inc. |
| Rapid Re-Housing | The Salvation Army McAllen-Hidalgo County Catholic Charities of the Rio Grande Valley |
| Homeless Prevention | The Salvation Army McAllen-Hidalgo County Catholic Charities of the Rio Grande Valley |
| Not participating in the Coordinated Entry | |
| Other Funding | Hidalgo County Community Service Agency |
| Other Funding | Family Endeavors of McAllen |
| Other Funding | U.S. Department of VA of McAllen |
| Other Funding | Family HOPE Clinic |
| Other Funding | Food Bank of the RGV |

ACCESS

Target Population

The Coordinated Entry process for Hidalgo County will serve person(s) or households who are literally homeless and fleeing or attempting to flee domestic violence. The section titled Serving Survivors will describe the process for serving survivors.

Entry Points

The Coordinated Entry process is decentralized meaning that there will be multiple entry points. The following agencies will serve as entry points:

The three (3) coordinated entry points are accessible to individuals with disabilities and are located near a public transportation route offered through RGV Valley Metro Transportation. Hidalgo County will contact the agency below for assistance in assistive technology for the visually/hearing impaired:

Sign Language Services
1409 Rio Grande St., San Juan, Texas 78589
(956) 588-8078
Amy Hermansen
amy@signlanguageservices.us

All Coordinated Entry Points within Hidalgo County must contact agency below for assistance as needed when people speak other than English and Spanish:

South Texas Interpreters
 823 Main Street
 Alamo, Texas 78516
 (956) 702-2605

| The Salvation Army | |
|------------------------------------|---------------------------------------|
| Address | 1600 N 23rd Street, McAllen, TX 78501 |
| Telephone # | 956/682-1468 |
| Hours of Operation | |
| Check in before 6 pm | Emergency Shelter for Homeless |
| 9 am to 4 pm Monday through Friday | |

| Mujeres Unidas | |
|------------------------------------|--|
| Address | 511 N. Cynthia, McAllen, TX 78501 |
| Telephone # | 956/630-4878 Hotline: 1-800-580-4879 Hours 24/7 |
| Hours of Operation | |
| 9 am to 5 pm Monday through Friday | |

| Catholic Charities of the Rio Grande Valley | |
|--|---|
| Address | 700 N Virgen de San Juan Blvd, San Juan, TX 78589 |
| Telephone # | 956/702-4088 |
| Hours of Operation | |
| 9 am to 4 pm Monday through Friday | |

If someone needs to complete an assessment after hours they will be informed to return the next business day during operating hours. We are currently working as a community to designate an after-hours 1-866-613-5277 or individuals to call to be contacted on the next business day to complete a coordinated assessment.

ASSESSMENT

Assessment

The Coordinated Entry process will use the Coordinated Entry Assessment developed by the TX BoS CoC. The assessment consists of the most current HMIS Universal Data Elements and the

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) version 2.0 or the Family – Vulnerability Index – Service Prioritization Decision Assistance Tool (F-VI-SPDAT) version 2.0. The VI-SPDAT must be completed with single individual households or each member of household's without children. The F-VI-SPDAT must be completed with households with children. The score is utilized to assist assessors in matching participants to the most appropriate housing intervention and assists in prioritization.

Re-Assessments

The participant(s) will be notified of the re-assessment requirements during their initial coordinated entry assessment. All participant(s) will be re-assessed whenever one of the following circumstances has occurred:

- ❖ *A household's composition has changed, e.g., the number of household members has increased or decreased.*
- ❖ *The housing status has changed, eg., the household is experiencing homelessness again after being housed;*
- ❖ *More than six (6) months have passed since the initial assessment,*
- ❖ *The household now has a diagnosed disabling condition, which they did not have previously; or*
- ❖ *An Assessment Review Request has been approved by case conferencing.*

Assessment Review Request Procedure

Assessors who have concerns about the accuracy of the assessment may request a formal assessment review by submitting the Assessment Review Request form to the local Coordinated Entry Planning Entity if they dispute the accuracy of the VI-SPDAT OR F-VI-SPAT score either by email or by mail. (Assessment Review Request form - Appendice D)

Hidalgo County Urban County Program

427 E. Duranta Avenue, Suite 107

Alamo, Texas 78516

(956) 787-8127

Email: ucp@co.hidalgo.tx.us and napoleon.coca@co.hidalgo.tx.us.

Staff members at a Coordinated Entry participating agency who have similar concerns may also request a formal assessment review by the same process, with the permission of their direct supervisor.

Households that have concerns about the accuracy of their assessment may also request an assessment review by the same process. At minimum, households must ask the Assessor to submit an Assessment Review Request on their behalf addressing their specific concerns. Assessors can request assistance for interpretation as needed to assist the participant.

The assessment reviews will be reviewed by the local CEPE and the assessor who completed the assessment via teleconference within 24 business hours.

Assessment Review Follow-up

The Assessors, Staff members at a participating agency, and household requesting the review must be notified at the planned action and the appeal procedure outcome by the Coordinated entry planning entity within 10 business days of submitting the Assessment Review Request. The coordinated entry planning entity will inform the person submitting, in writing or in person, of the resolution.

If the assessment review is granted it will be completed the following business day at the entry point where the assessment was initially conducted, but if the assessment review is denied, the individual request the assessment has the choice of the following Appeals process.

The original documents will be stored with the Coordinated Entry Planning Entity at the Hidalgo County Urban County Program. Assessment review requests are reported to Hidalgo County during the monthly evaluation of the coordinated entry process and will be updated in HMIS by the CE Entry Point Agency.

Grievances

Hidalgo County maintains a household grievance procedure to ensure that households' complaints are dealt with promptly and in an unbiased manner. Grievances may be issued for complaints, concerns, discrimination and denial of equal access. Clients are notified of the Hidalgo County Coordinated Entry Grievance procedure and the Client Grievance Form (see attached appendices section E) at pre-screening and/or intake assessment. If staff from participating agencies has a grievance regarding the coordinated entry process they may submit their grievance following the same procedure outlined in the appendices.

Staff is responsible for advising clients of their rights and of the grievance procedure, including that a staff member will assist them to complete the form and file the grievance.

Client's grievances are reported to Hidalgo County whom serves as the (CEPE) and discusses during Coordinated Entry monthly evaluation meeting of the Coordinated Entry process.

All grievances are submitted to Hidalgo County by mail or email:

Hidalgo County Urban County Program
427 E. Duranta Avenue, Suite 107
Alamo, Texas 78516
(956) 787-8127

Email: ucp@co.hidalgo.tx.us and napoleon.coca@co.hidalgo.tx.us.

Hidalgo County will review all grievances with the participating agency to decide the outcome of the review within 48 hours. Napoleon D. Coca or Irma Garza will be the reviewers. Once, the outcome is finalized, the participating agency will advise the client the outcome within the same 48 hours timeframe.

All grievances will be stored at Hidalgo County who serves as the (CEPE) and a copy provided to the involved agency.

Appeals

Anyone with concerns about the outcome of the Assessment Review Request or a grievance may submit an appeal to the TX Bos CoC Systems Change Coordinator. (See Appendix F - APPEALS)

REFERRALS

Receiving Projects

Receiving Projects refers to the projects that will fill availabilities with referrals from Coordinated Entry. The following projects serve as Receiving Projects:

| | |
|---------------------|--|
| Emergency Shelter | The Salvation Army Mujeres Unidas (Victims of Domestic Violence only) |
| Rapid Re-Housing | The Salvation Army Catholic Charities of the Rio Grande Valley |
| Homeless Prevention | The Salvation Army Catholic Charities of the Rio Grande Valley |
| Food | Food Pantries |
| Health Services | Nuestra Clinica del Valle Community (HOPE) Clinic |

Eligibility Matrix

The assessors at entry points will be equipped with an up-to-date Eligibility Matrix. The eligibility matrix will be populated on the Hidalgo County website at <https://www.hidalgocounty.us/618/Urban-County>. The Eligibility Matrix will assist assessors providing the most accurate description of a project and determining whether the household meets eligibility criteria, or project-specific requirements, which will aid in making appropriate referrals. The Eligibility Matrix is a living document; it will be updated as information changes. Updates may be made to the Eligibility Matrix by contacting the (CEPE) during the operational hours, for the current year that is Monday

through Friday 9:30 am until 3:30 pm, or utilizing email ucp@co.hidalgo.tx.us and napoleon.coca@co.hidalgo.tx.us. We will track changes made to the eligibility matrix during our monthly coordinated entry planning entity meetings.

Supportive Services

All participating agencies and receiving projects will make appropriate referrals to supportive services to meet the needs and preferences of clients. Projects and agencies will share the this policies and procedures which will be available in the Hidalgo County website under Urban County Program.

Documentation

Referrals are not contingent on the possession of key documents required by projects. Assessors must attempt to see any documentation a household has, such as a diagnosis of a disabling condition or an SSI pay stub, and make a record of it in HMIS. Should the household not have documentation, the assessor must provide referrals to local resources that assist in obtaining documents.

Making a Referral

All referrals generated by the CE process must be recorded in HMIS, whether or not a receiving project uses HMIS for data management.

Acknowledging a Referral

Contributing HMIS receiving projects must acknowledge referrals received in HMIS within three (3) business days. Acknowledging referrals means the receiving project is aware the referral has been made to them by an entry point. Non-contributing HMIS receiving projects participating will be contacted by referring CE Entry Points to acquire acknowledgement of referrals and then status will be updated in HMIS by the CE Entry Point Agency.

Outcomes of a Referral

Contributing HMIS receiving projects and non-Contributing HMIS receiving projects participating in CE must update the outcomes or results, of all referrals into HMIS. Outcomes may happen several times and at different times during CE process. Non-Contributing HMIS receiving projects participating in CE will be contacted by referring CE Entry Points assessors to obtain update and outcomes of all referrals so that these outcomes are recorded on HMS.

For participating CE agencies without HMIS, making, acknowledging, and updating the outcome of a referral will be contact by telephone or email so that referral can be entered on HMIS. Also, the ESG Coordinator at Hidalgo County will be reaching out to the CE Agencies without HMIS and ask if there are any referrals outcomes needed to be entered into HMIS.

Napoleon Daniel Coca - (956) 787-8127

napoleon.coca@co.hidalgo.tx.us or ucp@co.hidalgo.tx.us

Rejecting a Referral

The following are the only reasons a receiving project may reject a referral:

- *Household declined further participation*
- *Household has permanently left the area*
- *Household does not meet required criteria for program eligibility*
- *Household unresponsive to one instance of 5 attempts to contact in 5 days (See Contacting Households)*
- *Household resolved crisis without assistance*
- *Household has safety concerns.*

Prioritization

Hidalgo County will adhere to the prioritization standards adopted by the TX BoS CoC programs. Prioritization refers to the process by which all persons in need of assistance who use Coordinated Entry are ranked in order of priority. Prioritization ensures that people with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.

It is inappropriate to prioritize households based on severity of service need or vulnerability for emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, domestic violence shelters, and other short term crisis residential programs. Emergency services should operate with as few barriers to entry as possible and be available to anyone who needs and wants them.

Prioritization Standards

Prioritization standards can be applied in a variety of ways:

- 1) Receiving projects can apply the prioritization standards for their housing intervention type to the referrals received in HMIS; or
- 2) Receiving projects can contact an assessor at an entry point to determine whom they need to contact to fill their availability; or
- 3) A combination of the two approaches.

The people with the greatest needs must receive priority for any type of housing and homeless assistance available in the CoC. Therefore, the CoC Program-funded Rapid Re-Housing (RRH) projects in the TX BoS CoC must prioritize households experiencing homelessness with the following characteristics:

- *Households with the highest service needs*
- *Households sleeping in an unsheltered sleeping location*
- *Households with the longest history of homelessness*
- *Households with the earliest enrollment date, either for a housing intervention (TH, RRH, PSH), emergency shelter, or coordinated entry, in HMIS or an HMIS-comparable database*

Prioritization Tie-Breaker

If multiple households in the same geographic area are identically prioritized for the next availability and each household is also eligible for the same unit, the housing provider must place the household with the date of first enrollment, or when the household first presented for assistance anywhere in the TX BoS CoC, giving priority to the oldest enrollment.

Case Conferencing

When and if the household declines four (4) offers of assistance, the receiving project must contact the referring Entry Point to set up case conferencing with the receiving project, participant household, and appropriate Assessor to discuss the options for the household, considering that they've declined four offers of assistance. Case conferencing is held within five (5) business days via teleconference. The results of the case conferencing will be documented within HMIS. Case Conferencing will be tracked and discussed during the monthly coordinated entry planning entity meetings.

Contacting Households

The project must attempt to contact the household at least five (5) times over the course of five (5) business days to offer housing and services. Projects must utilize all of the contact information provided by the household including primary and secondary contacts, mailing addresses, and email addresses.

If the community has Street Outreach, receiving projects should notify the Street Outreach project(s) that they are looking for a household and where they can most commonly be found, which is also captured as part of the contact information.

Entry Points should be notified, in case the household presents. HMIS Contributing Receiving Projects should also set up a notification in HMIS; this process will be described in the Coordinated Entry Data Guide, which is in development. Due diligence must be documented whether in HMIS or a comparable database.

If the household is contacted, the Receiving Project should determine if the household is still eligible for the project. If they are still eligible and interested in participating, the project must set up an intake appointment. If the household is contacted and still eligible but declines the offer of assistance, the housing provider will move to the next household that meets the prioritization standards for the specific housing intervention. The household will remain in the receiving project's HMIS Referral Queue.

If the Household is contacted but no longer eligible, the receiving project must determine if the household is eligible for other housing interventions in the community, make appropriate referrals, and update HMIS. If the household is not eligible for other housing interventions, the receiving project will refer the household to an Entry Point.

If a household is not contacted, the receiving project must make a record of due diligence in attempting to contact the household and update HMIS. The receiving project will then contact the next household that meets the prioritization standards for the specific housing intervention.

DATA MANAGEMENT

Homeless Management Information System

The TX BoS CoC uses HMIS, or ClientTrack, for collecting, using, storing, sharing, and reporting participant data associated with the CE process.

Data Standards

Participants must adhere to the CE data standards outlined in the TX BoS CoC Coordinated Entry Data Guide.

Timeliness Requirements

Entry Points must make every effort to do the CE process in real time, i.e., directly into HMIS. If information cannot be entered in real time, it must be entered within 24 business hours.

Privacy Protections

The TX BoS CoC HMIS Privacy Policy describes the privacy practices related to the HMIS maintained by Texas Homeless Network, as the HMIS Lead Agency designated by the TX BoS CoC. This Policy adheres to the 2004 HMIS Data and Technical Standards Final Notice. It covers activities conducted through CE such as the Housing Priority List, Case Conferencing, referrals, and evaluation.

The TX BoS CoC Release of Information (ROI) governs the participant consent for the release of their information. Privacy protections and rights associated with collection, management, and reporting of participant data must be discussed with the household prior to asking them to indicate whether or not they want to share their information and sign the document. The ROI must be completed with every participant going through CE.

SERVING SURVIVORS

The Texas Balance of State Continuum of Care recognizes the unique needs of households fleeing or attempting to flee domestic violence. A Victim Service Provider plays an integral role in their community's housing crisis response system by providing specialized housing and supportive services for survivors of domestic violence. Therefore, it is critical that these providers be included as full partners in the CE process. HUD allows and actively promotes the full participation and integration of Victim Service Providers into the CE System.

The TX BoS CoC and the Texas Council on Family Violence (TCFV) worked closely together on the development of these requirements. There are plans for further guidance from the TX BoS CoC and TCFV. The TX BoS CoC anticipates the information regarding service survivors to evolve as more

communities implement Coordinated Entry. Ultimately, the TX BoS CoC wants to make sure that communities are doing right by survivors in the development of Coordinated Entry.

The local Victim Service Provider **Mujeres Unidas** serves as an Entry Point for Hidalgo County Coordinated Entry system. The workaround described in the section titled “Victim Service Providers, Survivors, and HMIS” must be followed.

Victim Service Providers, Survivors, and HMIS Victim Service Providers are statutorily prohibited from entering information into HMIS. Therefore, each CE process must follow this workaround for survivors that are served by Victim Service Providers

- 1) *Providers must review the TX BoS CoC ROI with the household, highlighting the household’s rights, which include not having to share their information in HMIS, and that services cannot be withheld if they opt to not share their information;*
- 2) *Household is assessed by the local Victim Service Provider using a paper form;*
- 3) *Victim Service Provider contacts agency designated for entering information into HMIS; there is an equal expectation of real-time data entry for these households. The Victim Service Provider should call their partner agency who enters information into HMIS upon completing the assessment. However, should there be time or capacity issues and the information is not entered immediately, the information must be entered within 24 business hours.*
- 4) *Victim Service Provider provides specific data elements for the Head of Household:*

| Data Element | Universal Data Element | Response |
|------------------------|-------------------------------|--|
| Name | 3.1 | First Name: Last Two Digits of the Year + hyphen + a unique four-digit number without space For example, 16-0000 Last Name: Number assigned by the TX BoS CoC (Your communities # 2006) NOTE: This data element must be entered in the same way, with the same spelling by every user. Full name: 16-0000 607001 |
| Social Security Number | 3.2 | Data Not Collected |
| Date of Birth | 3.3 | Data Not Collected |
| Race | 3.4 | Data Not Collected |
| Ethnicity | 3.5 | Data Not Collected |
| Gender | 3.6 | Data Not Collected |
| Veteran Status | 3.7 | Data Not Collected |
| Disabling Condition | 3.8 | Data Not Collected |
| Project Entry Date | 3.10 | Data Not Collected |
| Project Exit Date | 3.11 | Data Not Collected |

| | | |
|--|---|--|
| Destination (upon getting housed, i.e., exiting from Coordinated Entry) | 3.12 | Data Not Collected |
| Relationship to head of Household | 3.15 | Data Not Collected |
| Living Situation | 3.917 B, Field 1 | Data Not Collected |
| Length of Stay in Prior Living Situation | 3.917 Field 2 | Data Not Collected |
| Did you stay less than 90? | 3.917, Field 2A –for Institutional situations | Data Not Collected |
| Did stay less than 7 nights? | 3.917, Field 2B –for Housing Situations | Data Not Collected |
| On the night before, did you stay on the streets, Emergency Shelter (ES), or Safe Haven (SH)? | 3.917, Field 2c –for yes to Field @A or 2B | Data Not Collected |
| Approximate date homelessness started: | 3.917, Field 3 | Data Not Collected |
| Total number of times homeless on the streets, in ES, or SH in the past three years including today. | 3.917, Field 4 | Data Not Collected |
| Total number of months homeless on the street, in ES, or SH in the past three years | 3.917, Field 5 | Data Not Collected |
| VI-SPDAT or F-VI-SPDAT | | Total Score ONLY |
| What is the minimum number of bedrooms you need? | | # |
| Phone Number | | Phone number of the Appropriate contact, e.g., Case Manager at the Victim Service Provider and/or the survivor, if they elect to share that information. |
| Referrals | This information is critical linking the household to housing resources in the community. | Service: Transitional Housing, Rapid Re-Housing, or Permanent Supportive House Provider Name: The name of the provider who operates Transitional Housing, Rapid Re-Housing, or Permanent Supportive Housing |

| | | |
|-------------|---|--|
| | | |
| Unmet needs | This data elements assists with real-time gaps analysis and should be completed in the instance that the household cannot receive a referral to the housing intervention suggested on the VI-SPDAT or F-VI-SPDAT. Reasons for unmet needs include not meeting eligibility requirements or the resource does not exist in the community. | Unmet Permanent Supportive Housing Unmet Rapid Re-Housing Unmet Transitional Housing |

5) The agency entering information into HMIS must provide the Victim Service Provider with the ClientTrack ID number for the participant. The Victim Service Provider will record the ClientTrack ID Number to the Coordinated Entry HMIS Tracking Sheet.

This will ensure that no personal information about a household fleeing or attempting to flee domestic violence is entered into HMIS, and households are being prioritized for housing. Non-Victim Service Providers, Survivors, and HMIS

- 1) *Providers must review the TX BoS CoC HMIS Release of Information (ROI) with the household highlighting the household's rights, which include not having to share their information in HMIS, and that services cannot be withheld should they opt to protect their information by not sharing;*
- 2) *If the household opts to share their information, the Coordinated Entry Assessment process can be completed as they are for clients not fleeing or attempting to flee domestic violence;*
- 3) *If the household opts not to share their information or wishes to remain anonymous, follow the procedure outlined in "Victim Service Providers, Survivors, and HMIS".*

EVALUATION

Ongoing Feedback

Hidalgo County Urban County Program will require Entry Points, Receiving Projects, and current or former participants to be notified about their ability to provide feedback. Entry Points and Receiving Projects are encouraged to provide feedback at planning meetings. Hidalgo County who is the (CEPE) will require all Entry Points to obtain participant feedback forms and include with client files. Participant feedback forms will be given to all prospective applicants who seek services at all entry points. The assessor who meets on monthly basis with participants will obtain

completed feedback forms and add to client case files. Follow ups will continue as normal, minimum once a month and more feedback may be added to file. Please see attached participant feedback form in the Appendices J.

Monthly Evaluation

The Coordinated Entry Planning Entity will meet with all Point of Entry Agencies and participating (CE) organizations will be required to meet monthly prior to the scheduled first Thursday of each month to evaluate the Coordinated Entry (CE) progress which will be at 9 am or at 2 pm. Monthly meetings will be either via telephone conference or traditional . Hidalgo County serves as the (CEPE) and already has an active GoToMeeting account. This account has been created to keep track for all attendees participating in the monthly discussion of (CE). Hidalgo County will send meeting reminders at least 1 day prior to meeting to all participating agencies. The lead for these meeting will be the (CEPE) Hidalgo County, so Napoleon D. Coca or Irma Garza will be hosting these meeting. Minutes will be kept to record overall status of Coordinated Entry (CE). Hidalgo County requires that at least half of the Point of Entry Agencies and participating (CE) organizations be present or meeting will have to be rescheduled that month and minutes will be combined with the Hidalgo County monthly minutes and may be sent to the Systems Change Coordinator- Tiffany Hart at Tiffany@thn.org. The purpose of the evaluation is to determine if the CE process is working as intended and to track the community's progress toward ending homelessness.

The meeting will involve:

- *Reviewing data generated from HMIS Reports such as the data generated from the System Performance Measures, Coordinated Entry Housing Report, Post-VI Enrollment Report, VI-SPDAT Summary, F-VI-SPDAT Summary, and the VI-SPDAT List*
- *Reviewing feedback*
- *Making adjustments to the process based on data and feedback*
- *Addressing grievances and Assessment Review Requests*
- *Reviewing the Housing Priority List, which is an automatically generated list of everyone who has been through the CE process*

Yearly Evaluation

The Coordinated Entry Planning Entity will conduct a yearly in-depth evaluation of the CE process. The TX BoS CoC will notify Coordinated Entry Planning Entities of the time frame the evaluation must cover and the evaluation due date.

APPENDICES

| | |
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Consumer Rights, Responsibilities, and Grievance Procedures in the HIDALGO COUNTY Coordinated Entry Process

Coordinated Entry is the process used to fill vacancies in a limited number of housing slots designated for homeless household and individuals.

Consumer Rights

You, as the participant, have the following rights:

- Nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the: Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Title II of the Americans with Disabilities Act, and Title III of the Americans with Disabilities Act

- ❖ Prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status under any program or activity receiving Federal financial assistance.
- ❖ Section 1557 of the Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities. Hidalgo County extends protection to additional classes including language, ethnicity, socioeconomic status, sexual orientation, gender identity, veteran's status, or political beliefs.

- View, correct, or ask for a copy (fee may be associated) of the information in your Service Point Client record.
- Obtain a copy of the Service Point Privacy Notice and disclosures of how your personal information will be shared.
- You may refuse to: consent to share your data, participate in the coordinated entry process or any of the housing services such as Street Outreach, work with a housing program provider, or accept the housing offered to you.
- File a grievance if you feel your rights have been violated.

If your grievance is concerning:

- Coordinated Entry Assessor who has completed the VI -SPDAT and Assessment with you, file a grievance with the agency listed below.
- Housing Program Provider: File a grievance with the housing program you were referred to.
- Coordinated Entry Process; if you have concerns re: Denied entry to or removal from the housing waitlist, contact the following person to file a grievance:

Attn: ESG Coordinator
Hidalgo County Urban County Program
427 E. Duranta Ave, Suite 107
Alamo, TX 78577
Telephone # (956) 787-8127
napoleon.coca@co.hidalgo.tx.us
ucp@co.hidalgo.tx.us

Consumer Responsibilities

You as the participant are responsible to:

- Follow up with the Coordinated Entry Assessor listed below to check if you have been placed on the housing waitlist.
- Keep your contact information current. You may call any agency on the back of this form to update your contact information. Note: if after being referred to two (2) housing programs and neither are able to contact you, you will be removed from the housing waitlist.
- To schedule an appointment with a Coordinated Entry Assessor for a reassessment after waiting for housing for 6 months date listed below. You may contact any agency on the back of this form for the reassessment. If you aren't reassessed at the six-month period, you will be removed from the housing waitlist on the date listed below.
- Look into other housing opportunities while on the Wait List. Wait times on the housing waitlist can be long. We suggest applying for other housing waitlists. Ask your assessor for suggestions. If you have family or friends that can assist you, but they are out of the area, let your assessor know; we may be able to help you to relocate.

| | | | | |
|--|---------------|--|-------------|--|
| Coordinated Entry Assessment Name | | | | |
| Coordinated Entry Assessor Phone Number | | | | |
| Coordinated Entry Assessment Date | | | | |
| 6 month Reassessment Deadline | STARTING DATE | | ENDING DATE | |
| <i>Any time in the 30 days prior to the 6 month anniversary</i> | | | | |
| Date removed from list if no Reassessment | | | | |
| Assessment Date 6 month anniversary | | | | |
| APPLICANT SIGNATURE CERTIFIES THAT YOU READ AND UNDERSTAND YOUR RIGHTS AND RESPONSIBILITIES LISTED ABOVE. THE COORDINATED ENTRY ASSESSOR ANSWERED YOUR QUESTIONS TO YOUR SATISFACTION AND PROVIDED YOU VERBAL OR HARD COPY SERVICE POINT PRIVACY NOTICE AND DISCLOSURES ON INFORMATION SHARING. YOU CONSENT THAT YOUR DATA WILL BE SHARED WITH PARTICIPATING PROVIDERS IN HMIS OR OSNIUM. | | | | |
| Applicant Signature | | | Date | |
| | | | | |

FRONT DOOR ASSESSORS

| Agency | Location | Telephone Number |
|---|---|------------------|
| The Salvation Army | 1600 N. 23 rd St. McAllen, TX 78501 | 956/682-1468 |
| Mujeres Unidas | 511 N. Cynthia, McAllen, TX 78501 | 956/630-4878 |
| Catholic Charities of the Rio Grande Valley | 700 N Virgen de San Juan Blvd, San Juan, TX 78589 | 956/702-4088 |

Coordinated Entry Referral Denial Form (Agency)

This form should be completed by the Agency, whenever they are denying a referral that has been made by a Coordinated Entry agency. Forms should be returned to the entity that is coordinating the local implementation of CES.

Today's Date _____ Referral Date _____/Client Name/# _____

| | |
|---------------|--|
| Agency Name | |
| Program Name | |
| Staff Contact | |
| Email Address | |
| Phone Number | |

Reason for denial (please check a box, and you must explain in detail below)

| | |
|--------------------------|---|
| <input type="checkbox"/> | Client/household refused further participation (or client moved out of CoC area) |
| <input type="checkbox"/> | Client/household does not meet required criteria for program eligibility |
| <input type="checkbox"/> | Client/household unresponsive to multiple communication attempts |
| <input type="checkbox"/> | Client resolved crisis without assistance |
| <input type="checkbox"/> | Client/household safety concerns. The client's/household's health or well-being or the safety of current program participants would be negatively impacted due to staffing, location, or other programmatic issues. |
| <input type="checkbox"/> | Client/household needs cannot be addressed by the program. The program does not offer the services and/or housing supports necessary to successfully serve the household. |
| <input type="checkbox"/> | Program at bed/unit/service capacity at time of referral |
| <input type="checkbox"/> | Property management denial (include specific reason cited by property manager) |
| <input type="checkbox"/> | Other.. Explain |

Please describe why you are unable to accept this referral.

Is this due to policy or procedure created by a funder, board, staff, property management, landlord or other entity? Please explain:

If you were unable to contact client regarding this referral, please indicate the dates of attempted communication, to whom, and in what form (phone, email, etc).

| Date | Time | Letter, phone, email | Notes |
|------|------|----------------------|-------|
| | | | |
| | | | |

If you feel this was an inappropriate referral, please indicate that below with an explanation. _____

Coordinated Entry Referral Denial Form (CLIENT)

This form should be completed by the Client, whenever they are denying a referral that has been made by the agency. Forms should be returned to the entity that is coordinating the local implementation.

Today's Date _____ Referral Date _____ Client name/Case # _____



Reason for denial (please check a box, and you must explain in detail below)

| | |
|--------------------------|--|
| <input type="checkbox"/> | I/my household refuse further participation in this program |
| <input type="checkbox"/> | I/my household are moving outside of the area that is served by this program |
| <input type="checkbox"/> | I/my household are able to resolve my housing crisis without assistance |
| <input type="checkbox"/> | I/my household are concerned about my health and safety at this program. |
| <input type="checkbox"/> | I/my household needs cannot be addressed by the program. |
| <input type="checkbox"/> | The program does not offer the services and/or housing supports necessary to successfully serve the household. |

Please describe why you are unable to accept this referral.

If you feel this was an inappropriate referral, please indicate that below with an explanation.

To be completed by the Agency Staff that gave this referral to client

| | |
|---------------|--|
| Agency Name | |
| Program Name | |
| Staff Contact | |
| Email Address | |
| Phone Number | |

Assessment Review Request

Formal research and other data from existing communities has shown that the initial VI-SPDAT is accurate for 99% of clients. With that said, there are some limited situations in which a client's current situation may differ from their initial assessment results. For these limited situations, it is possible to request that the results of an assessment be formally reviewed. Case Managers can only submit this form with the approval of their Program Manager. Completed forms must be submitted to the Coordinated Entry Planning Entity.

ClientTrack ID Number: _____

Participant Name: _____

Individual requesting Assessment Review: _____

Role: Case Manager Intake Staff Participant

Contact Information: _____

Which category below best describes the reason for this request (select more than one, if applicable):

- Client underreported or minimized vulnerability
- VI-SPDAT missed severity of an identified area of vulnerability
- Client has been identified as a "highest utilizer" of public services
- Client over reported or overstated vulnerability
- Client has experienced a significant change since first assessment that would increase their score
- Other: _____

Requestor Signature Date

Program Manager Signature (if applicable) Date

Assessment Review Request

| Vulnerability Domains | Original Assessment Results Please indicate what was successfully captured on the initial assessment | Necessary Updates Please indicate new information that would change the score in a domain or where the existing score does not capture the magnitude of the vulnerability |
|-------------------------------------|--|---|
| General Information | | |
| History of Housing and Homelessness | | |
| Risks | | |
| Socialization and Daily Functioning | | |
| Wellness | | |
| Family Unit (families only) | | |
| Other Comments | | |

Original VI-SPDAT Score: _____ Predicted Vulnerability Score: _____

Date of Original VI-SPDAT: _____

Assessment Review Request

COORDINATED ENTRY PLANNING ENTITY USE ONLY

Action Recommended (select more than one, if applicable):

- No additional steps recommended
- Additional VI-SPDAT

Results:

Coordinated Entry Planning Entity Representative Signature

Date

GRIEVANCE FORM

| | |
|---|-------|
| Client Name & Case Number: | |
| Client Address: | |
| City, Address, Zip | |
| Telephone # | |
| Where did you apply for assistance? | |
| Why are you filing a Grievance? Please explain below | |
| | |
| _____ | _____ |
| Client's Signature | Date |

| | |
|--|--|
| To be completed by Agency staff | |
| Resolution & Method | |
| | |
| Was it resolved? One | Check Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Date client notified of the resolution | |
| Manager Name: | |
| Manager Signature: | |
| Agency Name: | |
| Telephone Number: | |

APPEALS

Participant(s) have the right to ask for assistance to complete and submit the appeal form: The appeal form can be submitted to the TX BoS CoC Systems Change Coordinator one of the following ways:

1) *By Mail:*

Texas Homeless Network
Attn: TX BoS CoC Systems Change Coordinator
1713 Fortview Road
Austin, Texas 78704

2) *By Email:* tiffany@thn.org

3) *By Fax:* (512) 478-9077 *Attn: TX BoS CoC Systems Change Coordinator*

| |
|--|
| Name: |
| Client Track ID Number (If Applicable) |
| Home Address |
| Telephone Numbers |
| Reason for Appeal |
| |

Signature

Date

STAFF ONLY

Agency Project Manager _____ Date _____

Appeal delivered by: Mail Fax Email Appeal Submission Date: ___/___/___

Fair and Equal Access

All agencies in the CoC 's geographic area will have fair and equal access to the coordinated entry process, regardless of where or how they present for services. Fair and equal access means that people can easily access the coordinated entry process, whether in person, by phone, or some other method, and that the process for accessing help is well known. If an interpreter is needed, please call Hidalgo County Urban County Program 956/787-8127 Ask for Danny Coca.

Limited English Proficiency (LEP)

Language assistance services shall be provided to all persons with LEP whenever a person with LEP requests language assistance services, as set forth. An LEP individual is a person who does not speak English as his or her primary language and who has a limited ability to speak, read, write, or understand English. (Call Hidalgo County Urban County Program 956/787-8127– Ask for Danny Coca.

ORGANIZATION SATISFACTION SURVEY



1. Did you refer or receive clients as a result of participating in Coordinated Entry? Yes No
a. If yes, was the overall experience satisfactory for your agency and client(s)? Please explain.

- b. If not, why did you not refer or receive clients?

2. Based on your participation in Coordinated Entry, do you feel that individuals received improved access to the housing assistance they are eligible for? Yes No please explain.

3. Was the process of participating in Coordinated Entry a burden on your organization? Yes No please explain.

4. In what ways do you feel Coordinated Entry was successful in the past (6 months/year)? Please explain.

5. In what ways do you feel Coordinated Entry in the past (6 months/year) created additional barriers or otherwise could be improved? Please explain.

Participant Feedback Survey

Current Participant

Former Participant

Dear Participant,

Thank you for making time to provide your valued feedback for Hidalgo County Coordinated Entry. It is our goal and mission to provide you with the best available service options available in our community.

Your assistance in completing this form is greatly appreciated. Your honest feedback will help us to serve you better and enable us to work on improving our service standards. Thank you.

| | |
|--------------------------|----------------------------|
| Participant Name: | [Write Customer Name Here] |
| Address: | [Write Address Here] |
| Client ID: | [Write Here] |

| | Excellent | Good | Fair | Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Assessor's management and assistance to your case is/was? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. How would you rate the service provider agency? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. How would you rate the type of services qualified/provided/denied? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Staff's professionalism and aptitude? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. How would you rate the timeliness of your case intake? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Did assessor explain/detail Coordinated Entry? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is your case being handled/was fair and accurately? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Services seeked/seeking but denied? _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. How would you like to recommend Coordinated Entry System to others? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Additional feedback/comments:

Signature: _____

Date: _____