TX BoS CoC Guidance for Conducting CE Enrollments

I. Conduct CE Enrollments Over the Phone

Assess staff capacity. Create a plan for conducting CE enrollments over the phone, including which Assessors will conduct CE enrollments when and potential changes to CE operating hours. Communicate that plan to internal staff, external partners, and households appearing for services. Continue to employ a crisis resolution and trauma-informed approach with phone communication.

Assessors must discuss the HMIS Release of Information (ROI) with the household and receive their response to the HMIS ROI verbally. Based on the household's response to the HMIS ROI, Assessors will choose the appropriate security restriction for the household's CE enrollment in HMIS. If a household agrees to the HMIS ROI verbally, they must sign the HMIS ROI when they appear for services again at the Entry Point or at any other agency with access to HMIS.

If conducting CE enrollments in person, take precautions to prevent the potential spread of COVID-19, following the guidance provided by the CDC and your local public health department.

Click here to find a list of Entry Points in the TX BoS CoC:
https://www.thn.org/texas-balance-state-continuum-care/coordinated-entry/

II. Be Clear about Availability of Services

Prepare for CE enrollments by understanding what's available in the community, especially emergency services and homelessness prevention services. Use your region's Eligibility Matrix to find and match households to resources for which they are eligible and would like a referral. Please note that many emergency shelters will be at capacity.

Households appearing for services at Entry Points should be triaged to understand their immediate situation before determining eligibility for CE enrollment. If households are at risk of losing their housing or missing a rent payment, Assessors should connect these households, through warm referrals, to Homelessness Prevention projects in their region and/or agencies with rental and/or utility assistance outside of the Emergency Solutions Grant and Supportive Services for Veteran Families Program.

Entry Points and Assessors should explain that communities are attempting to minimize large crowds to prevent the potential spread of COVID-19. Emergency shelters are to be used as an absolute last resort and if the person has anywhere else to stay, even temporarily, it is safer for the person to do that.

III. Data Entry

Many Entry Points and Receiving Projects are limiting their hours and in-person staff capacity to prevent the potential spread of COVID-19. We anticipate and understand that there will be delays in data entry.

IV. Screening COVID-19 Symptoms

For your information: The Data team at Texas Homeless Network is working to upload questions into HMIS to screen people experiencing homelessness for COVID-19 symptoms. These questions are currently scheduled to be implemented for **Street Outreach** and **Emergency Shelter** programs in HMIS. The Data team will also be sharing these questions for providers who do not use HMIS.

Sophia Checa and Mollie Lund are coordinating the COVID-19 response at the CoC Lead Agency.
Email is the best way to reach them. Sophia Checa - Sophia@THN.org and Mollie Lund - Mollie@THN.org
Please email them both when you contact them.

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