



Guidance on Adding New Entry Points

Coordinated Entry (CE) is a process intended to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strength and needs. The first contact that most people experiencing a housing crisis will have with CE is through an Entry Point. Entry Points are the points of access, or front doors, into the housing crisis response system. They are often the organizations that people approach to access resources in their community. They play a critical role in engaging people to address their most immediate needs and determine which intervention might be most appropriate to rapidly connect those people to housing.¹

In the Texas Balance of State CoC (TX BoS CoC), Coordinated Entry Planning Entities (CEPE) determine which agencies are the most appropriate in their region to serve as Entry Points for the CE process established in their region. Planning for access into the CE process requires careful consideration of the CEPE's regional coverage area, resources, and capacity. Effective planning requires a clear and formal decision-making process that is inclusive, well documented, and responsive to new information learned through the regional implementation of CE. This document serves as a guide for local CEPEs to add new Entry Points in their region.

Entry Points for Subpopulations

If agencies exclusively serve a subpopulation, they may be designated as Entry Points for those specific subpopulations. This means that only households who fit the definition of the subpopulation can access that specific Entry Point. HUD allows separate Entry Points for households that meet the definition of the following five subpopulations:²

- Adults without children
- Adults accompanied by children
- Unaccompanied youth
- Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions
- Persons at imminent risk of literal homelessness, for purposes of administering homelessness prevention assistance

Key Planning Questions to Consider Before Adding a New Entry Point

CEPEs should consider the following key questions when adding new Entry Points into the local CE process:

Community Collaboration and Coordination

- What is the extent and scope of homelessness, and what are the characteristics of people experiencing a housing crisis in the local community?
- What are the most frequently used points of entry into the crisis response system? How are prevention resources coordinated with these Entry Points?
- How will frequent users of crisis services (e.g., jails, hospitals, detox facilities, and other institutional settings) be integrated into Coordinated Entry?
- Do local factors support a centralized or decentralized intake?
- How are shelter diversion and prevention activities being incorporated into the regional Coordinated Entry process?
- How do Entry Points interact with outreach projects? With shelter intake?
- Can representatives from all Entry Point agencies participate in Case Conferencing or a case file review, to share what they are learning and staff the By-Name List?

¹ United States Department of Housing and Urban Development. (2018). Coordinated Entry Management and Data Guide. <https://www.hudexchange.info/resource/5758/coordinated-entry-management-and-data-guide/>

² United States Department of Housing and Urban Development. (2017). Notice CPD-17-01: Notice Establishing Additional Requirements for Continuum of Care Centralized or Coordinated Assessment System. <https://files.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf>



Current Entry Point Situation

- What Entry Points are already in place? Are they accessible to all persons throughout the coverage area of the regionally established process?
- Are there variations within the regional coverage area of that inform how the Entry Points are set up, how they operate, or who they target?
- How do Entry Points interact with outreach projects? With shelter intake?

Potential Entry Points

- What agencies and/or staff will operate these Entry Points? What qualities or qualifications do they need to have to be designated as an Entry Point?
- How much will it cost to operate the Entry Point?
- What training is required for staff at Entry Points?
- Do any subpopulations have Entry Points that only they can access?
- Do any subpopulations need to have a designated Entry Point because of safety or other concerns?

How to Add a New Entry Point

Note: Underlined items reference regional governance documents.

1. CEPE discusses and approves an agency to serve as an Entry Point during a CEPE meeting.
2. The agency serving as a new Entry Point signs a Memorandum of Understanding with the CEPE and designates a staff member to represent the agency at CEPE meetings. If the agency is new to participating in HMIS, the agency must read and complete the [Texas Homeless Network HMIS New Agency Application](#).
3. CEPE and/or CESC Representative [emails the Systems Change Team at THN](#) about the new Entry Point with the following information:
 - a. Entry Point Agency Name, Address, City, State Zip Code
 - b. Operating Hours
 - c. CE Operating Hours
 - d. Phone number
 - e. Contact Name, Phone number, and Email
 - f. Information regarding accessibility for those with visual or hearing impairments
 - g. Information regarding accessibility for those with Limited English Proficiency
4. The Systems Change Team at THN emails or calls the contact at the new Entry Point about signing up at least one staff member for Assessor Training. Staff members enrolled in Assessor Training have 30 days to complete their training.
5. The Systems Change Team at THN revises regional policies and procedures and Marketing Materials, if the Marketing Materials are in an editable format.
6. The Systems Change Team at THN emails the revised regional policies and procedures and Marketing Materials, if they are in an editable format, to the CESC Representative for review and approval. Any more revisions can be completed by either the Systems Change Team or the CESC Representative.
7. Staff members at the Entry Point complete Assessor Training and receive access to the CE Workgroup in HMIS.
8. The Systems Change Team adds the Entry Point to the Tableau map illustrating the Entry Points in the TX BoS CoC.

If you have questions or need assistance in completing this process please reach out to our team at CE@THN.org.