



Regional Governance Documents

PAGE 1 of 2

Every CE Region develops governance documents to support the local CE process. THN's Systems Change Team can assist regions in updating and maintaining these documents. Click on the "Document" icon on the right to find a template of the document.

[Click here to access Google Drive - CE Regional Folders](#)

REGIONAL CE POLICIES AND PROCEDURES

CE policies and procedures specific to a CE Region while adhering to the TX BoS CoC CE Written Standards.

Information Needed From: All Participating Agencies

How often/When is the document updated? When implementing a new CE Region; When the CEPE votes to add a local policy and procedure; When the TX BoS CoC CE Written Standards are updated



MOU BETWEEN CEPE AND THN

An agreement between the local Coordinated Entry Planning Entity and Texas Homeless Network to ensure consistent implementation of CE across the Texas Balance of State Continuum of Care and establish standard local agreements for the implementation of Coordinated Entry.

Information Needed From: Coordinated Entry Planning Entity

How often/When is the document updated? When implementing a new CE Region; As necessary as change occurs at the local and/or TX BoS CoC-level



MOU BETWEEN CEPE AND PARTICIPATING AGENCIES

An agreement at the regional level to implement the local Coordinated Entry process as guided by the Texas Balance of State Continuum of care and the local Coordinated Entry Planning Entity. It outlines how participating agencies provide services and resources through the local Coordinated Entry process.

Information Needed From: All Participating Agencies

How often/When is the document updated? When implementing a new CE Region; When adding or removing a participating or non-participating agency to the CE Region



CESC CHAIR/ CEPE REPRESENTATIVE AGREEMENT

This document describes the roles and responsibilities of the CESC Chair/CEPE Representative to the TX BoS CoC, their CEPE, and their local CE process. CEPEs must vote to approve a CESC Chair, and a CESC Chair may serve unlimited terms if the CEPE votes to approve their position.

Signed By: CESC Chair/CEPE Representative

How often/When is the document updated? When the CEPE has voted for a staff person to serve as the CESC Chair/CEPE Representative



ELIGIBILITY MATRIX

This Excel document is a shared list of resources available in a CE region. It includes resources regardless of an agency's participation in the local CE process. Specifically, it must include all agencies, their eligibility requirements, location (if available), and contact information. Assessors use this document to discuss referrals with households.

Information Needed From: All Participating and Non-Participating Agencies

How often/When is the document updated? When implementing a new CE Region; When adding or removing a participating or non-participating agency to the CE Region



MARKETING MATERIALS

This flyer is created for the public to quickly understand Coordinated Entry and Entry Points that can support them through the CE process. This document is editable in Google Slides and Microsoft PowerPoint.

Information Needed From: All Entry Points

How often/When is the document updated? When implementing a new CE Region; When adding or removing an Entry Point to the CE Region





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PAGE 2 of 2

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REGIONAL SYSTEM MAPS

This is not required of CE regions but highly recommended. It is a flowchart that describes the local CE process, including specific agencies and their housing and supportive services. On Google Slides/Microsoft PowerPoint **Information Needed From:** All Participating and Non-Participating Agencies **How often/When is the document updated?** If this document is being used in a CE Region, it should be updated when adding or removing a participating or non-participating agency to the CE Region.



ASSESSMENT REVIEW REQUEST FORM

An assessment review request is a request to review a completed assessment and/or complete a new assessment for a household. This request can be submitted by households, Assessors, and staff members at a Participating Agency who have concerns about the accuracy of an assessment. CE Regions may use the template created by THN's Systems Change Team for the assessment review process and include this in their regional CE policies and procedures.



GRIEVANCE FORM

A grievance form is used by households as an official statement of complaint regarding their experience in the CE Process. CE Regions may use the template created by THN's Systems Change Team for the grievance process and include this in their regional CE policies and procedures.



APPEALS FORM

If households, Assessors, or staff members have a concern with the result of an assessment review request or grievance that was originally submitted to their CEPE, they can submit an appeal to the Systems Change Team at THN. CE Regions may use the template created by the THN's Systems Change Team for the appeals process and include this in their regional CE policies and procedures.



HMIS TRACKING SHEET

This document is recommended to be used by CE Regions to track households who are fleeing or attempting to flee domestic violence and did not agree to the HMIS ROI. It includes their ClientTrack Client ID and alpha-numeric first and last names. If a region has a VSP serving as an Entry Point, the VSP and the agency designated for entering information into HMIS must maintain this document and update it as necessary for the referral process and case conferencing meetings.



PROVIDER PROFILES IN HMIS

Provider Profiles in HMIS are used for tracking and recording referrals. These are living records of agencies across the TX BoS CoC that provide housing and supportive services. Provider Profiles are created in HMIS for agencies regardless of whether the agency has access to HMIS. Ghost profiles are provider profiles in HMIS for receiving agencies and non-participating agencies that do not have access to HMIS. **Please contact HMIS@THN.org to update or add a Provider Profile in HMIS.**