

# Agencies Required to Participate in CE

Coordinated Entry (CE) is mandated by HUD to ensure a unified, transparent, and efficient system to assess, prioritize, and refer individuals and families experiencing homelessness to appropriate services and housing. The Texas Balance of State Continuum of Care (TX BoS CoC) aligns its CE process with standards of the U.S. Department of Housing and Urban Development (HUD) under 24 CFR §578.7(a)(9) and HUD Notice CPD-17-01.

## Overview

*All housing referrals for CoC- and ESG-funded projects (TH, RRH, Joint TH/RRH, HP, and PSH) must go through TX BoS CoC's Coordinated Entry process as required in HUD's [Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#) and based on the policies documented in the [TX BoS CoC Coordinated Entry Written Standards](#).*

## Key Requirements

### Key Principles

- **Person-Centered Care:** Respect client preferences and goals in the housing process
- **Low Barrier:** Allow access regardless of income, substance use, or criminal records
- **Trauma-Informed Care:** Recognize and address the effects of trauma in all interactions
- **Nondiscrimination:** Ensure access to all populations and subpopulations

### Required Agencies to Participate in CE

Those funded under:

- Continuum of Care (CoC)
- Emergency Solutions Grant (ESG)
- Supportive Services for Veterans Families (SSVF)

It is highly encouraged for agencies with these funding streams to also serve as an Entry Point and complete CE assessments with households.

Other agencies serving individuals experiencing homelessness are also encouraged to participate as an Entry Point and/or a Receiving Agency.

## Key Requirements

CoC-, ESG-, and SSVF-funded agencies are required to:

- Actively participate as a Receiving Agency
- Fill all participating project vacancies only with households from the CE Housing Priority List (HPL)
- Exit CE enrollments, update referral outcomes, and record statuses in HMIS

Referrals:

- Staff should make warm referrals and record referrals in HMIS
  - Warm referrals can include phone calls, emails, and/or introductions that connect the household with the agency being referred to
- Referrals should be acknowledged within three business days in HMIS

Agencies must adhere to the TX BoS CoC HMIS Privacy Policy and must follow the full CE process as outlined in the TX BoS CoC CE Written Standards.

Victim Service Providers are prohibited from entering client data directly into HMIS, but must follow their local DV Workaround process to ensure access to CE.

## Relevant Resources

[TX BoS CoC Coordinated Entry Written Standards](#)

[HUD Notice CPD-17-01](#)

## For more information or assistance

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