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TX-500 San Antonio and Bexar County Continuum of Care

Homelink Policy

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About This Document

This document explains the process of our local Coordinated Entry system, Homelink, and how each intervention type moves through the process.

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Versions of Document

June 2026	Updated the list of Coordinated Entry requirements in the "Purpose and Background" section to accurately reflect "HUD Notice CPD-17-01;" and Replaced any instance of the word "subpopulation" to "specific population;" and Replaced any instance of the word "stakeholder" with "partner;" and Updated sentence structures to improve readability; and Added missing verbiage to make content accurate; and Reworded sentences to convey ideas more clearly; and Corrected/Removed outdated terminology/verbiage and content to reflect current operations; and Removed any "equity" language; and Updated "Housing First" language to "Housing-Centered Approach" language; and Updated content related to "Local Performance Monitoring" to reflect current data metrics and monitoring tools; and Updated Appendix A to accurately reflect the language used locally and by HUD to define "homeless;" and Updated Appendix C to provide an up-to-date map of the geographic area covered by the TX-500 CoC; and Ensured content was written in the present tense; and Added "YHDP Household Policy Excerpts" and "YHDP Household Guidance" as "Appendix E: YDHP Household Policy Excerpts and Job Aid;" and Ensured language was consistent through the document; and Made grammar edits; and Applied new template.

Purpose and Background

Coordinated Entry (CE), coordinated assessment, or coordinated intake is a streamlined process aimed at facilitating client assessment and connection to the most suitable resources to resolve housing-related crises swiftly. This process endeavors to establish a unified, community-driven system that is transparent, easy to navigate, and prioritizes assistance for the most vulnerable households. Locally, the CE system is referred to as Homelink.

In 2016, in compliance with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, as well as requirements outlined in 24 CFR 578.7(a)(8) and HUD Notice CPD-17-01, the South Alamo Regional Alliance for the Homeless, now doing business

as Close to Home (CTH), recognized by HUD as the San Antonio/Bexar County Continuum of Care (CoC), or TX-500, established the CE process.

Per HUD, CE systems must:

- Cover the entire geographic area claimed by the CoC; and
- Be easily accessed by households seeking housing or services; and
- Be well-advertised; and
- Include a comprehensive, standardized assessment process and tools; and
- Provide an initial, comprehensive assessment of individuals and families for housing and services; and
- Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of households who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking but who are seeking shelter or services from non-victim specific providers; and
- Provide full coverage for CoCs joining processes together and Balance of State CoCs to ensure there is only one CE system used per geographic region covered by a CoC; and
- Use Standardized Access Points and Assessment Approaches; and
- Use Standardized Prioritization in the Referral Process; and
- Lower barriers by maintaining CE written standards that prohibit the CE process from screening people out due to perceived barriers related to housing or services; and
- Include marketing that ensures everyone, include members of specific populations, are able to access CE according to their needs; and
- Link Street Outreach (SO) efforts funded under ESG or the CoC program to CE; and
- Ensure emergency services operate with as few barriers to entry as possible; and
- Include homelessness prevention services funded with ESG; and
- Have uniformity for referrals to participating projects; and
- Include safety planning; and
- Offer participants the autonomy to refuse answering assessment questions and housing service options without retribution or limiting their access to assistance; and
- Include privacy protections for all participant information; and
- Offer at least one annual training opportunity for skilled assessor training; and
- Include ongoing planning and consultation with partners.

CoC, ESG, and other specified grant recipients operating within the San Antonio/Bexar County CoC work collaboratively to ensure Homelink coordination between all CoC and ESG projects are consistent with the CoC, ESG, and Local Written Standards for administering ESG assistance established under 24 CFR 576.400(e), including the following:

- ESG funding is allocated through state, city, and county entities and is coordinated into Homelink and the Homeless Response System, as identified in this document; and
- To certify Homelink participation in ESG and CoC-funded projects (including those partially funded by these sources), 100% of project enrollments must have been referred through Homelink.

Governance, Planning, and the Homeless Response System Advisory Committee

Three central bodies from CoC Governance directly impact Homelink Policies, Procedures, and Direction. More information on these governing bodies can be found in the Close to Home Nonprofit and CoC Governance Charter and Bylaws.

Homeless Strategic Planning Advisory Board (HSPAB)

The CoC Board's Homeless Strategic Planning Advisory Board (HSPAB) is a collaborative effort consisting of key vision-holders, including the Continuum of Care (CoC)/Youth Homelessness Demonstration Program (YHDP) funder, representatives from the city and county governments homelessness divisions, the Texas Coalition of Homeless Community Advocates (TCHCA), Emergency Solutions Grant (ESG), and other funding. This advisory board is vital in ensuring that funding is strategically allocated to support the goals and objectives of Homelink and the Homeless Response System and that there is a consensus in evaluating system and project performance. The primary functions of the HSPAB include:

- Aligning funding priorities with Homelink's strategic goals and objectives and the broader Homeless Response System, ensuring that resources are directed towards initiatives that address the most pressing needs of individuals and families experiencing homelessness.
- Coordinating funding efforts across multiple sources, including the CoC, YHDP, city, county, and TCHCA, to optimize resource allocation to support the implementation of the Homeless Strategic Plan. This includes identifying funding gaps, leveraging resources, and maximizing the impact of available funding streams; and
- Overseeing the implementation of funded initiatives and monitoring their performance to ensure accountability and effectiveness.

Homeless Response System Advisory Committee (HRSAC)

The CoC Board's Homeless Response System Advisory Committee (HRSAC) oversees all recommendations, policies, procedures, and standards for Homelink and the Homeless Response System, from Access to Permanent Housing. This committee comprises diverse members representing various Alliance members as outlined in the Close to Home Nonprofit and CoC Governance Charter and Bylaws. The HRSAC operates through several subcommittees, each focused on specific areas to ensure comprehensive oversight and support:

- **Outreach & Access Subcommittee:** This group is responsible for addressing outreach strategies and ensuring fair access to services for individuals experiencing homelessness.
- **Prevention and Housing Providers Subcommittee:** This group facilitates discussion among housing providers on policies, procedures, and standards related to program eligibility and focuses on improving service delivery and coordination among service providers.
- **Youth and Young Adult Subcommittee:** This group focuses on enhancing the youth and young adult Homeless Response System and addressing the unique needs and challenges faced by youth and young adults experiencing homelessness.
- **Domestic Violence Subcommittee:** This group focuses on exploring and understanding the local needs of people fleeing or attempting to flee domestic violence (DV) and implementing strategy for addressing DV.

HMIS and Data Advisory Committee (HDAC)

The purpose of the HMIS and Data Advisory Committee (HDAC) is to manage the strategic direction, implementation, and administration of the Homeless Management Information System (HMIS). This committee oversees the CoC strategy to collect, analyze, and report data to HUD and the Homeless Response System. This committee identifies gaps in Homelink interventions and the changes needed to address these gaps. The HDAC operates through several subcommittees, each focused on specific areas to ensure comprehensive oversight and support:

- **Information Systems Support Subcommittee (ISSS):** This subcommittee focuses on supporting the technology and data systems used within the Homeless Response System to enhance efficiency and effectiveness.
- **Data Integrity Subcommittee (DIS):** This group ensures that accurate and reliable data is available. Additional functions will revolve around data-sharing initiatives, data limitations, and other policy related processes.
- **Performance Subcommittee:** This group focuses on measuring system performance measures and key performance indicators for the Homeless Response System, providing analysis to drive improvements and strengthen overall system effectiveness.

Additional or Ad-Hoc subcommittees are established as needed to address specific barriers, challenges, or system gaps that fall outside the scope of the established subcommittees. This flexible structure allows the HRSAC to adapt and respond effectively to evolving needs within the Homeless Response System.

Homelessness Definition

Homeless – According to HUD (24 CFR 578.3), "homeless" is defined as an individual who belongs to one of the following categories (see also Appendix A):

Category 1 – An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

(i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or
(ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
(iii) An individual who is exiting an institution where they resided for 90 days or less and who lived in an emergency shelter or place not meant for human habitation immediately before entering that institution;

Category 2 – An individual or family who will imminently lose their primary nighttime residence, provided that:

(i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance, including "couch-surfing" YYA; and

(ii) No subsequent residence has been identified; and
(iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing, e.g., family, friends, faith-based or other social networks;

Category 3 – Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition.

Category 4 – Any individual or family who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking or other dangerous, traumatic, or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; and
(ii) Has no other residence; and
(iii) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Chronic Homelessness – per 24 CFR 578.3, is any of the following conditions:

1. A "homeless individual with a disability," as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
   (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
   (ii) Has been homeless and living as described in paragraph (1)(i) of this definition continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (1)(i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but instead such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility;
2. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or
3. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Target Population

The policy regarding the targeted population for Homelink referrals varies between project types, but it typically includes a broad range of individuals experiencing housing instability or homelessness.

Youth Homelessness (YHDP)

Youth and young adults (ages 18 to 24) experiencing homelessness or housing instability, including those who are couch-surfing or temporarily staying with friends or family (and are at imminent risk of homelessness).

Homelessness Prevention (HP)

Individuals and families who are at imminent risk of homelessness within 14 days and who have no other identified support.

Diversion and Problem-Solving

Individuals and families experiencing Category 1 or Category 4 homelessness but who may not necessarily need to enter the Homeless Response System or who may be able to Exit Rapidly.

Rapid Re-Housing (RRH)

Individuals and families experiencing Category 1 or Category 4 homelessness who can be quickly re-housed with short-term rental assistance and supportive services.

Permanent Supportive Housing (PSH)

Individuals and families chronically experiencing homelessness, with at least one household member with a disabling condition, who require long-term housing assistance and supportive services to maintain housing stability.

Domestic Violence (DV)

Individuals and families fleeing or attempting to flee DV or intimate partner violence require safe and stable housing options. This includes survivors of DV who are at risk of homelessness or are currently experiencing homelessness due to fleeing an abusive situation. Clients fleeing DV are eligible for Diversion, Prevention, RRH, PSH (if meeting eligibility), and vouchers.

SOAR (SSI/SSDI, Outreach, Access, and Recovery)

Adults (18+) who are experiencing or at risk of experiencing homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder can apply for the Social Security Administration's (SSA) disability programs, Social Security Income (SSI) and Social Security Disability Insurance (SSDI).

Homelink Partnerships & Coordinated Resources

Please see Appendix B for a full list of Homelink Partnerships and Coordinated Resources.

Training Framework and Skilled Assessors

Training Framework

In March 2023, the Homelessness Response System Advisory Committee (HRSAC) adopted understanding training needs and aligning training efforts as a priority to improve confidence, performance, and outcomes in our community. To create the space for collaboration, HRSAC established an Ad Hoc Training Subcommittee to evaluate the system's training needs. This subcommittee convened Alliance to House Everyone partners, who deliver training or support, to understand the need and develop the training framework. During these meetings, the team identified all objectives, curricula, training formats, and training frequencies. The Training Framework has since been completed and the Ad Hoc Training Committee dissolved.

The Alliance Training Framework is designed to outline a comprehensive set of training courses and learning opportunities for community partners and various types of service providers. It is intended to ensure that our community is well-informed and that all service providers are equipped with the knowledge, skills, and tools necessary to carry out the critical work of ensuring everyone has a safe place to call home.

The Key Performance Indicators (KPIs) for success at the individual level, agency level, and system level are outlined below:

Learning Goals and Key Performance Indicators (KPIs)	
Individual Level	
Goals	Key Performance Indicator
Increase in Staff Confidence	Fewer HMIS trouble tickets; Increased morale of staff
Improved individual performance	Improved HMIS data quality and completeness
Increased Trust between Staff and Participants	Increased engagement with LEAB and YAB
Improved Experience for People Seeking Assistance	Fewer refusals of services by participants; Focus Groups with people with lived experience reflect improvements in experience
Improved Individual Outcomes (people more likely to receive the individualized services they need)	Increase in successful Homelink referrals; Increase in housing stability
Agency Level	
Goals	Key Performance Indicator

Increase in Agency Confidence and Organizational Capacity	More organizations applying for federal, state, and local funding opportunities
Improved Reporting and Grants Management	Successful drawing of funds and timely and accurate reporting
Less Duplication of Effort and Confusion	Increased formal partnerships among organizations (able to lean on each other's strengths); Fewer questions and concerns about Homelink
System Level	
Goals	Key Performance Indicator
Consistent information on services	Increase in successful Homelink referrals
Increased accountability to people with lived expertise (LEAB and YAB)	Increased engagement with LEAB and YAB
Improved System Performance	Increased housing placements; Decrease in returns to homelessness; Reduction in first time homeless; Reduction in length of time homeless
Increased Collaboration and Alignment of Community Partners	Increase in partners participating in Homelink and HMIS; Increased engagement with CTH on social media and events
Increased Trust in the System	
Better and increased housing options	Increase in federal and state funding allocated to the region; Increase in formal partnerships with Landlords and Property Owners/Managers

The Training Framework is intended to support:

- A clear and transparent plan for capacity-building tools accessible to all direct service providers and system partners,
- A logical timeline and 'roadmap' for meeting the learning needs of each type of community partner,
- An array of learning modes and mechanisms for continuous education and information sharing, and
- Increased accountability through early identification of goals and a plan to measure success over time.

Additional information about the framework or the courses can be located in the Training Framework section of the CoC, ESG, and Local Written Standards.

Skilled Assessors

A Homelink Skilled Assessor is a certified homeless response worker who conducts crisis, needs, and/or housing assessments as a regular aspect of their role within the Homeless

Response System. This certification is obtained through compliance with the Skilled Assessor and role-specific pathway of the Training Framework and the individual's demonstrated commitment to upholding established standards and protocols in service of the clients. Skilled assessors include a variety of roles such as access point staff, SO workers, Housing and Homelessness Prevention Providers, Youth Young Adult (YYA) Providers, DV Service Providers, and Veteran Service Providers.

Below are the comprehensive guidelines for the training, certification, and ongoing education of Skilled Assessors within the Homeless Response System. Skilled Assessors are vital in providing quality services to individuals experiencing homelessness while adhering to the Homelink Policy and CoC, ESG, and Local Written Standards.

Training and Certification Requirements

- Skilled assessors must complete the Homeless Response System Orientation within 90 days of hire, followed by a role-specific training pathway within 6 months.
- Supervisors assess staff readiness for certification as Skilled Assessors and submit recommendations based on performance and competence.
- Upon recommendation, staff sign the Skilled Assessor Agreement, committing to uphold all relevant standards, policies, and procedures.
- Certified Skilled Assessors are authorized to provide services within the Homeless Response System.

Continuing Education

- Skilled Assessors must abide by an annual training schedule to maintain certification.
- CTH will share annual and Continuing Education Training opportunities, and the schedule will be available in the Community Learning Management System (LMS), the Alliance Training Portal (ATP).

Tracking and Monitoring

- All training activities are tracked in the ATP and monitored by CTH.
- The ATP is accessible to all Homelink agencies for resources, including job aids, training libraries, community standards, registration for training sessions, webinars, and monitoring to ensure staff, team, organization, and system compliance.

All staff within the Homeless Response System must adhere to the training, certification, and continuing education requirements outlined in this policy. Supervisors oversee their staff's compliance and ensure ongoing education and development. Compliance with this policy will be regularly monitored and enforced by CTH to maintain the quality and effectiveness of services provided within the Homeless Response System.

Grievances

Client concerns and grievances should be resolved promptly and fairly. Agencies must inform clients of the grievance filing process. Clients will be free from agency interference, coercion, or reprisal should they choose to file a complaint. Click here for additional information about Grievances and the Grievance Appeal procedures.

Components of Homelink

Access

Homelink enables equal and fair access to all Homelink-related resources.

No Wrong Door: Accessing Homelink Housing Resources

The community utilizes a "No Wrong Door" Hybrid model to ensure optimal access to the Homelink system. This model stipulates clients receiving services through or enrolled in any SO, Emergency Shelter (ES), Safe Haven (SH), or Homelink Access Points are assessed and guided to the Homelink Intervention that best suits their housing needs.

Enrollments in these "Front Door" services address immediate needs, including safety concerns, and simultaneously add the client to the Homelink Resource Eligibility List (REL) and/or facilitate direct access to Homelink resources.

Street Outreach

In San Antonio and Bexar County, several types of outreach services target clients experiencing unsheltered homelessness and/or living in a place not meant for habitation. SO teams are trained professionals who directly engage with individuals experiencing unsheltered homelessness. These teams may include clinicians and case managers.

SO workers engage in client-centered, trauma-informed conversations to build rapport and trust. SO workers collaborate with individuals to assess and understand the client's circumstances, needs, and goals. This assessment helps determine the appropriate level of support and services required. Based on the assessment, SO workers connect individuals with relevant services and resources. Referrals and/or resources may be provided to meet immediate needs like safety, ES, food, and hygiene. Enrollment in SO projects enables access to resources that may meet the client's longer-term housing goals. They also provide ongoing support and follow-up to ensure individuals receive assistance.

For additional information, please see the Street Outreach Standards section in the CoC, ESG, and Local Written Standards.

Inactivity Policy

Clients who meet the following criteria are considered inactive if any of the following are

accurate and they have open enrollment in a Homelink qualifying project:

- No recorded Homeless Services in the HMIS for the past 30 days; or
- No recorded Supportive Services Only (SSO) in the HMIS for the past 30 days; or
- No recorded Current Living Situation (CLS) in the HMIS for the past 30 days.

A CLS may also be entered for clients who have not had activity within the past 30 days but whom the designated case manager has reasonable certainty that the client will have eligible activity within the next 30 days. This type of CLS may be used more than once but not consecutively (e.g., all clients must have eligible activity recorded in the HMIS within 60 days before the exception CLS can be used again).

If there is no documented activity in the HMIS, inactive clients are removed from the Priority Pool (PP) the week following the 30th day. There will be a 30-day grace period after the date of the inactivity before the client is auto-exited from the REL.

Centralized Shelter Coordination

Recognizing the challenges faced by SO teams in connecting unsheltered clients to ES, the Centralized Shelter Coordination (CSC) program has been established as part of San Antonio's Homeless Response System. This initiative appoints a dedicated community staff member at Haven for Hope to serve as a central point of contact for SO staff from collaborative agencies in facilitating access to shelter beds at participating shelters, including Haven for Hope and SAMMinistries. Click here for Procedures.

Objective

The primary objective of the CSC program is to reduce the number of clients living in places not meant for habitation by efficiently connecting them with ES where their individual needs will be assessed to assist with obtaining permanent housing.

Key Performance Indicators (KPIs)

To assess and evaluate the impact of the CSC program, the following key performance indicators are monitored, analyzed, and reported:

- *Comparison of Client Movement*: To gauge the program's effectiveness in facilitating access to shelter, compare the number of clients transitioning from places not meant for habitation to ES year to year.
- *Impact of Bed Expansion*: Evaluate the impact of the significant increase in unsheltered beds on resource availability and utilization, including SAMM Low Barrier expansion and Haven's Unsheltered Placement Program (UPP) for men and Direct Referral Program (DRP) for women.
- *First-Time Homelessness Identification*: Evaluate the number of clients identifying as experiencing homelessness for the "first-time" who transition from places not meant for habitation to ES to understand the program's reach and effectiveness in serving diverse populations.
- *Length of Stay (LOS)*: Measure the length of stay in ES after CSC placement to assess the program's ability to facilitate timely transitions to permanent housing solutions.
- *Exits to Permanent Housing*: Evaluate exits from ES to permanent housing interventions by type to evaluate the program's success in facilitating pathways to stable housing solutions.
- *Exits to Places Not Meant for Habitation*: Track exits from ES to places not meant for habitation to identify any gaps in service provision and opportunities for improvement.
- *Monitoring*: The CSC program uses ongoing monitoring, analysis, and reporting of the specified KPIs to assess the program's impact and effectiveness. Regular reviews and adjustments can be made based on evaluation findings to ensure the program meets its objectives and effectively serves the needs of unsheltered individuals in San Antonio.

Domestic and Sexual Violence Access

CoC-funded victim services providers (VSPs) may use Homelink resources or an alternative database that meets the minimum HUD and Homelink requirements. Those fleeing or attempting to flee DV, dating violence, sexual assault, stalking, or human trafficking have safe and confidential access to the Homelink process, services, DV hotlines, and shelters. Clients fleeing DV can connect to Homelink through an access point that has Skilled Assessors who have been specifically trained to address DV-related housing needs.

The Homelink assessment includes a DV safety screening to determine if a household should be provided information to a VSP or service provider. Households can seek emergency DV services or continue with the Homelink assessments.

Equal, Anti-discrimination, and Low Barrier Access

Households eligible for the Homelink process include those falling under Category 1 and Category 4 of the HUD Homeless Definition and residing within Bexar County (having stayed in Bexar County the previous night, except for individuals fleeing DV and seeking safety elsewhere).

CTH ensures Homelink is available to all eligible households, regardless of perceived, actual, explicit, and/or implicit barriers, through the following:

- The Homelink process is accessible to all eligible households regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, or marital status.
- Different populations and specific populations (experiencing chronic homelessness, veterans, families with children, youth, and survivors of DV) in Bexar County have fair and equal access to the Homelink process, irrespective of the location or method by which they access the system.
- Households are not screened out of the Homelink process due to perceived barriers related to housing or services (e.g., low or no income, active or historical substance use, history of DV, resistance to receiving services, the type or extent of disability-related services or supports needed, history of evictions or poor credit, lease violations, criminal history). No documentation is required at the time of accessing the system.
- The Homelink process is accessible to persons with limited English proficiency, following HUD's published Final Guidance to Federal Financial Assistance Recipients: Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (LEP Guidance) (72 FR 2732). Each Access Point ensures that Spanish interpretation is available as needed. Given the high population of Spanish-speaking households in San Antonio and Bexar County, Homelink Access Points have bilingual staff who can typically cover Spanish interpretation needs onsite without external interpretation services. Spanish services are listed in Homelink Access Point marketing materials. In exceptional situations when bilingual staff is unavailable or the client speaks a language requiring special accommodation, the Homelink Access Point contacts CTH to coordinate services.
- The Homelink process is accessible to all eligible households regardless of disabilities, including providing physically accessible locations for individuals who use wheelchairs, as described in Homelink Access Point marketing materials. If a household requests reasonable accommodation due to a disability, CTH is responsible for granting it within three business days. Examples of reasonable accommodations include a request to complete an assessment at a different location, providing sign language services, and offering information in accessible formats such as Braille. A mobile outreach team may be utilized if accommodation cannot be met.
- Access to the Homelink system also services those experiencing homelessness that are least likely to seek assistance, including individuals actively using illegal substances and living with serious mental illness, through SO teams.

Marketing

Intentional and targeted marketing strategies are critical to ensuring the Homelink process is available to all eligible persons fairly and equally. Homelink Access Point locations are advertised on the CTH website and the San Antonio Community Resource Directory (SACRD) directory and updated at least quarterly. Homelink signage, provided by CTH, is required at all Access Points to ensure recognizability by people experiencing homelessness. CTH creates Homelink Access Point flyers to be distributed at homeless service agencies, which are also available for download on the CTH website. Homelink "luggage tags" are also available for clients to connect to their bags. The tags have phone numbers for Homelink Access Points and a QR code to the Homelink website for additional information.

Assessment

Progressive Client Centered Approach

Homelink employs a progressive engagement approach, utilizing a simple triage to assess each household's needs. Skilled Assessors identify suitable Homelink interventions to address housing crises and enroll households accordingly. Data collected during assessments are evaluated based on community prioritization, considering eligibility for prevention, diversion, housing, and service resources, as well as non-publicly funded housing resources participating in Homelink. The system prioritizes support for the most vulnerable (see prioritization below) and provides continuous access to diversion resources for households experiencing homelessness throughout the process.

The following table shoes the Homelink interventions individuals and households qualify for according to the Category of homelessness they are experiencing.

	Category 1	Category 2	Category 3	Category 4
Prevention		X		X
Diversion	X			X
Housing	X			X
Voucher	X	X		X
YHDP (18-24)	X	X (couch-surfing)		

Homelink Homelessness Prevention

Homelessness Prevention is a resource within the Homelink system to mitigate the risk of homelessness for individuals and families facing imminent homelessness (Category 2). Clients completing the prevention enrollment and meeting eligibility are added to the Prevention REL if the following are true:

- Imminent risk of homelessness (within 14 days); and
- Below 30% Area Median Income (AMI); and
- Have no additional means of support; and
- Minimally score an 11 on the assessment.

The Homelink Prevention enrollment consists of a screening to determine if clients are eligible and consider some factors for prioritization (please see below).

- HUD Universal Data Elements (UDE)
- Income
- Family Size
- Lease status, if applicable
- Eviction/Legal Status, if applicable
- Living Situation
- Household composition
- Level of Education

Homelink Homelessness Diversion

Homelessness Diversion, also referred to as "rapid exit" or "housing problem solving," has a target goal of swiftly diverting households from the Homeless Response System by promptly identifying safe housing alternatives outside of the system. This approach ensures that limited housing resources are maximized for the most vulnerable populations. Diversion strategies involve engaging in solutions-focused, strength-based conversations and providing one-time financial assistance to address a household's housing crisis. Implementation of diversion practices, as endorsed by HUD, has been shown to reduce the duration of homelessness, decrease the number of households experiencing first-time homelessness, and lower recidivism rates within communities.

A Diversion-trained Skilled Assessor engages in an exploratory conversation with households to swiftly identify practical solutions for their immediate housing needs. Diversion should be attempted with any household presenting as literally homeless as an initial intervention before proceeding with a full assessment and adding them to the Homelink waitlist for longer-term housing resources like RRH, Transitional Housing (TH), and PSH. This approach may be employed at any stage of the Homelink process.

Households are encouraged to identify safe housing alternatives based on their own or available community resources. Flexible funding assistance is available for households identifying needs likely to resolve their current issues and divert them from homelessness if addressed.

Diversion Problem-Solving Approach

- Conversation structured to determine the root cause of the experience of homelessness, including:
    - Exploration of the situation and available resources; and
    - Inquiry into what can be done to prevent entry into shelter; and
    - Identification of resolutions for the current housing crisis.

Eligibility

Households experiencing homelessness may access funds through various Homelink Access Points, the Community Connections Hotline, ES, and housing and service providers.

Eligible households must be experiencing Category 1 or Category 4 homelessness.

Eligible expenses include:

- Payment for background and credit checks

- Landlord fees
- Move-in costs (including deposit and first month's rent, moving truck fee, and storage)
- Utility deposits and arrears
- Previous housing debt/rental arrears
- Transportation
- Interpreter costs
- Fees for assistance securing IDs, birth certificates, and social security cards
- Certifications or license fees related to school or employment
- Work or education-related assistance
- Other financial costs aiding the household in obtaining housing

Expected Outcomes

- Households experiencing homelessness or fleeing or attempting to flee DV have access to
- Diversion Problem-Solving Assessment at any Homelink access point
- 25% of households will be successfully diverted from/rapidly exit emergency shelters
- and the REL
- 75% of households successfully diverted will remain stable in their housing after 30 days
- 100% of Diversion funding services and assistance will be documented in the HMIS.

Homelink Housing

When a client is connected through access to get a housing intervention, the different housing interventions are to be explained to the client.

When the client decides on what housing intervention (RRH, TH, PSH, YHDP RRH, YHDP TH-RRH) is right for them, considering that some housing interventions must meet certain criteria, the assessment is completed.

During the assessment, a set of HUD Custom Needs assessment questions and the Case Worker rating (here is where they select the housing intervention) is captured and entered in the HMIS, and the client is placed on the REL. This process is what populates the client on the PP and how they are prioritized.

Once they are on the PP, they will be connected to a housing provider (RRH, TH, PSH, YHDP RRH, YHDP TH-RRH) when they are pulled for a referral, according to community availability.

Elements of RPI

- The Resource Placement Index (RPI) tool is utilized during assessment to determine how individuals and households experiencing homelessness will be prioritized on the REL. The following elements are included in the RPI: Scoring
    - Data-driven risk scoring: The tool uses the same required data assessments as all ESG and CoC projects; thus, enrollment in a qualifying project satisfies this component of the tool. The assessments are comprised of required HUD assessments, including Universal Assessment, Program Assessment, Financial Assessment, and Health Insurance Assessment.
- Question regarding former status pertaining to the Child Welfare System.
- Client preferences: Clients will provide input on program and provider preferences, which may influence referral assignments.

Updating Assessments

It is desired that a client's Homelink assessment should be updated whenever there are significant changes in their circumstances that may impact their vulnerability score or eligibility for services. This includes changes in family composition, such as the addition or removal of household members, changes in health status, or any other major life changes that could affect their housing needs. Skilled Assessors are responsible for regularly reviewing and updating assessments to reflect the client's current situation accurately. This ensures clients receive appropriate support and assistance based on their evolving needs and circumstances.

Voucher

To ensure access to resources for clients experiencing homelessness, Homelink coordinates with both Public Housing Authorities (PHAs), Opportunity Home San Antonio (OHSA) and Housing Authority of Bexar County (HABC) to allocate vouchers through the Homeless Response System. This policy ensures that individuals and families in need are connected with appropriate housing resources in a fair and efficient manner. By centralizing the distribution of PHA vouchers through Homelink, Homelink aims to streamline the process, prioritize those most in need, and facilitate the transition to stable housing for vulnerable populations.

Individuals and families issued vouchers through Homelink must be connected with a Homelink provider willing to provide case management support to the household while they are applying for the voucher, identifying housing, and for a minimum of three months' post-move-in. Please see the CTH website for more information about the vouchers that are available.

SOAR

The SSI/SSDI Outreach, Access, and Recovery (SOAR) program has been integrated into the local Homeless Response system. It is a resource that provides enhanced support to clients experiencing chronic unsheltered homelessness with high acuity needs. SOAR streamlines access to Social Security disability benefits.

Qualifying Homelink SOAR Referral Eligibility:

- Experiencing or at risk of experiencing homelessness; and
- Have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder; and
- Actively participating in ES/Street Outreach (SO) services (CLS within the past 30 days); and
- Chronically Homeless (Prioritized).

Privacy Protection

CTH requires obtaining consent to share and store participant information for the purpose of assessing and referring participants through the Homelink process. Participants retain the right to decide which information they provide during the assessment process without facing retribution or experiencing limited access to assistance. Services will not be withheld if a participant declines to provide certain pieces of information, unless such information is essential to establish or document program eligibility as per the relevant program regulation or Federal statute mandating the collection, use, storage, and reporting of personally identifying information (PII) as a condition of program participation.

Records containing PII are maintained securely and confidentially, with any clients associated with the address of FVPS not disclosed publicly. The collection and sharing of PII of households fleeing or attempting to flee DV are not obligatory. Housing providers receiving a referral using a HMIS number instead of the actual name must contact the VSP or CTH DV Coordinator to obtain the program participant's contact information.

Households are neither asked nor required to disclose specific disabilities or diagnoses unless necessary to determine program eligibility and make appropriate referrals. Participants are informed of their right to file a nondiscrimination complaint through the grievance process, which can be accessed here.

Domestic Violence Safety Planning

Homelink prioritizes the safety and well-being of DV survivors by adhering to HUD's stringent guidelines for DV safety planning. Using a survivor-centered approach, Homelink ensures confidentiality, conducts thorough assessments, and provides access to a range of DV-specific housing services, including Victim Service Provider (VSP) Emergency Shelter resources, to meet households' (HHs) immediate needs.

Individualized DV safety plans are trauma-informed, survivor-centered, and tailored to each survivor's unique circumstances. Survivors are offered ongoing support and follow-up to monitor safety and adjust plans as needed, ensuring they receive the care and assistance they deserve.

As part of this community-wide initiative, DV Safety Planning will be available at all Homelink Access Points. HHs presenting at a Homelink Access Point will be asked if they would like to participate in DV Safety Planning by a trained Skilled Assessor. Skilled Assessors are trained in DV-specific resources and will reference the Texas Council on Family Violence (TCFV) Safety Planning document, along with other community resources. If requested by the HH, information on contacting law enforcement will also be provided.

Prioritization

Homelessness Prevention

Households meeting the Homelink Homelessness Prevention eligibility will be placed on the Prevention REL. Households added to the Prevention REL are added by assessment date, with the earliest date at the top of the list. The following factors are considered in HP Prioritization:

- Lease Status/Living Situation (doubled-up/living with support – not on lease)
- Income
- Family Composition
- Families with minor children
- Education Level

Homelink Housing

To ensure limited housing resources are used strategically and effectively, Homelink determines a prioritization order for each project type within the CoC's geographic area. Priorities are consistent with CoC and ESG written standards established under 24 CFR 576.400(e) and 24 CFR 578.7(a)(9).

The San Antonio/Bexar County CoC approves a local prioritization policy based on project type for Transitional Housing (TH), Rapid Re-housing (RRH), and Permanent Supportive Housing (PSH) as needed. Homelink follows HUD's Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing for its PSH prioritization when prioritization cannot occur via the local RPI prioritization.

Priority Pool

Homelink's PP serves as a crucial tool within the system. Comprised of the top 100 households from the REL, the PP ensures representation from diverse, vulnerable populations, including those fleeing domestic violence, youth and young adults (YYA), veterans, and families, with a minimum of 10 households from each category to guarantee eligibility for referral to population-specific project types. The PP is generated every Monday in HMIS by CTH. Generation includes replenishing the list back to 100 HHs with the consideration for population-specific projects. CTH assigns housing referrals to the HHs within the list.

For front-door partners, the pool serves to notify them that their clients have reached the pool and will be receiving an upcoming housing referral, allowing front-door partners to prepare and inform clients while assisting them in collecting necessary documentation for housing, as needed.

Clients added to the PP stay on the PP until one of the following occurs:

- HH is referred to a housing intervention
- HH becomes inactive (30+ days with no documented service or CLS in HMIS)
- HH's qualifying enrollment has been closed for 30+ days.

Resource Placement Index (RPI) Tool

As indicated above in the Assessment Section, the community uses the RPI as a prioritization tool. This tool utilizes a combined Data Driven score and Skilled Assessor Rating to determine which individuals and households on the REL to place on the PP.

All clients receive both versions of the assessment. After the assessment, the Skilled Assessor score is auto-computed into a priority score based on the relative ranking that puts these clients on the same numerical scale as the data-driven score. For example, the client that the Skilled Assessor rates highest gets similar prioritization as the client from that Skilled Assessors with the highest data-driven rating. In particular, the rating score adds up two components:

- Agency component: all clients will start with the average prioritization points. from the data-driven score for a client from their agency; and
- Individual component: an individual gets added points for being higher in the case worker's relative rankings.

Referrals

Housing-Centered Approach

Projects will adhere to and follow HUD requirements of accepting all eligible referrals through Homelink. Program participant eligibility will be determined based on HUD's eligible

homelessness categories and the classified funding source of the project. Additional project eligibility requirements are not permitted to be a barrier to or impact the receipt of assistance to program participants. The Housing-Centered Approach adheres to the following principles: Homelessness is first, and foremost, a housing crisis and can be addressed through the provision of safe and affordable housing.

- All people experiencing homelessness, regardless of their housing history and duration of homelessness, can achieve housing stability in permanent housing. Some may need very little support for a brief period, while others may need more intensive and long-term support.
- Many people experience improvements in quality of life, in the areas of health, mental health, substance use, and employment, as a result of achieving housing.
- The exact configuration of housing and services depends upon the needs and preferences of the population.
- People experiencing homelessness have the right to self-determination and should be treated with dignity and respect.

Homelink Diversion

Diversion referrals are completed immediately after the Diversion Enrollment and Problem-Solving Assessment for eligible clients. Diversion referrals are approved for up to $2000 if HH meets eligibility requirements, has submitted all required documentation in the HMIS, and if the service is eligible and funds are available.

Homelink SOAR

Homelink SOAR Referrals are processed and assigned in the order they are received, provided the client meets the necessary criteria. To ensure continuity of care, referrals with existing relationships to SOAR providers are directed to those specific providers, contingent upon their capacity. For instance, if a client is currently engaged with a SOAR Provider's SO team, the referral for SOAR services will be routed to the SOAR Provider on the SO team, pending their availability to accommodate the referral.

Capacity

- Maximum of five (5) new Homelink SOAR clients per month / per staff, Caseload Max: 5 per staff assigned per month until total Homelink SOAR program caseload reaches 35[1] (five max per SOAR Case Manager), waitlist up to 10, rolling.
- SOAR Case Managers can be filled to capacity with referrals from prior relationships with their organization.
- As medical documentation is required for SSI/SSDI applications, each SNOFO-funded SOAR agency establishes relationships with two service providers able to provide monthly support/verifications for up to 5 clients.

Homelink HP

Homelink HP Providers manage their own referrals from the HP REL in the HMIS based on their project capacity. Referrals must adhere to the prioritization order outlined above. For detailed HP referral procedures, please click here. CTH conducts weekly monitoring of prevention referrals to ensure compliance with prioritization, case conferencing, client contact initiation, and referral outcomes. Any unsuccessful referrals must be reported and discussed during the HP breakout session of the Weekly Community Case Conferencing.

Homelink Housing

Transitional Housing

For the standalone Transitional Living and Learning Center (TLLC) TH project, TLLC notifies the CTH team weekly of openings within the project. CTH includes notice of the openings on the information sent out with the Weekly Community Case Conferencing (CCC) Report. Front-door partners can present HHs at CCC that they believe meet the TH project criteria. Referrals will be completed at CCC.

TH-RRH, RRH, and PSH Referrals

CTH assigns referrals weekly. Homelink Housing Providers (including TH-RRH, RRH, and PSH projects) request referrals every Friday by end-of-day, and CTH assigns by the following Tuesday at noon. CTH runs the PP report in the HMIS and selects the ***first eligible*** clients from the top of the pool for referral to their project openings. CTH conducts weekly monitoring of referrals to ensure compliance with prioritization, case conferencing, client contact initiation, and referral outcomes. Any unsuccessful referrals must be reported and discussed during Weekly CCC. Ineligible referrals (i.e., the client was referred to a YYA project, but the client is 26, etc.) may be reassigned during CCC. Any referrals resolved as the client refused or could not be located require a completed and signed Client Declination form and the Due Diligence Checklist, respectively.

Referral Coordination (Community Case Conferencing)

A SOAR, Housing, Prevention and Domestic Violence Weekly CCC report is sent to all front door and Housing providers identifying the following:

- # of Open referrals
- # Opened from previous week
- HMIS numbers for referrals with no documentation of CC or Initial Contact
- Ineligible Referrals
- Openings at TLLC

This structured virtual meeting format fosters collaboration and effective communication among teams and providers involved in homelessness support, prevention, and housing solutions. The general session allows for overall updates and strategic discussions, ensuring a comprehensive approach to addressing homelessness-related challenges. This expanded Weekly CCC, which includes separate virtual Breakout meetings for specific populations, enhances collaboration, coordination, and service delivery; optimizes resource use; and improves client outcomes in these vulnerable situations. Separate breakout meetings for HP, DV, and SOAR provides a practical approach to address the unique needs of these populations and their respective service providers, including the following:

- Specialized Focus: By creating separate breakout meetings, each focusing on a particular population (HP, DV, and SOAR), service providers can concentrate on the distinct challenges, resources, and strategies relevant to their area of expertise. This ensures that discussions are tailored to the client's needs.
- Efficient Use of Time: Instead of holding separate meetings for each population, expanding the scope and structure of this pre-existing weekly meeting allows for efficient use of time and resources. It prevents duplication of efforts and minimizes the need for providers to attend multiple meetings on different days.
- Collaboration and Networking: These separate breakout sessions allow providers to collaborate, share best practices, and network with others who work with similar

client populations. This can lead to better coordination of services and the discovery of new resources or approaches.
- Streamlined Communication: All relevant providers in one meeting promote streamlined communication. Providers can discuss client cases more comprehensively and ensure that clients receive the most appropriate and coordinated services, reducing gaps and redundancies in care.
- Improved Resource Allocation: With a clearer understanding of the resources available for each population, service providers can allocate resources more effectively to meet the specific needs of clients in the areas of HP, DV, and SOAR.
- Data Sharing: Information about clients and their needs can be shared more easily and securely within these specialized breakout sessions, helping to address the issue of clients being connected to non-continuum resources.

Meeting Structure

General Session (Facilitated by CTH System Administration Coordinator, led by Community Partners):

- Announcements and opportunities sharing.
- Review of follow-up actions from the previous week.
- Discussion of new referrals for CCC from Front Door/Housing Partner Connect.
- Updates on referrals open for longer than 30 days from housing providers.
- Presentation of PSH Bridge Referral Requests by housing providers.
- Presentation on ineligible or unlocatable referrals, with possible reopening or reassignment by housing provider/front door.
- Presentation of TLLC direct referrals by Front Door provider.
- Assignment of Navigator referrals by SO Manager.
- Presentation on Expedited referrals

Breakout – Homelessness Prevention (HP) (Led by CTH System Administration Coordinator):

- Documentation and discussion in CCC workbook.
- Participation from Hotline Staff and designees from ESG/TBRA HP projects.
- Review and discussion on Ineligible HP referrals, including updates.
- Review of referrals with no contact documented in the HMIS.
- Discussion on referrals open for more than 10 days without outcomes, exploring updates or connection ideas.
- Capacity assessment and projections.

Breakout – Domestic Violence (DV) (Led by Program Coordinator):

- Involvement of FVPS, DV-specific project providers, and Hotline.
- Addressing population-specific program announcements.
- Emergency transfer case conferencing.
- Case discussions on new referrals and ineligible referrals.
- Updates on expedited referrals.
- Updates on Current Living Situation (CLS).

Breakout – SOAR/Navigator (Led by CTH SOAR Lead and Outreach Coordinator):

- Review of approved and assigned SOAR Referrals or waitlisted referrals (up to 10).
- Opportunity for front door workers to case conference with newly assigned Navigators/SOAR CMs.

- Resource sharing and general case conferencing among Navigators, SOAR Case Managers, and Front Door Staff.
- Identification of housing barriers for specific populations, aiming to develop targeted engagement strategies.
- SOAR Training Updates or announcements

Veteran Coordination

There is effective collaboration between veteran providers and Homelink to address the needs of veterans experiencing homelessness. Veteran Case Conferencing is an in person, biweekly meeting facilitated by the City of San Antonio that includes veteran-serving agencies, front door Homelink partners, and CTH. When a veteran appears on the Priority Pool (PP), the CTH Coordinator will inform the Veteran Case Conferencing Chair and group during the meeting. During or before the Veteran Case Conferencing, the Veteran Case Conferencing Chair will determine the Veteran eligibility status (Appendix D) of clients who have a Homelink enrollment or an enrollment that places the Veteran on the REL. Those deemed ineligible will be updated in the HMIS by the Veteran Case-Conferencing Chair and remain on the PP for referral to non-veteran-specific Homelink housing resources. Based on provider capacity, eligible veterans will be connected to a veteran provider, and their Homelink enrollment will be updated to reflect the referral, ensuring they receive appropriate support tailored to their needs.

Procedure for Requesting and Uploading Veteran Documents to the HMIS

What:

To streamline the process for requesting and uploading critical Veteran documents and to help Veterans access services and resources more quickly, the Alliance proposes to launch a new process for requesting and uploading DD-214s and other documents. This new process will result in less duplication of effort and fewer duplicate requests for DD-214s from the VA.

How:

1. The first Agency to engage the Veteran will scan and upload the DD-214 into the HMIS, if the client is already in possession, and if permissible by their Agency.
2. If the DD-214 needs to be obtained for a client, and/or the Agency does not permit uploading of the DD-214, the Agency will make the request to the Veteran Case Conferencing Chair who will then either request the form from the VA or upload the form from the Agency.
    a. If the Agency has the document but is not allowed to upload it to the HMIS, the Agency will send the document(s) to the Veteran Case Conferencing Chair via encrypted email.
    b. If the Case Conferencing Chair will be requesting the document from the VA, they will do so within 5 business days.
    c. The Case Conferencing Chair will then assume responsibility for uploading the document and for data management.
3. Whoever uploads the client DD-214 or other documents will collect a signed Veteran ROI Homelink Form from the client and upload the Client's documents folder in the HMIS.

Domestic Violence Coordination & Safety Planning

Referrals to Homelink Housing projects for HHs fleeing DV are pulled by Housing Providers in the same way as identified above for general referrals. DV Breakout CCC is meant to ensure successful referrals.

Monitoring System Performance and Measuring Impact

HMIS

Homelink mandates the utilization of the HMIS as the primary tool for managing client data and referrals in compliance with HUD requirements for federal reporting for ESG, CoC, and YHDP-funded projects. All participating agencies and service providers must input client information accurately and promptly into the HMIS to ensure efficient coordination of services and resources. The HMIS serves as the central database for tracking client assessments, referrals, and outcomes; facilitating collaboration among agencies; and enabling data-driven decision-making to address homelessness effectively. Compliance with the HMIS data entry and privacy guidelines is essential for maintaining the integrity and security of client information while maximizing the effectiveness of coordinated entry efforts. This includes reporting requirements such as the Point-in-Time (PIT) count, Housing Inventory Count (HIC), Longitudinal Systems Analysis (LSA), and System Performance Measures (SPMs) as mandated by HUD.

Local Performance Monitoring

Performance Monitoring Framework

Summary

The objective of the Performance Monitoring Framework is to integrate quantitative data, feedback from people with lived experience, and provide regular reporting that supports evidence-based decision-making.

This three-level framework, micro, mezzo, and macro, provides a consistent structure for federal and local outcome tracking, system improvements & accountability, and funding alignment. This will be accomplished through the following:

Macro-Level Performance

These tools provide high-level visibility into the performance, trends, and progress of federal and local systems toward community and federal goals:

- **Foundation Pillars Dashboard:** A public-facing dashboard used to track progress on Alliance Action Plan community objectives. Accompanied by the Quarterly Alliance Homelessness Response Summary, which provides a public update on system activities and progress toward reducing homelessness based on the Strategic Plan quarterly review.
- **Monthly Alliance Homelink Performance Report (HPR):** A monthly system snapshot showing how people are moving through Homelink and housing programs, including inflow, exits, and system throughput.

- **State of Homelessness Report:** An annual public report presenting aggregate data on trends, progress, gaps, and projected needs to inform planning and policy discussions.

Mezzo-Level Performance Monitoring

These tools support shared learning across the system and provide context beyond the numbers:

- **Performance Monitoring Tool Dashboard:** A dashboard available to all HMIS users that supports system-level outcome tracking and trend analysis over time.
- **Pathways to Progress:** Quarterly conversations designed to capture lived experience input and provider feedback to add qualitative context to system data and outcomes.

Micro-Level Performance Monitoring

This tool focus on real-time performance and outcomes at the agency and program level:

- **Performance Monitoring Tool Dashboard:** Includes project-level scorecards that allow agencies and system partners to review real-time data and outcomes by program, and will be utilized in funding competitions.

Community Data Metrics

There are multiple metrics utilized to analyze the success of Strategic Plans, projects, and Homelink Interventions.

Homelink Strategic Plan Outcomes

- Sheltered Demographics: # of HH experiencing sheltered homelessness by race, age, gender, and household composition
- Unsheltered Demographics: # of HH experiencing unsheltered homelessness by race, age, gender, and household composition
- Unsheltered to Higher Level of Care: # of HH moving from unsheltered situations to sheltered enrollment
- Unsheltered to Housed: # of HH moving to permanent housing from unsheltered situations
- Sheltered to Housed: # of HH moving to permanent housing from sheltered situations
- Returns to Homelessness: Recidivism rates by intervention types, look at 6 months, 1 year, 2 years
- Chronically Homeless: # of HH experiencing chronic homelessness
- Disability: # of HH experiencing homelessness with at least one HH member with a disability
- Families: # of HH experiencing homelessness with minor children
- Youth & Young Adults: # of HH experiencing homelessness between ages 18-24
- Number of client who age out of the Child Welfare System
- Older Adults: # of HH experiencing homelessness ages 55+
- Veterans: # of HH experiencing homelessness with "yes" for veteran status
- Domestic Violence: # of HH experiencing domestic violence
- First-Time Homeless: # of clients who report first-time homelessness
- Increasing Income: % increasing income, broken out by non-employment income and employment income
- Average Length of Time Homeless: Broken out for sheltered & unsheltered, compared to previous month

- First-Time Homeless HH who are successfully referred to diversion

Homelink Activity, By Intervention Type

- Total Homelink Enrollments: # of enrollments into Homelink projects during the previous month
- CSC: # of HH referred to enrolled in ES, via this coordination
- REL: # of HH on Resource Eligibility List (REL)
- PP: # of HH added to Priority Pool (PP)
- Referrals from PP: % of HH referred that came from PP
- Total Referrals: # of HH referred to Homelink interventions by type
- Average Time to PP: Average time from Homelink enrollment to being added to PP
- Referral Success Rate: # of referrals and referral success rate
- Successfully Housed: # of housed and housing success
- Average time between enrollment and successful referral
- Average Time to Referral Closure: Average time to resolve Homelink referral
- Of the total of vouchers available through Homelink, % of allocated vouchers (have received vouchers, may or may not be yet housed).

Front Door Project Summary

- # Of New Enrollments
- # Of Open Enrollments
- # Of Active Enrollments
- # Of Enrollments Closed for Inactivity
- # Of Enrollments Added to PP
- # Of Enrollments Referred from PP
- # Of Enrollments Successfully Connected to Homelink Intervention.
- % Of Enrollments with Date of Engagement (So Only)
- % Of Enrollments with Current Living Situation in the Past 30 Days (So Only)

Prevent/Housing Project Summary

- # Of New Referrals
- # Of Open Referrals
- % Of Referrals Pulled From PP/Prioritized Hp Rel
- % Of Rejected Referrals by Reason Type
- # Of Referrals Resolved Within 30 Days
- # Of Referrals Open For >30 Days
- # Of Referrals Successfully Enrolled in Project
- # Of Project Enrollments with No CE Referral Event
- # Of Enrollments with Resolutions
- Average Time from Project Enrollment to Resolution
- % Of HH Recidivating Back Into Homelessness/ At-Risk of Homelessness After Project Exit (0-6 Months; 7- 12 Months; And 13-24 Months)
- % Of HH Exiting To Permanent Housing Destinations
- % Of HH Increasing Cash and Non-Cash Income
- Number Of HH Entering Homelessness After Hp Intervention.

Alliance Action Plan

- Number of people experiencing Category 1 homelessness
- Average time from Coordinated Entry housing referral to move-in for households

- Average wait time of a CTH Voucher for Households
- Number of households enrolled in RRH Bridge
- Number of households moving from RRH Bridge to PSH

Homelink Prioritization: Resource Placement Index (RPI) Study Design, and System Implications

The primary goal of this study and partnership with the Wilson Sheehan Lab for Economic Opportunities at Notre Dame (LEO) will be to determine what combination of data-driven decision-making, Skilled Assessor evaluation, and client preferences best prioritize people who will benefit the most from housing assistance, and what is the impact of a new prioritization tool on service delivery and housing outcomes. By evaluating differences between groups served different versions of the tool, the study will ask the question: "What are the impacts of these new approaches to prioritization on client outcomes?" Housing outcomes will be measured through administrative HMIS and address history data. Outcomes beyond housing may be accessed through state administrative records.

Answering this larger question will require answering a few more focused questions:

- What factors are most important in identifying clients at greatest risk of housing instability and prolonged homelessness?
- Can we predict the risk of homelessness?
    - And is predicting the risk of homelessness enough for finding the people who benefit the most from resources?
        - Continued homelessness vs well-being
        - High risk vs. Big impact
            - People get services ("the funnel")
            - Program effectiveness
- How well do subjective Skilled Assessor impressions match data-informed predictions?
- Does incorporating client input into referral prioritization shape housing intervention effectiveness?
- Do study findings support the HUD "order of priority" for clients who qualify for Permanent Supportive Housing (PSH)?
- Do assessor identities (various socio-economic demographics)—alone or in relation to client identities—influence their subjective assessments?
- Are referrals being made and successful equally across protected classes?

<u>Single Scoring Update – April 2026</u>

To improve Homelink prioritization for individuals seeking services and to create a more person- and community-centered prioritization tool, the Alliance has been working, in collaboration with LEO, to implement updates to the RPI, consisting of a new single-scoring system for Homelink prioritization. The new prioritization score will be updated to a hybrid

score based on the Skilled Assessor score and the Data Driven Score already captured in Homelink assessments. This update to prioritization will not change the workflow, but will be a backend calculation that creates and prioritizes individuals based on a single, hybrid score for all individuals seeking services in our community.

From updates presented quarterly by the LEO research team, and in partnership with the CTH and HMIS teams during weekly Ad-Hoc meetings reviewing ongoing research around the RPI, it has been observed that the new hybrid score does better at predicting future risks of returning to homelessness than that of the data-driven scoring system or skilled assessor scoring system alone.

Utilization of the new hybrid scoring system, which combines elements of both the data-driven and skilled assessor assessments, will continue through 2027 with quarterly progress updates continuing to be provided to designated community governance spaces (HRSAC/HDAC). Potential next steps after the 2027 review include concluding the study enrollment and working to finalize and implement our communities' Homelink (CE) prioritization tool, the Resource Placement Index.

There is no need to update existing clients **unless the client's data has changed since the last assessment**. All individuals on the Priority Pool list on the go live date will remain unchanged, and the Priority Pool list will be refreshed weekly based on the new scoring tool.

Annual CE Evaluation

Homelink undergoes an annual evaluation to assess its effectiveness in addressing homelessness. This evaluation includes analyzing data, gathering partner feedback, and measuring outcomes to ensure compliance with HUD requirements and local regulations. It also focuses on making recommendations for improvement. By conducting this evaluation, Homelink aims to continuously improve its services and achieve its goal of ending homelessness in the community.

Appendices

Appendix A: HUD and Local Homelessness Definitions

HUD uses the following categories to determine if a household is experiencing homelessness:

Homeless Category	Criteria
Category 1: Literally Homeless	(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: i. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; ii. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or iii. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2: Imminent Risk of Homelessness	(2) An individual or family who will imminently lose their primary nighttime residence, provided that: i. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; ii. No subsequent residence has been identified; and iii. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing.
Category 3: Homeless under other Federal statutes	(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: i. Are defined as homeless [under the other listed federal statutes [(24 CFR 578.3 "Homeless" 3(i))]; and ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;

	iii. Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and iv. Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.
Category 4: Fleeing/Attempting to Flee DV	(4) Any individual or family who: i. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; ii. Has no other residence; and iii. Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Locally, the following categories are used to determine if a household is experiencing homelessness:

Homeless Category	Criteria
Category 1: Literally Homeless	An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: i. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or ii. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

	iii. An individual who is exiting an institution where they resided for 90 days or less and who lived in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2: Imminent Risk of Homelessness	An individual or family who will imminently lose their primary nighttime residence, provided that: i. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance, including "couch-surfing" YYA; and ii. No subsequent residence has been identified; and iii. The individual or family lacks the resources or support networks needed to obtain other permanent housing, e.g., family, friends, faith-based or other social networks.
Category 3: Homeless under other Federal statutes	Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition.
Category 4: Fleeing/Attempting to Flee DV	(4) Any individual or family who: i. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking or other dangerous, traumatic, or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; and ii. Has no other residence; and iii. Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing. (If household also meets eligibility for Category 1: Literally Homeless, they can be assisted with RRH.)

HEARTH's Homeless Final Definition can be found here.

The Criteria and Recordkeeping Requirements for the different homeless definitions can be found here.

Appendix B: Homelink Participating Provider List by Project Type

Homelink Homelessness Prevention (HP)

- SAMMinistries (COSA HOME ARP funded)
- SAMMinistries (Bexar County ESG funded)
- Endeavors (COSA HOME ARP funded)

Homelink Diversion

- Any Homelink Partner (DHS, COSA funded)

Emergency Shelters (ES)

- Haven for Hope
- SAMMinistries
- The Salvation Army
- Family Violence Prevention Services

Street Outreach (SO)

- Bexar County (Haven)
- Department of Human Services (DHS), City of San Antonio (COSA)
- Haven for Hope
- SAMMinistries
- Corazon Ministries
- Christian Assistance Ministries (CAM)
- Center for Healthcare Services (CHCS)

Homelink Access

- Homeless Connections Hotline

Day Centers

- Corazon Ministries
- Young Adult Stability and Support (YASS) Center (18-25 only)

Homelink SSI/SSDI, Outreach, Access, and Recovery (SOAR)

- Haven for Hope
- SAMMinistries
- SA Hope Center (SAHC)

Public Housing Agencies (PHA)

- Housing Authority of Bexar County (HABC)
    - Emergency Housing Vouchers (EHV)
    - Housing Stability Vouchers (HSV)
- Opportunity Home San Antonio (OHSA)
    - Emergency Housing Vouchers (EHV)
    - Family Referral Program (FRP)
    - Housing Stability Vouchers (HSV)
    - Housing Vouchers
    - Move-on Vouchers

Transitional Housing (TH)

- Family Violence Prevention Services (FVPS)
- SAMMinistries

Transitional Housing to Rapid Rehousing (TH-RRH)

- Family Violence Prevention Services (FVPS) (Fleeing DV only)
- SAMMinistries (18-24 only) X2
- SAMMinistries (Fleeing DV only)

Rapid Rehousing (RRH)

- American GI Forum (CoC)
- Endeavors (CoC/one 18-24 only/one DV only) X3
- Family Violence Prevention Services (CoC – Fleeing DV only)
- Family Violence Prevention Services (TDHCA ESG – Fleeing DV only)
- Haven for Hope (CoC/Unsheltered NOFO)
- St. Vincent De Paul (CoC)
- SAMMinistries (TDHCA ESG)
- SAMMinistries (CoC/Unsheltered) X2?
- Thrive (CoC/YHDP – 18-24 only) X2
- UTSA (CoC – 18-24 only)
- UTSA (CoC – Fleeing DV, 18-24 only)

Rapid Rehousing to Permanent Supportive Housing Bridge (RRH-PSH)

- Endeavors (COSA HOME-ARP TBRA)
- The Salvation Army (COSA HOME-ARP TBRA)
- SAMMinistries (COSA HOME-ARP TBRA)

Permanent Supportive Housing (PSH)

- American GI Forum (CoC)
- Endeavors (CoC) X2
- SAMMinistries (Bexar County ESG)
- SAMMinistries (CoC/Unsheltered CoC) X5
- San Antonio Aids Foundation (CoC)
- Towne Twin Village (Housing Bond)

Appendix C: CTH Geographic Coverage Map

Appendix D: Determining Veteran Eligibility

The veteran is overall responsible for securing and maintaining his/her verification documents (DD-214 or Statement of Service), but in the event the veteran does not have these items, the Veteran Case Conferencing Chair will ensure these documents are acquired through the STXVA eligibility system or via National Archives. Request Military Service Records | National Archives. Veterans should also be advised to have the documents secured at the Bexar County Clerk's Office.

Although it is not required, filing your DD-214 with the Bexar County Clerk's Office provides permanent retention of the record. Doing so allows the County Clerk's Office to provide a certified copy of your DD-214 should you need a replacement copy for your records in the future. An original, complete DD-214 must be provided for the filing and will be returned once the filing is completed.

Veterans can also order their eligibility documents (DD-214 or Statement of Service) by visiting their local Veterans Services Organization or the Eligibility section of their local Veterans Administration.

Where to File

Recording Department

Physical Address

101 W. Nueva, Suite 103

San Antonio, TX 78205

Phone: 210-335-2581

Where to Request a Copy

Vital Statistics

Physical Address

101 W. Nueva, Suite B110

San Antonio, TX 78205

Phone: 210-335-2581

Filing a DD-214 Military Discharge

A DD-214 can be filed on the first floor of the Paul Elizondo Tower in Suite 103. To file a DD-214, the County Clerk's Office requires proof of age and identity and the original, complete DD-214. Once recorded, the original DD-214 is returned along with three (3) certified copies free of charge. There is no fee for filing a DD-214. Common forms of identification used to file include:

- Driver's License
- An original or certified copy of the Birth Certificate
- Passport
- Visa or Military identification card

If you do not have an original DD-214, a certified copy can be requested online at www.archives.gov/veterans/military-service-records or submitted by mail or fax using the SF-180 Form which is provided on the same website. For customer service, please contact the National Personnel Records Center in St. Louis, Missouri by calling 314-801-0800.

Requesting a Copy of a DD-214 Military Discharge

Once a DD-214 has been recorded with the Bexar County Clerk's Office, a copy can be obtained from the Bexar County Clerk's Vital Statistics Department located in the basement of the Paul Elizondo Tower. Aside from the Veteran, only immediate family (spouse, father,

mother, son, daughter, sister, or brother) may request a copy. There is no fee required for requesting a copy of a DD-214.

In order to request a copy of a DD-214, the County Clerk's Office requires proof of age and identity in the form of a valid government-issued or state-issued photo identification. Information about the veteran is also required. The minimum information that is needed is the veteran's full name. While the year of discharge is not required, it is extremely helpful in processing the request.

Appendix E: YHDP Household Policy Excerpts and Job Aid

YHDP Household Policy Excerpts

YHDP Household Composition Policy

The Youth Homeless Demonstration Program (YHDP) is allocated federal funding to Youth and Young Adult serving projects, whose main focus is to target and mark youth homelessness brief and nonrecurring. YHDP funding is dedicated to serving individuals ages 18-24 years old who are experiencing homelessness under HUD eligible categories outlined in 24 CFR 578.3.

Instances have occurred throughout the years regarding YHDP Household compositions where household members may be above or below YHDP age eligibility requirements. The following provides outlined guidance from HUD regarding these situations. See "YHDP Household Guidance" for the full complete job aid.

Households With Individuals 25+

Recent guidance from HUD clarifies that while YHDP eligibility is limited to unaccompanied youth experiencing homelessness, this restriction does not restrict YHDP program participants from adding additional members to their household, so long as the eligible YHDP program participant is the Head of Household and approval is received from their service provider and landlord.

YHDP programs cannot serve the older member of the household with supportive services or house the family in a larger unit based on the additional older household member.

If a Household with a YHDP aged Head of Household presents for assistance with a household member aged 25+ years old, the full Household should be enrolled within the YHDP project, based on our local HMIS connecting household members through their enrollments.

At the time of Annual Performance Report (APR) submissions, YHDP programs should notate the number of Households with an older member who were not serviced by the YHDP project within the Additional Comments section of the report.

Households With Minors

HUD has emphasized the importance of creating separate records for individuals under the age of 18 who present together to better understand homelessness among youth, but that entering individuals in separately is **not** permitted to be a barrier to or impact the receipt of future interventions.

Should two or more people under the age of 18 present together for assistance, and one of the people presenting is not the child of the other (e.g., brother and sister) HUD has outlined that each person should be entered as their own record in their own respective household.

Should two people under the age of 18 present together for assistance with a child, the two minors should be recorded in separate households, with eh child being added to the household of the parent the child would live with should the parents be separated for any reason.

HUD's guidance has outlined that this guidance is applicable for all project model types, including SSO, TH, RRH and Joint TH-RRH.

YHDP Household Guidance

Background

Over the past year we have had multiple instances of CoC funded agencies inquiring about older members of a household who reside with a YHDP aged participant, and what our policies are surrounding them being entered into HMIS. According to HUD requirements, YHDP eligibility is limited to unaccompanied youth experiencing homelessness, including pregnant or parenting youth, who are not accompanied by their parent or guardian during their episode of homelessness and where no member of the household is older than 24.

Recent guidance from HUD further clarifies that this restriction means that youth can add this older member to the household, but YHDP programs cannot serve the older member with supportive services or house the family in a larger unit based on this additional older household member. These excerpts include guidance received directly from the TX-500's dedicated YHDP Desk Officer along with HUD reporting requirements and serving Households.

Some initial instances that were brought up were as follows:

A client who is eligible for a YHDP project has a spouse over 25 years old who will be living in the same home as the program participant.

A YHDP project is serving a client with a child and her partner in a two-bedroom unit. The client's lease will be up soon, and the client wants to move into a three-bedroom unit so her sister and child can move in with her to assist in caring for her child while they both work. Would the agency need to add her sister and child into HMIS under the original client's family composition? Or would this have to be considered a separate household?

Guidance from HUD

If the person is under 25, it does not matter whether this second youth is experiencing homelessness or not (according to the eligible HUD categories). The Head of Household can add this youth to their household with approval from their service provider and landlord as long as the unit is large enough to accommodate additional family member in accordance with applicable federal, state and local standards, the services required to meet the needs of a new family member are available (if meet age requirement), and housing the family together does not present an imminent health and/or safety risk. They would be served as one household and added to the same lease with landlord approval.

Because a person 25 or older is not eligible for YHDP, youth can add this older member to their household, but YHDP programs cannot serve the older member with supportive services or house the family in a larger unit based on this additional older household member. In other words, if this household is composed of the youth and the older person they would only qualify for a one-bedroom unit.

How to Capture YDHP Household Compositions in HMIS

If a Household with a YHDP aged Head of Household presents for assistance with a household member aged 25+ years old, the full Household should be enrolled within the YHDP project.

The YHDP project should notate the following within HMIS Case Notes, "Household includes an adult age 25+ who is not eligible for YHDP assistance. No YHDP funds or services are provided to this individual. Eligibility, rent calculation, and services are based solely on YHDP-eligible household members age 24 or younger."

At the time of Annual Performance Report (APR) submissions, YHDP projects should notate the number of Households with an older member who were not serviced by the YHDP project within the Additional Comments section of the report.

Scenario	Eligibility	How it is administered
Two youth present as a family seeking assistance together as one household and both youths are currently experiencing homelessness (according to the eligible.	Both are eligible for YHDP assistance as one household.	Would be served as one household on the same lease. For the purposes of YHDP RRH, their combined income would be considered for the rental calculation.
Two youth present as a family seeking assistance together as one household. Only one of the two is currently experiencing homelessness (according to the eligible HUD categories).	In general, when determining the homeless status of families where the individual members are not residing together when they present for intake into the project (e.g. one parent is staying in an emergency shelter and the other parent is staying with a child at a friend's house), eligibility must be assessed based on the homeless status of the head of household (family can choose HoH). Therefore, both are eligible for YHDP assistance as one household if they choose the eligible youth as HoH.	Would be served as one household on the same lease. For the purposes of YHDP RRH, their combined income would be considered for the rental calculation.
One youth, who is experiencing homelessness (according to the eligible HUD categories), presents for assistance. After program entry, the youth wishes to add another youth to their	As an added family member to the household, it does not matter whether this second youth is experiencing homelessness or not (according to the eligible HUD categories). The HoH can add this youth to their household with permission	Would be served as one household and added to the same lease with landlord approval. For the purposes of YHDP RRH, their combined income would be considered for the rental calculation.

household (adding a member to their family).	from service provider and landlord as long as the unit is large enough to accommodate additional family member in accordance with applicable federal, state and local standards, the services required to meet the needs of a new family member are available (if they meet age requirement), and housing the family together does not present an imminent health and/or safety risk.	
One youth, who is experiencing homelessness (according to the eligible HUD categories), presents for assistance. This youth wishes to roommate with a non-YHDP participant (regardless of age).	The youth is eligible. The roommate will not receive services or financial assistance from the program.	The youth participant would be served as a separate household from the roommate with a separate lease that clearly states the youth participant's rent obligation (pro-rated share) and right to remain in the unit, even if the roommate leaves.
One youth present with another person, who is age 25 or older, seeking assistance together as a family. Both are experiencing homelessness (according to the eligible HUD categories).	Establishing a Household must be done at assessment. If this situation occurs, offer guidance that the Household should seek other resources that can provide services and assistance to the entire family.	n/a
One youth, who is experiencing homelessness (according to the eligible HUD categories), presents alone for assistance. After program entry, the youth wishes to add another member to their household who is over 24.	Per recent HUD guidance, the youth participant can add this older member to their household and lease with provider and landlord approval. This applies even if the older member is a parent or guardian. But YHDP programs cannot serve the older member with supportive services or house the family in a larger unit based on this additional older household member.	If adding the older household member does not necessitate a larger unit, then can add the household member to the lease with landlord approval. Only the youth would receive services, and the older Household member would not. The rent would not need to be pro-rated. If the additional household member necessitated a

	The rent would not need to be pro-rated and the entire household's income would be considered when calculating rental assistance. However, if the inclusion of an additional household member necessitated a larger unit size**, then you would treat this as shared housing (pro-rata share). Or, when appropriate, the youth and their new household member(s) could consider another assistance program that would serve them together.	larger unit, then they can pursue this as a shared living situation. The youth participant would be served as a separate household from the roommate with a separate lease that clearly states the youth participant's rent obligation (pro-rated share) and right to remain in the unit, even if the roommate leaves. Or, when appropriate, the youth and their new household member(s) could consider another assistance program that would provide services to them together.

**Unit is not large enough to accommodate additional family members in accordance with applicable federal, state, and local standards (Note that CoC funded programs are required to have at least one bedroom or living/sleeping room for each two persons and may not require children of the opposite sex, other than very young children, to occupy the same bedroom or living/sleeping room).

Households with Individuals Under the Age of 18

In seeking guidance for older members in YHDP Households, questions arose surrounding data entry requirements for minor households seeking assistance. HUD's guidance has outlined that the following guidance is applicable for all YHDP project model types, including SSO, TH, RRH and Joint TH-RRH.

HUD has emphasized that it is important to create separate records for people under 18 who present together to better understand homelessness among youth, but that entering individuals in separately is not permitted to be a barrier to or impact the receipt of future interventions.

Scenario	How Data is Captures
Two or more people under the age of 18 present together for assistance, and one of the people presenting is not the child of the other (e.g., brother and sister)	Each person should be entered as their own record in their own household.
Two people under the age of 18 present together for assistance with a child	The two minors should be recorded in separate households, with the child being added to the household of the parent that the child would live with should the parents be separated for any reason.