

What is Coordinated Entry?

Coordinated Entry is the door to access housing help for people who are homeless or at risk of homelessness.

When you participate in Coordinated Entry, you will be:

- Referred to a local agency to complete a housing assessment.
- Asked if agencies can share information about your household to help connect you quickly to housing and avoid completing the assessment multiple times.
- Added to a list for some kinds of housing and rental assistance that you qualify for.
- Connected to someone who can help you navigate housing resources. There are other housing waiting lists that you may want to be on, and a housing navigator can help you identify these as well.

In each community, local organizations and State offices have formed a “Coordinated Entry Partnership”. The agencies in the <Local Name> Coordinated Entry Partnership agree to:

- Make sure that people who are eligible for assistance are able to participate in Coordinated Entry regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, actual or perceived gender identity, or marital status.
- Make sure people with disabilities or who are English learners are able to participate in Coordinated Entry.
- Keep your personal and health information confidential and secure, and only share it with other agencies when you have provided permission.
- Share information with you about your place on the list. If you are not in contact with your service provider for 3 months, you have moved, or you no longer have a housing need, you will be removed from the list.
- Provide housing assistance (for example, voucher or rental assistance) to people on the list when there is an opening in their program, and only to people who have done a housing assessment.

How to File a Complaint – Unfair Treatment

If you feel you have not been treated fairly or discriminated against during Coordinated Entry, or your information has been shared without your permission, you can file a complaint.

- 1) Send your complaint in writing, be sure to include:
 - a. What happened and why you feel that you have not been treated fairly.
 - b. Your name and contact information.
- 2) Please submit your letter to:

**<LEAD AGENCY ADDRESS
AND EMAIL>**
- 3) We will read your complaint. We may decide:
 - a. That your complaint is not about Coordinated Entry. In this case, we may refer you to another agency to follow up;
 - b. To explain why a decision was made; or
 - c. To ask you for more information.

We will respond to your complaint within 5 business days. If you do not hear from us, please try to contact us again by phone, email or in person.

If you are not happy with the decision made locally and want to appeal, you can send your written complaint to the Statewide Coordinated Entry Committee: **<EMAIL and ADDRESS>**

