



Participant - FAQ for Coordinated Entry

What is Coordinated Entry?

Coordinated Entry is a process designed to ensure you have fair and equal access to the community's resources. With Coordinated Entry, you are quickly identified, assessed, and served with the most appropriate housing solution. Some housing solutions may include a housing program, connecting you with a family member or friend, or helping you get an apartment on your own.

Who is Eligible for Coordinated Entry?

If you are experiencing literal homelessness, living in a place not meant for human habitation or staying at a public or private overnight shelter in Tarrant or Parker County you are eligible.

If you are fleeing or attempting to flee domestic violence, have no other residence and lack the support network to obtain other permanent housing, you are eligible for Coordinated Entry assistance. You must also be staying in Tarrant or Parker County.

What Should I do if I am not Eligible for Coordinated Entry?

If you are at imminent risk of homelessness, have an income and just need some help with paying rent/deposit the Rapid Exit program is a good option. Case managers can help refer you to that program. Also, prevention resources can help you stay housed and can be accessed at <https://www.getrenthelp.com/>

Other community supporters like MHMR, JPS Hospital and other social service non-profits may have programs that can help you avoid homelessness. Calling 211 or using <https://www.findhelp.org/> can also help you find the resources you are after.

How do I get into Coordinated Entry?

The first step is to go to a location like an emergency shelter that can document your homelessness. Homeless documentation happens if you choose to stay at the shelter overnight. If you are not able or choose not to go to a location, an outreach team can also meet you at your location to document homelessness. Please see the table below for a list of emergency shelters and outreach teams.

Where do I go to get access to Coordinated Entry?

Access point organizations and locations are on the TCHC website and the TCHC helpline (817-996-8800). They are also listed here:

Agency	Address	Phone Number
Arlington Life Shelter	325 W. Division St. Arlington, TX 76011	(817) 548-9885
The Salvation Army Arlington Corps (Family Shelter)	712 W. Abram St. Arlington, TX 76013	(817) 860-1836

The Salvation Army Mabee Center (Family Shelter)	1855 E. Lancaster, Fort Worth, TX 76103	(817) 344-1801 or (817) 344-1801
True Worth Place (adults only day shelter)	1513 E. Presidio St. Fort Worth, TX 76102	(817) 289-7474
Presbyterian Night Shelter – single men and single women	2400 Cypress St, Fort Worth, TX 76102	Men-(817) 632-7401 Women-(817) 632-7429
Union Gospel Mission Shelter – single men – single women – families	1321 E. Lancaster Ave, Fort Worth, TX 76103	Men-(817) 332-3019 Women-(817) 338-8475 Families-(817) 334-1801
DRC Solutions Street Outreach - Arlington and Fort Worth	1813 E Lancaster Ave, Fort Worth, TX 76103	(817) 810-9797
Hands of Hope Street Outreach	Mobile, locations vary	(817) 298-2779
Hearts Full of Love Street Outreach	Parker County Mobile, locations vary	(817) 677-1312
MHMR (Integrated Outreach Services)	Mobile, locations vary	(817) 569-5760
Love and Light Ministries Street Outreach	Mobile, locations vary	(817) 584-1082
Transitional Resource Action Center (TRAC) Street Outreach - Ages 18-24	4532 Alta Mesa, Fort Worth, TX 76133	(214) 370-9300
Seasons of Change Street Outreach – Ages 18-24	1017 A N Commercial Blvd, Arlington TX 76001	(817) 277-9601
First Street Mission Outreach	801 W. 1 st St. Fort Worth TX, 76102	(817)335-6080

What happens at or with the access point organization?

If you are eligible for Coordinated Entry, staff with the agency will conduct an assessment with you. They will ask you questions to find out more about your living situation. The assessment includes exploring options to keep you out of homelessness and connecting you with needed services. Services may consist of employment programs, counseling or treatment services, legal services, mainstream benefits (i.e., food stamps), or medical services. Your homelessness will also be documented, meaning you will be in Coordinated Entry.

OK, my homelessness is documented, and I've done the assessment, now what?

By having a homeless history, you are eligible for services. The assessment helps Coordinated Entry know more about what housing interventions may be the best fit for you. If a housing opportunity becomes available, you will be contacted. **REMEMBER: You may not be contacted or may miss your opportunity for housing if you are not checking in with a case manager or outreach worker monthly. YOU NEED TO HAVE**

DOCUMENTED HOMELESS ACTIVITY WITHIN A 45 DAY TIME FRAME TO BE ELIGIBLE FOR HOUSING.

Everyone should have a case manager through the shelters or outreach teams.

Staff may work with you to gather needed documentation, which includes how long you have experienced homelessness and documentation of a disabling condition, if applicable. It is essential for us to have your most current contact information, a phone number (your number or that of a close friend or family member), or an email. If any of these numbers change, contact your case manager or outreach worker or go to an assessment location to have them update your contact information.

How do I get a Case Manager?

If you are staying at a shelter in a program bed you will have a case manager that can work with you. If you are staying in an overnight bed at a shelter, the shelter in-reach workers can help with case management or True Worth Place is also an option. Getting help with case management at True Worth Place happens during open assistance hours.

If you are staying outside or in a place not meant for human habitation, outreach workers can assist you with case management. Call the TCHC helpline (817-996-8800) then press 5 for street outreach. You can speak to a live person or leave a message with your camp location, phone number and request for an outreach worker to connect with you.

How long will I have to wait?

Staff will have ongoing conversations with you about your options. If you and your case manager come up with a housing solution during these conversations, your case manager will help you come up with a plan. The plan could be helping you purchase a bus ticket to reconnect with family or friends, providing you with names of apartments, or assisting with a security deposit to get a place of your own. Housing providers offer housing depending on the availability of openings and where you are in the Coordinated Entry database. There is not enough housing for everyone all the time, so waiting times will vary.

Where am I on the list?

Coordinated Entry does not use a list. Your name goes into a working database which is updated daily. Your name in this database connects you with services, one which may include housing. **To stay active in the database, you need to have a service history within the past 45 days. Service history consists of an overnight shelter stay or an outreach contact from an outreach worker. If you are staying at an emergency shelter, your activity is tracked every time you stay at the shelter. If you are not staying in a shelter, you will need to contact an outreach team at least every 45 days to document your activity.**

I'm on the waiting list for Section 8/Housing Choice Voucher. Do I still need to be in this database?

This database is not the Housing Choice Voucher list. This database connects you with housing programs in our community based on what you and your family need. Because the list for Housing Choice Vouchers can be a long list, we recommend you get assessed and stay active in this database. To remain active in the database, you will need to have a service history within the past 45 days. Service history includes overnight shelter stays or an outreach contact from an outreach worker. If you are staying at an emergency shelter, your activity is tracked every time you stay at the shelter. If you are not staying in a shelter, you must contact an outreach team at least every 45 days to document your activity.

I have more questions about housing, where do I go?

True Worth Place Day Shelter has a “Finding Home” class held on the 2nd and 4th Friday of every month at 10am. The classes are held upstairs. The classes can help answer any additional questions you have about the process. Also, you can always ask your case manager additional questions.