

Regional Committee Coordinated Entry Plan

Introduction

In June 2016, the BoS CoC Steering Committee adopted a Regional Committee Restructuring Proposal, consolidating the organizational structure from 26 to 13 larger Regional Committees. Concurrently, the Steering Committee established written standards for Coordinated Entry (CE), setting the operational framework for all regions. Each Regional Committee was required to submit a CE plan ensuring comprehensive geographic coverage. The first Piedmont Regional Committee CE Plan was approved April 1st, 2017. The CE plan was updated and approved on September 9th, 2025.

Contact Information

The NC Balance of State Region 5: Piedmont Region covers Cabarrus, Davidson, Stanly, Rowan, and Union counties. Regional leadership can be found at [Regional Committees | NC Coalition to End Homelessness](#).

Prevention and Diversion Screening

When households present in a housing crisis, a prevention and diversion screen is administered to explore alternative safe housing options. This process prioritizes shelter beds for those with no other options.

Regional providers administering prevention and diversion screenings operate within varied schedules and capacities. Some providers provide 24-hour screening availability, while others complete assessments during standard business hours or the next business day for after-hours presentations.

Diversion efforts within Coordinated Entry include mediation and financial assistance where available. Providers conduct telephone outreach to identify viable resources before directing households to service locations. Limited financial assistance options exist.

Domestic Violence Referrals

Households identified as needing domestic violence services during prevention and diversion screenings are referred to designated providers in the region. Referral providers maintain contact records and facilitate direct communication between households and service providers.

Veterans Referrals

Households identified as needing Veterans services during prevention and diversion screenings are referred to designated providers in the region. Referral providers maintain contact records and facilitate direct communication between households and service providers.

Shelter Referrals

When households require emergency shelter, providers will first attempt to secure immediate placements through direct contact with shelter providers. Receiving providers maintain records of referrals and shelter placements. Each county in the region has at least one emergency shelter, with some offering flexible admission policies for overflow situations.

HART Assessments and Housing Referrals

The HART assessment evaluates housing barriers and prioritizes households for housing programs. Assessments occur within 14 days after shelter entry. Unsheltered households are assessed through targeted outreach and scheduled appointments.

Once assessed, households are added to a regional byname list managed through HMIS. Prioritization follows a structured scoring system, and referrals are made based on available housing resources. Case conferencing occurs bi-monthly involving all participating providers.

Transportation and Accessibility

Transportation barriers exist in certain counties, impacting service accessibility. Households unable to travel to a physical location for assessments can call or email the regional CE line. Most participating providers ensure ADA-compliant facilities, though additional efforts are underway to expand language access and service inclusivity.

System Oversight and Outcome Tracking

Regional Committee oversight ensures adherence to Coordinated Entry written standards. Participating providers contribute data to quarterly reports, compiled by the Coordinated Entry Lead. Outcome tracking supports system improvements, funding advocacy, and service expansion planning.

Grievance Process

A structured grievance policy exists for both service providers and individuals. Providers rejecting referrals must document reasons. Households dissatisfied with referrals must first appeal decision through provider in which they were denied. If they are unsatisfied with the resolution, they may appeal the decision through the Coordinated Entry Lead and will follow

the Piedmont Regional Committee's Grievance Policy and Procedures. If necessary, escalate grievances to the NCCEH Coordinated Entry Council for resolution.

Subpopulation Considerations

- **Chronically Homeless:** Prioritized for Permanent Supportive Housing.
- **Unaccompanied Youth (up to age 24):** There are ongoing efforts to engage youth-focused providers and schools in Coordinated Entry.
- **Veterans:** Regional efforts align with the broader Veteran Plan to End Homelessness.

Referral Process & Contact Methods

1. Assessment & Entry into the By-Name List (BNL)

- Providers assess households using the **Housing Assessment & Referral Tool (HART)**.
- The results are recorded in the **By-Name List (BNL)**, a shared document managed by the Coordinated Entry (CE) Lead.
- Victim Service Providers (**VSP**) enter households onto **private VSP list**, submitted to the CE Lead for inclusion in the BNL while maintaining confidentiality.

2. Providers & Housing Referrals

- **Homelessness provider referrals occur within the HMIS system**, allowing real-time tracking and availability updates.
- DV shelter referrals follow a **separate private list** process, with providers submitting their referrals directly to the CE Lead.

3. Client has the right to refuse a referral (client choice)- see client bill of rights

4. Housing Referral Coordination & Prioritization

- Housing providers are categorized by **service coverage**:
 - **Regional Providers:** Serve all counties in the region.
 - **Single-County Providers:** Serve one county exclusively.
 - **Multi-County Providers:** Serve specific counties but not all.
- When a unit is available, the CE Lead matches households using the BNL, considering **geographic eligibility and prioritization factors**.

Referral Process Through Case Conferencing

1. Housing Referral Process

- Housing referrals are primarily **discussed and assigned during case conferencing**.
- Providers present updates on their housing availability, and the CE Lead assigns referrals accordingly.
- Case conferencing ensures equitable distribution of housing placements and allows for problem-solving around barriers.

2. Tracking & Follow-Ups

- **Households in shelter or transitional housing:** Providers will follow-up every **90 days**.
- **Unsheltered households:** Providers will follow-up every **30 days** to confirm continued need.

3. Coordinated Entry Exits

- Participant is exited from CE due to one of the following reasons:
 - Signed lease confirmation or other permanent housing solution.
 - No longer meets HUD definition of homelessness.
 - No contact for over 90 days.

Rejected & Declined Referrals

- Providers must submit a **written reason for denial** to the CE Lead if rejecting a referral.
- If a household **declines** a referral, the PRC Regional Committee works to identify a more suitable housing option while continuing to explore shelter options or outreach support.

Confidentiality & Data Sharing

- Follow NC BOS COC Written standards for HMIS: [Available Here](#)
- All PRC participants using HMIS must complete a sharing agreement with NCCEH: [email hmis@ncceh.org](mailto:hmis@ncceh.org)
- All PRC participants required to sign confidentiality agreement: provided by CE Lead
- AI notetakers and recording of meetings in any form is not allowed

Comprehensive Service Chart

A consolidated chart at the end of this document details all regional service providers, including prevention and diversion screen administrators, emergency shelters, domestic violence service

providers, HART assessors, and housing program providers. The chart outlines each agency's geographic coverage, service availability, and participation status in HMIS.

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	Admission Rqmts	HMIS /comparable PARTICIPATION
The Salvation Army of Cabarrus & Stanly Counties (Shelter)	Cabarrus & Stanly	Overnight shelter Case Management Food	Homeless Single Adults & families	No sex offenders	Yes
Opportunity House	Cabarrus	Day Shelter Food Nurse Computer Lab	Homeless adults & families	No	No
CCM	Cabarrus	Food Financial Assistance Transitional Housing	Primarily Single mother & children (for housing)	Unknown	No
Hellfighters	Cabarrus	Meals	Homeless	No	No
THE STUDIO	Cabarrus	Hotel/Motel Stay Food Clothing Utilities Case Management	Homeless families	Unknown	Yes
CVAN	Cabarrus	VSP-overnight shelter	VSP women & children	No	No
Davidson County First Hope Ministries	Davidson	PD Screen Overnight Shelter Food Case Management Street Outreach	Homeless Single Adults & Families	No sex offender, ties to Davidson county	Yes
DC Medical Ministries/DC Connect	Davidson	Street Outreach Resource Connection Medical Clinic	Anyone	No	Yes

Family Services of Davidson County	Davidson	VSP Overnight Shelter E-filing Crisis Intervention	VSP women & children	Actively fleeing DV	Yes
Rowan Helping Ministries	Rowan	PD Screen Crisis Assistance Overnight shelter Transitional housing Veteran housing & programs Street Outreach	Homeless Single Adults & families	Rowan County connected No sex offenders No indecent exposure charges	Yes
Family Crisis Council	Rowan	VSP Overnight Shelter Crisis Intervention	VSP women & families	Actively fleeing, DV w/i last 3 months	Yes
Homes of Hope	Stanly	PD Screen Crisis Assistance Overnight shelter Transitional housing Street Outreach	Homeless single adults & families	Stanly, Anson, & Montgomery counties only No sex offenders	Yes
Esther House	Stanly	VSP Overnight Shelter Case Management	VSP women & children	Actively fleeing, no sex offenders, no county restrictions	Yes
Community Shelter of Union County	Union	PD Screen RRH Overnight shelter Case Management Food	Homeless single adults & families	Ties to Union county, no sex offenders, meet HUD definition of homelessness	Yes
Turning Point	Union	VSP overnight shelter Case management	VSP women & children	Unknown	No
Salisbury VA	All in region	TH PSH	Veterans	Must be a veteran	No

Partners Health Management	Union Cabarrus Stanly Davidson	RRH PSH CE lead	All homeless defined by HUD definition	Homelessness verification	Yes
Brick Capital	Davidson	RRH PSH	All homeless defined by HUD definition	Homelessness verification	Yes
Vaya	Rowan	RRH PSH	All homeless defined by HUD definition	Homelessness verification	Yes