

2026 Coordinated Entry Unsheltered Consumer Survey

Instructions: Please tell us how you were served while you were experiencing homelessness. Please answer as honestly as you can. This survey will help us improve services in your community.

This survey is optional, and you will remain nameless. Your answers will not be read by staff and will not impact the services you receive from the agency. You may also choose to answer only some of the questions.

If you would like help reading the questions on the survey or help writing your answers, you can ask staff at your agency for help. Or you can ask them to connect you with someone from a different agency for help.

TTY-based Telecommunications Relay Services permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. Please **dial 711** to access these services.

* Indicates required question

1. Date *

Example: January 7, 2019

2. Name of agency that gave you this survey *

3. 1. Has anyone offered to help you get into an emergency shelter or domestic violence shelter?

Mark only one oval.

Yes

No

4. 2. What type of assistance would be most helpful to you right now? Check all that apply

Check all that apply.

- Help getting into an emergency shelter or domestic violence shelter
- Help with documentation (photo ID, birth certificate)
- Help with health care
- Help finding a job
- Help applying for benefits
- Help with food
- Help with mental health care
- Help with substance use treatment
- Help enrolling in a housing program

5. 3. Were you assessed for resources by the Homeless Assessment Referral Tool (HART)?

Mark only one.

Yes

No

6. 4. If you were assessed by the HART, did you understand the questions

Mark only one.

Yes, I understood all the questions

Yes, I understood most of the questions

No, the questions were hard to understand

No, I was not assessed by the HART

7. 5. If you were assessed by the HART, did you feel comfortable answering the questions?

Mark only one.

Yes, I felt comfortable answering all the questions

Yes, I felt comfortable answering most of the questions

No, I did not feel comfortable answering the questions

No, I was not assessed by the HART

8. 6. Were you informed you could file a complaint if you feel like someone providing you services or housing discriminated against you or mistreated you?

Mark only one.

Yes

No

9. 7. Have you felt discriminated against by any agency that you went to for housing or services?

Mark only one oval.

Yes

No

10. Everyone who has received services in the NC Balance of State Continuum of Care may file a grievance if they have been discriminated against or mistreated while they experienced homelessness.

If you have a grievance with an ESG or CoC-funded project, you must first complete any grievance process available through the relevant NC BoS CoC-funded agency prior to filing a grievance with the CoC.

If you are dissatisfied with the outcome of a grievance filed with an NC BoS CoC provider and wish to appeal this grievance with the CoC, you may submit a grievance in writing to NCCEH, the NC BoS collaborative applicant, via e-mail (bos@ncceh.org) or regular mail to NCCEH, RE: CoC Grievance, P.O. Box 27692, Raleigh, NC 27611.

11. Please use the space below to share any positive or negative experiences you had with accessing services while experiencing unsheltered homelessness.
