

Regional Committee Coordinated Entry Plan

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 Region 2 Committee CE Plan was approved April 1st, 2017. The current Region 2 CE plan was updated and approved on June 4, 2026.

Contact Information

The NC Balance of State Region 2 covers Henderson, Polk, Rutherford, and Transylvania 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 by-name 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 contact the following:

Henderson County: 828-698-8571

Transylvania County: 828-884-3203 x2

Rutherford County: 828-287-6339

Polk County: 828-894-8203

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 Southern Mountains Homeless Coalition 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.

Referral Process Through Case Conferencing

1. Housing Referral Process

- When available, housing referrals are discussed and assigned during case conferencing.
- Case conferencing ensures equitable distribution of housing placements and allows for problem-solving around barriers.

2. Tracking & Follow-Ups

- Providers will complete follow-ups within 90 days.

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
- 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 regional service providers, including prevention and diversion screen administrators, emergency shelters, domestic violence/interpersonal violence service providers, HMIS participators/HART assessors, street outreach providers, food and health resource providers, and housing program providers. The chart outlines each agency's geographic coverage, service availability, and participation status in HMIS. Services provided by agencies may change over time. Region 2 will conduct an annual review of the Region 2 CE Committee Plan and submit any necessary revisions to NCCEH for approval.

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Hendersonville Rescue Mission	Henderson, Polk, Transylvania	Shelter; public meals	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	zero tolerance for SA; program participation for long-term stays; no sex offenders	No
Safelight	Henderson, Polk, Transylvania, Rutherford	Shelter; RRH, pets	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-Referrals accepted	Must report fleeing DV/IPV	No
The Haven	Transylvania	Shelter; RRH when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	no violent crimes; zero tolerance for SA; program participation; no sex offenders	Yes

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Cove Shelter	Transylvania	Shelter 7 nights/ week Nov 1-Mar 31	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	first come, first serve	No
SAFE	Transylvania, Henderson	Shelter/ RRH when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Must report fleeing DV/IPV	No
Out of the Ashes	Polk, Rutherford	Shelter & Recovery program	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	intake assessment required; proof of residency in Polk/Rutherford	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	Requires Agency Referral or are Self-Referrals Accepted	Admission Requirements	Active on HMIS
Grace of God Rescue Mission	Polk, Rutherford	Public meals Mon-Sat 3:45 – 5:00 pm	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	N/A	N/A	No
Steps to Hope	Henderson, Transylvania, Polk, Rutherford	Shelter	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-Referral accepted	Must report fleeing DV/IPV	No
PATH Shelter	Rutherford, surrounding areas as needed	Shelter	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Must report fleeing DV/IPV	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Thrive	Henderson, Polk, Rutherford, Transylvania	SSO; RRH/PSH when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Homelessness verification; verification of disability	Yes
Blue Ridge Health Street Outreach	Henderson, Transylvania, Polk, Rutherford	Health/ Street Outreach	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	BRH health participants	Yes
ABCCM	Henderson, Transylvania, Polk, Rutherford	RRH/PSH	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Veterans	Yes

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Western North Carolina VA Health Care System	Henderson, Transylvania, Polk, Rutherford	SSVF (RRH)/HUD-VASH (PSH)/ Transitional Housing	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Veterans	No
Vaya Health	Henderson, Transylvania, Polk	Health/Financial Assistance/Prevention for eligible families up to \$500	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Vaya participants	No
Partners Health	Rutherford	Health	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Partners Health participants: Housing Specialist can connect anyone to housing resources in Rutherford whether they are a Partners member or not	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Pisgah Legal Services	Henderson, Transylvania, Polk, Rutherford	DV/IPV; tenant rights; SSI assistance	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	N/A	No
Hope Coalition	Henderson	Substance Use Prevention, Education, Advocacy, Recovery	<input type="checkbox"/> Families <input checked="" type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Self-referrals accepted	Henderson County residents	No
Foothills Regional Commission	Polk, Rutherford	Section 8/Housing Choice Voucher/HUD VASH Housing Program for Veterans	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Income-based; Polk & Rutherford County residents	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Forest City Housing Authority	Rutherford	Public Housing	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Income based; Rutherford County residents ages 18 and older	No
Chase Corner Ministries	Rutherford	Food/Short-Term Financial Assistance when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Rutherford County residents	No
Yokefellow Services	Rutherford	Food/Short-Term Financial Assistance when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Rutherford County residents	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Polk Referral Center	Polk	Resource Connection/Food Distribution/Short-Term Financial assistance when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Polk County residents	No
Salvation Army	Henderson, Transylvania, Polk	Financial Prevention assistance once every 12 months for eligible households	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Residents of Henderson, Transylvania, Polk Counties	No
The Free Clinics	Henderson, Polk, Transylvania, Rutherford	Health	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Uninsured; under-insured	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Clarvida	Henderson, Polk, Rutherford	Mental Health/Substance Use Treatment	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Clarvida participants	No
Interfaith Assistance Ministry	Henderson	Food; Financial Prevention Assistance once every 12 months for eligible households	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-Referrals Accepted	Henderson County residents	No
United Way/211	Henderson, Transylvania, Polk, Rutherford	Resource Connection	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	N/A	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
The Sharing House	Transylvania	Food Resources/ Short-Term financial assistance when available	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Residents of Transylvania County	No
Hendersonville Housing Authority	Henderson	Public housing	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Income-based; residents of Henderson County	No
WNC Source	Henderson, Transylvania	Section 8/Housing Choice Voucher; transportation	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Income-based; residents of Henderson & Transylvania Counties	No

AGENCY	COUNTIES SERVED	SERVICES PROVIDED	POPULATION SERVED	REQUIRES AGENCY REFERRAL OR SELF-REFERRALS ARE ACCEPTED	ADMISSION REQUIREMENTS	ACTIVE ON HMIS
Love and Respect	Henderson, Transylvania	Recovery, Mental Health, Substance Use Support/Street Outreach/Respite Care/Resources/Limited transportation available for participants	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Residents of Henderson and Transylvania who need supports	Yes
4All Recovery Community Center	Polk	Peer support/resources/RCC T-TH 10-4/Groups	<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Self-referrals accepted	Residents of Polk County who need supports	No

AGENCY CONTACT INFORMATION:

AGENCY	Phone Number	Address	Website
ABCCM	(855) 962-8387	1845 Brevard Road, Arden, NC 28704	www.abccm.org
Blue Ridge Health	<p>Henderson: (828) 808-7398</p> <p>Transylvania: (828) 388-0784</p> <p>Polk: (828) 974-1379</p> <p>Rutherford: (828) 808-4206</p>	<p>Henderson: 2579 Chimney Rock Rd, Hendersonville</p> <p>Transylvania: 29 W. French Broad St, Unit 203, Brevard, NC</p> <p>Polk: 161 Walker Street, Columbus, NC 28722</p> <p>Rutherford: 187 W. Main Street, Spindale, NC 28160</p>	www.brchs.com

Clarvida Henderson	(828) 697-4187	400 Beverly Hanks Center, Hendersonville, NC 28792	www.clarvida.com
Clarvida Polk	(828) 641-9339	94 White Drive, Columbus, NC 28722	www.clarvida.com
Clarvida Rutherford	(828) 245-7871	139 E Trade St, Forest City, NC 28043	www.clarvida.com
Cove Shelter	(828) 966-7448	40 Nicholson Creek Road, Brevard, North Carolina 28712	www.shelter.covechurchbrevard.org
Foothills Regional Commission	828-287-2281	111 W Court St, Rutherfordton 111 W Court St, Rutherfordton, NC 28139, NC 28139	www.frcnc.gov
Forest City Housing Authority	(828) 245-1390	147 E Spruce St, Forest City, NC 28043	www.forestcityhousingauthority.com

The Free Clinics	828-697-8422	841 Case Street, Hendersonville, NC 28792	www.thefreeclinics.org
Grace of God Rescue Mission	(828) 245-9141	537 W Main St, Forest City, NC 28043	N/A
The Haven	(828) 877-2040	126 Oakdale St, Brevard, NC 28712	www.havenoftc.org
Hendersonville Rescue Mission	(828) 697-1354	Address: 639 Maple St, Hendersonville, NC 28792	www.hendersonvillerescuemission.org
Hope Coalition	828-730-0786	225 South Grove Street, Hendersonville, North Carolina 28792	www.elementsofhope.org
Interfaith Assistance Ministry	828-697-7029	310 Freeman Street, Hendersonville, NC 28792	www.iam-hc.org

Love and Respect Community for Recovery and Wellness	828.595.2202	350 Chadwick Avenue, Suite 300, Hendersonville, NC 28739.	www.loveandrespectcommunityforrecoveryandwellness.org/
Out of the Ashes	(828) 395-2000	131 Countryside Drive Forest City, NC 28043	www.outoftheashesnc.org
Partners Health	Member and Recipient Services: 1- 888-235-4673 (Monday-Saturday, 7 a.m. to 6 p.m.). Behavioral Health Crisis Line: 1-833-353- 2093 (24/7).	N/A	www.partnersbhm.org
PATH Shelter	(828) 245-8595	Unlisted	www.familyresourcesrc.org/our-programs/path-shelter/
Pisgah Legal Services Henderson	828-253-0406/800- 489-6144	440 S. Church Street, Hendersonville, NC 28792	www.pisgahlegal.org

Pisgah Legal Services Transylvania	800-489-6144	130 S. Broad St. Brevard, NC 28712	www.pisgahlegal.org
Pisgah Legal Services Rutherford	828-247-0297/ -800-489-6144,	169 N. Main Street Rutherfordton, NC 28139	https://www.pisgahlegal.org/
Polk Referral Center	828-722-1250	P.O. Box 495 Mill Spring, NC 28756	https://www.polkreferralcenter.org
4All Recovery Community Center	828-290-9343	76 N Peck Street, Suite B, Columbus, NC 28722	N/A
SAFE Inc.	(828) 885-7233	515 N Broad St, Ste 1, Brevard, NC	www.safetransylvania.org
Safelight	(828) 693-3840	317 N Washington Street, Hendersonville, NC 28739	www.safelightfamily.org
Steps to Hope	(828) 894-2340	60 Ward St, Columbus, NC	www.stepstohope.org

The Salvation Army	828-693-4181	239 3rd Ave E, Hendersonville, NC, 28792	www.salvationarmyusa.org/nc/hendersonville/3rd-ave-e-corps/
The Sharing House	828-884-2866	164 Duckworth Avenue, Brevard, NC 28712	www.sharinghouse.org
Thrive	(828) 697.1581	121 3rd Avenue West, Suite 1 Hendersonville, NC 28792	http://www.thrive4health.org/ www.thrive4health.org
United Way/211	211	N/A	www.unitedway.org
Vaya Health	Behavioral Crisis Line 1-800-849-6127 Member and Recipient Services Line 1-800-962-9003	N/A	https://www.vayahealth.com/
Western North Carolina VA Health Care System	Walk-in clinic 828- 298-7911 ext. 11198	Charles George VA Medical Center 1100 Tunnel Rd. Asheville, NC 28805	www.va.gov/asheville-health-care/

WNC Source	828-693-1711	220 King Creek Boulevard, Hendersonville NC 28792	www.wncsource.org
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