

NC Balance of State Coordinated Entry Evaluation

Directions for Rapid Rehousing and Permanent Supportive Housing programs

The NC BoS CoC evaluates its coordinated entry system regularly. HUD requires annual evaluation and **all agencies in the CoC must participate**.

The evaluation will be conducted via survey. There will be two groups surveyed:

1. Service providers participating in coordinated entry
2. Clients who have interacted with the coordinated entry system.

These directions outline how clients receiving rapid rehousing or permanent supportive housing assistance in the CoC will be surveyed.

Client Surveys for Rapid Rehousing Clients

All rapid rehousing clients will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system. **Every client housed by a rapid rehousing program in the CoC MUST receive this survey within 30 days (before or after) they are housed.**

The survey is available in paper form for download and electronically. Links are below, and all forms are posted at www.ncceh.org/bos/coordinatedentry under "Information":

- [Paper form for download](#)
- [Electronic form](#)

Client Surveys for Permanent Supportive Housing Clients

All PSH clients who have entered a PSH program in the last year will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system. **Every client housed by a permanent supportive housing program in the last year MUST receive this survey before May 31, 2022.**

Directions to staff for distributing surveys

Please follow these directions closely for how to distribute surveys to clients. Surveys are confidential, anonymous, and completely optional for clients to fill out, but all clients MUST receive the option to complete a survey.

1. Completing the survey is **completely optional**. You **MUST read the script below when you give the survey to the client or help them access the online survey**.
2. Completing the survey is anonymous. Someone from your agency may only help the client complete the survey **if they request help. The client can also request help from another agency.**
 - a. If a client requests help completing the survey, only someone who **does not** work directly with the client may help them. **No one with direct contact with the client may help them complete the survey. If no one at your agency meets these criteria, you must ask another agency to help the client complete the survey.**
3. Please put your agency and the date at the top of each survey *before* you hand it to a client or before the client starts the online survey.
4. If the client is completing a paper survey, distribute an envelope with the survey for the client to put the survey in when they are finished. Keep a box or a large envelope available to collect completed surveys. You should not read any surveys by clients, they are complete anonymous. You should avoid directly handling individual surveys if possible.
5. Turn in completed paper surveys to your Coordinated Entry Lead. If the client is completing an online survey, they are turned in to NCCEH automatically.

Script to read before each survey

Would you mind completing a short survey? Nothing you say in this survey will have any effect on the services or housing you receive. **The survey is completely optional and will remain anonymous.**

This survey asks you to tell us how you've been treated while you were experiencing homelessness. Your survey will not be read by anyone with whom you're currently working. This survey will help us improve services for you and others.

You can complete this survey on paper or on the computer. Which would you prefer?

If you would like help completing this survey, you may ask staff at this agency for help. You may also ask us to connect you with someone from a different agency for help. You may also complete this survey at another time.

[If completing a paper survey]:

After you complete this survey, please put it in the envelope you are given and seal the envelope. Then place it **[direct them to where the box or envelope is kept].**