



San Antonio/Bexar County Homelink(CE) Evaluation

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System Advancement
Team

Contents

HomeLink (CE) Evaluation Goals.....	4
Evaluation Methodology	4
Mixed methods design	4
Qualitative Information	4
Quantitative Information	5
HUD Requirements/Themes throughout the survey.....	5
Surveyor Concerns.....	5
Surveyor Recommendations	6
Important Documents	8
CoC TX-500 MOU Partners	8
Summary of findings.....	9
Recommended next steps:	9
Evaluation Survey Results	10
1. Organizational/Meeting Participation	10
2. Who participated (Job Description-Managers/Board/SO/etc.).....	10
3. Does CoC TX-500 (San Antonio & Bexar County) meet the following Planning core requirements?	11
4. Does CoC TX-500 (San Antonio & Bexar County) meet the following Planning Non-Discrimination requirements?	11
5. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Accessibility requirements?	12
6. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Prevention Services requirements?	12
7. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Full Geographic Coverage requirements?	13
8. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Marketing requirements?	13
9. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Safety Planning requirements?	14
10. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Street Outreach requirements?	14
11. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment Process requirements?	15
12. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Assessor Training requirements?	15
13. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Client Centered requirements?	16
14. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Privacy Protections requirements?	16

15. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization Core requirements?	17
16. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization List requirements?	18
17. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization- Prevention Services requirements?	18
18. Does CoC TX-500 (San Antonio & Bexar County) meet the following Referrals to Participation Projects requirements?	19
19. Does CoC TX-500 (San Antonio & Bexar County) meet the following Data Management Core requirements?	19
20. Does CoC TX-500 (San Antonio & Bexar County) meet the following Data Management-HMIS use recommendations?	20
21. Does CoC TX-500 (San Antonio & Bexar County) meet the following Evaluation Core requirements?	20
22. Does CoC TX-500 (San Antonio & Bexar County) meet the following Evaluation Method(s) requirements?	21

HomeLink (CE) Evaluation Goals

• The evaluation will support the strategic planning and developing recommendations for maintaining/redesigning our HomeLink (CE) System, where those needs are identified. The assessment is intended to answer critical questions including but not limited to the following:

- Are HomeLink (CE) processes and procedures sustainable (documented and practiced)?
- Are HomeLink (CE) processes equitable?
- What is working well?
- What is not working well?

Evaluation Methodology

• From December 2022-January 2023, the SARAH System Advancement Team collected information from community members and users about the San Antonio/Bexar County Continuum of Care (CoC) TX-500 HomeLink (Coordinated Entry) System. They were asked to evaluate the community's efforts in addressing our HomeLink (CE) system. The evaluation is intended to provide qualitative data to supplement the fulsome evaluation of HomeLink through our monthly HomeLink Performance Report (HPR). Partners attending the Homeless Response System Advisory Committee, the Skilled Assessor's meetings, Operations (HMIS/SARAH), and the entire SARAH staff were contacted for feedback during this process. This evaluation was also distributed via our Monthly HomeLink Happenings Newsletter. For this initial evaluation, we focused on three broad aspects of the current system: oversight, planning/policy, and performance.

Mixed methods design

• Stakeholders and Partners were asked to articulate their understanding of how HomeLink (CE) operates, for what purpose, whether current operations helped achieve that purpose, and where there were areas of exceeding progress or identifiable gaps. In addition, partners were asked about issues related to barriers to accessing HomeLink (CE) for individuals they serve, understanding of how the vulnerability of those seeking housing is assessed, challenges with or limitations of the system, and components of HomeLink (CE) that were functioning well. When identifying any gaps or achievements, survey participants were asked to provide written justification for their answers to be provided with recommendations in this report.

Qualitative Information

- Document review (include documents that were reviewed-HUD CE self-assessment)
- Partner/Provider Surveys, Interviews, and Focus Groups (conducted by SARAH)

- Gather input on system performance and areas for improvement, such as the reach of system participation, adherence to policies and procedures, quality of collaboration, consistency of assessments, training quality, and referral process functioning.

Quantitative Information

- HomeLink System Data (Coordinated Entry enrollments, primary assessments, problem-solving (case management) services, housing navigation services, and housing referrals), reviewed within the HPR & ongoing research being conducted by both the SARAH & LEO teams.

HUD Requirements/Themes throughout the survey

- Need for greater transparency, more explicit policies, and communication
- Complexity of standardization throughout the HomeLink (CE) system
- Challenges in both data collection and utilization
- Limited and inconsistent training
- Lack of regular involvement of the community in oversight and quality assurance
- Equity impacts in all components of the HomeLink (CE) system

Surveyor Concerns

- Q7 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Full Geographic Coverage requirements?

- CoC's access points cover and are accessible throughout the entirety of the geographic area of the CoC.

HUD Coordinated Entry Notice: Section II.B.1

- Q8 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Marketing requirements?

- CoC's written coordinated entry policies and procedures document steps taken to ensure access points, if physical locations, are accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance.

HUD Coordinated Entry Notice: Section II.B.5.c

- CoC's written CE policies and procedures document steps taken to ensure effective communication with individuals with disabilities. Recipients of Federal funds and CoCs must provide appropriate auxiliary aids and services necessary to ensure effective communication (e.g. Braille, audio, large type, assistive listening devices, and sign language interpreters).

HUD Coordinated Entry Notice: Section II.B.5.c

- CoC's access point(s) take reasonable steps to offer CE process materials and participant instruction in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP).

HUD Coordinated Entry Notice: Section II.B.5.d

- Q9 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Safety Planning requirements?
 - CoC has a specific written CE policy and procedure to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. At a minimum, people fleeing or attempting to flee domestic violence and victims of trafficking have safe and confidential access to the coordinated entry process and victim services, including access to the comparable process used by victim service providers, as applicable, and immediate access to emergency services such as domestic violence hotlines and shelter.

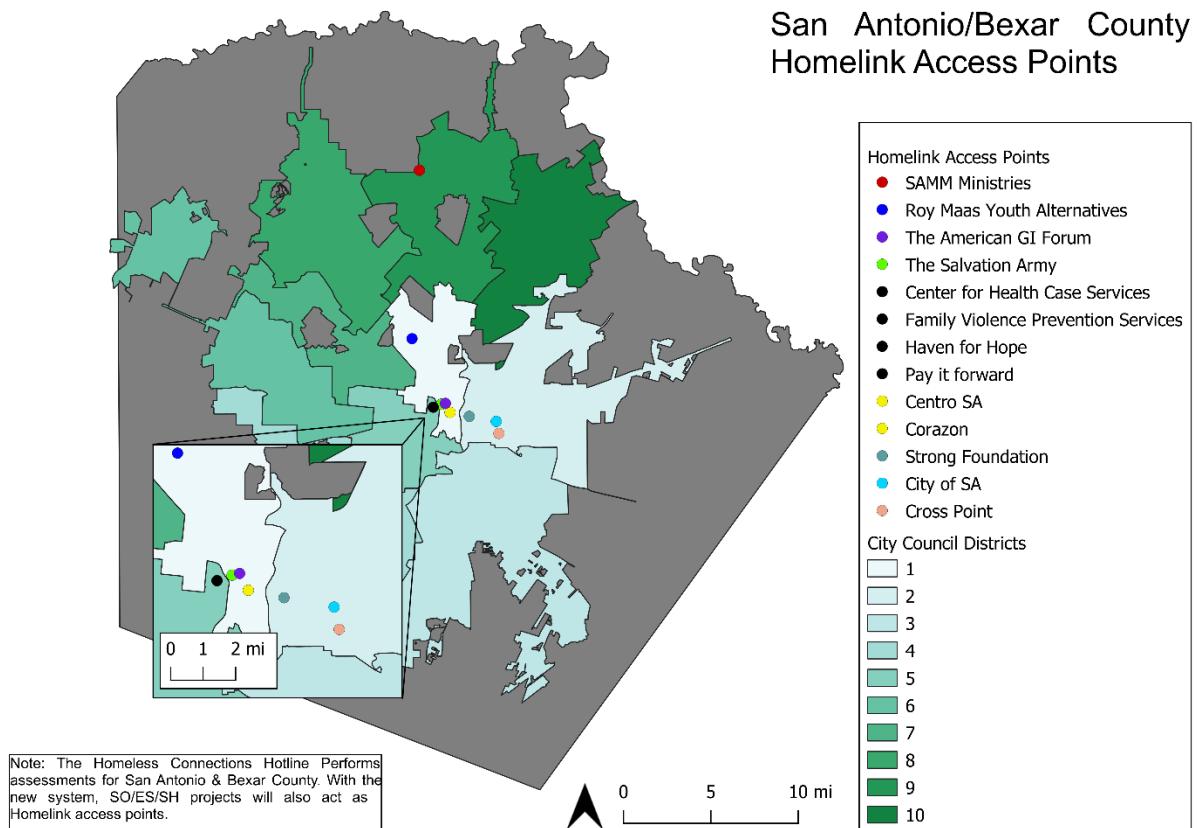
HUD Coordinated Entry Notice: Section II.B.10

- Q16 Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization List requirements?
 - If the CoC manages prioritization order using a "Prioritization List," CoC extends the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards.

HUD Coordinated Entry Notice: Section II.B.3

Surveyor Recommendations

- Q7 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Full Geographic Coverage requirements?
 - **The Homeless Connections Hotline (210-207-1799) ensures complete coverage. Street Outreach teams are mobile, but there is no formal process for team coverage to be thorough. There is current discussion with SO managers about creating a process to ensure full coverage, with data to support findings.**



- Q8 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Marketing requirements?
 - **The HomeLink Network Partner Agreements (MOU) covers accessibility, and reasonable documentation. Translation of materials is organization based.**
 - **Options: should the committee formalize universal translation among publicly released documents/pieces of training/etc. for the entire community?**
- Q9 Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Safety Planning requirements?
 - **The HomeLink(CE) policy is in place, we need to hold ourselves and each other accountable to ensure that we practice it.**
 - **Do we need a more transparent process and procedures?**
 - **Specific Victim Service Providers within the HomeLink (CE) system-**
 1. FVPS
 2. Youth Center of Texas
 3. Local & National hotlines listed on SARAH's Website ([Resources - The South Alamo Regional Alliance for the Homeless \(sarahomeless.org\)](#))

- Q16 Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization List requirements?

- [**HMIS Data Standards Manual**](#)
- **Yes, we follow privacy protections. We are sure not to be sharing data outside of the proper channels.**
- **HMIS vs. non-HMIS user access to data/information.**
- **Everyone must go through training to have HMIS access. No the wrong door/everyone being a "skilled assessor" within HomeLink (CE).**

Important Documents

- [**HomeLink Network Partner Agreement \(MOU\)**](#)-Each agency has an MOU with SARAH. Under the “general provisions” section, the role(s) of SARAH as well as the role(s) of the agency, are listed.
- [**Client Release of Information**](#)
- [**HMIS Data Quality Plan**](#)
- [**FY 2022 HMIS Data Standards Manual - Version 1.2**](#)
- [**HUD Coordinated Entry Self-Assessment**](#)

CoC TX-500 MOU Partners

- SARAH is in the process of updating MOUs with each agency but please review your current on file MOU.

1. Family Violence Prevention Services
2. Endeavors
3. American GI Forum
4. Providence Place
5. San Antonio Aids Foundation
6. San Antonio Metropolitan Ministries
7. St. Vincent De Paul
8. The Salvation Army
9. Roy Mass Youth Alternatives
10. Thrive Youth
11. University of Texas at San Antonio

Summary of findings

This evaluation was intended to answer critical questions surrounding our HomeLink (CE) system with a focus on oversight, planning/policy, and performance. Our community wanted to know if our HomeLink (CE) processes and procedures were in place and if they were sustainable, equitable, and if they were exceeding in any areas or had identifiable gaps that needed to be addressed. Overall, the evaluation points under review had an approval rating of 80% (17/21 questions having no points of disagreement). The community has identified four immediate areas (Q7, Q8, Q9, Q16) for further review, all listed within the “Surveyor Concerns” section of this report. While it was intended to take surveyor justification and provide in-depth, problem-solving recommendations, no justifications were provided. Therefore, the recommendations provided will be formatted as a structural framework to intercept points of disagreement and prioritize them as action items for the committee.

As each point of disagreement was identified, it was researched by SARAH’s System Advancement Team to check if proper processes and procedures were in place according to HUD and Community standards. If processes and procedures were indeed in place, they will be listed in **bold** under the “Surveyor Recommendations” section after each point of disagreement in this report. Additionally, under the “Important Documents” section, are multiple policy/procedural documents which supplement the “Surveyor Recommendations” section. For example, one listed document is our HomeLink Network Partner agreement (MOU) which identifies the role(s) of SARAH and Partners that have an MOU on file and that covers one of the points of disagreement.

The following steps are to act as a guide for moving forward with identifying barriers/points of disagreement within this report. At any point these steps may be amended, where the committee see fit.

Recommended next steps:

1. Do a deep dive into this report as a committee (set aside 30minutes of time in future meetings after everyone has reviewed and is ready to provide additional feedback).
2. After we have reviewed the document, we need to look at the community’s policy/procedures to see if we have the proper measures in place.
3. Then we need to identify barriers (among points of disagreement) that are present and decide where they fall under the committee’s priorities.
4. Prioritize these concerns-create a plan.
5. Modify Policy/Procedure (where committee finds necessary).

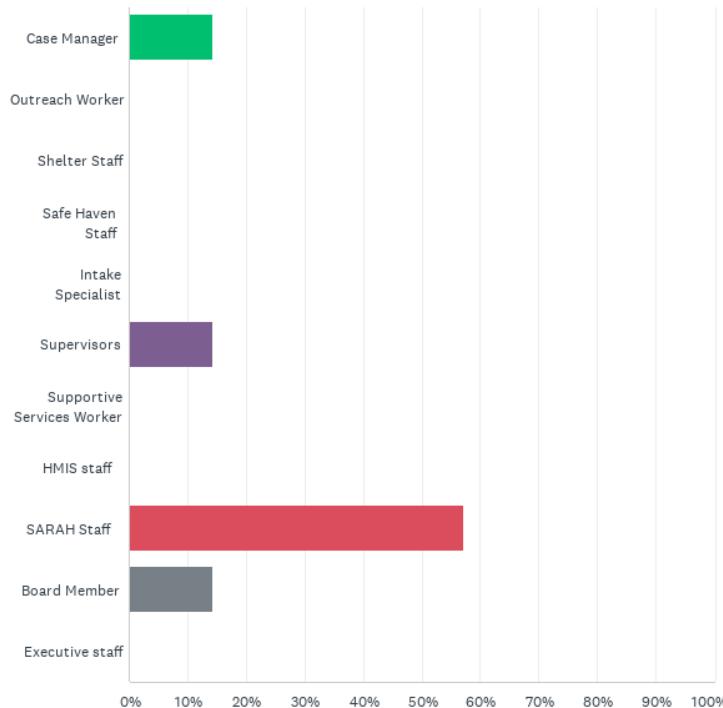
Evaluation Survey Results

1. Organizational/Meeting Participation

- Homeless Response System Advisory Committee
- Skilled Assessors meeting
- SARAH Staff
- Operations (HMIS/SARAH)
- COSA
- SAMM
- BEAT AIDS
- CoC Board
- SARAH
- HMIS

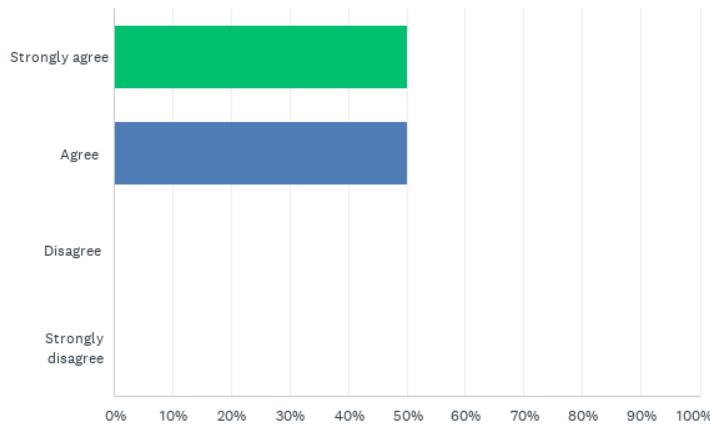
2. Who participated (Job Description-Managers/Board/SO/etc.)

Q2



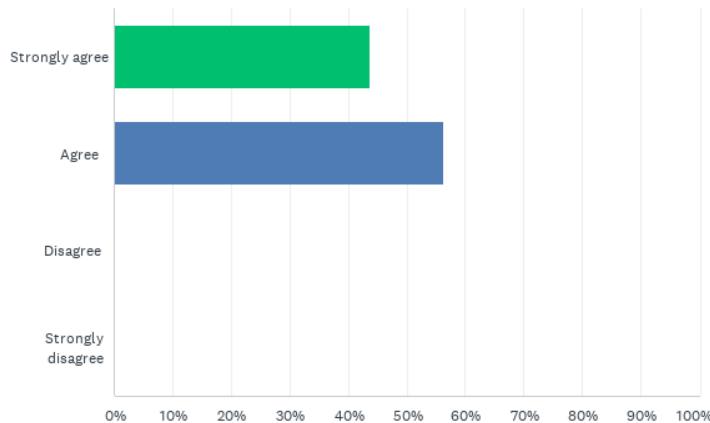
3. Does CoC TX-500 (San Antonio & Bexar County) meet the following Planning core requirements?

Q3



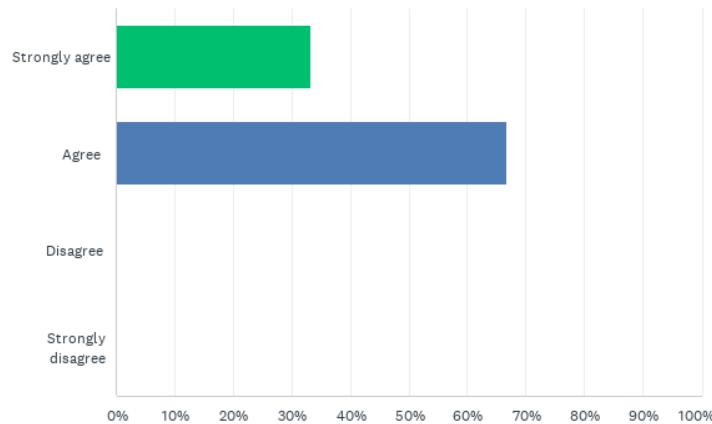
4. Does CoC TX-500 (San Antonio & Bexar County) meet the following Planning Non-Discrimination requirements?

Q4



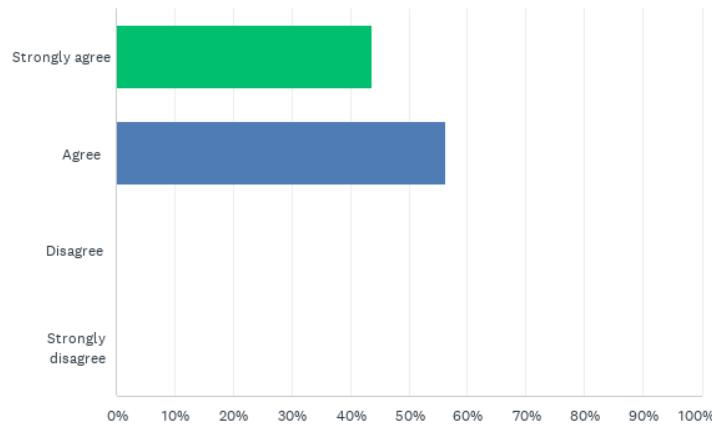
5. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Accessibility requirements?

Q5



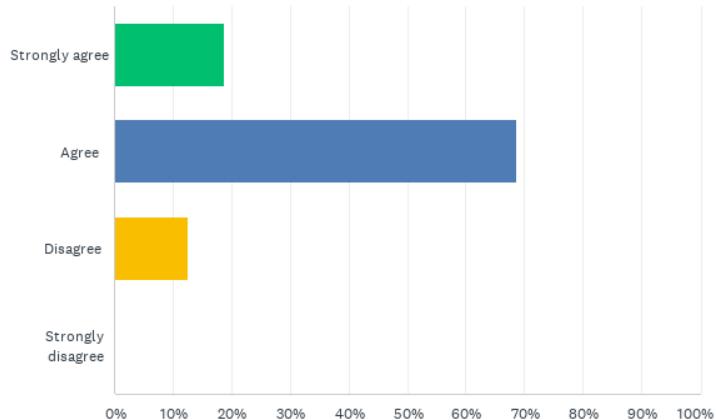
6. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Prevention Services requirements?

Q6



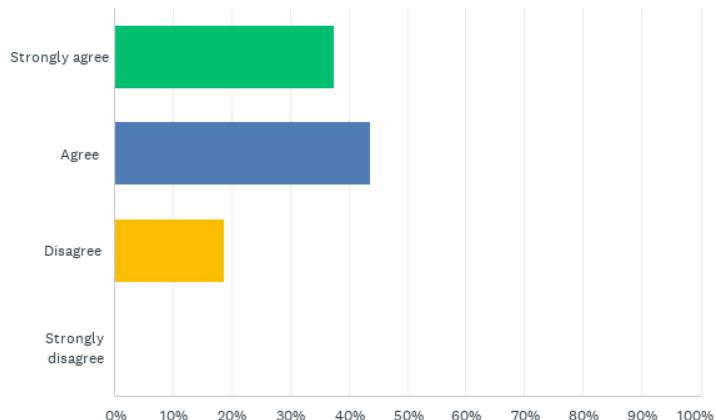
7. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Full Geographic Coverage requirements?

Q7



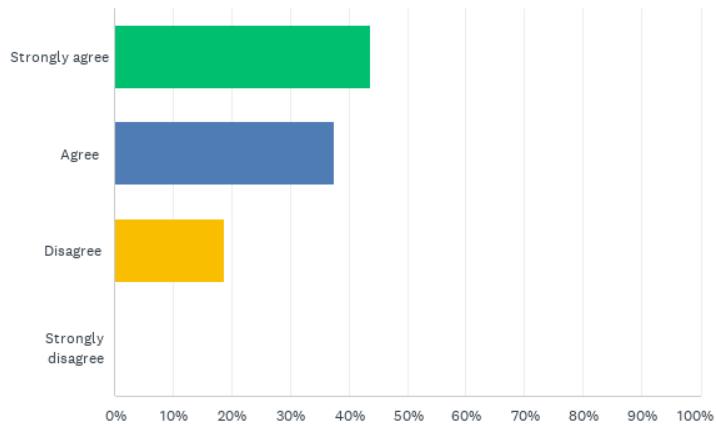
8. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Marketing requirements?

Q8



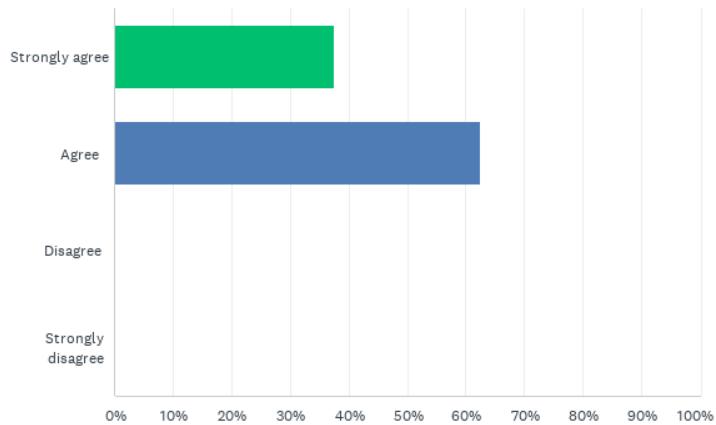
9. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Safety Planning requirements?

Q9



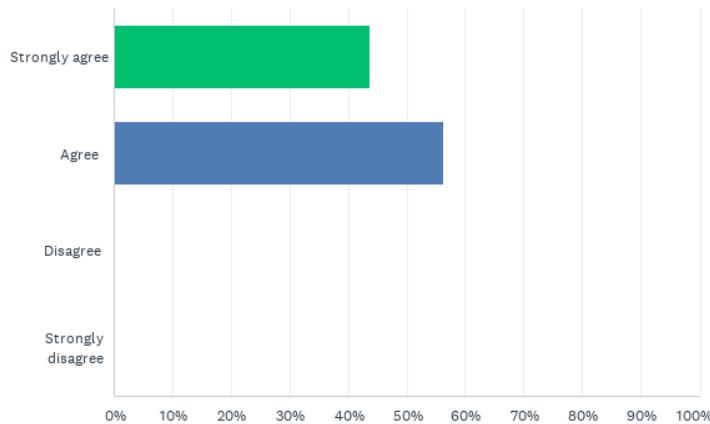
10. Does CoC TX-500 (San Antonio & Bexar County) meet the following Access-Street Outreach requirements?

Q10



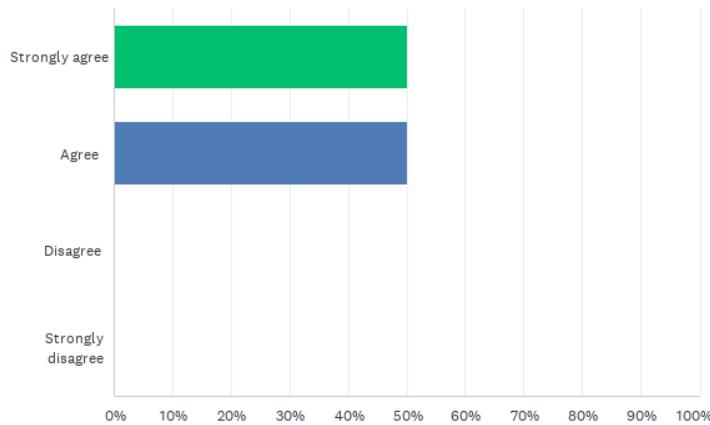
11. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment Process requirements?

Q11



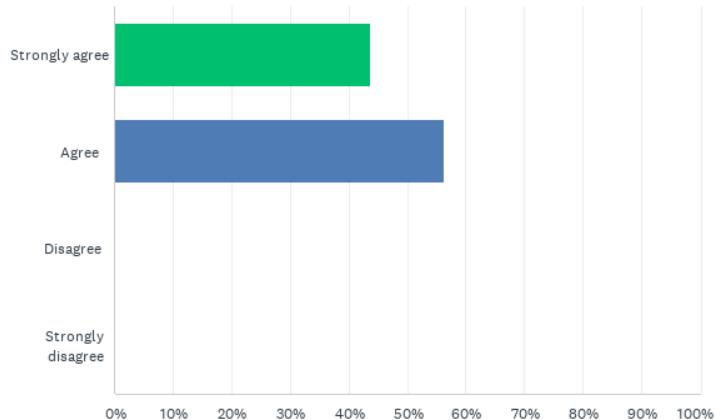
12. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Assessor Training requirements?

Q12



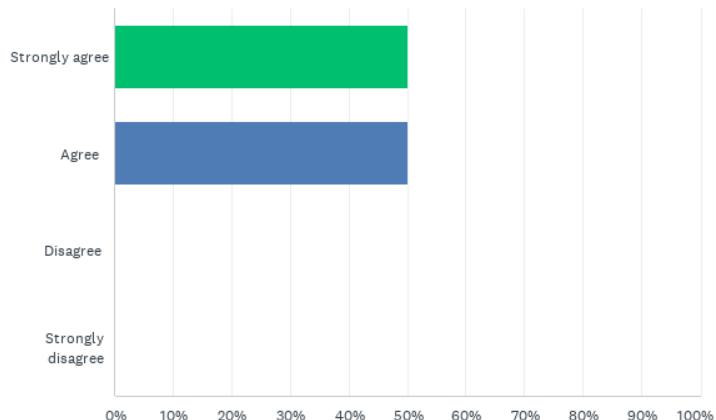
13. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Client Centered requirements?

Q13



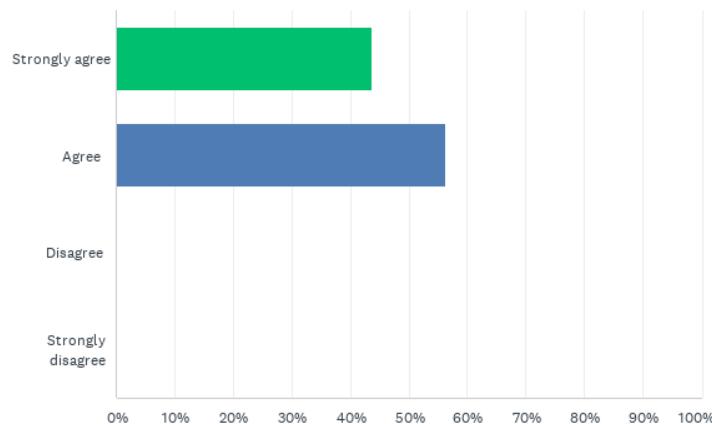
14. Does CoC TX-500 (San Antonio & Bexar County) meet the following Assessment- Privacy Protections requirements?

Q14



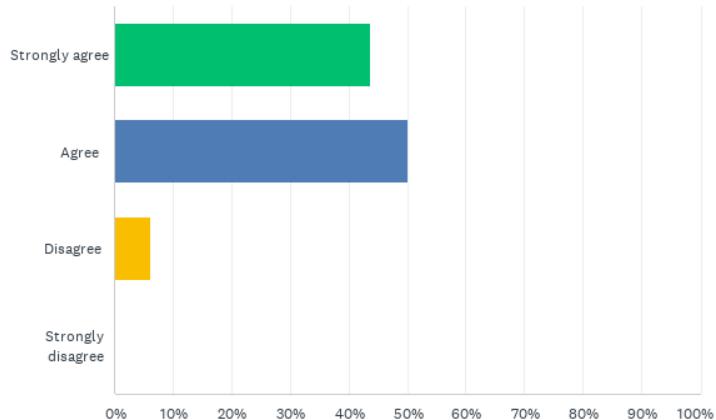
15. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization Core requirements?

Q15



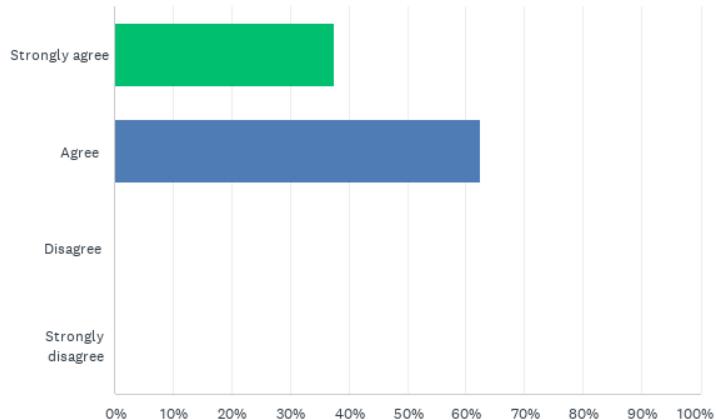
16. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization List requirements?

Q16



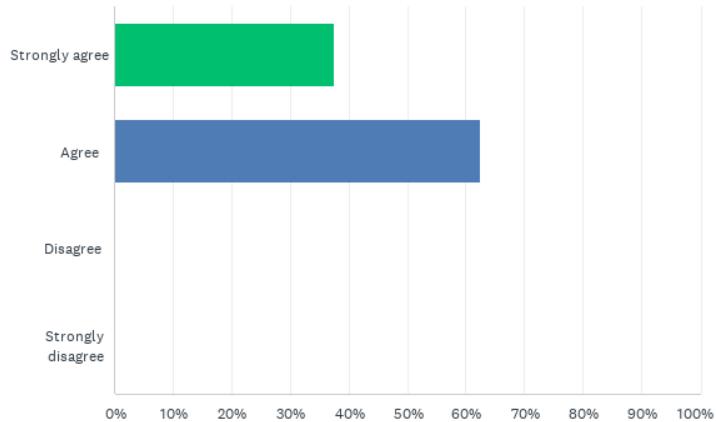
17. Does CoC TX-500 (San Antonio & Bexar County) meet the following Prioritization- Prevention Services requirements?

Q17



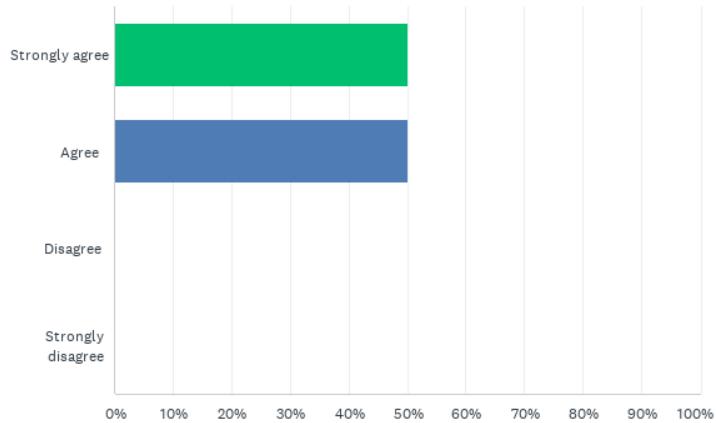
18. Does CoC TX-500 (San Antonio & Bexar County) meet the following Referrals to Participation Projects requirements?

Q18



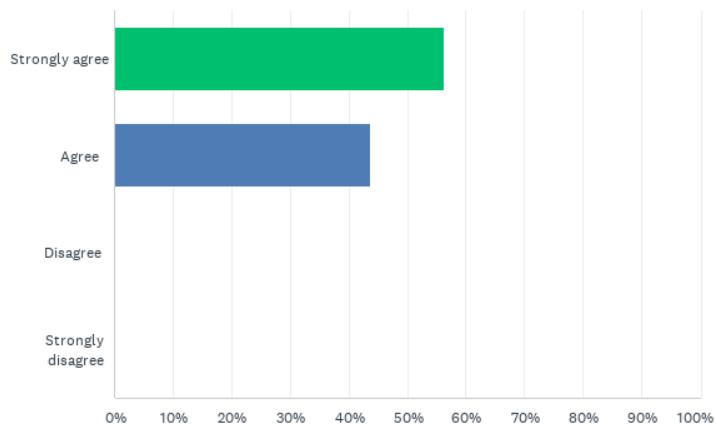
19. Does CoC TX-500 (San Antonio & Bexar County) meet the following Data Management Core requirements?

Q19



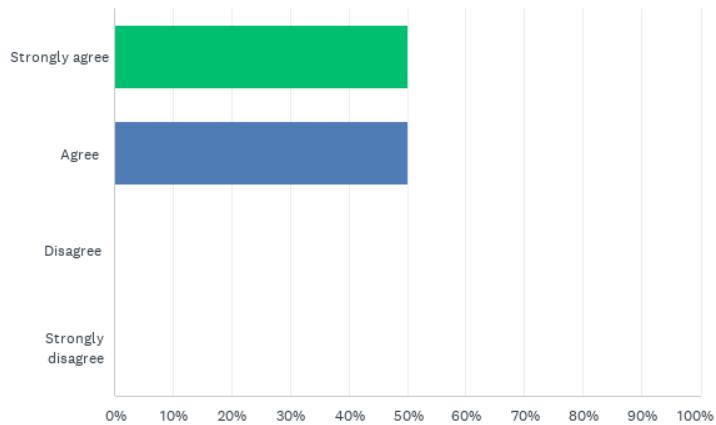
20. Does CoC TX-500 (San Antonio & Bexar County) meet the following Data Management-HMIS use recommendations?

Q20



21. Does CoC TX-500 (San Antonio & Bexar County) meet the following Evaluation Core requirements?

Q21



22. Does CoC TX-500 (San Antonio & Bexar County) meet the following Evaluation Method(s) requirements?

Q22

