

TX-603 EL PASO CITY AND COUNTY CONTINUUM OF CARE

BOARD-READY REQUEST FOR PROPOSALS

Collaborative Applicant

HMIS Lead Agency

Coordinated Entry Lead Agency

2027-2029 Designation Period

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REQUEST FOR PROPOSALS

RFP Release Date: September 18, 2026

Proposal Due Date: October 7, 2026, 11:59 p.m. MOUNTAIN TIME

Review Period: October 8 - 18, 2026

Anticipated Membership Vote on Highest Scoring Applicant(s): October 19, 2026

Contract/MOU Negotiation: October 20, 2026 to November 2, 2026

Transition Activities: November 3, 2026 – December 31, 2026

Designation Period: January 1, 2027 – December 31, 2029

Issued By: TX-603 El Paso City and County Continuum of Care Board

I. INTRODUCTION

The El Paso City and County Continuum of Care (El Paso CoC) Board, with assistance from the Rio Grande Council of Governments (RIOCOG) in the preparation and administration of this process, is soliciting TX-603 El Paso City and County Continuum of Care proposals (TX-603 CoC) from qualified organizations to serve in one or more of the following HUD-required Continuum of Care leadership roles:

1. Collaborative Applicant
2. Homeless Management Information System (HMIS) Lead Agency
3. Coordinated Entry (CE) Lead Agency

The purpose of this RFP is to establish a transparent, competitive, and community-centered process for selecting organizations responsible for carrying out key Continuum of Care functions required under the McKinney-Vento Homeless Assistance Act, the HEARTH Act, HUD Continuum of Care Program regulations, HUD Coordinated Entry requirements, and HUD HMIS requirements.

This RFP is not intended to predetermine whether a single organization or multiple organizations will fulfill these functions. Applicants may apply for any combination of roles.

The CoC reserves the right to:

- Select one organization for all three roles
 - Select different organizations for each role
 - Select one organization for two roles and another for the third
 - Decline to make an award if no proposal adequately meets community needs
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II. CONTINUUM OF CARE OVERVIEW

Board Statement of Intent

The TX-603 El Paso City and County Continuum of Care (CoC) Board is committed to ensuring that the functions of the Collaborative Applicant, Homeless Management Information System (HMIS) Lead Agency, and Coordinated Entry (CE) Lead Agency are carried out through a transparent, competitive, community-centered, and equitable process. These designations represent critical leadership roles within the local homeless response system and are essential to the CoC's ability to effectively plan, coordinate, evaluate, and strengthen services for individuals and families experiencing homelessness.

The RIOCOG is assisting with the preparation and administration of this Request for Proposals (RFP) process as a neutral and impartial entity. As a regional organization with extensive experience managing competitive procurement processes, stakeholder engagement, and intergovernmental coordination efforts, RIOCOG helps ensure the solicitation, review, and selection process is conducted fairly, transparently, and objectively. Consistent with its mission to support communities through regional collaboration and the development of shared solutions, RIOCOG provides administrative and technical assistance to the TX-603 El Paso City and County Continuum of Care Board. Its involvement helps promote integrity in the procurement process while allowing the El Paso CoC to identify the most qualified organizations to fulfill these critical HUD-required leadership roles.

The Board recognizes and appreciates the contributions of organizations that have historically fulfilled one or more of these functions on behalf of the community. This competitive process is not intended to predetermine outcomes or diminish those contributions. Rather, it is intended to ensure transparency, accountability, community participation, and continued alignment with current HUD requirements and best practices for Continuum of Care governance, system leadership, and performance management.

The Board believes that these roles are more than administrative or grant management functions. They are community leadership positions that must be exercised on behalf of the entire Continuum of Care—not for the benefit of any individual agency, program, funding recipient, or stakeholder group. As such, the CoC seeks organizations that demonstrate the ability to serve as neutral stewards of community systems, foster collaboration among diverse partners, and advance solutions that support the collective goals of the Continuum (See Appendix A).

Applicants should understand that the Board places significant value on community stewardship, transparency, collaboration, and responsiveness. The CoC seeks organizations that demonstrate:

- A community-wide perspective;
- Professional, respectful, and effective communication practices;
- Responsiveness to stakeholders;
- Ability to facilitate consensus among organizations with differing perspectives, capacities, and priorities;

- Commitment to transparency and accountability;
- Strong fiscal and organizational management;
- A culture of continuous quality improvement and innovation;
- Ability to collaborate across organizations of varying sizes and capacity;
- Commitment to equitable participation throughout the CoC, particularly by people with lived experience of homelessness; and
- Willingness to solicit, receive, and act upon community feedback.

The Board also recognizes that successful performance of these roles requires more than technical compliance with HUD requirements. Applicants must demonstrate sufficient organizational infrastructure, staffing depth, supervisory capacity, administrative support, and financial stability to successfully carry out the responsibilities of the role for which they are applying. The CoC seeks entities that can sustain these functions regardless of fluctuations in annual HUD funding levels and that are not solely dependent on the funding associated with the designation itself. Applicants also commit to reasonable transition activities as determined by the El Paso CoC and as applicable to any designated role awarded.

The Board may incorporate stakeholder feedback into ongoing performance monitoring and evaluation activities. Accordingly, applicants should be aware that the annual performance review process may include stakeholder surveys, interviews, focus groups, or other methods of collecting feedback regarding a designated entity's effectiveness. Feedback collected through these processes may be incorporated into annual performance evaluations, performance improvement planning, and corrective action efforts, as appropriate.

Through this Request for Proposals, the TX-603 Continuum of Care seeks qualified organizations that can provide strong leadership, responsible stewardship, transparent governance, and sustainable operational capacity while advancing the shared goal of preventing and ending homelessness throughout El Paso County.

Continuum Overview

The TX-603 El Paso City and County Continuum of Care (CoC) serves as the U.S. Department of Housing and Urban Development (HUD)-recognized Continuum of Care for El Paso County, Texas. The CoC was established to address homelessness through a coordinated, community-based process that identifies local needs and builds a comprehensive system of housing and supportive services to prevent, reduce, and end homelessness throughout the community. The CoC serves as a collaborative planning and governance body that brings together nonprofit organizations, government agencies, faith-based organizations, housing providers, victim service providers, healthcare organizations, educational institutions, businesses, advocates, people with lived experience of homelessness, and other community stakeholders committed to improving outcomes for individuals and families experiencing homelessness. [epchomeless.org]

The TX-603 CoC seeks to prevent, reduce, and end homelessness through coordinated community-wide efforts that promote housing stability, improve access to supportive services, increase self-sufficiency, and strengthen system performance. Consistent with the goals of the HEARTH Act and HUD Continuum of Care Program, the

CoC works to promote a community-wide commitment to ending homelessness, rapidly rehouse individuals and families experiencing homelessness, improve access to mainstream resources, and support long-term housing stability. The CoC operates through a governance structure consisting of a CoC Board, committees, workgroups, and general membership representing a broad cross-section of the community. The Board is selected through an open and democratic process and is responsible for overseeing CoC responsibilities, governance, strategic planning, and system performance.

The El Paso Coalition for the Homeless (EPCH) currently serves as the backbone organization supporting the Continuum of Care and has historically fulfilled multiple CoC leadership functions. EPCH describes its role as coordinating housing, services, research, training, technical assistance, project management, and community collaboration efforts designed to improve outcomes for people experiencing homelessness. EPCH also supports the development and implementation of innovative projects and system-wide initiatives intended to reduce the incidence and duration of homelessness while improving housing outcomes for diverse populations, including veterans, youth, families with children, and individuals experiencing chronic homelessness.

The TX-603 CoC administers a coordinated homeless response system that includes emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, homelessness prevention activities, Coordinated Entry, and Homeless Management Information System (HMIS) operations. Through annual planning, system performance evaluation, Point-in-Time Counts, Housing Inventory Counts, coordinated housing placement efforts, and participation in HUD funding competitions, the CoC seeks to ensure that available resources are allocated effectively and that individuals and families experiencing homelessness have equitable access to housing and services.

The CoC recognizes that successful system leadership requires strong community partnerships, transparency, accountability, and meaningful engagement of people with lived experience. Through this Request for Proposals, the TX-603 CoC seeks qualified organizations capable of carrying out critical community-wide leadership functions on behalf of the Continuum while advancing the shared goals of collaboration, equity, system improvement, and the reduction of homelessness across El Paso County.

III. TERM OF DESIGNATION

Selected entities shall be designated for an initial three-year term:

January 1, 2027 – December 31, 2029

Designation is subject to:

- Annual performance review
- Compliance with HUD requirements
- Compliance with local MOU/contract requirements
- Continued capacity to fulfill duties

- Continued approval of the CoC Board
- Continued funding from HUD

The CoC reserves the right to reopen competition prior to expiration of the designation period if performance deficiencies are identified. Consistent with the Governance Charter, the CoC reserves the right to conduct a competitive selection process at least every five years and may conduct a competitive process sooner if deemed necessary by the CoC Board.

IV. ELIGIBILITY REQUIREMENTS

Applicants must:

Organizational Eligibility

- Be a governmental entity, nonprofit organization, housing authority, or other HUD-eligible entity
- Be legally authorized to conduct business in Texas
- Possess an active UEI number
- Maintain active SAM registration
- Demonstrate capacity to receive and administer federal funds
- Not be suspended or debarred from federal funding

Capacity Requirements

Applicants must demonstrate:

- Fiscal capacity
 - Staffing capacity
 - Administrative infrastructure
 - Experience serving the full TX-603 geographic area
 - Experience collaborating across multiple community sectors
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V. ROLES FOR WHICH APPLICANTS MAY APPLY

1) COLLABORATIVE APPLICANT DESIGNATION

Role Summary

The Collaborative Applicant serves as the entity designated by the CoC to coordinate and submit HUD Continuum of Care funding applications and perform CoC planning activities required by HUD.

Sample Budget Activity

Currently, this is the **estimated** budget for the organization that will serve as the Collaborative Applicant for the TX-603 CoC. Please provide a detailed budget and budget narrative to support your organization's approach for meeting the match requirements and completing the scope of work below.

HUD Fiscal Year	Collaborative Applicant Allocation	Match Required
FY 2027	\$432,920	25%

Scope of Work

A. Annual HUD Competition

The Collaborative Applicant shall:

- Complete CoC registration
- Coordinate the annual local competition
- Develop competition timelines
- Facilitate project application review
- Coordinate ranking and prioritization processes
- Complete and submit the CoC Consolidated Application
- Submit Priority Listings
- Coordinate reallocation activities
- Provide technical assistance to applicants

B. Planning Activities

The Collaborative Applicant shall:

- Apply for and administer CoC Planning Grant funding
- Coordinate strategic planning activities
- Conduct annual gaps analyses
- Facilitate system-wide planning
- Support implementation of CoC strategic goals

C. Governance Support

The Collaborative Applicant shall:

- Support CoC Board functions
- Assist with governance charter updates
- Support committee operations
- Manage records and public notices
- Coordinate community engagement activities

D. Data and Reporting

The Collaborative Applicant shall coordinate:

- Point-in-Time Count
- Housing Inventory Count
- Longitudinal System Analysis submissions
- System Performance Measures
- HUD-required reporting

E. Monitoring and Evaluation

The Collaborative Applicant shall:

- Assist the CoC in monitoring project performance
- Support performance improvement efforts
- Coordinate technical assistance activities

2) COORDINATED ENTRY LEAD DESIGNATION

Role Summary

The Coordinated Entry Lead Agency shall manage and oversee operation of the TX-603 Coordinated Entry System consistent with HUD requirements and community policies.

Sample Budget Activity

Currently, this is the **estimated** budget for the organization that will serve as the Collaborative Applicant for the TX-603 CoC. Please provide a detailed budget and budget narrative to support your organization's approach for meeting the match requirements and completing the scope of work below.

HUD Fiscal Year	Collaborative Applicant Allocation	Match Required
FY 2027	\$155, 876	25%

Scope of Work

A. System Administration

The CE Lead shall:

- Manage day-to-day Coordinated Entry operations
- Maintain written policies and procedures
- Coordinate referrals
- Oversee prioritization processes
- Monitor compliance with CE requirements
- Focus on innovation and being data-driven

B. Access Management

The CE Lead shall:

- Coordinate access points
- Ensure geographic accessibility
- Monitor utilization of access sites
- Recommend improvements to accessibility

C. Assessment Oversight

The CE Lead shall:

- Administer standardized assessment processes
- Train assessors
- Monitor assessment quality
- Recommend assessment improvements
- Create or improve assessment tool

D. Prioritization and Referral

The CE Lead shall:

- Manage prioritization lists
- Facilitate referral matching processes
- Monitor referral outcomes
- Ensure transparent and equitable referrals

E. Domestic Violence Coordination

The CE Lead shall:

- Ensure safe access pathways for survivors
- Coordinate with victim service providers
- Maintain survivor-centered practices
- Coordinate with comparable database administrators

F. Training and Technical Assistance

The CE Lead shall:

- Provide community-wide CE training
- Develop training materials
- Support providers in CE implementation
- Facilitate case conferencing processes

G. Equity and System Improvement

The CE Lead shall:

- Monitor equity outcomes
- Analyze disparities
- Recommend system improvements
- Engage persons with lived experience in system design

3) HMIS LEAD DESIGNATION

Role Summary

The HMIS Lead Agency shall administer and manage the Continuum's HMIS implementation consistent with HUD HMIS standards and local governance policies.

Sample Budget Activity

Currently, this is the **estimated** budget for the organization that will serve as the Collaborative Applicant for the TX-603 CoC. Please provide a detailed budget and budget narrative to support your organization's approach for meeting the match requirements and completing the scope of work below.

HUD Fiscal Year	Collaborative Applicant Allocation	Match Required
FY 2027	\$174,471	25%

Scope of Work

A. HMIS Administration

The HMIS Lead shall:

- Administer HMIS software
- Manage vendor relationships
- Maintain user accounts
- Administer licenses
- Maintain system availability

B. Data Quality Management

The HMIS Lead shall:

- Monitor data quality
- Ensure data changes are traceable
- Develop corrective action plans
- Conduct data quality reviews
- Issue regular data quality reports

C. Reporting

The HMIS Lead shall produce and support:

- APRs
- CAPER-related reporting
- PIT reports
- HIC reports
- LSA reporting
- System Performance Measures

D. Training and User Support

The HMIS Lead shall:

- Provide onboarding training
- Conduct refresher training
- Offer technical support
- Maintain training materials

E. Privacy and Security

The HMIS Lead shall:

- Maintain security protocols
- Conduct security reviews
- Update privacy documentation
- Manage data-sharing agreements
- Protect personally identifiable information

F. Comparable Database Coordination

The HMIS Lead shall:

- Support victim service providers
 - Coordinate de-identified data collection
 - Ensure comparable database compliance
 - Applicants must explain how HMIS functions will remain operational if HMIS funding, licensing revenue, or other designated funding sources are reduced or delayed.
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VI. Proposal Preparation and Submission

Applicants are strongly encouraged to review the Evaluation Criteria and Scoring Rubrics before preparing their proposal. The CoC intends the scoring rubric to serve as both the evaluation framework and proposal outline.

Applicants are responsible for providing sufficient detail, **examples**, evidence, and supporting documentation to demonstrate their capacity in each scored area. Failure to address items identified in the scoring rubric may result in reduced scores. Applicants should refer to the scope of work described above for the role for which they are applying to ensure they are capturing core responsibilities in their narrative.

Proposal Organization

Applicants must organize their proposal using the scoring rubric categories as section headings. The CoC intends the scoring rubric to serve as both the evaluation framework and proposal outline. Applicants must address categories in the order presented within the applicable scoring rubric.

The maximum score for any application for any role is 160 points.

Formatting and Page Limits: With the exception of the last portion of the scoring rubric (“Financial Sustainability, Match Capacity & Fiscal Management”), there is a **20-page limit on narrative content. Please use a minimum of 11-point font on all components of your submission.**

Required Attachments:

1. IRS determination letter (if applicable)
2. Most recent audit
3. Most recent IRS Form 990 (if applicable)
4. Current board roster
5. Organizational chart
6. Key personnel resumes
7. Conflict of interest policy
8. Nondiscrimination policy
9. Debarment certification

Submission Instructions: Applications must be submitted via email to annetteg@riocog.org

Applications are due by 11:59 PM (MST) on October 7, 2026. Late/incomplete applications will not be accepted.

El Paso CoC will not accept hard-copy applications. Applications that do not contain the required attachments will be considered incomplete and not eligible for funding consideration. Applicants are responsible for all aspects of their application.

Collaborative Applicant Scoring Rubric & Proposal Outline

Organizational Experience and Technical Capacity (25 Points)

Describe your organization's experience administering federal grants, managing HUD-funded programs, supporting Continuum of Care operations, facilitating community-wide initiatives, conducting strategic planning, and monitoring program performance. Provide examples that demonstrate your ability to fulfill the responsibilities of the Collaborative Applicant.

Subcategory	Points	Evaluation Criteria
HUD Continuum of Care Experience	5	Experience operating within a Continuum of Care structure and supporting HUD-required planning, governance, competition, performance, and system coordination activities.
Federal Grant Administration	5	Experience administering federal, state, or local grants, including compliance, reporting, monitoring, and financial management.
Strategic Planning Experience	5	Experience leading strategic planning efforts, identifying priorities, establishing goals, and implementing system improvements.
Monitoring & Compliance Experience	5	Experience monitoring performance, ensuring compliance, implementing corrective actions, and improving outcomes.
Community-Wide Initiative Leadership	5	Experience leading initiatives involving multiple organizations, stakeholders, and community sectors.

Staffing Capacity and Organizational Infrastructure (15 Points)

Describe the staffing structure, supervisory framework, organizational infrastructure, and administrative support systems that will be used to support this designation. Include information regarding key personnel, staffing continuity, cross-training, and organizational oversight.

Subcategory	Points	Evaluation Criteria
Qualifications of Key Personnel	5	Relevant qualifications, experience, and expertise of staff responsible for carrying out duties.
Staffing Depth & Redundancy	3	Availability of backup staff, cross-training, and succession planning.
Supervisory Structure	3	Clear reporting relationships, accountability, and oversight.
Administrative Infrastructure	2	Availability of fiscal, technology, HR, and operational support systems.
Continuity During Staff Turnover	2	Ability to maintain operations during vacancies, transitions, or staffing changes.

Community Leadership, Collaboration & Stakeholder Engagement (25 Points)

Describe your organization's experience building partnerships, engaging stakeholders, facilitating consensus, resolving conflicts, and leading community-wide initiatives involving multiple organizations and sectors. Provide examples.

Subcategory	Points	Evaluation Criteria
Stakeholder Engagement Practices	5	Ability to engage providers, governments, people with lived experience, and community partners in decision-making.
Multi-Agency Collaboration Experience	5	Demonstrated success working collaboratively across organizations and sectors.
Consensus Building	5	Ability to bring diverse stakeholders together and facilitate agreement.
Conflict Resolution & Facilitation	5	Ability to manage disputes professionally and maintain productive relationships.
Demonstrated Community Leadership	5	History of providing leadership on community-wide initiatives and system improvements.

Communication, Transparency & Responsiveness (20 Points)

Describe how your organization communicates with stakeholders, shares information, responds to inquiries, promotes transparency, and ensures accountability in decision-making.

Subcategory	Points	Evaluation Criteria
Communication Plan	8	Clear and effective methods of communicating with stakeholders.
Public Accessibility	3	Commitment to ensuring information and processes are visible and accessible.
Transparency Practices	3	Demonstrated openness in decision-making, reporting, and information sharing.
Responsiveness Standards	3	Timeliness and professionalism in responding to stakeholder requests and concerns.
Documentation & Information Sharing	3	Systems for maintaining records and distributing relevant information.

Strategic Vision & System Improvement (20 Points)

Describe your vision for the TX-603 Continuum of Care and your approach to advancing system performance, strengthening partnerships, increasing resources, and supporting continuous quality improvement.

Subcategory	Points	Evaluation Criteria
Vision for TX-603	9	Understanding of local needs and future direction for the Continuum.
System Improvement Strategy	4	Practical strategies to improve system performance and outcomes.
Resource Development Strategy	3	Plans to increase resources and strengthen community capacity.
Innovation & Continuous Improvement	2	Demonstrated commitment to learning, adaptation, and innovation.
Outcome Measurement Approach	2	Ability to establish metrics and monitor progress toward goals.

Continuity of Operations (5 Points)

Describe how your organization will maintain uninterrupted performance of Collaborative Applicant responsibilities throughout the designation period, including staffing, governance support, compliance activities, planning functions, and communication with CoC stakeholders.

Applicants should address:

- Operational continuity;
- Staffing continuity;
- Preservation of institutional knowledge;
- Risk mitigation;
- Organizational sustainability; and
- Contingency planning for unforeseen operational disruptions.

Subcategory	Points	Evaluation Criteria
Operational Continuity	2	Ability to maintain uninterrupted performance of required responsibilities throughout the designation period.
Staffing Continuity	1	Availability of staffing depth, succession planning, and backup support.
Institutional Knowledge Preservation	1	Processes for maintaining critical organizational knowledge, records, procedures, and documentation.
Risk Mitigation and Sustainability	1	Identification and management of operational, financial, staffing, and organizational risks.

Transition Readiness and Cooperation (5 Points)

Applicants acknowledge that Collaborative Applicant responsibilities may transition between organizations. Applicants commit to participating in a transition process established by the CoC Board, as applicable.

Applicants currently serving in the role should describe how they would support the transfer of information, documentation, procedures, records, reporting processes, and organizational knowledge if another organization is selected to serve in this role.

Applicants not currently serving in this role should describe how organizational resources will be committed to onboarding, training, preparation, oversight, and implementation activities prior to the effective contract start date, if selected.

Subcategory	Points	Evaluation Criteria
Transition Planning	2	Demonstrated understanding of activities necessary to support an orderly transition of responsibilities.
Knowledge Transfer	1	Commitment to transfer or receive institutional knowledge, documentation, processes, and training.
Stakeholder Communication	1	Plans for communicating with CoC leadership, providers, committees, and stakeholders during transition.
Transition Resource Commitment	1	Demonstrated willingness to dedicate staffing and organizational resources to transition activities before implementation.

Conflict Mitigation & Neutral Stewardship (10 Points)

Describe your organization's approach to identifying, managing, and mitigating conflicts of interest while serving as a neutral steward of community-wide systems and resources.

Subcategory	Points	Evaluation Criteria
Conflict Identification	2	Ability to identify actual, potential, and perceived conflicts of interest.
Recusal Procedures	2	Policies ensuring conflicts are disclosed and managed appropriately.
Separation of Duties	2	Organizational safeguards preventing undue influence or bias.
Neutral Administration	2	Ability to administer community-wide functions fairly and impartially.
Community-First Stewardship Approach	2	Demonstrated commitment to serving the interests of the Continuum as a whole.

Financial Sustainability, Match Capacity & Fiscal Management (30 Points)

Describe your organization's financial capacity to sustain this role, meet HUD match requirements, manage federal funds, and maintain operations through changing funding conditions. Include current and anticipated match sources, organizational contributions, and contingency planning. Using the provided budget template, create a line item budget that supports the strategies outlined throughout your proposal and a budget narrative that explains each line item and provides the calculation for each cost. **Refer to Section V to craft a budget that aligns with estimated allocations and match requirements for this role.**

The CoC encourages applicants to provide sufficient budget detail to allow reviewers to fully evaluate financial sustainability and organizational capacity. This section is not part of the 20-page limit for the other sections of the narrative response.

Subcategory	Points	Evaluation Criteria
Match Capacity	5	Ability to secure and maintain required cash and/or in-kind match resources.
Funding Diversification	5	Diversity of funding sources and reduced reliance on a single revenue stream.
Organizational Infrastructure	5	Availability of organizational resources necessary to sustain the role.
Sustainability Strategy	5	Plans for maintaining services through funding fluctuations or disruptions.
Budget Reasonableness and Allowability	5	Costs are reasonable, necessary, adequately documented, and aligned with proposed activities.
Budget Narrative	5	Budget narrative clearly explains proposed costs and calculation methodologies.

Completeness (5 Points)

Subcategory	Points
Submission Completeness	5

Coordinated Entry Lead Scoring Rubric & Proposal Outline

Coordinated Entry Experience & System Knowledge (20 Points)

Describe your organization's experience operating Coordinated Entry systems, administering assessments, managing referrals, facilitating case conferencing, and supporting housing navigation activities.

If your entity has not administered a coordinated entry system specifically, describe experience with a related process that engages, assesses, refers, supports access to opportunities, and supports case conferencing for clients.

Subcategory	Points	Evaluation Criteria
Assessment Experience	4	Experience administering coordinated assessment processes.
Prioritization Experience	4	Experience implementing prioritization policies and procedures.
Referral System Experience	4	Experience coordinating referrals and monitoring outcomes.
Housing Navigation Experience	4	Experience connecting households to housing opportunities and resources.
Case Conferencing Experience	4	Experience facilitating case conferencing and coordinated decision-making.

Operational Capacity & Infrastructure (15 Points)

Describe the staffing, supervision, technology, administrative support, and organizational resources that will be dedicated to Coordinated Entry operations.

Subcategory	Points	Evaluation Criteria
Staffing Plan	4	Adequacy of staffing dedicated to Coordinated Entry operations.
Supervisory Structure	4	Management and oversight of CE functions.
Technology Capacity	4	Availability of technology required to support CE operations.
Administrative Support	3	Fiscal, HR, and operational support available to CE activities.

Provider Relationships & Community Collaboration (20 Points)

Describe your approach to building trust with providers, facilitating collaboration among diverse organizations, responding to concerns, and maintaining constructive community relationships.

Subcategory	Points	Evaluation Criteria
Provider Engagement	5	Ability to foster meaningful provider participation.

Consensus Building	5	Ability to build agreement across organizations.
Conflict Resolution	5	Ability to manage disputes among providers and stakeholders.
Responsiveness to Providers	5	Responsiveness to provider concerns and operational needs.

Community Stewardship & Relationship Management (20 Points)

Describe your approach to accountability, transparency, stakeholder engagement, conflict resolution, and incorporation of community feedback. Applicants are encouraged to provide examples demonstrating how organizational practices have been modified in response to stakeholder concerns or community input.

Subcategory	Points	Evaluation Criteria
Accountability Practices	4	Commitment to accountability and measurable performance.
Transparency	4	Openness regarding policies, procedures, and decision-making.
Stakeholder Feedback Mechanisms	4	Methods for gathering and responding to stakeholder feedback.
Community Trust-Building	4	Demonstrated ability to develop credibility and trust.
Demonstrated Responsiveness	4	Ability to respond constructively to stakeholder concerns.

Equity, Accessibility & Lived Experience Integration (15 Points)

Describe how your organization will ensure equitable access to Coordinated Entry, engagement of persons with lived experience, language accessibility, geographic accessibility, and survivor-centered practices.

Subcategory	Points	Evaluation Criteria
Equity Analysis	3	Ability to identify and address disparities within the CE system.
Geographic Accessibility	3	Access to CE services across the CoC geographic area.
Language Accessibility	3	Ability to effectively serve individuals with diverse language needs.
Lived Experience Integration	3	Meaningful involvement of people with lived experience.
Survivor-Centered Practices	3	Practices promoting safety, dignity, and choice for survivors.

Training, Technical Assistance & System Support (10 Points)

Describe your plan to provide training, technical assistance, quality assurance, monitoring, and support to participating providers and stakeholders.

Subcategory	Points	Evaluation Criteria
Training Approach	3	Quality and effectiveness of training plans.

Technical Assistance Plan	3	Capacity to support providers implementing CE processes.
Quality Assurance	2	Methods for monitoring quality and compliance.
Monitoring & Support	2	Ongoing support provided to participating agencies.

Continuity of Operations (10 Points)

Describe how your organization will ensure uninterrupted operation of the Coordinated Entry System throughout the designation period.

Applicants should address:

- Assessments;
- Prioritization activities;
- Referral coordination;
- Provider engagement;
- Staffing continuity;
- Technology continuity; and
- Risk mitigation.

Subcategory	Points	Evaluation Criteria
Operational Continuity	3	Ability to maintain uninterrupted Coordinated Entry operations.
Referral and Assessment Continuity	2	Ability to maintain assessments, referrals, prioritization, and housing navigation functions.
Staffing Continuity	2	Plans to ensure stable staffing and operational oversight.
Technology Continuity	1	Capacity to maintain technology resources supporting Coordinated Entry operations.
Risk Mitigation and Sustainability	2	Identification and management of operational, staffing, and system risks.

Transition Readiness and Cooperation (5 Points)

Applicants acknowledge that Coordinated Entry responsibilities may transition between organizations. Applicants commit to participating in a transition process established by the CoC Board, as applicable.

Applicants currently serving in the role should describe how they would support transfer of information, documentation, operational procedures, assessment tools, referral processes, provider communication, training materials, and institutional knowledge if another organization is selected.

Applicants not currently serving in the role should describe how organizational resources will be committed to onboarding, training, preparation, oversight, and implementation activities prior to the effective contract start date, if selected.

Subcategory	Points	Evaluation Criteria
Transition Planning	2	Demonstrated understanding of activities necessary to support transition of Coordinated Entry responsibilities.
Knowledge Transfer	1	Commitment to transfer or receive policies, procedures, training materials, and operational information.
Stakeholder Communication	1	Plans for communication with providers, committees, and community stakeholders during transition activities.
Transition Resource Commitment	1	Availability of staffing and organizational resources to participate in transition activities prior to implementation.

Conflict Mitigation (10 Points)

Describe how your organization will ensure fairness, neutrality, and equitable access to Coordinated Entry while managing actual or perceived conflicts of interest.

Subcategory	Points	Evaluation Criteria
Conflict Identification	2	Recognition of actual and perceived conflicts.
Referral Neutrality	3	Ability to ensure equitable and unbiased referrals.
Recusal Procedures	2	Procedures for managing conflicts when they occur.
Fair Access Safeguards	3	Controls that ensure equitable access to housing opportunities.

Financial Sustainability & Organizational Support (30 Points)

Describe how Coordinated Entry functions will be supported and sustained, including organizational investments, match resources, administrative infrastructure, and contingency planning. Using the provided budget template, create a line item budget that supports the strategies outlined throughout your proposal and a budget narrative that explains each line item and provides the calculation for each cost. **Refer to Section V to craft a budget that aligns with estimated allocations and match requirements for this role.**

The CoC encourages applicants to provide sufficient budget detail to allow reviewers to fully evaluate financial sustainability and organizational capacity. This section is not part of the 20-page limit for the other sections of the narrative response.

Subcategory	Points	Evaluation Criteria
Match Capacity	5	Ability to provide and sustain required match contributions.
Funding Diversification	5	Variety of funding sources supporting CE operations.
Organizational Infrastructure	5	Strength of organizational systems supporting CE functions.
Sustainability Strategy	5	Ability to sustain CE activities despite funding fluctuations.
Budget Reasonableness and Allowability	5	Budget accurately reflects necessary and allowable expenses.
Budget Narrative	5	Narrative adequately explains costs and calculations.

Completeness (5 Points)

Subcategory	Points
Submission Completeness	5

HMIS Lead Scoring Rubric & Proposal Outline

Organizational Experience (20 Points)

Describe your organization's experience administering HMIS or comparable information systems, maintaining databases, ensuring compliance with federal requirements, and producing reports and data analyses.

Subcategory	Points	Evaluation Criteria
HMIS Administration Experience	8	Experience administering HMIS or similar information systems.
Database Administration Experience	4	Technical expertise managing databases and system operations.
Federal Compliance Experience	4	Experience complying with federal data and reporting requirements.
Reporting & Analytics Experience	4	Experience producing reports, analytics, and performance information.

Technical Capacity (25 Points)

Describe your organization's technical infrastructure and capacity to administer HMIS, manage users, oversee vendor relationships, maintain system security, and ensure system continuity.

Subcategory	Points	Evaluation Criteria
Security Infrastructure	5	Capacity to protect data and maintain system security.
User Administration	5	Ability to manage users, permissions, and access controls.
Vendor Management	5	Experience overseeing external vendors and service providers.
Disaster Recovery Planning	5	Plans to recover data and maintain operations during disruptions.
Troubleshooting Capacity	5	Ability to promptly resolve user and system issues.

Data Quality Strategy (15 Points)

Describe your approach to data quality monitoring, corrective action, continuous improvement, and compliance with HUD HMIS requirements.

Subcategory	Points	Evaluation Criteria
Monitoring Procedures	4	Processes for monitoring data quality and compliance.
Corrective Action Process	4	Ability to identify and resolve data quality issues.

Data Quality Standards	4	Established standards and expectations for participating agencies.
Continuous Improvement Approach	3	Ongoing efforts to improve data quality and performance.

Community Support & Training (15 Points)

Describe how your organization will provide user support, onboarding, training, technical assistance, and ongoing education for HMIS participating agencies.

Subcategory	Points	Evaluation Criteria
Help Desk Support	4	Capacity to provide timely user assistance and support.
New User Onboarding	4	Quality of onboarding and orientation processes.
Refresher Training	3	Availability of ongoing user training opportunities.
Technical Assistance	2	Assistance provided to agencies experiencing challenges.
Resource Development	2	Development and maintenance of training materials and resources.

Reporting & Data Utilization (10 Points)

Describe how HMIS data will be used to support decision-making, community planning, performance management, and reporting requirements.

Subcategory	Points	Evaluation Criteria
Dashboard Development	3	Ability to develop useful visualizations and dashboards.
Community Reports	3	Production of reports supporting community planning and decision-making.
Performance Reporting	2	Reporting used to measure program and system performance.
Data-Informed Planning Support	2	Use of data to inform planning, policy, and improvement efforts.

Community Collaboration & Stewardship (15 Points)

Describe your approach to working with participating agencies, communicating system changes, responding to concerns, and fostering a collaborative and supportive HMIS environment. Applicants are encouraged to provide examples demonstrating how organizational practices have improved as a result of stakeholder feedback.

Subcategory	Points	Evaluation Criteria
Provider Engagement	3	Level of engagement with participating agencies.
Transparency	3	Transparency regarding policies, procedures, and reporting.
Responsiveness	3	Timely response to agency questions and concerns.
Community Collaboration	3	Ability to work collaboratively with providers and stakeholders.
Non-Punitive Support Approach	3	Focus on technical assistance and improvement rather than punitive measures.

Continuity of Operations (5 Points)

Describe how your organization will maintain uninterrupted HMIS operations throughout the designation period.

Applicants should address:

- System operations;
- User support;
- Reporting;
- Security compliance;
- Data quality monitoring;
- Staffing continuity; and
- Technology continuity.

Subcategory	Points	Evaluation Criteria
System and Data Continuity	2	Ability to maintain uninterrupted HMIS functionality, reporting, and data access.
User Continuity	1	Capacity to provide ongoing support and assistance to HMIS users.
Staffing Continuity	1	Availability of appropriately trained personnel and succession planning.
Risk Mitigation and Sustainability	1	Ability to identify and manage technology, staffing, security, and operational risks.

Transition Readiness and Cooperation (5 Points)

Applicants acknowledge that HMIS Lead responsibilities may transition between organizations. Applicants commit to participating in a transition process established by the CoC Board, as applicable.

Applicants currently serving in the role should describe how they would support transfer of documentation, reporting schedules, security protocols, vendor information, policies, procedures, and institutional knowledge if another organization is selected.

Applicants not currently serving in the role should describe how organizational resources will be committed to onboarding, training, technology preparation, and implementation activities prior to the effective contract start date, if selected.

Subcategory	Points	Evaluation Criteria
Transition Planning	2	Demonstrated understanding of activities necessary to support transition of HMIS responsibilities.
Knowledge Transfer	1	Commitment to transfer or receive documentation, reporting processes, and technical procedures.
Stakeholder Communication	1	Plans for communication with users, providers, vendors, committees, and stakeholders during transition activities.
Transition Resource Commitment	1	Availability of staffing and organizational resources to participate in transition preparation and implementation activities.

Conflict Mitigation & Data Governance (15 Points)

Describe your organization's approach to privacy, security, governance, accountability, conflict mitigation, and protection of sensitive information.

Subcategory	Points	Evaluation Criteria
Privacy Protection	3	Protection of confidential and personally identifiable information.
Data Security Compliance	3	Compliance with applicable security requirements and standards.
Governance Structure	3	Clear oversight and accountability for HMIS operations.
Conflict Disclosure	3	Disclosure and management of conflicts of interest.
Internal Accountability	3	Internal controls supporting accountability and compliance.

Financial Sustainability, Budget, Match, and Budget Narrative (30 Points)

Describe how the HMIS Lead functions will be supported and sustained, including organizational investments, match resources, administrative infrastructure, and contingency planning. Using the provided budget template, create a line item budget that supports the strategies outlined throughout your proposal and a budget narrative that explains each line item and provides the calculation for each cost. **Refer to Section V to craft a budget that aligns with estimated allocations and match requirements for this role.**

The CoC encourages applicants to provide sufficient budget detail to allow reviewers to fully evaluate financial sustainability and organizational capacity. This section is not part of the 20-page limit for the other sections of the narrative response.

Subcategory	Points	Evaluation Criteria
Match Capacity	5	Ability to provide and sustain required match resources.
Funding Diversification	5	Diversity and stability of funding sources.
Organizational Infrastructure	5	Organizational systems available to support HMIS operations.
Sustainability Strategy	5	Ability to maintain operations despite funding disruptions.
Budget Reasonableness and Allowability	5	Budget reflects reasonable, necessary, and allowable expenses.
Budget Narrative	5	Narrative clearly supports and explains proposed costs.

Completeness (5 Points)

Subcategory	Points
Submission Completeness	5

VII. Application Review

Reviewers shall evaluate responses based on the quality of evidence provided, including specific examples, outcomes demonstrated, organizational experience, references, and documented practices. Higher scores shall be awarded for responses that provide concrete examples, measurable results, and clear implementation plans. General statements without supporting evidence should receive lower scores.

Where applicable, reviewers shall consider an applicant's demonstrated capacity to serve the interests of the Continuum of Care rather than the interests of any individual agency or program.

Written comments are required for any score that is less than 50 percent of the points available within a scoring category.

PROCESS

Phase 1

Eligibility Review

Phase 2

Independent Proposal Scoring

Phase 3

Board Review and Recommendation Based on Highest Score for Each Role as assigned by External Reviewers

Phase 4

CoC Membership Approval

Phase 5

Designation and MOU Execution

VIII. CONFLICT OF INTEREST REQUIREMENTS

Applicants must disclose:

- Current CoC funding received
- Planned future CoC applications
- Board affiliations
- Existing contractual relationships

APPENDIX A – COMMUNITY STEWARDSHIP STANDARDS

All designated entities are expected to function as neutral stewards of community systems.

Designated entities shall demonstrate:

Transparency

- Open decision-making
- Timely communication
- Public access to information

Responsiveness

- Timely responses to inquiries
- Timely resolution of concerns

Collaboration

- Respectful engagement
- Inclusion of diverse viewpoints
- Shared problem-solving

Accountability

- Acceptance of constructive feedback
- Continuous quality improvement
- Participation in annual reviews

Neutrality

Decisions shall be made for the benefit of the Continuum as a whole and not for the benefit of any individual agency, program, or funding recipient.