

Our Commitment to You

The MO BoS CoC CES seeks to prevent and end homelessness through the coordination of resources and navigation of services for those requesting homelessness assistance. Our partner service agencies agree to provide clients with:

- An explanation of the Coordinated Entry process.
- Respect and dignity.
- Open communication and dialogue during the process.
- Appropriate service referrals for individual needs.
- Potential placement on a prioritization list to serve clients with the highest service needs first.
- Protection of sensitive and personal information.
- Housing referral choices as resources become available.
- The option to decline answering questions you do not feel comfortable answering.
- The option to file a grievance and right to a copy of the grievance process.



Questions or Concerns?

If you have questions, updates to your housing status, or other concerns, please contact the agency who completed the intake packet with you.

Agency Name: _____
Contact Person Name: _____
Contact Number: _____

If you are unhappy or do not agree with decisions that have been made during the Mo BoS CoC CES process, please work with the agency above to resolve your questions. In the event you are unsatisfied with the results, you have the right to file a grievance.

Visit www.moboscoc.org or contact moboscoc@outlook.com for a copy of the grievance form and policy.

If you feel as though you have been discriminated against, you can also contact:

HUD's Fair Housing Hotline
800-669-9777 (English/Spanish)
800-927-9275 (TDD)

Missouri Human Rights Commission
1-877-781-4236
1-800-735-2966 (TDD)
www.moboscoc.org



Missouri Balance of State Coordinated Entry System

Client Rights, Roles, & Responsibilities

Missouri Balance of State Continuum of Care Coordinated Entry System's (MO BoS CoC CES) purpose is to assist individuals and families experiencing a housing crisis. Housing services are prioritized based upon severity of need and availability of services in the 101 Missouri Counties shaded in blue below.



Know Your Rights

► Fair Housing

The HUD Fair Housing Act prohibits discrimination against any person because of race, color, religion, sex, handicap, familial status, or national origin.

www.hud.gov/fairhousing

► Equal Access to Housing Regardless of Sexual Orientation or Gender Identity

The Equal Access Rule ensures that HUD's housing programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/

► Rights for Survivors of Domestic Violence

The Violence Against Women Reauthorization Act of 2013 provides housing protections for victims of domestic violence, dating violence, sexual assault, or stalking.

www.hud.gov/sites/documents/PIH-2017-08VAWRA2013.PDF

► Missouri Landlord Tenant Laws

Missouri's Landlord-Tenant Laws are in place to protect renters from unresponsive landlords as well as options for landlords. The best protection for clients and landlords is to put rental terms in a written lease agreement.

www.ago.mo.gov/docs/default-source/publications/landlord-tenantlaw.pdf?sfvrsn=4



We Want to Hear From You

MO BoS CoC values your partnership to ensure quicker connection and coordination of resources. To make sure we can connect you with the most appropriate housing resources, please:

- **Keep your contact information up to date.**
- **Communicate honestly.**
- **Let us know where you are sleeping and notify us if that changes.**
- **Return communication from us within 72-hours.**
- **Let us know if you no longer need housing assistance.**
- **Have any identification documents available or notify the agency you are working with you do not have them.**

HUD Homeless Definitions

The MO BoS CoC CES utilizes The United States Department of Housing and Urban Development Homeless Definitions to determine program eligibility.



Literally Homeless

An individual or family who lacks a fixed, regular, and adequate nighttime residence. Including a place that is a public or private place not meant for human habitation, living in privately or publicly operated shelter, transitional housing, and/or hotel paid for by charitable organization, or in an institution where the eligible homeless individual has resided for 90 days or less and who previously resided in one of the previously mentioned locations before entering the institution.

Imminent Risk of Homeless

Individual or family who will imminently lose their primary nighttime residence, provided that it will be lost within 14 days of date of application, no subsequent residence has been identified, and the individual or family lacks the resources or support networks needed to obtain other permanent housing.

Fleeing/Attempting to Flee Domestic violence, dating violence, sexual assault, or stalking

Individual or family who is attempting to flee domestic violence, has no other residence and lacks the resources or support networks to obtain other permanent housing.

http://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf