



Homelink/Coordinated Entry Frequently Asked Questions

Q: Can I get public housing (or Section 8) at Coordinated Entry?

A: No. Public housing is not offered through Coordinated Entry

Q: I did a Coordinated Entry assessment, but a provider hasn't called me; how long should I wait?

A: We work hard to help as many people, but resources are limited, and there can be a long wait sometimes. You are encouraged to do what you can in your situation and pursue other avenues for your housing. We have a helpful resource guide on our webpage.

Q: I did a Coordinated Entry assessment but haven't been called yet; what should I do?

A: You may physically visit or call any Homelink Hub and ask them to confirm that you are still on the list to be served. The Hub will not be able to tell you where you are on the list, only that you are on it. If you are not on the list, they can help you with the assessment.

Q: I'm not homeless but behind on my rent or facing eviction. Can Coordinated Entry help me?

A: No. Coordinated Entry cannot help with homeless prevention services. But on the day you become homeless, you can get help through Coordinated Entry.

Q: I only want help from a specific program; can I pick which program helps me?

A: No. You will be offered services from the first program that has space.

Q: I don't have my own home, but I'm living with friends or family. Can I get help from Coordinated Entry?

A: No. People in doubled-up living situations are not considered homeless.

Q: My loved one is abusive, and I need to leave, but I have nowhere to go. Can Coordinated Entry help me?

A: Yes. You can get help by calling 210-733-8810 or by visiting a Hub.