THE NORTHERN NEVADA CONTINUUM OF CARE

Housing Exit Destination Guide

A Reference Guide for Housing and Homeless Service Providers

July 2026

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This Guide will be regularly updated as available housing programs change in Washoe County. Any feedback on this guide or the programs listed in the appendices can be provided via email: **CoCmatchmaker@washoecounty.gov**

For the most up-to-date Guide, visit **https://www.washoecounty.gov/homeless/regional_governance_and_coordination/coc/coc_policies/index.php**

Background and Introduction

Exit destination data is vital for understanding service delivery and outcomes across the housing and homelessness response system. When **exit destinations** are recorded accurately and consistently into the Homeless Management Information System (HMIS) by service providers, a Continuum of Care (CoC) gains a clearer picture of how people are moving through programs, what paths lead to stable housing, and where additional supports or interventions may be needed. This information allows communities to track performance and monitor progress toward federal, state, and local goals; be compliant with the US Department of Housing and Urban Development's (HUD) data standards; evaluate the impact of housing and service investments; and advocate for resources aligned with local needs to continuously improve outcomes for individuals and families experiencing homelessness.

Guidance from the US Department of Housing and Urban Development[1]

According to HUD's Interactive FY 2026 Data Standards Manual, exit destination data should be collected for **all clients for all programs** at the point **of project exit**. In addition to entering the date that the client exited, HUD specifies that programs should: "Record where the client is expected to stay after they complete or stop participating in project activities" and "select the *'Destination'* that *most closely matches* where the client will be staying after exiting the project." If information is later corrected by the client, then updates can be made within HMIS.

Key Considerations

One of the most important things to remember when selecting an exit destination is that you should select where your client will be staying, not why they are staying there. For example, clients exiting for school, military service, or certain jobs may have different destination responses based on their housing situation. If moving into a dorm or military-provided housing, "Rental by Client, with other ongoing housing subsidy," may be the most appropriate response since the unit is not client-owned, has tenancy conditions, and an assigned value. If moving in with a relative during schooling, consider "Living with Family, Permanent Tenure," as the client may stay as long as needed to complete school. **It is also important not to guess about the exit destination of clients**. If destination is unknown by the client, the client prefers not to answer, or an exit interview is not conducted, the aligned option should be selected.

[1] FY 2026 HMIS Data Standards Manual. Accessed December 16, 2025: https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/universal-data-elements/312-destination/

Purpose of this Guide

The Northern Nevada Continuum of Care (NNCoC) has developed this guide to **help providers feel confident in choosing the most accurate exit destination for each client situation.**

While this guide is primarily focused on supporting accurate exit destination reporting, general information on how to conduct an exit interview, as well as other data that can be collected during an exit interview, is provided on page 3.

How to Use this Guide

This guide supports providers across the NNCoC in selecting the appropriate exit destination for a client exiting program services. Specifically, this guidance is designed to build upon that in the 2026 HUD Data Standards Interactive Manual and **offer additional local information that reflects the specific program and service array available for exit in Washoe County** as of the date of this guide's publication.

Each section is organized by exit destination category, which comprise the following:

- Homeless Situations
- Institutional Situations
- Temporary Housing Situations
- Permanent Housing Situations
- Other

You can click on any of the links above to be taken directly to that specific section. If you know the *name* of the program that the client is exiting to, or other specific information about the *type* of program the client is exiting to, you can also use the "Find" function (Ctrl + F) to search this document for specific keywords that can help you find the correct exit destination to select.

Within each section, the specific HMIS responses that are available to select within that exit destination category are provided along with considerations and guidance to support provider decision-making related to selecting the appropriate exit destinations.

Where available, examples of local organizations and programs or a link to a list of Washoe County housing programs (operating as of this guide's publication date) that are considered to align with each exit destination category and HMIS response are highlighted in call out boxes like this.

Considerations When Conducting an Exit Interview

An exit interview is a structured conversation that helps programs learn from participants as they leave services and supports a respectful, dignified transition out of services.

HMIS-participating programs should collect the date that the client exited the program and the destination which most closely matches where the client will be staying after exiting the project, along with other information about the person's current circumstances**.** An example of a form that can be used to collect these data via an exit interview is available at **https://www.bitfocus.com/hubfs/CoC-Project-Exit-HMIS-2024-1%20(1).pdf?hsLang=en**. Programs may also use an exit interview to understand a participant's experience and identify strengths, gaps, and opportunities for improvement.

These interviews are an essential component of data collection and client support and should be conducted whenever possible. Not conducting an exit interview or not collecting required data during an interview can weaken program and system reporting, impact data quality, and result in performance measures and community planning data becoming less reliable. Specifically, if many exits are coded as "no exit interview completed" or "data not collected" community and project level performance metrics (e.g., rates of exits into permanent housing) cannot be accurately calculated. **This can affect how a community's homeless services performance is viewed by HUD and other funders.**

A Note about Person-Centered Data Collection[2]

People experiencing homelessness may hesitate to share personal information due to past harmful data collection experiences, including privacy breaches, data errors, lack of transparency, or re-traumatizing questions. A person-centered approach to data collection prioritizes **trust, respect, and choice**, using trauma-informed practices, and being transparent about how information will be used. When gathering exit destination data:

- Clearly explain an individuals' rights and allowing refusal of questions, while highlighting why the information is being collected to encourage participation (e.g., "This information helps us understand how well we've helped you and how to make the system stronger.")
- Pace interviews thoughtfully
- Adapt communication to cultural, linguistic, and literacy needs

[2] Adapted from "Transactional to Transformational: Person Centered Data Collection" a TA resource provided by HUD. Accessed December 16, 2025: https://www.chipindy.org/wp-content/uploads/2024/07/Person-Centered-Data-Collection-HUD.pdf

Exit Destination Options

The following sections lists the exit destination options available in HMIS, along with guidance to help providers select the appropriate response. Remember that you can and should update exit destination information if you receive updated information from the client.

For residential projects where clients are expected to leave at exit (Emergency Shelter, Transitional Housing, Safe Haven, or project-based Permanent Supportive Housing), document where the client is anticipated to move immediately after leaving the program.

For projects where relocation is not expected at exit (Homelessness Prevention, Rapid Re-Housing, Transition in Place, or Supportive Services Only), document where the client is expected to stay after completing or ending services; this may be the same location where they lived during enrollment or before entering the project. (FY 2026 HMIS Data Standards Manual)

Homeless Situations

Homeless situations comprise places not meant for habitation, emergency shelters, and Safe Havens.

Place not meant for habitation

Select the **"Place not meant for habitation"** option if your client is exiting your program to:

- a vehicle
- an abandoned building, bus/train/subway station/airport
- anywhere outside

This selection includes when clients are ""squatting" or occupying an abandoned or unoccupied area or land that the client does not own, rent, or otherwise have lawful permission to use." (FY 2026 HMIS Data Standards Manual)

Emergency shelter

Select the **"Emergency shelter"** option if your client is exiting your program to stay temporarily in a facility, the primary purpose of which is to provide temporary shelter for individuals and families experiencing homelessness.

This selection includes hotel or motel rooms paid for with emergency shelter vouchers and Host Home shelters (crisis).

See **Appendix A** for a list of Emergency Shelters in Washoe County.

Safe Haven

Select the "**Safe Haven**" option if your client is exiting to a form of supportive housing that serves hard-to reach persons experiencing homelessness with severe mental illness and/or substance use disorders who are on the street and have been unable or unwilling to participate in supportive services. **There are no known Safe Havens are operating in Washoe County.** However, if your client is exiting to a Safe Haven in another geographic area, you may select this option.

Institutional Situations

Institutional situations comprise foster care; hospital or other residential non psychiatric medical facilities; jail, prison, or juvenile detention facilities; long-term care facility or nursing homes; psychiatric hospitals or other psychiatric facilities; and substance abuse treatment facilities or detox centers.

Foster Care

Select "**Foster care**" if your client is exiting your program to a foster care situation such as a licensed foster home, formal placement with relatives, or group home. If your client is being removed from the program due to Child Welfare Services involvement or other interventions, only select the Foster Care option if you know that is the destination of the individual. Otherwise, you should select the option that reflects the known destination or indicate that the client doesn't know, the client prefers not to answer, the exit interview was not completed, or that the data was not collected.

Hospital or Other Residential Non-Psychiatric Medical Facility

Select "**Hospital**" if your client is exiting your program to an acute care hospital for medical, non-psychiatric care.

Some examples of these facilities in Washoe County include Renown, St. Mary's, Northern Nevada Medical Center, etc.

Jail, Prison, or Juvenile Detention Facility

Select "**Jail, prison, or juvenile detention facility**" if your client is exiting your program into a detention facility.

Some examples of these facilities in the state include Washoe County Sheriff's Office Detention Facility, a State Prison, Jan Evans Juvenile Justice Center, etc.

Long-Term Care Facility or Nursing Home

Select "**Long-term care facility or nursing home**" if your client is exiting your program into a long-term care hospital, skilled nursing facility, rehabilitation center, or hospice facility.

Psychiatric Hospital or Other Psychiatric Facility

Select "**Psychiatric hospital or other psychiatric facility**" if your client is exiting your program into a psychiatric hospital or facility.

Some examples of these facilities in Washoe County include Reno Behavioral Health, Northwest Specialty Hospital, Northern Nevada Adult Mental Health Services Inpatient Unit, etc.

Substance Abuse Treatment Facility or Detox Centers

Select "**Substance abuse treatment facility or detox centers**" if your client is exiting your program into a substance abuse treatment facility or detox center.

Some examples of these facilities in Washoe County include Reno Behavioral Health, Bristlecone Family Resources, Ridge House, etc.

Temporary Housing Situations

Temporary Housing Situations comprise transitional housing for homeless persons (including homeless youth), residential projects or halfway houses with no homeless criteria, hotels or motels paid for without emergency shelter vouchers, Host Homes (non-crisis), staying or living with family (temporary tenure), staying or living with friends (temporary tenure), and people moving from one HOPWA funded project to HOPWA-TH.

Transitional Housing for Homeless Persons

Select "**Transitional housing for homeless persons**" if your client is exiting into a transitional housing project dedicated to people experiencing homelessness, including projects specific to youth experiencing homelessness.

See Appendix B to access a list of Transitional Housing programs in Washoe County.

Residential Project or Halfway House with No Homeless Criteria

Select "**Residential project or halfway house with no homeless criteria**" if your client is exiting to a sober living or other residential project with no lease or rights of tenancy. The project may have or may not have time limits.

Some examples of these projects in Washoe County include Hosanna Home, Step 2, and BattleBorn.

Hotel Or Motel Paid for without Emergency Shelter Voucher

Select "**Hotel or motel paid for without emergency shelter voucher**" if your client is exiting to a self-paid hotel or motel room. If they are exiting to a hotel or motel paid with an emergency voucher, select Emergency Shelter.

Host Home (non-crisis)

Select "**Host Home**" (non-crisis) if your client is exiting to a Host Home program offering a stable, temporary living arrangement. Such programs are typically available to support young people.

Staying or Living with Family, Temporary Tenure

Select "**Staying or living with family, temporary tenure**" if your client is exiting to a temporary stay in a room, apartment, or house that belongs to a family member.

It is important to note that this exit destination is different from the "staying or living with family, permanent tenure" response. The temporary tenure response should only be selected if it is expected that the living situation described will be temporary.

HUD notes that "there is no specific timeframe used to differentiate between 'permanent' or 'temporary'. Rather, the determination should be made based on whether [...] the family member has placed any limitation that indicates the stay is intended to be temporary (e.g., a specific time limit)." (FY 2026 HMIS Data Standards Manual)

It may be helpful to consider the **intent** of the housing arrangement during the exit interview by asking questions such as, "has your family member told you how long you can stay with them or when they expect you to find other housing?"

Staying or Living with Friends, Temporary Tenure

Select "**Staying or living with friends, temporary tenure**" if your client is exiting to a temporary stay in a room, apartment or house that belongs to friends.

It is important to note that this exit destination is different from the "staying or living with friends, permanent tenure" response. The temporary tenure response should only be selected if it is expected that the living situation described will be temporary.

HUD notes that "There is no specific timeframe used to differentiate between 'permanent' or 'temporary'. Rather, the determination should be made based on whether [...] the friend has placed any limitation that indicates the stay is intended to be temporary (e.g., a specific time limit)." (FY 2026 HMIS Data Standards Manual)

It may be helpful to consider the **intent** of the housing arrangement during the exit interview by asking questions such as, "has your friend told you how long you can stay with them or when they expect you to find other housing?"

Moved from one HOPWA Funded Project to HOPWA-TH

This response is limited to use by projects funded via Housing Opportunities for Persons with AIDS (HOPWA). Select "**Moved from one HOPWA funded project to HOPWA-TH**" if the client is exiting from your agency's HOPWA funded project to a HOPWA funded transitional housing project.

Permanent Housing Situations

Permanent Housing Situations comprise living with family (permanent); living with friends (permanent); moved from HOPWA funded project to HOPWA PH; rental by client, no ongoing subsidy; rental by client, with ongoing subsidy; and owned by client.

Staying or Living with Family, Permanent Tenure

Select "**Staying or living with family, permanent tenure**" if your client is exiting to live permanently in a room, apartment, or house that belongs to family member.

It is important to note that this exit destination is different from the "staying or living with family, temporary tenure" response. The permanent tenure response should only be selected if it is expected that the living situation described will be permanent. HUD notes that "There is no specific timeframe used to differentiate between 'permanent' or 'temporary'. Rather, the determination should be made based on whether the situation reflects family reunification or whether the family member [...] has placed any limitation that indicates the stay is intended to be temporary (e.g., a specific time limit)." (FY 2026 HMIS Data Standards Manual)

It may be helpful to consider the **intent and nature** of the housing arrangement. For example, "if the client is moving into housing with a relative during schooling, Living with Family, Permanent Tenure can be selected, consistent with the notion that the client may stay with the family member for as long as needed to complete school." (FY 2026 HMIS Data Standards Manual)

Staying or Living with Friends, Permanent Tenure

Select "**Staying or living with friends, permanent tenure**" if your client is exiting to live permanently in a room, apartment, or house that belongs to friends.

It is important to note that this exit destination is different from the "staying or living with friends, temporary tenure" response. The permanent tenure response should only be selected if it is expected that the living situation described will be permanent. HUD notes that "There is no specific timeframe used to differentiate between 'permanent' or 'temporary'. Rather, the determination should be made based on whether the situation reflects whether [...] the friend has placed any limitation that indicates the stay is intended to be temporary (e.g., a specific time limit)." (FY 2026 HMIS Data Standards Manual). It may be helpful to consider the **intent and nature** of the housing arrangement, as described above in the "Staying or Living with Family, Permanent Tenure" option.

Moved from one HOPWA Funded Project to HOPWA PH

This response is limited to use by projects funded via Housing Opportunities for Persons with AIDS (HOPWA). Select "**Moved from one HOPWA funded project to HOPWA PH**" if the client is exiting from your agency's HOPWA program to a HOPWA funded permanent housing project.

Rental by Client, No Ongoing Housing Subsidy

Select "**Rental by client, no ongoing subsidy**" if your client is moving into rental housing that they will pay for on their own without a subsidy of any kind. Rental housing usually necessitates a written lease that outlines terms (e.g., rent amount, length), the tenant's name, and the unit address. If the client does not have a lease, another destination may be a more appropriate selection.

Rental by Client, with Ongoing Housing Subsidy

Select "**Rental by client, with ongoing subsidy"** if your client is moving into rental housing with a subsidy to help them maintain the housing. This response comprises any subsidized rental housing. Rental housing usually necessitates a written lease that outlines terms (e.g., rent amount, length), the tenant's name, and the unit address. If the client does not have a lease, another destination may be a more appropriate selection.

Once selected, a dependent field will open to provide additional detail about the type of subsidized housing situation the client is living in.

A housing subsidy may be tenant-, project-, or sponsor-based and provides ongoing assistance to reduce rent burden. This includes permanent supportive housing programs, rapid rehousing programs, emergency housing voucher programs, and housing with subsidies provided through HUD-funded subsidies or other housing subsidies.

See **Appendix C** to access a list of Permanent Housing Programs operating in Washoe County, including Permanent Supportive Housing Programs, Rapid Rehousing Programs, and Emergency Housing Voucher programs.

Examples of other subsidized housing programs include Section 8 Reno Housing Authority projects, Housing Choice Vouchers, and VASH.

Owned by Client, with Ongoing Housing Subsidy

Select "**Owned by client, with ongoing subsidy**" if your client is moving into housing they own with a subsidy to help them maintain the housing. This response comprises any subsidized housing owned by the client. This could include housing they owned prior to entering your program and to which they are returning, or housing they purchased while in your program or upon exit.

Owned by Client, No Ongoing Housing Subsidy

Select "**Owned by client, no ongoing subsidy**" if your client is moving into housing that they own and pay for on their own without a subsidy of any kind. This could include housing they owned prior to entering your program and to which they are returning, or housing they purchased while in your program or upon exit.

Other

This category comprises exit destinations not captured in any other category or response. HUD recommends that "if a client is moving into a situation that cannot be accounted for by the guidance provided [throughout this document], please submit an HMIS AAQ with the specific circumstances on the **HUD Exchange** to receive assistance with appropriate categorization."

Deceased

Select "**Deceased**" if the client is known to be deceased or has recently died.

Client Doesn't Know

Select "**Client doesn't know**" only if the client's destination cannot be determined even though an exit interview was conducted. Reasonable efforts should be made to understand the client's destination after exit.

Client Prefers Not to Answer

Select "**Client prefers not to answer**" only if the client refuses to provide destination information even though an exit interview was conducted. Reasonable efforts should be made to understand the client's destination after program exit. Sharing the rationale for the question may be helpful to support the client in providing the information (e.g., "This information helps us understand how well we've helped you.")

No Exit Interview Completed OR Data Not Collected (Two Separate Options)

Either response will be considered by HUD as "missing data" for data quality and reporting purposes, and therefore reasonable efforts should be made to understand the client's destination after program exit. However, it is important that these options be selected when they are accurate; i.e., **programs should not feel pressure to guess about the exit destinations of their clients.**

Other

According to HUD, this category should be used only as a last resort if the client's destination cannot be even loosely described by available options. A response of "**Other**" will not be considered by HUD "in any HMIS-based reporting as a positive outcome."

It is also important that "other" field not be used for case management. The associated notes field that will populate when this option is selected should be specific to where the person is going, not the reason why they are no longer in the program.

Appendix A: Emergency Shelters in Washoe County

The following is a list of emergency shelters operating in Washoe County. Please select "**Emergency shelter**" as the exit destination if your client is exiting to one of the following programs:

Agency Name	Program Name
Domestic Violence Resource Center	Motel Assistance
	Emergency Shelter
Eddy House	Eddy House - ESG-Overnight/Emergency Shelter
	Eddy House - Overnight/Emergency Shelter
Life Changes, Inc.	Veterans Respite Program
Nation's Finest-Northern Nevada	Nations Finest BHC
Safe Embrace	Emergency Shelter
The Children's Cabinet, Inc.- RHY	RHY Project - BCP Emergency Shelter
The Reno Initiative for Shelter and Equality (RISE)	Safe Camp
	Resource Center
	Good Neighbors Emergency Shelter
Volunteers of America (VOA)	VA CERS Program
	NV Cares Campus Winter Overflow Shelter
	Nevada Cares Campus Emergency Shelter
Volunteers of America-Our Place (VOA)	Our Place Family Emergency Shelter
	Our Place JOY Home
	Our Place HOPE Home
	Our Place Winter Overflow Shelter
	Our Place Women's Emergency Shelter

List updated July 2026.

Appendix B: Transitional Housing for Homeless Persons in Washoe County

The following is a list of transitional housing programs operating in Washoe County. Please select **"Transitional housing for homeless persons"** as the exit destination if your client is exiting to one of the following programs:

Agency Name	Program Name
Domestic Violence Resource Center	Transitional Housing
Eddy House	TLC36
	Eddy House - Community Living
Hosanna Home	Transitional Housing Program
Nevada Youth Empowerment Project (NYEP)	Community Living Program
	Sonder House
Reno Sparks Gospel Mission	Transitional Living
Safe Embrace	Transitional Housing
Step 1	Transitional Housing Program
Steps to New Freedom	Steps to New Freedom Transitional Housing
The Empowerment Center	Transitional Housing
Vitality Unlimited - NN	Vitality Veterans Housing Program
Volunteers of America (VOA)	Sage Street Transitional Housing
	Village on Sage
	Anthem Housing
Washoe County Human Services Agency	Family CrossRoads
	Men's CrossRoads TH
	Women & Children CrossRoads
	Women's CrossRoads TH
Well Care Northern Nevada	Northern Nevada WC Health BH Program
Westcare Northern Nevada	VA Home Front Program

List updated March 2026.

Appendix C: Permanent Housing in Washoe County: Permanent Supportive Housing, Rapid Rehousing, and Emergency Housing Voucher Programs

The following is a list of **permanent supportive housing** programs operating in Washoe County. Please select "**Rental by client with ongoing subsidy**" if your client is exiting to one of the following programs:

Agency Name	Program Name
Washoe County Housing and Homeless Services	Cares Campus PSH
City of Reno Housing Authority	HUD VASH PBV
Restart Homeless Services	Anchor Plus Expansion
Volunteers of America Hi-Way 40	Hi-Way 40
Accessible Space Inc.	ASI PSH
Northern Nevada Adult Mental Health Services	Shelter Plus Care Program
Washoe County Human Services Agency	Permanent Supportive Housing Program
City of Reno Housing Authority	Reno HUD VASH TBV Program

The following is a list of **rapid rehousing programs** operating in Washoe County. Please select "**Rental by client with ongoing subsidy**" if your client is exiting to one of the following programs:

Agency Name	Program Name
Washoe County Housing and Homeless Services	Tenancy Support Shallow Subsidy Program
Safe Embrace	Rapid Rehousing
Nation's Finest-Northern Nevada	RRH Program
Restart Homeless Services	Rapid Re-housing for Families

The following is a list of **permanent housing programs that utilize emergency housing vouchers** operating in Washoe County. Please select **"Rental by client with ongoing subsidy"** if your client is exiting to one of the following programs:

Agency Name	Program Name
Catholic Charities Northern Nevada	Emergency Housing Voucher
City of Reno Housing Authority	MTW Project Based Homeless Voucher
Health Plan of Nevada - Northern Nevada	Emergency Housing Voucher
Restart Homeless Services	Moving On—Emergency Housing Voucher
Washoe County Housing and Homeless Services	Emergency Housing Voucher
Washoe County Human Services Agency	Emergency Housing Voucher

List updated July 2026.