

Lane County Coordinated Entry Summary

Homeless households in the community access “Front Doors” located at various social service agencies. The Front Doors complete an assessment with the household and make a referral to the Central Wait List (CWL). The referrals are received by Lane County Human Services Division Staff. Then, the households are prioritized based on need and length of time homeless. Households are referred to housing programs as space is available. The housing programs participating in Coordinated Entry no longer maintain their own waitlists and do not have to recruit households for programs. They are able to serve the neediest households in the community and households no longer must advocate for themselves at multiple agencies to access housing programs.

In 2012 the U.S. Department of Housing and Urban Development released policy guidance in the form of an interim rule regarding the requirements related to governance structures as well as the eligible services and activities provided through the Continuum of Care (CoC) Grant Program.

The Interim Rule requires each CoC to implement a Centralized intake or Coordinated Assessment System, which HUD defines as “a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.”

The term ‘Coordinated Entry’ (CE) used by Lane County CoC (OR-500) is synonymous with the Coordinated Assessment System as defined by HUD.

Homeless households throughout the community are directed to the established “Front Doors” for pre-eligibility screening, assessment, and referral to the Centralized Housing Waitlist (CWL).

A Front Door is one of the agreed upon entry points into the Coordinated Entry System, and is a site which completes formal screening and/or assessments for clients’ entry into the housing programs provided funded by HUD’s ESG and CoC grant programs for the Homeless Assistance System.

Screening and assessment collects information to guide housing referrals based on program eligibility and services offered for Rapid Re-Housing (RRH), Transitional Housing (TH), and Permanent Supportive Housing (PSH).

Although the hours of operation and manner of interactions with clients (i.e. phone or face-to-face) may differ by location, households presenting to the established, mutually agreed upon Front Doors for screening and assessment receive equivalent services regardless of the Front Door at which they present.

Front Doors utilize ServicePoint HMIS to document screening and assessment interactions.

Assessors at Front Door agencies generate referrals to the CWL for RRH, TH, and PSH via ServicePoint HMIS. These referrals are screened for accuracy by Lane County staff. Households are added to the lists as appropriate. The Central Waitlist (CWL) is posted weekly in ServicePoint and is accessible to Front Door Assessors and housing providers.

Households on the list are prioritized based on their household configuration, their acuity level, and the length of time homeless. There are currently three waitlists. They are: Transitional Housing for households with children; Rapid Re-housing for households with children and adult only households; Permanent Supportive Housing for households with children and adult only households. The Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT) and the Vulnerability Index & Service Prioritization Decision Assistance Tool for families (VI-FSPDAT) has recently been incorporated into the screening process for households. This tool allows the waitlists for this population to be prioritized based on acuity.

When a TH, RRH, or PSH program has a projected opening for a household, authorized program staff request referrals from the CWL via email to HSD staff. The CWL will refer the number of HHs requested by the housing program within a reasonable amount of time. Referrals to housing programs are made using the eligibility criteria of the specific housing program.