Front Door Agencies: Roles and Expectations

# Definitions

Access Point: The entry point into the Coordinated Entry System. It can be a designated physical location or a mobile outreach team in which individuals experiencing homelessness can get an assessment to be added to the Central Wait List.

Central Wait List (CWL): Wait list containing literally and chronically homeless households awaiting referral to participating housing projects.

Coordinated Entry: An approach to coordination and management of a crisis response system’s resources. It allows users to make consistent decisions from available information. The goas is to efficiently and effectively connect people to interventions that will rapidly end their homelessness.

Front Door Agency: An approved agency with staff who administers Front Door Assessments and is available for follow up questions.

Front Door Assessment: The process of gathering information about a person presenting to the homeless system. The assessment includes documenting information about the barriers the person faces to being housed and any characteristics that might make them more vulnerable while homeless.

Front Door Assessor: An approved individual who can administer a Front Door Assessment.

# Access Expectations

**No Wrong Door Approach**

Access points should be available to all eligible participants. This includes individuals who are not already established clients of the Front Door Agency. The only agencies that are access points for specific sub-populations are Womenspace (households fleeing domestic violence), Looking Glass (Youth), and St. Vincent De Paul First Place Family (Households with children).

**Cultural and Linguistic Access**

Access points must ensure equal access to Front Door Assessments that honors clients’ cultural and/or language diversity. Interpretation services and translations of key written materials shall be available in the main languages utilized in Lane County. Front Door Agencies should have a written plan on how to promote cultural and linguistic access. This plan should be shared with all Front Door Assessors, reception, and staff answering phones.

**Accessibility for People with Disabilities**

All access points should be fully ADA compliant and accessible to people with issues of mobility. Furthermore, people with disabilities seeking services shall be connected with auxiliary aids and services, as needed, to ensure clear and effective communication, including, but not limited to, large type printed materials, assisted listening devices, sign language interpreters, and other tools.

**Non-discriminatory**

Access points shall be non-discriminatory and further Fair Housing. They should not discriminate because of someone’s race, color, religion, sex, national origin, disability, or familial status.

**Walk-in hours**

Front Door Agencies are strongly encouraged to have flexible hours that accommodate Front Door Assessments on a walk-in basis.

# WellSky HMIS

Front Door Agencies must use WellSky Homeless Management Information System (HMIS) which is an electronic database used to hold information on the characteristics and service needs of persons experiencing poverty and homelessness in Lane County. All Front Door Assessors must be HMIS users as the assessment and follow up housing and matches are conducted on the HMIS platform. Front Door Assessment shall be entered directly into WellSky HMIS at the time of the assessment. The exception to not doing direct data entry is if there is no internet connection available during the assessment. If direct data entry is not possible during the assessment, then the agency will enter the data into WellSky HMIS within 48 hours of completing the assessment.

# Training

**Coordinated Entry Lead**

All Front Door Agencies should have a designated Coordinated Entry lead. This person will be responsible for making sure all of agency or program’s Front Door Assessors receive training and meet the expectations of a Front Door Assessor. Coordinated Entry leads will also be responsible for disseminating Coordinated Entry updates and working with Lane County Coordinated Entry staff to ensure the Front Door Agency complies with Coordinated Entry standards. The Coordinated Entry Lead should either be an Agency Admin for HMIS or work directly with the Agency Admin.

**Annual Training**

All Front Door Assessors shall attend the in-person Front Door Assessor training provided by Lane County Coordinated Entry staff. Coordinated Entry Leads may also be responsible for attending additional in-person trainings.

**All Provider & Assessor Coordinated Entry Meetings**

Agencies should have representatives attend Coordinated Entry meetings throughout the year (approximately 2-4 meetings per year).

# Grievance Process

Anyone assessed by the Front Door Agency should receive information on the rights, responsibilities, and grievance process. Agencies should also have their own policies and procedures for grievances related to the agency or a specific assessor.