Front Door Assessment Script

Opening Script

My name is _____and I work for an organization called_____. I have a 30-45 minute survey that I would like to complete with you. Your answers will help us determine how we can support you and help you access housing. Our community asks everyone the same questions in order to triage someone's level of need, prioritize resources, and match them to the right housing program.

I'll be honest, some questions are personal in nature, but know you can skip or refuse any question. The information collected goes into WellSky Homeless Management Information System, a shared database that all of our shelters and housing providers can access, and once it is there, other providers in the community will not make you complete this survey multiple times.

If you don't understand a question, please let me know and I would be happy to clarify. If it seems to me that you don't understand a question I will do my best to explain it to you without you needing to ask for clarification.

One last thing we should chat about. Some people will tell me what they want me to hear rather than telling me the truth. It's up to you, but the more honest you are, the better we can figure out how best to support you.

Do you have any questions before we get started?

Closing Script

Thanks for your time. Your information is now updated in the Homeless Management Information System. Someone will contact you when an opening is available. It is important that you keep your contact information up to date or check in regularly with a Front Door Assessor. If you are referred to a program, a case manager will work closely with you to help you find housing.

Here is a copy of your rights and responsibilities. (**Go over with client & have client sign**)