COORDINATED ENTRY

Required Training for All Front Door Assessors
Note about training

- All Front Door Assessors are required to complete the following components:
  - Review this PowerPoint
  - Submit and Pass online quiz [https://goo.gl/forms/mjK3PcBD8S2JxshG3](https://goo.gl/forms/mjK3PcBD8S2JxshG3)
  - Review Front Door Assessor Script
  - Review Grievance Protocol
  - Watch VI-SPDAT Video
  - Watch VI-FSPDAT Video
  - Shadow minimum of three Front Door Assessments
  - Other Skilled Front Door Assessor should observe your first assessment
  - Watch HUD's Chronic homelessness webinar until 30:30
    [https://www.hudexchange.info/trainings/courses/defining-chronically-homeless-final-rule-webinar/](https://www.hudexchange.info/trainings/courses/defining-chronically-homeless-final-rule-webinar/)
Note about training cont’d

• In addition to these trainings, assessors must also be trained in ServicePoint by their Agency Admin.
• Once you are finished with all the Front Door Assessor training, complete the “Front Door Assessor Training Checklist” document and the “Skilled Front Door Assessor Agreement” Form and send to Lane County Coordinated Entry staff.
• Additional trainings may be required if necessary.
Learning Objectives of this PowerPoint

- Understand Coordinated Entry definition & purpose
- Understand your role and responsibilities as a Front Door assessor
- Understand the basics of the Front Door Assessment questions
COORDINATED ENTRY DEFINITION & PURPOSE
Coordinated Entry Definition

“Coordinated Entry is an approach to coordination and management of a crisis response system’s resources that allows users to make consistent decisions from available information to efficiently and effectively connect people to interventions that will rapidly end their homelessness”

All Continuums of Care (CoC) are required to have a Coordinated Entry system. Coordinated Entry changes a CoC from a project-focused system to a person system asking that “communities prioritize people who are most in need of assistance” and “strategically allocate their current resources and identify the need for additional resources.”

Lane County has developed a “no wrong door” approach in which any household experiencing homelessness can access a “Front Door” to be assessed for housing and services. All Front Door Assessments use a standardized assessment. Households are then prioritized for services using the CoC agreed upon prioritization process. Lane County currently prioritizes chronically homeless households for all Permanent Supportive Housing and Rapid Rehousing projects.

(https://www.hudexchange.info/resource/5208/notice-establishing-additional-requirements-for-a-continuum-of-care-centralized-or-coordinated-assessment-system/)
There are three main phases of the Coordinated Entry process in Lane County: 1) Front Door  2) Central Wait List 3) Referral to a housing program.
COORDINATED ENTRY PHASES
The first phase of Coordinated Entry is the access point, also known as a *Front Door*, *Front Door Agency*, or *Front Door Assessor*.
There are currently 9 agencies in Lane County that serve as access points. Households experiencing homelessness can access any of these agencies to be assessed for housing and services that are dedicated to unhoused households. Please refer to the Lane County website for a current list of Front Door Assessors. Currently, most of the agencies are only available on an appointment basis. Some of the agencies have a street outreach team that can also do front door assessments as they conduct outreach in the community.
One of the goals of Coordinated Entry is to make the access points as easily accessible to clients as possible. They should also be available to individuals who are least likely to access services. As such, Lane County evaluates the accessibility of the Front Door Assessors. Part of that evaluation is to assess if expanded coverage is needed. If your agency would like to become a Front Door Assessor or would like to add additional staff as Skilled Front Door Assessor, contact Lane County Coordinated Entry staff. Please refer to the “Front Door Agencies: Roles Expectations” document for more information.
All Front Door Assessors should deploy a “No Wrong Door” approach, meaning each access point:

- Must be **easily** accessible—for anyone who is **literally homeless** or in a rapid rehousing program
  - The only agencies that can have access points for specific sub-populations are Women's Space (households fleeing domestic violence), Looking Glass (Youth), and St. Vincent De Paul’s First Place Family (Households with minor children).
- Use a standardized triage process—some exceptions for special populations
- Be non-discriminatory
  - Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status
  - Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;
  - Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance; and
  - Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related
services such as housing search and referral assistance. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

- Ensure equal access to Front Door Assessments that honor 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.
- Have flexible hours, and if possible, accommodate Front Door Assessments on a walk-in basis.

Refer to the “Front Door Agencies: Roles and Expectations” document for more information.
Separate Access Points for Sub-populations

- 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’s First Place Family (Households with minor children).

- Regardless if an agency is a separate access point, all Front Doors must:
  - Address basic crisis needs
  - Have a mechanism to provide easy access
  - Not deny access because someone is a victim of DV, dating violence, or stalking

HUD only allows for separate access points for specific sub-populations. Currently, there are 3 agencies that serve as access points for specific sub-populations: 1) Womenspace (households fleeing domestic violence), Looking Glass (Youth), and St Vincent De Paul’s First Place Family Center (Households with minor children). Note: other access points should still be accessible to these sub-populations. For instance, Womenspace can complete front door assessments for households fleeing domestic violence, but other front door agencies shouldn’t deny someone an assessment on the basis of DV status. Furthermore, Womenspace, Looking Glass, and St Vincent De Paul’s First Place Family should provide mechanisms that provide easy access for households that do not belong to the specific subpopulation to go to other access points.

Reference: HUD Coordinated Entry Notice Section II.B.2.f
https://www.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf
Front Door Assessment

- Triage an individual or family’s level of vulnerability and needs
- Main Components:
  - Coordinated Entry Central Wait List Intake
  - Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT)

Front Doors should have fully trained skilled Front Door Assessors who can conduct a Front Door Assessment. The purpose of the assessment is to triage an individual or family’s level of vulnerability and needs so we can appropriately match them to the right housing program. The main components to the Front Door Assessment include: 1) Coordinated Entry Central Wait List Intake 2) Vulnerability Index- Service Prioritization Decision Assistance Tool (VI-SPDAT).

There is more detailed information on the assessment process later in this PowerPoint.
The next phase of the Coordinated Entry process is the Central Wait List.
The Central Wait List (CWL) is a waiting list for 200+ housing slots that are dedicated to households experiencing homelessness. It is not an exhaustive list of all housing options in Lane County, meaning it does not include Section 8, public housing, and affordable housing. There are separate protocols and wait lists for these housing opportunities.

After a Front Door assessment is finished, Lane County Coordinated Entry staff reviews Front Door assessments and adds them to the CWL if the assessment is complete and meets the eligibility criteria. Any literally homeless household (See HUD’s definition) is eligible for the CWL. Note: previously only chronically homeless households were eligible for the CWL, but as of March 2018, the CWL now accepts any literally homeless household. In addition to literally homeless households, Rapid Rehousing (RRH) participants are eligible for a Front Door Assessment. This is because households in RRH retain their chronic homeless status and may be eligible for a Permanent Supportive Housing project if it is determined the household needs longer and more intensive support.

Currently, the CWL prioritizes chronically homeless households except for transitional housing projects. Any changes in prioritization is vetted through the Poverty and Homelessness Board. Households are triaged using the VI-SPDAT (for adult only or unaccompanied youth households) or VI-(F)SPDAT (for households with minor children). These tools are used to determine a household’s level of service need and
housing placement.
There are three types of programs that pull from the CWL: Permanent Supportive Housing, Rapid Rehousing, and Transitional Housing.

- **Permanent supportive housing** is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability.
- **Rapid re-housing (RRH)** emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible into permanent housing.
- **Transitional housing (TH)** is designed to provide homeless individuals and families with the interim stability and support to successfully move to and maintain permanent housing. Transitional housing may be used to cover the costs of up to 24 months of housing with accompanying supportive services.

There are three lists: Singles only (PSH & RRH), Families with children (PSH & RRH), and Families with children and Youth (TH).

The singles only list consists of literally homeless households. Chronically homeless households have priority. The households are then prioritized by a weighted VI-SPDAT score.
How to access the CWL

- CWL is updated and published weekly in ServicePoint to client record 532028.
- You must be in “Enter Data As” your FRONT DOOR provider to see this Client Record and download the lists.

Only certain users are given permission to view the list. If you have visibility access, do NOT share with anyone other than the client if someone is on the list or not. Anyone who has a user agreement for ServicePoint HMIS has permission to review the downloaded version of the CWL.
The Central Wait List has three lists categorized by household type and program type.

The singles list consists of literally homeless adult-only households. Chronically homeless households have priority for referrals, but there may be cases that a non-chronically homeless household will be referred to a housing program if there are no chronically homeless households that meet a housing program’s specific criteria (e.g. Youth, Veteran status, Developmental Disability status, etc). The VI-SPDAT score dictates the type of housing placement. Households with scores of 4-7 are referred to Rapid Rehousing programs. Households with scores of 8+ are referred to Permanent Supportive Housing programs. These score guidelines are recommendations from the OrgCode, the developer of the peer-reviewed triage tool. In very limited circumstances, households may be referred to programs outside of the VI-SPDAT parameters.

The families PSH & RRH list consists of chronically homeless households. Households with VI-(F)SPDAT scores of 4-8 are referred to Rapid Rehousing programs. Households with VI-(F)SPDAT scores of 9+ are referred to Permanent Supportive Housing programs. If there are no eligible households on this list for Rapid Rehousing programs, then the next referrals will come from the Families and Youth Transitional Housing list. That household would also meet the Rapid Rehousing score range.

The Families and Youth Transitional Housing list consist of literally homeless families
and youth. Households that are approaching chronic homeless status may be reassessed to be added to the Families PSH & RRH list. Currently, this is the only list that does not prioritize based on a VI-(F)SPDAT or VI-SPDAT score. However, this may change.
Here is a snapshot of the Singles CWL. The “CE E/E Date refers to the date of the Front Door Assessment. Please contact Lane County Coordinated Entry staff if you notice a client is not on the CWL or if a client found housing elsewhere.
The last phase of Coordinated Entry is the referral process.
Housing programs contact Lane County Coordinated Entry staff when there is an opening. Housing programs should only request 1 referral per 1 opening. County staff will then email the referral using the ServicePoint ID to the housing program and cc the Front Door Assessor.

Important Note: The information the Front Door Assessor collects will determine where someone gets referred. Be sure to collect information as accurately as possible.
<table>
<thead>
<tr>
<th>Permanent Supportive Housing</th>
<th>Rapid Re-Housing</th>
<th>Transitional Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Place Family (CoC)*</td>
<td>1st Place (ESG)*</td>
<td>Connections (CoC)*</td>
</tr>
<tr>
<td>Madrone (CoC)***</td>
<td>CCS McKenzie (CoC)*</td>
<td>Looking Glass TH (EHA)</td>
</tr>
<tr>
<td>Shelter Plus Care (CoC)***</td>
<td>LG Youth (EHA/ESG)***</td>
<td></td>
</tr>
<tr>
<td>Emerald Options (CoC)***</td>
<td>LG McKenzie (CoC)***</td>
<td></td>
</tr>
<tr>
<td>Camas (CoC)***</td>
<td>SC Cascades (CoC)**</td>
<td></td>
</tr>
<tr>
<td>Shankle (CoC)**</td>
<td>SC McKenzie (CoC)*</td>
<td></td>
</tr>
<tr>
<td>LIFT (CoC)***</td>
<td>SVDP (ESG)**</td>
<td></td>
</tr>
<tr>
<td>Vet LIFT (CoC)**</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sahalie (CoC)**</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Serves household with children
**Serves singles
*** Serves households with children & singles

There are currently 18 housing programs/projects that pull from the Central Wait List. Some of the programs serve specific household types. All programs require that households meet literal homeless criteria, but some of them may have additional eligibility criteria. In general, Permanent Supportive Housing programs require that households meet chronic homeless status.
Now, let’s go over some basics before getting started with the assessment.
Your role as a Front Door Assessor is to collect information that will be used to make a determination on the type of projects the household will be referred to and how the household will be prioritized on the Central Wait List. As a Front Door Assessor, you should always be objective when asking the questions. You should not assume a case manage role when you are doing assessments. Do not coach the household on how to answer a question. It’s okay if a client’s case manager or advocate is present during the assessment, but you as the Front Door Assessor should not sway an individual’s responses.
Front Door Tips

- Enter the Front Door Assessment directly into ServicePoint
- Do not use EDA
- **Check that ROI is in place for CE Front Door**
- Assessment is done for Head of Household only
- Ask and answer all questions. “Data not collected” is not acceptable

You should be prepared to enter the Front Door Assessment directly into ServicePoint HMIS. The paper form should be used sparingly in situations where direct data entry is not possible (e.g. internet connection not available during street outreach).

Make sure you have been trained on the basics of ServicePoint. Each agency has assigned Agency Admins who are responsible for ensuring ServicePoint users are trained.

Do not use “Enter Data As” (EDA) mode.

Check that a ServicePoint ROI is checked in ServicePoint for your Coordinated Entry Front Door provider. If not, see instructions on Lane County website and through your Agency Admin on how to update ROIs.

The assessment should be done for the head of household only. You do not need to do an assessment for every member in the household. The next slide goes over more details on who should get a Front Door Assessment.

Be sure to ask and answer all the questions. Incomplete assessments will not be accepted to the Central Wait List. The information you collect will inform which programs the household will be referred to.
Households that meet literally homeless criteria or are currently in a Rapid Rehousing program are eligible for a Front Door Assessment. You should NO LONGER pre-screen households for chronic homeless status. The expanded eligibility criteria allows us to better capture the needs of our community and fill housing slots.

You should only conduct the Front Door Assessment with the head of household who meets literal homeless criteria or is currently in a rapid rehousing program. This means the questions, including the disability questions, should be directed to the head of household unless the question specifically asks about other members of the household. Tip: For Permanent Supportive Housing programs that require chronic homeless status, the head of household must meet the length of time homeless criteria and have a long-term disabling condition.

Literally homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence. This includes:

- Sleeping in a place not meant for human habitation or ordinarily used as a regular sleeping accommodation
- Living in a shelter designated to provide temporary living arrangements
- Exiting an institution where they resided for 90 days or less where residing in one of the above immediately before entering institution

If you start a Front Door Assessment and discover the household is not in a Rapid
Rehousing program or does not meet literally homeless criteria, exit the Front Door Assessment and offer the household resources of other housing options in the community.
Literally Homeless Criteria

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
- Is exiting an institution where the individual has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Questions to ask about someone’s housing status: “Can you please tell me where you stayed last night” or “Where are you going to stay tonight?” Listen to their response and determine if they meet the literally homeless criteria.

Some examples of situations that qualify as literally homeless: Street, sidewalk, vehicle (car, van, RV, truck), a park, abandoned building, bus station, under bridge or overpass, woods or outdoors encampment, Dusk to Dawn tent, Safe Parking, City Overnight Parking Program, Opportunity Village. An Emergency Shelter such as the Eugene Mission, ShelterCare on Hwy 99, Station 7, a Domestic Violence Shelter, First Place Family shelter in a church, an Egan Warming site.

**Important Note: Doubled up or couch surfing is not qualified as literally homeless.**
ADMINISTERING THE FRONT DOOR ASSESSMENT IN SERVICEPOINT
Opening Script

Script Elements
- Your name and organization
- The purpose of the Front Door Assessment
- How long it will take
- Questions can be skipped or refused
- Where information is stored
- Encourage client to ask questions
- Importance of relaying accurate information

Every assessor, regardless of the organization completing the assessment, should use the same introductory script.

Here is a sample of the opening script.

*My name is _________ and I work for an organization called_____________________. I have a 30-45 minute assessment 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 ServicePoint 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?
After you’ve searched and selected a client in ServicePoint, you will then add an Entry/Exit for the Front Door. (If you can’t locate a client in ServicePoint, see instructions on Lane County HMIS webpage on how to add new clients in ServicePoint)

Adding an Entry/Exit for the Front Door project: Once the “Project Start Data” pulls up, search for your Front Door provider. The provider should start with “LC- CE Front Door” followed by your agency or program.

The Project Type should always be HUD.

The Project Start Date refers to the date of the assessment.
Now you are in the Front Door Assessment.

The “Relationship to Head of Household” should always =self.

Reminder: You should only administer the Front Door Assessment with the head of household. You do not need to complete an assessment for every member of the household. This means the questions, including the disability questions, should be directed to the head of household unless the question specifically asks about other members of the household. Tip: For Permanent Supportive Housing projects that require chronic homeless status, the head of household must meet the length of time homeless criteria and have a long-term disabling condition.
Demographic Info
Always verify the client demographic information. Do not make assumptions about someone’s preferred language, race, ethnicity, or gender. The demographic information is important to identify any disparities in access and service outcomes. We want to ensure services are equitable and accessible. We can’t accomplish this if we do not understand the characteristics of the population we serve. Note: In-depth training on asking demographic questions will be available at a later date.

Contact Info
Current contact information improves the referral process. The Front Door Assessor should verify and collect client contact information during each assessment. If a client does not have a phone number or mailing address, ask the client if there’s an agency phone number to leave messages. You can also ask the client if there’s a general area where street outreach or housing providers can locate the client. The most recent contact information ENTRY in ServicePoint should be no more than 6 months old. This may mean that you have multiple entries for the contact information.
It is important to select the correct household type. Some programs are designed for specific household types (e.g. Looking Glass serves youth, First Place Family Rapid Rehousing Programs serve households with children, Camas Permanent Supportive Housing serve adults without children). Additionally, there are two different triage tools to assess a household's level of vulnerability. You should administer the VI-(F)SPDAT for households with children. You should administer the VI-SPDAT for unaccompanied youth and households without children.

Anticipate the type of household that will be referred for a housing project. This info should match what is on the VI-SPDAT or VI-(F)SPDAT.

Examples:
A pregnant woman should be a “Adult(s) and Child(ren) HH” household type.
Two adults, regardless of their relationship to each other, should be an “Adult Only” household type.
A couple trying to reunify with their children should be “Adults and Child(ren)” household type.
The “Residence Prior to Project Entry” refers to where the client resided before the project entry (The Front Door Assessment). You can ask the client where they were staying last night. A client may identify as homeless, but the situation may not meet literally homeless criteria. You may need to clarify with the client to describe their current situation. Note: if a client is an institution at the time of the Front Door Assessment, select the appropriate designation and then ask the proceeding questions on how long the client has been there. If a client has been in an institution for more than 90 days, then they do not meet literal homeless criteria.

The approximate start date of homelessness refers to the start date of the most recent occasion/episode of homelessness. Occasions/episodes are separated by a break of at least 7 nights. Stays in institutions (such as jail, hospital, substance use treatment facility) of fewer than 90 days do not constitute a break. To find the start date of the current homeless episode, you can ask

“How long have you been in your current living situation?”
“What type of housing situation were you in before that” How long were you in that housing situation?”

The next two questions are about the last 3 years. You may want to give the individual a point of reference. For example, if today is September 2018, you may ask “Including this time, how many times have you stayed on the streets or in the shelters since September 2015?”
The following question asks about the total number of months someone has been homeless in the past 3 years, including today’s date. Note, if the client was homeless a single night one month, then count the entire month.

After you complete the next section (the 3 year housing & homeless history), you may need to go back and update the length of time homeless section. To calculate the number of times someone has been homeless, count the number of episodes which are separated by a break of at least seven nights. Stays in institution of fewer than 90 days do not constitute a break. The number of episodes is one of the indicators to determine if a client meets chronic homeless status.

SEE ADDITIONAL INFORMATION IN THE “LENGTH OF TIME HOMELESS” SECTION OF THIS POWERPOINT
If you discover the client does not meet literal homeless criteria or is not in a rapid rehousing program, then you do not need to continue the assessment. Scroll to the top of the assessment and enter the exit date. If you are unsure if the client meets homeless criteria, it is acceptable to complete the assessment and make notes for Lane County Coordinated Entry Staff. Staff can help determine if the client meets the eligibility criteria.
The 3 year housing & homeless history is often the most time consuming section of the Front Door Assessment. You should give the individual a point of reference. You may need to start from the current situation and move backwards. For other clients, it might make more sense to start from 3 years ago and move forward. If the client states they have been homeless for the past 3 years, ask to describe the situation and if the client has ever temporarily stayed with friends or family for more than a week during that time period. You may also ask if they were in a hospital, substance use inpatient treatment, or jail for more than 3 months in the last 3 years.

ServicePoint does not have the option to filter the date ranges. Add the entries in a sequential order. The current entry should have no End Date.

After you complete the 3 year housing and homeless history section, make sure this information matches the length of time homeless questions. You may need to make updates to the other section.
Housing providers use these questions to assess the client’s barriers to housing and determine what type of assistance the client may need.

Responses to these questions will not make someone ineligible for the Central Wait List. It also will not change how someone is prioritized.
Based on the household type, you will administer either the VI-SPDAT (for adult only or unaccompanied youth) or the VI-(F)SPDAT (for households with children).

Be sure to watch the entire training videos on how to administer the VI-SPDAT and VI-(F)SPDAT. These tools were developed by OrgCode and are used widely across the country as a pre-screening triage tool to quickly determine whether a client has high, moderate, or low acuity. These are a series of Yes or No or 1 answer questions.

Once you’ve completed the VI-SPDAT or VI-FSPDAT, add the final score in the “SPDAT Total Score” field.

Links to training videos:
https://vimeo.com/126548635
https://vimeo.com/126591317
You should ask these disability questions to the head of household only. See next slide for more information on disabilities.
The disabilities questions help determine the type or housing programs and services a client might need. It is also used to determine chronic homeless status.

**Be sure to review HUD’s webinar on chronic homelessness.**

To determine if the client has a disability, ask: “Do you have a diagnosable disability related to alcohol use, drug use, mental health, a chronic condition, a physical condition, or HIV/AIDS?” If yes, then ask: “Is this a long and continuous condition that may substantially impact your ability to live independently?” and “Could the condition be improved after securing housing?”

In order to be a YES determination, the disability must be long and continuous in duration, substantially impede the individual’s ability live independently and could be improved after securing housing. If any of those components are not true, then do not select the disability.

The start date for a disability refers to the date the Front Door Assessor collected the information, meaning it should match the Front Door Assessment date. It does not refer to when the client was diagnosed with the disability.

**Other Tips:**
• Individuals do not need to have a diagnosed disability at the time of the assessment, but the disability must be diagnosable.
• If YES to Drug Abuse and Alcohol Abuse, all three disabilities should be a YES (Drug Abuse, Alcohol Abuse, Both Alcohol and Drug Abuse)
• If there’s already a disability listed, keep it there. It’s better to screen individuals in and verify the disability later, then to screen them out from other programs they may be eligible for.
• If you are changing a disability from a NO to a YES, make sure to end date the NO disability to the date prior to the assessment and add a new disability with the new start date. Do not simply pencil edit the disability from a NO to a YES as this will change past data. See instructions on the Lane County HMIS webpage for more detailed instructions.
Responses to these questions do not change someone’s eligibility for the Central Wait List. These questions are used to see what type of assistance the client may need to secure permanent housing.
Responses to these questions do not impact someone’s eligibility on the Central Wait List (CWL).

The question regarding developmental disability refers to ANYONE in the household. Emerald Options is one of the Permanent Supportive Housing programs that pull from the CWL that works specifically with households with a developmental disability. The head of household does not need to have a developmental disability.

Medical Fragility is defined as:
A chronic physical condition which results in prolonged dependency on medical care and is characterized by one or more of the following:
• Acute medical issue which requires frequent medical care and in the absence of such care would require hospitalization OR
• The individual requires frequent use of specialized treatments which are medically necessary OR
• The individual is dependent on medical technology

There are two housing programs that pull from the CWL that require medical fragility: Cascades Rapid Rehousing and Camas Permanent Supportive Housing.
Once you’ve completed the Front Door Assessment and you are ready for it to be reviewed by Lane County Coordinated Entry staff, add a recommendation to the Central Wait List.

You will have the opportunity to add notes that you want the Coordinated Entry CWL approver to see. Here is your opportunity to add any points of clarification to some of the responses. Please do not add any health diagnosis in this section or other sensitive information.
The last two sections are past activity for reference only. Do not add any information here.

Before you Save & Exit make sure all information is consistent and complete
CONSUMER RIGHTS & GRIEVANCE PROTOCOL
Review the Coordinated Entry Rights and Responsibilities form, have the client sign, and save a copy for your records. You should also give the client a copy of the form which outlines a list of the Front Door Assessors and who they can contact if they have questions about their Front Door Assessment.

Consumer Rights & Grievance Process
“You, as the participant, have the following rights:
- Nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the: Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Title II of the Americans with Disabilities Act, and Title III of the Americans with Disabilities Act. Prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status under any program or activity receiving Federal financial assistance. Section 1557 of the Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities. Lane County extends protection to additional classes including language, ethnicity, socio-economic status, sexual orientation, gender identity, veteran’s status, or political beliefs.
- View, correct, or ask for a copy (fee may be associated) of the information in your ServicePoint Client record.
- Obtain a copy of the ServicePoint Privacy Notice and disclosures of how your personal information will be shared.
- You may refuse to: consent to share your data, participate in the coordinated entry process or any of the housing services such as Street Outreach, work with a housing...
program provider, or accept the housing offered to you.

If a grievance if you feel your rights have been violated. If your grievance is concerning:

- Coordinated Entry Assessor who has completed the VI-SPDAT and Assessment with you, file a grievance with the agency listed below.
- Housing Program Provider: File a grievance with the housing program you were referred to.
- Coordinated Entry Process; if you have concerns re: Denied entry to or removal from the housing waitlist, contact Steve Manela to file a grievance.

**Consumer Responsibilities**

“You as the participant are responsible to:

- Follow up with the Coordinated Entry Assessor listed below to check if you have been placed on the housing waitlist.
- Keep your contact information current. You may call any agency on the back of this form to update your contact information. Note: if after being referred to two (2) housing programs and neither are able to contact you, you may be removed from the housing waitlist.
- To schedule an appointment with a Coordinated Entry Assessor for a reassessment after waiting for housing for 6 months date listed below. You may contact any agency on the back of this form for the reassessment. If you aren’t reassessed at the six month period, you will be removed from the housing waitlist on the date listed below.
- Look into other housing opportunities while on the Wait List. Wait times on the housing waitlist can be long. We suggest applying for other housing waitlists. Ask your assessor for suggestions. If you have family or friends that can assist you, but they are out of the area, let your assessor know; we may be able to help you to relocate.”
HOMELESSNESS & LENGTH OF TIME HOMELESS
### Q Which selections indicate Homelessness?

<table>
<thead>
<tr>
<th>Residence Prior to Project Entry</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)</td>
<td></td>
</tr>
<tr>
<td>Foster care home or foster care group home (HUD)</td>
<td></td>
</tr>
<tr>
<td>Hospital or other residential non-psychiatric medical facility (HUD)</td>
<td></td>
</tr>
<tr>
<td>Hotel or motel paid for without emergency shelter voucher (HUD)</td>
<td></td>
</tr>
<tr>
<td>Jail, prison or juvenile detention facility (HUD)</td>
<td></td>
</tr>
<tr>
<td>Long-term care facility or nursing home (HUD)</td>
<td></td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>Owned by client, with ongoing housing subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>Permanent housing for formerly homeless persons (HUD)</td>
<td></td>
</tr>
<tr>
<td>Place not meant for habitation (HUD)</td>
<td></td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility (HUD)</td>
<td></td>
</tr>
<tr>
<td>Rental by client, no ongoing housing subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>Rental by client, with VASH subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>Rental by client, with GPO TIP subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>NOTE: This is a TH project.</td>
<td></td>
</tr>
<tr>
<td>Rental by client, with other ongoing housing subsidy (HUD)</td>
<td></td>
</tr>
<tr>
<td>Residential project or halfway house with no homeless criteria (HUD)</td>
<td></td>
</tr>
<tr>
<td>Safe Haven (HUD)</td>
<td></td>
</tr>
<tr>
<td>NOTE: Shankle Safe Haven is not this kind of Safe Haven</td>
<td></td>
</tr>
<tr>
<td>Staying or living in a family member’s room, apartment or house (HUD)</td>
<td></td>
</tr>
<tr>
<td>Staying or living in a friend’s room, apartment or house (HUD)</td>
<td></td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center (HUD)</td>
<td></td>
</tr>
<tr>
<td>Transitional housing for homeless persons (including homeless youth) (HUD)</td>
<td></td>
</tr>
<tr>
<td>Other (HUD)</td>
<td></td>
</tr>
<tr>
<td>Client doesn’t know (HUD)</td>
<td></td>
</tr>
<tr>
<td>Client refused (HUD)</td>
<td></td>
</tr>
<tr>
<td>Data not collected (HUD)</td>
<td></td>
</tr>
</tbody>
</table>
**Residence Prior to Program Entry**: (Night Before Assessment)

**Q** Which selections **MAY** indicate Homelessness?

<table>
<thead>
<tr>
<th>Residence Prior to Project Entry</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)</td>
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<td>-Select-</td>
</tr>
<tr>
<td>Hospital or other residential non-psychiatric medical facility (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Hotel or motel paid for without emergency shelter voucher (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Jail, prison or juvenile detention facility (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Long-term care facility or nursing home (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Owned by client, with ongoing housing subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Permanent housing for formerly homeless persons (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Place not meant for habitation (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Rental by client, no ongoing housing subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Rental by client, with VASH subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Rental by client, with GPR TIP subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Rental by client, with other ongoing housing subsidy (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Residential project or halfway house with no homeless criteria (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Safe Haven (HUD) - NOTE Shankle Safe Haven is not this kind of Safe Haven</td>
<td>-Select-</td>
</tr>
<tr>
<td>Staying or living in a family member's room, apartment or house (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Staying or living in a friend's room, apartment or house (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Transitional housing for homeless persons (including homeless youth) (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Other (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Client doesn't know (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Client refused (HUD)</td>
<td>-Select-</td>
</tr>
<tr>
<td>Data not collected (HUD)</td>
<td>-Select-</td>
</tr>
</tbody>
</table>

Only if the client has been an institution for less than 90 days and previously from Emergency Shelter, Place not Meant for Habitation, or Transitional Housing.
You selected one of the following three Prior Residence types:

- Place not meant for habitation (HUD)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher
- Transitional housing for homeless persons

**Q** How do you answer “Is Client Homeless”?  

**A**

Is Client Homeless? Yes

Your answer will always be “YES” if the Prior Residence is one of the above three choices (Emergency Shelter, Place Not Meant for Habitation or Transitional Housing).
Q: What do you put for the Approximate date started?

A: If Yes for "Client entering from streets, ES or SH" Approximate date started: [Date Field]

If "Entering from streets or shelter" = No then date is left blank.

Enter the approximate start date of this episode of homelessness. *Wait- what is an episode?*
An episode or occasion of homelessness is defined by a break of at least seven nights not residing in an emergency shelter, safe haven, or residing in a place not meant for human habitation (e.g., staying with a friend, in a hotel/motel paid for by the client). Stays in institution of fewer than 90 days do not constitute as a break and count toward the total time homeless.

SCENARIO
Jan 1- Lost my rental and checked into the Mission
Jan 29- Left Mission and stayed in car in parking lot.
Mar 15- Still in car. Paid for hotel for 4 days.
Mar 19- Back in car.
Mar 20- Hospitalized for 10 days
Mar 30- ShelterCare Medical Recuperation*
May 31- Friend says I can stay with her.
June 10- Still at friend’s home.

Episode is Jan1 to May 31. Stay at friend’s was more than 7 days so it ends this episode of homelessness (Jan 1 to May 31).

*ShelterCare Medical Recuperation is categorized as emergency shelter.
Scenario 1

- Jane is currently in a residential substance use treatment facility. She has been there for a little under a week. Prior to that, she was at the Eugene Mission. She states that she has been homeless since being evicted in 2015. She mentions she briefly stayed with her friend Sally in October 2017.
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for leaving</th>
<th>Good Knowledge - Homeless History Reference</th>
<th>Currently in treatment. Estimated end date is ~ 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/01/2018</td>
<td></td>
<td>Eugene</td>
<td>Substance abuse - had prior stay in detox center (HCBD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/07/2017</td>
<td>07/31/2018</td>
<td>Eugene</td>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HCBD)</td>
<td>Substance use</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10/01/2017</td>
<td>10/09/2017</td>
<td>Eugene</td>
<td>Staying in a friend’s apartment or house (HCBD)</td>
<td>Conflict with others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/01/2017</td>
<td>09/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (HCBD)</td>
<td>Need to return to residence</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>11/24/2016</td>
<td>06/30/2017</td>
<td>Eugene</td>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HCBD)</td>
<td>Substance use</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>01/01/2016</td>
<td>11/23/2016</td>
<td>Springfield</td>
<td>Place not meant for habitation (HCBD)</td>
<td>Unsafe situation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/01/2019</td>
<td>12/31/2019</td>
<td>Eugene</td>
<td>Rental by client, no ongoing support (HCBD)</td>
<td>Eviction - No Cause</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In a facility for less than 90 days AND was literally homeless prior to entering the facility = Meets Literally homeless status
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for leaving</th>
<th>Good Housing Reference?</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2018</td>
<td></td>
<td>Eugene</td>
<td>Substance abuse</td>
<td>Currently in treatment. Estimated end date is ~ 30 days</td>
<td>No</td>
</tr>
<tr>
<td>10/07/2017</td>
<td>07/31/2018</td>
<td>Eugene</td>
<td>Emergency shelter; including hotel or motel paid for with emergency shelter voucher (ESV)</td>
<td>Substance abuse</td>
<td>No</td>
</tr>
<tr>
<td>10/01/2017</td>
<td>10/06/2017</td>
<td>Eugene</td>
<td>Staying at friend's home</td>
<td>Conflict with others</td>
<td>No</td>
</tr>
<tr>
<td>07/01/2017</td>
<td>09/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (NON)</td>
<td>Had to move for residence</td>
<td>No</td>
</tr>
<tr>
<td>11/24/2016</td>
<td>06/30/2017</td>
<td>Eugene</td>
<td>Emergency shelter; including hotel or motel paid for with emergency shelter voucher</td>
<td>Substance abuse</td>
<td>No</td>
</tr>
<tr>
<td>01/01/2016</td>
<td>11/23/2016</td>
<td>Springfield</td>
<td>Place not meant for habitation</td>
<td>Unsafe situation</td>
<td>No</td>
</tr>
<tr>
<td>09/01/2019</td>
<td>11/31/2019</td>
<td>Eugene</td>
<td>Rental by client, no ongoing commitment fully funded (IUC)</td>
<td>Eviction - No Cause</td>
<td>No</td>
</tr>
</tbody>
</table>

Does not constitute a break since she was there for fewer than 7 nights.
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for Leaving</th>
<th>Current or past homelessness?</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2018</td>
<td></td>
<td>Eugene</td>
<td>Substance abuse of alcohol and/or facility, detox center (UDC)</td>
<td>Currently in treatment. Estimated end date is ~ 30 days</td>
<td>-</td>
</tr>
<tr>
<td>10/07/2017</td>
<td>07/31/2018</td>
<td>Eugene</td>
<td>Emergency shelter; including shelter, hotel or motel paid for with emergency shelter voucher (HOD)</td>
<td>Substance use</td>
<td>-</td>
</tr>
<tr>
<td>10/01/2017</td>
<td>10/09/2017</td>
<td>Eugene</td>
<td>Staying in a friend’s apartment or house (H)</td>
<td>Conflict with others</td>
<td>-</td>
</tr>
<tr>
<td>07/01/2017</td>
<td>09/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (HOD)</td>
<td>Need to renew residence</td>
<td>-</td>
</tr>
<tr>
<td>11/24/2016</td>
<td>06/30/2017</td>
<td>Eugene</td>
<td>Emergency shelter; including shelter, hotel or motel paid for with emergency shelter voucher (HOD)</td>
<td>Substance use</td>
<td>-</td>
</tr>
<tr>
<td>01/01/2016</td>
<td>11/23/2016</td>
<td>Springfield</td>
<td>Place not meant for habitation (HOD)</td>
<td>Unsa. situation</td>
<td>-</td>
</tr>
<tr>
<td>03/01/2016</td>
<td>11/31/2016</td>
<td>Eugene</td>
<td>Rental by client, no ongoing tenancy relationship (UDC)</td>
<td>Eviction - No cause</td>
<td>-</td>
</tr>
</tbody>
</table>

Constitutes 1 episode of occasion of homelessness. Start date of this episode is 1/1/2016
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for Leaving</th>
<th>Good Housing Reference</th>
<th>LC 3 yr Housing &amp; Homeless History (must include at least 36 months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2016</td>
<td>07/31/2018</td>
<td>Eugene</td>
<td>Substance abuse</td>
<td>Substance abuse treatment facility or detox center (HUD)</td>
<td>No</td>
<td>08/01/2016 07/31/2018 Eugene Substance abuse treatment facility or detox center (HUD)</td>
</tr>
<tr>
<td>10/07/2017</td>
<td>07/31/2018</td>
<td>Eugene</td>
<td>Emergency shelter; including hotel or motel paid for with emergency shelter voucher (HUD)</td>
<td>Substance abuse</td>
<td>No</td>
<td>10/01/2017 10/09/2017 Eugene Emergency shelter; including hotel or motel paid for with emergency shelter voucher (HUD)</td>
</tr>
<tr>
<td>09/30/2016</td>
<td>06/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (HUD)</td>
<td>Substance abuse</td>
<td>No</td>
<td>11/24/2016 06/30/2017 Eugene Place not meant for habitation (HUD)</td>
</tr>
<tr>
<td>01/01/2016</td>
<td>11/23/2016</td>
<td>Springfield</td>
<td>Place not meant for habitation (HUD)</td>
<td>Substance abuse</td>
<td>No</td>
<td>01/01/2016 11/23/2016 Springfield Place not meant for habitation (HUD)</td>
</tr>
<tr>
<td>09/1/2019</td>
<td>12/31/2019</td>
<td>Eugene</td>
<td>Rental by client, no ongoing source of funding (HUD)</td>
<td>Eviction - No Cause</td>
<td>No</td>
<td>09/1/2019 12/31/2019 Eugene Rental by client, no ongoing source of funding (HUD)</td>
</tr>
</tbody>
</table>

LENGTH OF TIME HOMELESS

- Client's Current Residence: Eugene
- Client Location: OR 97405 Eugene/Springfield/Lane County CoC
- Residence Prior to Project Entry: Substance abuse treatment facility or detox center (HUD)
- Client Location: OR 97405 Eugene/Springfield/Lane County CoC
- Length of Stay in Previous Place: One week or more, but less than one month
- Did you stay less than 30 days: Yes
- On the night before did you sleep on the streets: Yes
- Approximate date homeless started: 06/30/2016
- Regardless of where they stood last night, the client number of times the client slept in bed, in a car, on the streets, in a shelter, in an emergency shelter, or in an unsuitable place in the past three years, including today: More than 12 months (HUD)
- Total number of months homeless on the street, in bed, or in an unsuitable place in the past three years: More than 12 months (HUD)
- Is client homeless?: Yes

Lane County Human Services
Scenario 2

- Jon is currently camping along the riverbank. He recalls staying with a friend for a month until he was asked to leave. Prior to that he states he camped and stayed in an emergency shelter. Before that, Jon had his own apartment.
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for leaving</th>
<th>Good landlord reference?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/2017</td>
<td></td>
<td>Eugene</td>
<td>Place not meant for habitation (HUD)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/01/2017</td>
<td>10/31/2017</td>
<td>Eugene</td>
<td>Staying or living in a friend’s room, apartment or</td>
<td>Conflict with others</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>house (HUD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/01/2017</td>
<td>09/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (HUD)</td>
<td>Moved to new residence</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>02/01/2016</td>
<td>06/30/2017</td>
<td>Eugene</td>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)</td>
<td>Substance Use</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>09/01/2015</td>
<td>01/31/2016</td>
<td>Eugene</td>
<td>Rental by client, no ongoing housing subsidy (HUD)</td>
<td>Eviction - No Cause</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

This is a break in homelessness since Jon stayed with friends for more than 7 nights.
<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>City</th>
<th>Housing Type</th>
<th>Reason for Leaving</th>
<th>Good landlord reference?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/2017</td>
<td></td>
<td>Eugene</td>
<td>Place not meant for habitation (HUD)</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10/01/2017</td>
<td>10/31/2017</td>
<td>Eugene</td>
<td>Staying or living in a friend's room, apartment or house (HUD)</td>
<td>Conflict with others</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>07/01/2017</td>
<td>09/30/2017</td>
<td>Springfield</td>
<td>Place not meant for habitation (HUD)</td>
<td>Moved to new residence</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>02/01/2016</td>
<td>06/30/2017</td>
<td>Eugene</td>
<td>Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)</td>
<td>Substance Use</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>09/01/2015</td>
<td>01/31/2016</td>
<td>Eugene</td>
<td>Rental by client, no ongoing housing subsidy (HUD)</td>
<td>Eviction - No Cause</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

This is a break in homelessness since Jon stayed with friends for more than 7 nights.

Episode 1
Note: Episode 1 starts at 11/1/17 since there was a break in homelessness from 10/1/17 - 10/31/17. Episode is from 2/1/16 - 9/30/17. The client has had 2 episodes or occasions of homelessness in the last 3 years.

Even though the client had two different situations from 2/1/16 - 9/30/17 (emergency shelter, then place not meant for human habitation), these still constitute the same episode.
Note: Episode 1 starts at 11/1/17 since there was a break in homelessness from 10/1/17-10/31/17. Episode is from 2/1/16-9/30/17. The client has had 2 episodes or occasions of homelessness in the last 3 years.

Even though the client had two different situations from 2/1/16-9/30/17 (emergency shelter, then place not meant for human habitation), these still constitute the same episode.
PENDING FRONT DOOR ASSESSMENTS
Incomplete or insufficient Front Door Assessments will be pended. You have 30 days after notification of a pending assessment to update the Front Door Assessment. If it is not updated, then the Front Door Assessment will be exited.

All Front Door Assessors are sent an email notification when the updated Central Wait List is published in ServicePoint. In that email, it will list all of the pending assessments. The assessor is responsible for reviewing the notes in the assessments and make change as necessary.
No or really outdated client contact information. Please add contact info even if it is a general area where the client may be (e.g. Eugene Library) or an agency contact. No contact information makes it incredibly hard for housing providers to locate clients. Unfortunately, we get several returned referrals after providers are unable to find clients after two weeks from the referral date.

Disability information is incomplete. A few notes on the disabilities: 1) Do not change a Yes disability to a No. It doesn’t harm a client in any way to keep a disability in there, but it may harm the client if they do in fact have the disability but the assessment is showing they don’t have one. It may limit a client’s referral options. 2) If you’re changing a disability from a No to Yes, please make sure to end date the disability. I’ve attached instructions for your reference. 3) If there’s already a Yes disability, there’s no need to end date it. 4) Please limit the information you add. Do not include any diagnoses or extremely sensitive information in the assessment. If the client is referred to a program that requires a disability, then the housing provider will get the proper documentation. 5) The disability start date should match your assessment date; it is not the date of when the disability began. It’s basically asking if a client self-reports a disability at the time of the assessment or not.

The length of time homelessness & three year housing/homeless history do not match. One of the most common mistakes I see is that assessors select the incorrect date as the “Approximate date of homelessness.” This date refers to the date of the current episode of homelessness. So, if someone was staying on the streets 1/1/18 and then entered emergency shelter on 3/1/18, then the start date of the current

**Most common reasons for pending FDAs**

- No or outdated contact information
- Ask for contact info each time
- Most recent entry should be no more than 6 months old
- 3 year housing history/length of time homelessness questions do not match
- Incomplete disabilities questions
- Incorrect household type
episode of homelessness would be 1/1/18. Even though the client has been in two different homeless situations, they are both part of the same homeless episode. Also make sure to have a full three year housing history.
If assessment is pending or not yet approved and changes need to be made, ok to change original assessment.

If assessment is approved/client is already on the list and changes need to be made, original assessment must be exited and a new assessment must be completed.
AFTER YOU COMPLETED A FRONT DOOR ASSESSMENT
Client contacts after the Front Door Assessments

- Front Door Assessors should be available to clients should they have questions on where they are on the Central Wait List
- Only confirm with a client if they are on the CWL or not
- Do NOT tell someone where they are ranked
  - Explain to the client that the list does not prioritize on a first come, first serve basis. It is always changing.
  - Remind clients that Front Door Assessment is good for 6 months. After 6 months, they should get reassessed
NEXT STEPS
Next Steps

- After you’ve reviewed this PowerPoint, be sure to submit the Training Checklist and Skilled Front Door Assessor Agreement
Still have questions?

- Please contact Lane County Coordinated Entry team
  - General Coordinated Entry questions—Danielle Bautista danielle.bautista@co.lane.or.us
  - ServicePoint related questions—Melissa Coloma melissa.coloma@co.lane.or.us
  - Coordinated Entry Outreach—Linda Bravo linda.bravo@co.lane.or.us