Why is my Front Door Assessment not showing up on the Central Wait List?

The Central Wait List (CWL) is routinely updated by Lane County staff and published to ServicePoint. Once a Front Door Assessment (FDA) is complete and entered into ServicePoint, Lane County staff will review the FDA for data quality and completeness, and then determine if the household meets eligibility criteria for the CWL.

However, before Lane County staff can review the assessment, certain elements of the FDA must be present:

- Must have a LC – CE Front Door ROI for the Agency completing the assessment. A “YES” ROI is preferred but not required
- The Client’s “Relationship to Head of Household” must be “Self”
- In the assessment, the “Household Type” must be completed
- In the RECOMMENDATION FOR CENTRAL WAIT LIST Section, the question “Do you recommend HH to a Waitlist? Must equal “Yes”

Essential Elements

Front Door ROI
Make sure there is a Front Door ROI in ServicePoint for the agency completing the Front Door Assessment. Note: Laurel Hill and HIV Alliance don’t use an agency-specific Front Door ROI; they use LC – CE Front Door (4275).

First, check the ROI tab to see if one has already been entered.

![Select ROI tab]

Scan existing entries for your Agency’s ROI. If found, make sure the dates are valid.
If there is no ROI, or if the client has changed their permission from No to Yes, add a new entry.

**Assessment for Head of Household**
Always complete the Front Door Assessment with the head of household. The head of household should meet literal homeless criteria.
**Selected Household Type**

There are a variety of housing programs that pull from the CWL, some of which work with a specific population based on household type.

There are three household types you can select in ServicePoint:

- ✓ Adult Only Household
- ✓ Adult(s) and Children HH
- ✓ Child(ren) only HH

Selecting the appropriate household ensures the household is put on the right list.

**Recommendation for the CWL**

Be sure to add a recommendation to the CWL otherwise Lane County staff will not receive the FDA.
Reminders

✓ The four essential elements must be entered into the ServicePoint Assessment, otherwise Lane County staff will not receive the assessment.
✓ The assessment must be complete and consistent or the assessment will Pend for up to 30 days until you resolve the issue. Unresolved issues may result in a Denied assessment.
✓ Regularly check the Central Wait List to be sure a Front Door Assessment you completed has been added.
✓ Enter all Front Door Assessments in a timely manner within 72 hours of completing the assessment with the client. Direct Data Entry is highly recommended.

Questions?

Please let us know if you have any questions.

✓ LC HSD Help Desk: HSDHelpDesk@co.lane.or.us