

Coordinated Entry – Access Point Script

HHA highly recommends that all partner agencies post this near your agency phone where the person answering incoming calls can review.

“Good morning/afternoon, thank you for calling _____.

This is _____, how can I help you today?”

Then, depending on client need, please provide them with one of the following:

- Your shelter openings, food pantry info, or outreach service information
- An appointment date and time for a One Way Home Assessment.
- A promise that someone will call them back within a certain amount of time to make an appointment for a One Way Home Assessment
- A phone number to another agency in our CoC that is physically closer to them to contact for assistance or a One Way Home Assessment
- If the client is residing outside of our service area of Okaloosa and Walton Counties, please give them the number to HHA so we can refer them to a CoC in their area. 850-409-3070

In addition to the above, you should always give them the link to our website **hhalliance.org/get-help/**

(If you google “Homelessness & Housing Alliance” the site comes up and the link for “Get Help” is at the top of the HHA homepage.) Also, clients can call 211.

Remember, our CoC has a No Wrong Door policy. Agencies should never turn clients away. Even if your agency does not have funding for the specific need of the client, we should never answer them with “We don’t have funding” and a hang up or “We don’t do that.”

A "No Wrong Door" policy in the context of homelessness means that anyone experiencing homelessness can access services and support at any point of entry, regardless of which agency or shelter they initially contact, ensuring they are assessed and directed to the most appropriate assistance based on their needs, without having to navigate a complex system of multiple entry points.

If you have questions or do not understand why it is of utmost importance that as the first line of contact, answering the phone at a CoC agency and providing this information is critical, agency staff can contact HHA.

More on understanding and exercising the No Wrong Door policy:

“No Wrong Door” as a foundation of care provides an often-essential element to service provision, above and beyond the strict commitments of a community service agreement, grant or contract. In so doing, we aim to provide a timely, flexible and streamlined response to better assist people towards recovery, housing and wellbeing.

The essential ingredients for a No Wrong Door approach are:

- 1. A more client-centered approach to service provision;**
- 2. Service user involvement in program design and development;**
- 3. Respectful engagement with clients by all homelessness staff;**
- 4. Greater visibility of homelessness services in the community;**
- 5. Better integration and coordination with mainstream services;**
- 6. Easy to understand eligibility criteria, particularly for those with complex needs;**
- 7. Use of system-wide and simplified intake, assessment and referral documents and processes;**
- 8. More flexible and responsive service models that meet client needs;**
- 9. Annual reviews of client satisfaction with service provision;**
- 10. Provision of basic amenities to clients such as access to bathroom, kitchen, tea and coffee.**

Resources and capacity: There are three key elements to managing the demand for social housing and support:

- 1. Worker capacity;**
- 2. Client demand; and**
- 3. Managing the expectations.**

As client demand increases, worker capacity decreases. The result is often a change in the service response:

- The worker provides reduced support and assistance;**
- The worker provides inconsistent or generic telephone support;**
- The work is more time-limited, but the client needs may be ongoing;**
- There is a reduced capacity to achieve service obligations and client outcomes;**
- The increased workload can also quickly turn into a workplace health and safety risk.**

To manage expectations, a No Wrong Door approach aims to ensure:

- Support and assistance are delivered within the capacity of the workers;**
- There is clarity for clients about the role of support and tenancy workers;**
- There is clarity in terms of what services they can really provide;**

- A reliable and consistent standard of service delivery is achieved;
- The service operates within the resources available and is sustainable.

Accessibility:

Housing and homeless services should be accessible to the people who use them, and those services should be tailored to fit individuals to the degree they are required and requested. Organizations need to creatively and flexibly work with people accessing our services to overcome barriers to effectively support people, whether these be physical, emotional, health-related or time-limited.

We can do this by:

- Establishing an open, transparent and honest relationship with those we serve, setting realistic expectations, establishing roles and responsibilities, and seeking an informed consent when working with others to respond to presenting needs;
- Screening for vulnerability and prioritization of services, allowing for rapid response to acute, chronic or high-risk issues with One Way Home Assessments and SPDATS;
- Applying assessment practices that are consistent and comprehensive, and identifying an appropriate service response to the situation
- Responding with respectful adjustment to any presenting impairment, whether related to physical, mobility, emotional, cognitive or other health state;
- Providing an environment that is culturally respectful, family-friendly, child-safe;
- Designing services that meet people where they are, including assertive outreach responses in the community, as well as a suite of engagement and other services to support people in residential settings;
- Building in step-up/step-down service capacity as the intensity of support to people changes over time and circumstances;
- Providing clear communication in a variety of styles, languages and delivery modes;
- Engaging in strategies to promote services with clear information on eligibility, aims and methods, and with an emphasis on providing information to minority and key vulnerable groups who are over-represented in experiencing homelessness;
- Living the principles of dignity, independence, and equal opportunity.

What is One Way Home/a One Way Home Assessment?

One Way Home is the Coordinated Entry System for Okaloosa and Walton Counties. One Way Home was designed to increase and streamline access to housing and services for households experiencing homelessness or at-risk of becoming homeless.

This program provides referrals to community resources/housing programs.

You must go through an access point for an initial assessment of your housing needs before placement.

One Way Home matches participants with the appropriate level of housing support and services based on their needs and prioritizes persons with severe service needs for the most intensive interventions.

What happens next? After receiving a One Way Home Assessment, individuals and families will be added to the prioritization list. This is NOT a waiting list but a list that prioritizes serving our most vulnerable clients first in monthly staffing meetings. Each person who receives an OWH assessment will receive a phone call within a month with an update of whether or not there is an opening for them.