

Implementing a No Wrong Door Approach

A guide for front line and front desk staff

A 'No Wrong Door Approach' means that someone experiencing a housing crisis can enter MACH's Coordinated Entry System from any provider. Our goal is to help people find the help they need quickly with as few stops as possible and to avoid entering the sheltering system if they have currently have a safe place to stay.

Step 1 Client enters or calls your facility looking for housing help

➤ Ask diversion questions first

- **Where did you sleep last night?** *If they slept somewhere where they could potentially safely stay again?*
- **What other housing options do you have for the next few days or weeks?** *Even if there is an option outside of shelter that is only available for a very short time, it's worth exploring if this housing resource can be used.*
- (If staying in someone else's housing) **What issues exist with you remaining in your current housing situation?** *Can those issues be resolved with financial assistance, case management, etc.? If the issues can be solved with mediation or financial assistance, use www.SC211.org to find resources.*
- (If coming from their own unit) **Is it possible/safe to stay in your current housing unit? What resources would you need to do that (financial assistance, case management, mediation, transportation, etc.)?** *If the family could stay in their current housing with some assistance, systems should focus on a quick prevention-oriented solution that will keep the family in their unit. Use www.SC211.org to find resources.*

Step 2 If they still need housing help

➤ If a population you serve perform intake according to your agency's policy

➤ If a population you do not serve or you do not have space use the following steps:

- **If you have access to HMIS**
 - Check to see if the client is in HMIS
 - Complete the Client Profile basic section (confirm their information if already in the system)
 - Go to www.SC211.org to find resources to help with their immediate housing crisis
 - Print information from www.SC211.org and help them understand how to access the facility, what to bring, how to get there, etc. This information should be listed in the www.SC211.org database.
 - Call the agency you are referring, if time permits.
 - Make comments in the Client Profile within HMIS that the client visited your agency and you provided information on another service.
- **If you do not have access to HMIS**
 - Complete a paper 'MACH Coordinated Entry System Phase I/Referral Form'.
 - Go to www.SC211.org to find resources to help with their immediate housing crisis.
 - Print information from www.SC211.org and help them understand how to access the facility, what to bring, how to get there, etc. This information should be listed in the www.SC211.org database.
 - Call the agency you are referring, if time permits.
 - Submit the referral form to the designated HMIS user in your agency to enter in the system with comments in the Client Profile that the client visited your agency and you provided information on another service.