

## 6.1 Access

### **PURPOSE**

The purpose of this policy is to ensure that all people experiencing a housing crisis can easily access the Coordinated Entry System (CES) in Memphis/Shelby County through a decentralized, "No Wrong Door" approach. This policy aims to simplify the process of connecting people to crisis response services and housing interventions, ensuring that they receive immediate and appropriate assistance regardless of where they first seek help.

### **FORMS**

There are no forms related or required for this Policy

### **POLICY**

Access refers to how people experiencing a housing crisis learn that CES exists and access crisis response services. The first contact that most people experiencing a housing crisis will have with the crisis response system is through a CES access point. Access points play a critical role in engaging people in order to address their most immediate needs. Access points also play a critical role in beginning to determine which intervention might be most appropriate to rapidly connect those people to housing.

#### No Wrong Door Approach

The Memphis/Shelby County Coordinated Entry System (CES) is decentralized and operates with a "no wrong door" approach. This system enables clients to access CES and be assessed for housing eligibility, regardless of which agency they initially contact. Partnered agencies within the CES are equipped to enter individuals, youth, and families into the system. All access points utilize a community-adopted vulnerability assessment tool to ensure compliance with HUD regulations, focusing on serving the most vulnerable populations.

All subpopulations identified by HUD can access CES through this "No Wrong Door" approach, allowing any CES assessor to enter individuals, youth, families, and veterans into CES when they present as homeless.

The No Wrong Door approach eliminates the need for multiple providers to repeatedly collect the same information from an individual, as the system allows different providers to securely share data within HMIS.

### KEY TAKE AWAYS

- **First Point of Contact:** The initial interaction individuals experiencing a housing crisis have with the crisis response system is typically through a CES access point. These access points are crucial for addressing immediate needs and beginning the process of connecting individuals to suitable housing interventions.
- **"No Wrong Door" Approach:** The CES operates on a decentralized basis, allowing clients to access CES and be assessed for housing eligibility through any participating agency. Regardless of where a person first seeks help, they will receive the same level of service and be entered into the CES.
- **Unified Assessment Process:** All access points within the CES utilize a community-adopted vulnerability assessment tool to ensure compliance with HUD regulations. These tools focus on identifying and serving the most vulnerable populations, including individuals, youth, families, and veterans.
- **Data Sharing and Efficiency:** The "No Wrong Door" approach eliminates the redundancy of multiple providers collecting the same information from a client. It allows for secure data sharing within HMIS, streamlining the process and ensuring that clients do not have to repeatedly provide the same information.
- **Inclusivity for All Subpopulations:** The policy ensures that all subpopulations identified by HUD, including veterans, youth, families, and others, can access CES through any CoC CES assessor when they present as homeless.

This policy is designed to create a more accessible, efficient, and client-centered approach to housing crisis response, ensuring that all individuals receive the assistance they need without unnecessary barriers.