



Principles, Guidelines and Specific Requirements for the **Oneby1** Access Point

The **Oneby1** Coordinated Entry Access Point will be visible, accessible, client focused, inclusive and supportive with the purpose of gathering the information necessary for a referral to a program to find a home for those who are homeless. The following is an outline of the requirements to be an Access Point in the **Oneby1** Coordinated Entry System in Sarasota and Manatee Counties:

Visible – There must a sign that clearly indicates the organization is an Access Point. This sign will include available hours. The sign will be provided by the Suncoast Partnership with information made available from the Access Point organization.

Available – The Access Point must be available for walk-ins as well as appointments.

Accessible – The Access Point should not have any physical barriers that would prevent those who are disabled from taking advantage of the entry process. A procedure must also be in place to accommodate those that are deaf and hard of hearing or those that may have language barriers.

Client Focused - The person who is seeking assistance is to be respected, their choices valued and their information secured.

Uniform – Each Access Point will be engaged in much the same process. A uniform intake set of questions, a vulnerability and service prioritization tool, a referral for assistance, and a safety plan.

Complete, Correct and Current – The Access Point will work to assure that all information that is needed regarding a client is entered into HMIS. That this information is correct information as stated by the client, that inconsistencies that are a part of the client's record are reconciled and that the information is up to date, specifically information regarding housing status and income.

Inclusive – Although some Access Points are designed to serve specific populations, all Access Points are available to any person homeless or at risk. As a referral agent, the Access Point is able to put the client in contact with any number of resources, not just those within



their organization. In addition, no group or individual is to be excluded from entry unless there is or has been a threat or occurrence of violence.

Low or No Barrier – Everyone is encouraged to find a place they can call home. No rules should be put in place to exclude a person or group of persons from gaining entry and a referral to a project that might be best able to help.

In addition to the general requirements to become an Access Point, the **Oneby1** process as outlined in the **Oneby1** Coordinated Entry System Policies and Procedures manual must be followed. Accordingly, the designated and trained Intake staff at the Access point will:

- Determine whether the client is homeless or at risk of becoming homeless and respond appropriately.
- Once it is determined they are homeless and should be prioritized for assistance, the **Oneby1** system ROI should be reviewed with the client and signed. A photo of the client should also be taken if the client is in agreement.
- The **Oneby1** intake including the VI-SPDAT, set-up in the HMIS system, should be completed.
- Options provided by the Eligibility Module should be reviewed with the client so they can make an informed decision as to which one is best for them.
- Appropriate referrals, based on client choice, should be made through the HMIS system.
- During the intake interview, the Access Point intake person should be determining what immediate needs will need to be addressed.
- The HMIS referral to a housing provider should be followed up with a phone call whenever possible in order to provide a “warm hand-off”.
- No person should be leaving the Access Point without a safety plan in place.
- The ROI and photo should be uploaded into HMIS by COB on the day of the intake.

Since “Access” is a key piece of the **Oneby1** system, the Access Point must notify the Director of Operations and Grants at the Suncoast Partnership immediately if there are any changes in location or available hours at their Access Point.

Although the guiding principles will not change, some operating procedures may as we implement, monitor, and evaluate our **Oneby1** Coordinated Entry System. As this happens, Access Points will receive written notification electronically along with an updated version of the **Oneby1** Coordinated Entry Policies and Procedures manual, should any changes be made. Any official changes made by the Suncoast Partnership, to the **Oneby1** Coordinated Entry System Policies and Procedures manual will supersede the process outlined in this agreement.





Acknowledgement of Receipt

I, _____, acknowledge receipt of the Principles, Guidelines and Specific Requirements for the **Oneby1** Access Point and current **Oneby1 Policies and Procedures Manual** from the Suncoast Partnership.

Access Point Acknowledgement of Delivery: _____

Print Name

Date: _____

