***The Problem:***

**Montgomery County Stats:**

**535,153** Total Population (2010)

**986** Homeless People Counted in 2011

**96%** (948) Sheltered

**4%** (38) Unsheltered

* Program centered system
  + Individual program eligibility and assessments defined system – not needs of clients
* Shelter case managers were submitting applications for every possible program
* Lack of data on client needs to help in system planning

***The Challenges:***

* Some homeless clients were never served by system
* System extremely difficult to navigate
* Provider concerns included:
  + Lack of affordable housing to exit clients to
  + Takes operational control on who program serves from the provider
  + Assessment tool doesn’t property assess mental health or predict behavior issues
  + Discounting time and history of existing program and procedures

***Front Door Assessment Goals:***

* Rapid exits from homelessness to housing
* Efficient use of resources
* Ensure all clients, including hardest to serve, are served
* Transparency and accountability

***The Solution:***

* Creation of the Front Door Assessment
* Decentralized common assessment used by all shelters
  + Intake assessment within 3 days, goal is diversion
  + Comprehensive assessment within 14 days
* Clients with income or work history referred to Rapid Re-Housing, others scored for transitional housing, permanent supportive housing and safe haven
* Referral to program most suitable
  + Programs can only include entrance requirements required by funding
  + Programs must accept one in four referrals
  + All vacancies filled through front door – eliminate “side doors”

***The Impacts:***

After 6 months of implementation:

* 31 of 57 “long stayers” (200+ days) housed
* Closed all “side doors”
* Policies with expectations that clients in shelter focus immediately on housing