

Maryland Balance of State Coordinated Entry System Access Site Overview & Expectations

Homeless persons, or those at risk of becoming homeless who are seeking assistance should have easy access to services and experience a streamlined system of care across the Maryland Balance of State. This is achieved through the implementation of a Coordinated Entry System - a consistent and equity focused pathway to service, intended to ensure that all households have prompt and equal access to the system of care.

Part of the Coordinated Entry System is the Access Site, or the Front Door to services. Access Sites are designated locations where individuals go to start the process to obtain housing and other related services. Access Sites offer standardized assessments during posted hours of operation; and are typically located in the county/jurisdictions where services will be provided.

The Maryland Balance of State allows community partners to participate in Coordinated Entry by serving as official Access Sites. Access Sites must abide by the requirements below:

- Perform Coordinated Entry intake assessments, in-person or over the phone
- Establish and publish standardized hours of operation
- Designate staff to be trained on and conduct CES intake assessments
- Required training is provided by the Lead Agency, is to be repeated annually and includes: Coordinated Entry procedures, policies, intake, assessment tools and HMIS
- All new employees must be trained before they will be allowed to complete an intake assessment
- Ensure that all data is accurate and submitted in a timely manner so that client information will be prioritized on the By Name List
- Access Sites agree to regular spot audits and monitoring
- Access Sites are required to participate in Coordinated Entry meetings, including Case Conferencing
- All community partners desiring to become an Access Site must be approved by the Maryland Balance of State CoC

*For more information contact:
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