Guidelines for Housing Providers

Utilizing HMIS

**CE Event**

Things to review but never change because they are the responsibility of the Priority List Manager:

* *Start Date/Date of Event* = Date referral was made
* *Location of Crisis Housing...Referral* = Housing program client was referred to
* *Housing Provider Contact Info* = Reference these to find out who to get in contact with if a client has referral

Responsibility of Housing Provider:

* *Date Referral Acknowledged* = Date referral was seen by housing provider; not date referral was "Successful" or "Unsuccessful". Should happen within 2 business days of referral being made.
* *Referral Notes*
* *Referral Result* =
  + **Successful referral: client accepted**: If a client was referred to a vacancy, subsequent follow up with the client or provider indicates the client was accepted into the project opening.
  + **Unsuccessful referral: client rejected**: If a client was referred to a vacancy, subsequent follow up with the client or provider indicates the client decided to reject the referral to the project.
  + **Unsuccessful referral: provider rejected**: If a client was referred to a vacancy, subsequent follow up with the client or provider indicates the client referral was rejected by the provider. A provider may determine, after meeting with the client and reviewing eligibility documentation, that a client is not eligible for a project and reject the referral. Or, a provider may reject a client referral if the client failed to respond to the provider requests for eligibility information or otherwise failed to follow through with the requirements of the referral.
* *If Unsuccessful, Reason* =

Language & Guidelines:

*Decline*: This means a referral is denied but placed BACK ON the priority list. Participant is no longer working with the listed housing agency. Housing providers should be the only entity denying a referral to a housing program. Reasons to decline; client is not eligible for housing program they were referred to or they become ineligible during process

*Cancel:* This means a referral is denied but NOT placed back on the priority list. Participant is no longer in need and/or eligible for Coordinated Entry services and should no longer be prioritized for housing. For example, a client moves out of state, finds housing on their own enters a long term setting (institution), deceased, and unable to contact person

* + Housing Provider is working with a participant, has enrolled them in their program, but during the housing search process the client disappears/becomes unreachable.
* *Date of Result* = Date referral was marked as "Successful" or "Unsuccessful”

**Reminders:**

* **The Referral feedback loop always needs to be closed. If you receive a referral from CES, there should always be a Housing Move-In Date or a recorded unsuccessful referral.**
* **Exit individuals from the priority list when entering Housing Move-In Date**