

COORDINATED ENTRY FAQ – HOUSING PROVIDERS

FREQUENTLY ASKED QUESTIONS

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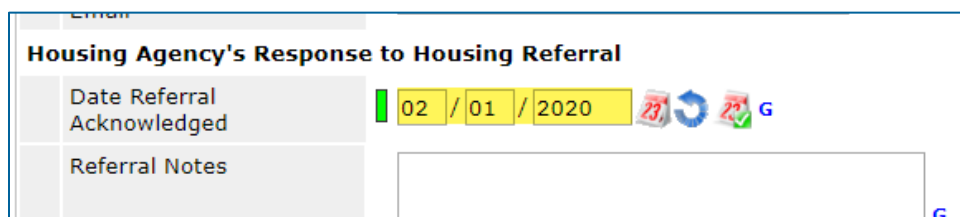
HOW DO I KNOW IF I HAVE ANY PENDING REFERRALS?

When making a referral to a housing program, your CoC's Priority List Manager will send an email to the HMIS contact on file. That email will contain the HMIS [Client ID](#), [Provider Name](#), and other relevant details.

You can also run the [CE Housing Referrals](#) ART report to see your housing providers' referral status. A guide for that report can be found on the [Coordinated Entry page](#) of the MN HMIS website in the [Report Resources](#) section.

I'VE RECEIVED A REFERRAL. WHAT'S NEXT?

Enter the date you received the referral into the [Date Referral Acknowledged](#) field. This will tell your Priority List Manager that you have seen the referral and are taking action on it.



For step-by-step directions on how to update a referral, see the housing provider-specific data entry instructions on the [Coordinated Entry page](#) of the MN HMIS website.

WHEN SHOULD I UPDATE A PERSON'S CURRENT LIVING SITUATION?

Ideally, you would update a person's [Current Living Situation](#) when you first make contact with them. After that initial contact, you could update the [Current Living Situation](#) if the person reports a change or you notice that the sub-assessment has not been updated for an extended period of time.

Current Living Situation					
		Start Date *	End Date	Current Living Situation	Is client going to have their current living situation within 14 days?
		02/01/2020		Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)	No (HUD)
Add		Showing 1-2 of 2			

*The **Current Living Situation** sub-assessment captures where a person is staying while awaiting housing.

WHAT HAPPENS IF I CAN'T MAKE CONTACT WITH A PERSON REFERRED TO MY PROGRAM?

If you were unable to make contact with someone who was referred to your housing program or if they became unreachable prior to program enrollment, you should mark their referral as [unsuccessful](#). Add a new interim update to the person's Coordinated Entry Assessment and make these referral updates:

- #1. Set the [Referral Result](#) to **Unsuccessful referral: provider rejected**.
- #2. Choose the most accurate answer for the question [If Unsuccessful, Reason](#).
- #3. Enter the [Date of Result](#).
- #4. [Optional] Add notes to explain why the referral was unsuccessful.

Housing Agency's Response to Housing Referral	
Date Referral Acknowledged	01 / 03 / 2020 G
Referral Notes	<div>4</div> <div>01/03/2020 - First attempt to contact client. 01/10/2020 - Second attempt to contact client. 01/14/2020 - Third attempt to contact client.</div>
Referral Result	<div>1</div> <div>Unsuccessful referral: provider rejected ▼ G</div>
If Unsuccessful, Reason	<div>2</div> <div>(Canceled) Client unreachable - disappeared ▼ G</div>
Date of Result	<div>3</div> <div>01 / 17 / 2020 G</div>

WHAT HAPPENS IF SOMEONE REJECTED A REFERRAL FOR MY HOUSING PROGRAM?

If someone does not want to enroll in your housing program, you should mark the referral as [unsuccessful](#). Add a new interim update to the person's Coordinated Entry Assessment and make these referral updates:

- #1. Set the [Referral Result](#) to **Unsuccessful referral: client rejected**.
- #2. Choose the most accurate answer for the question [If Unsuccessful, Reason](#).
- #3. Enter the [Date of Result](#).
- #4. [Optional] Add notes to explain why the referral was unsuccessful.

AFTER I'VE CONFIRMED SOMEONE'S ELIGIBILITY AND INTENT TO ENROLL IN MY PROGRAM, WHAT'S NEXT?

When a person's eligibility has been confirmed and you are prepared to enroll them in your housing program, you should mark their referral as [successful](#). Add a new interim update to the person's Coordinated Entry Assessment and make these referral updates:

- #1. Set the [Referral Result](#) to **Successful referral: client accepted**.
- #2. Enter the [Date of Result](#).

Referral Result	1	Successful referral: client accepted	G
If Unsuccessful, Reason		-Select-	G
Date of Result	2	04 / 02 / 2020	23 23 23 G

Since a successful referral means that the person is enrolling in your housing program, you need to create an entry for that housing program with a [Project State Date](#) that matches the referral's [Date of Result](#).

Entry / Exit							
	Program	Type	Project Start Date	Exit Date	Interims	Fol	U
	ICA-PSH D-HCC-HUD-CoC-Training Provider (1413)	HUD	04/02/2020 A				
	ICA-Coordinated Entry Assessment-Training Provider (1353)	Basic	03/14/2020	B			
Add Entry / Exit		Showing 1-2 of 2					

*Notice how the **Project Start Date** matches the referral's **Date of Result** (A). Since the person has not yet moved into housing, their Coordinated Entry Assessment row has not been given an **Exit Date** (B).

HOW DO I SHOW THAT SOMEONE HAS MOVED INTO HOUSING?









When a person has been housed, it is critical that you enter a [Housing Move-In Date](#) and remove them from the Priority List. This will prevent them from being considered for future housing opportunities in place of someone who is still experiencing homelessness.

- #1. Record a [Housing Move-In Date](#) in your housing provider's assessment. If the client moved into housing after their [Project Start Date](#), you should create an interim update.

(Permanent Housing Projects Only) For Heads of Household in Permanent Housing Projects (RRH, PSH, PH S, PH O)

Housing Move-in Date		/		/		23 23 23 G
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- #2. Close the person's open Coordinated Entry Assessment row in the Entry/Exit tab by adding an [Exit Date](#) and [Destination](#). There may also be exit assessment questions for you to fill out.






Entry / Exit							
	Program	Type		Project Start Date		Exit Date	Interims
	ICA-PSH D-HCC-HUD-CoC-Training Provider (1413)	HUD		04/02/2020			
	ICA-Coordinated Entry Assessment-Training Provider (1353)	Basic		03/14/2020			
Add Entry / Exit				Showing 1-2 of 2			

WHAT HAPPENS IF SOMEONE EXITS MY PROGRAM WITHOUT MOVING INTO HOUSING?

When someone exits your program without being housed and wants to be considered for new housing opportunities, you should return them to the Priority List.

- #1. Exit the person from your housing program in the Entry/Exit tab like you usually would.
- #2. Add a new interim update to the person's Coordinated Entry Assessment and make the following updates to their housing referral:
 - a. Choose the most accurate answer for the question [If Not Housed, Reason](#)
 - b. Enter an [End Date](#) that matches the date the person exited your housing program.

Client Exited Program without Housing

If Not Housed, Reason	-Select-	
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/>   	

An **End Date should only be added if a person is returning to the Priority List after exiting a housing program.*

- c. Do not make any other updates to the referral! The [Referral Result](#) should continue to say [successful](#) because it did lead to enrollment in your housing program.

I STILL HAVE A QUESTION! WHAT SHOULD I DO?

First, check out the training videos and written instructions available on the Coordinated Entry page of the MN HMIS website: <https://www.hmismn.org/coordinated-entry>

If you still have a question after looking there, please contact the Minnesota HMIS Helpdesk at mnhmis@icalliances.org and we'll be happy to address any questions you may have.