



Frequently Asked Questions

What is the status of my referral request?

- Your referral request will be filled in the order it was received. The CES team works as quickly but efficiently as possible. If after 10 business days we have not filled your vacancies, we will reach out to you to start a conversation about how to proceed. We encourage housing providers to forecast vacancies (when possible).

What is CES Connect?

An alternate application that provides safe and equal access to the Hennepin CoC Coordinated Entry System for those who need it. For example, those fleeing and attempting to flee domestic violence and minor youth. The assessment takes place in this secure platform and allows assessors to have more control and visibility over the assessments they complete. The application is secure and the client information in it is de-identified. For these reasons, the Priority List Manager will email the housing provider the household's referral information and provide information regarding how to contact households.

How do I get in touch with this client (when it is a CES Connect referral)?

- Connect with the assessor and/or case manager listed in the email as they will have the most information about the client as well as contact information.

This client is LTH and has a disability or are Chronic and they are not appropriate for RRH (when the client has been referred to a RRH provider), what can I do?

- CE is Housing First centered. The client has been referred because CE refers households who are the most acutely in need, regardless of whether the household may/or could be better served in the future by another type of program, which is not available. There is limited housing stock – so those that are prioritized for homeless designated housing need to be referred to what is available.
- Households with perceived high barriers can be successful in lower-level intervention of housing. We encourage case managers to work with the clients in offering needed services to stabilize the household.
- If you are a RRH and have housed a client who you fear will not continue to be stably housed once program ends, please reach out to the CES team to discuss a potential transfer.