



## CES Referral Timeline Expectations

Once a housing provider submits a Referral Request Form, CE will refer a household to housing provider. If by 10 business days a household is unable to be referred, CE Team will contact housing provider to discuss options.

Once referral is made, housing provider acknowledges the referral within 2 business days.

Within 1 business day of acknowledging the referral, the housing provider attempts initial contact with the household referred via all direct contact methods available (call, text, and email). If no direct contact information is available, the housing provider reaches out to the referral's alternative contact and any other connected service provider(s).

- If after 24 hours there is no response from the household, housing provider reaches out to alternative contacts, including when applicable, shelter advocate, outreach worker, assessor, etc. Find a list of "useful contacts for locating clients" [here](#).
- Housing provider continues daily contact attempts with the referred household until an intake meeting is scheduled.
- Housing provider continues to leverage alternative contacts and additional service providers to keep in communication and support follow up efforts with the referred household.
- During the initial contact with the household, housing provider confirms the best ongoing contact methods and alternative contact methods for the household.

### Trauma-Responsive Tips & Reminders

- Households are in crisis and have many competing priorities. Some households may share what they are going through and some may not feel comfortable sharing details of their experience. Be patient and try not to make assumptions about why a household is not getting back to you in a timely manner. Try not to hold households to a different standard than you hold yourself (not expecting a response from a household quicker than you respond to emails and voicemails).
- Other providers associated with CES are partners. The best way we can support households is by coming together as providers, sharing appropriate information with each other and by keeping the lines of communication open. A signed CES release of information by the household allows for this active collaboration with other CES partners.

Housing providers keep a referral for a minimum of 5 business days from the date of acknowledging the referral to allow the referred household time to respond to contact attempts. Housing providers are encouraged to establish internal, agency-level guidance regarding the maximum days they will wait for a referral to return initial contact before declining/canceling the referral and requesting a replacement.

Intake should be completed within 1 month of referral being made. This means that a project start date is entered, a program entry created, and the referral is denoted as "Successful" in the CE Event. \*Note, if a denial is being made this should occur as soon as the situation is apparent.

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COORDINATED ENTRY



Housing Move-In Date should be entered in HMIS or Referral Outcome form submitted to CE Team as soon as the event occurs. A general expectation is that housing move-in would occur within 3 months from referral date.

If a denial occurs, housing provider should resubmit Referral Request Form to CE Team, denoting that it is a replacement referral. CE Team will prioritize replacement referrals to the extent possible.