



Referral Timeline Expectations

CES Team's Role

Once a housing provider submits a Referral Request Form, CE will refer a household to housing provider. The Coordinated Entry team works diligently to fill all vacancies as quickly as possible.

- The CES strives to send referrals that are no more than 2 business days from date of receiving the Referral Request form
- A business day is defined as before 3pm. Referral Request forms received after 3pm will be counted towards the next business day
- The exception to desired time frame is when there are no households that are on the Priority List that are a match for a provider's specific funding requirements and/or programmatic preferences
- The CES team will communicate with housing providers at regular intervals to provide updates on the status of requests.

Housing Provider's Role

Acknowledge

- Once referral is made, housing provider **acknowledges the referral in HMIS within 2 business days.**
- For referrals received for households assessed outside of HMIS or housing provider that manager referrals outside of HMIS (such as victim service providers), this step is not taken.

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.

Locating Referral

- 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.
- For referrals received for households assessed outside of HMIS or housing provider that manager referrals outside of HMIS (such as victim service providers), updating the CE Event is a step not taken.

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.**

Loss of Contact

- If contact between household and housing provider is lost after initial contact, housing provider should diligently attempt contact **for up to 30 days since last recorded contact.**
- If after 30 days since last contact, housing provider should cancel the referral (deny referral, remove from priority list).

HENNEPIN COC

COORDINATED ENTRY



Denial of Referral

- 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.