

## Housing Provider Expectations After CES Referral:

Once a housing provider is onboarded to Coordinated Entry, that provider is entering a partnership with the homeless response system as a whole which includes, but is not limited to shelters, CE assessors, the HC CES team, people experiencing homelessness, and other housing providers. Together, we work to end homelessness in our community by ensuring housing vacancies are filled as quickly as possible.

The expectations and guidance below are designed to guide housing providers through the CES referral, data entry, and housing process. Following the guidance below will help ensure housing providers are doing all they can to quickly fill housing vacancies. It is essential that system processes are working optimally to sustainably house as many people experiencing homelessness through the Coordinated Entry, homeless-dedicated housing units each day.

Hennepin County Coordinated Entry Housing providers are expected to do the following for *each* referral they receive.

### CES Referral & Initial Contact

- [Acknowledge CES referral in HMIS](#) within 2 business days (housing provider reporting that they see the referral in HMIS)
- Begin to reach out - email, call, or work to physically find the household - within 1 business day of receiving the CES referral.
- If after 24 hours there is no response from the household, housing provider should urgently reach out to alternative contacts, including shelter advocate, outreach worker, assessor, etc. to attempt to locate the household.
- Attempt to locate/contact client for at least 5 business days utilizing client contact information in HMIS, case management information in HMIS, shelter location, care coordination notes, etc.
- If a household cannot be located, after utilizing all methods outlined in this document, the household should be removed from the priority list.
- Housing provider should utilize and add to the HMIS care coordination tab in attempt to contact case manager(s) working with client referred through CES.
- Upon initial contact with household, update best ongoing contact method and alternative contact methods for the household in HMIS.

### Intake & CES Referral Result

- Remain in contact (at least weekly) with household and their housing case manager (if they have one) throughout the housing search, application/intake, and move in process
- If contact between client and housing provider is lost after initial contact, housing provider should diligently attempt to contact for up to 30 days since last contact. If housing provider cannot reconnect with client, housing provider should cancel the referral (deny referral in HMIS and remove from priority list).
- If scattered site, the housing provider should be assisting and supporting the household identify, secure and select housing options based on their unique needs, preferences, and financial resources.
- Intake should be completed and recorded in HMIS within 1 month of referral.
- Referral outcome “successful” or “unsuccessful” needs to be reported by the housing provider in HMIS within 1 month of referral for every referral received.

- If a denial occurs, housing provider should promptly (within 1 week) resubmit referral request form to CE Team, denoting that it is a replacement referral. CE Team will prioritize replacement referrals to the extent possible.

#### Housing Search, Move In, & CES Documentation in HMIS

- Actively assist and support referred households in addressing credit history, arrears, legal issues, and other tenancy issues that may be a barrier to housing.
- Actively support and assist households with no income in getting connected to County and/or Social Security office to apply for benefits.
- Actively assist and support households negotiate manageable and appropriate lease agreements. Be with the person at their lease signing when possible.
- Assist Owner/Property Manager in completing and submitting [shelter verification form](#) to [MNbenefits](#) to ensure all benefits are up to date (could include EA/EGA, SNAP, updating address, etc.).
- Housing provider is responsible for entering housing move in date in HMIS or send referral outcome form to CES inbox if in CES Connect household (within 1 week of move-in).
- Housing provider is responsible for removing household from CES priority list in HMIS at the same time as recording the housing move in date in HMIS.