

Title: 1.5 Referrals

Prepared By: CAFTH

Reviewed By: CE Ad Hoc Committee

Approved By:

Date Approved:

All CE participating providers will enroll new participants only from the CoC's CE referral process. To facilitate prompt referrals and to reduce vacancy rates, participating providers must notify the CE Lead Agency of any known and anticipated upcoming vacancies.

Program Vacancies

Communication surrounding open units/available beds is vital to the efficiency of the Coordinated Entry process. Notification of a unit vacancy should be communicated to the CE Lead Agency as early as one month before the unit is open or as soon as possible.

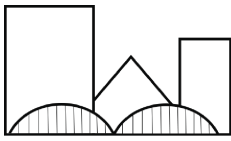
The notification must include specific details of the vacancy, including the project name, unit size, location, and any funder-defined eligibility requirements. The CE Lead Agency will provide vacancy information to the CE Housing Prioritization Council, which will work to identify a prioritized household to fill the vacancy during the next regularly scheduled housing referral coordination meeting.

Available units will not be held open for extended amounts of time and should be filled through referrals as soon as possible. When an opening occurs, an individual will be placed based on the Community's By-Name List. No vacancy will be held on account of not having proven chronically homeless clients on the By-Name List who qualifies for the project. Non-chronic homeless persons will be referred and prioritized as outlined in Section 1.4 to housing program openings in the event that no chronic homeless persons who qualify can be identified.

Referrals for Individuals and Families

Upon receiving notification of an opening, the CE Lead Agency will refer an eligible individual for placement in HMIS using the prioritization protocol as established by Notice CPD-16-11¹ and outlined in Section 1.4. The opening will be filled through the CE process, through the utilization of the HMIS uploaded documentation, the By-Name List and case conferencing. The only exception to this rule is for clients

¹ Department of Housing & Urban Development. (2016). Notice on prioritizing persons experiencing chronic homelessness and other vulnerable homeless persons in permanent supportive housing. Retrieved from: <https://files.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>



fleeing domestic violence whose information should not be entered into HMIS. The referral process for clients fleeing domestic violence can be found in Section 1.5.3.

The Individuals CE By-Name List contains information on all individuals who have been assessed and referred to the By-Name list in HMIS. Information important to facilitating referrals is also included on the By-Name List, which includes but is not limited to: VI-SPDAT scores, if all supportive documentation has been collected, and length of time homeless. MIFA coordinates housing openings for family-specific programs and facilitates the referrals of families to PSH programs or to provide RRH assistance as applicable. When a housing program has an opening, persons will be referred based on the priority listing found in Section 1.4.

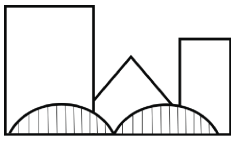
In order to be eligible for any referral, all required documents must be collected and uploaded into HMIS. Outreach or agency staff who are working directly with a client are responsible for collecting all required documentation and ensuring that the documentation is valid. The CAFTH website contains training materials for completing and verifying various supportive documentation including Verification of Homelessness (VOH) and Verification of Disability (VOD) forms. CE Lead Agency staff are available to assist with reviewing documentation uploaded to HMIS in the event an outreach worker or agency staff member is unsure if documentation collected is complete. Additional CE partners will assist if needed with documentation collection. In conjunction with the assessment score, the uploaded documentation will determine which programs persons may be eligible for. When a client's VI assessment is entered into HMIS, an entry into the HMIS Coordinated Entry module is also made.

There are different types of documentation required for different housing programs. All program documentation requirements are outlined in Section 4.2. Clients must have all of their supportive documentation prior to a housing move-in to ensure that all clients are eligible based on program requirements.

After documentation has been completed and a client is referred to an applicable housing opening, outreach workers or referring agencies will assist with a warm handoff for the client and referred agency. This process helps to ensure that clients and the referred agency are connected and helps to build trust and communication during the referral process.

Family Referrals

MIFA has Family Housing Specialists (FHSs) who assist with the referral process for families. If MIFA's RRH programming is appropriate, FHSs will be assigned to the family and will assist with housing and lease navigation, case management services, gathering documentation, and connecting families to mainstream benefits and resources. If PSH programming is appropriate, FHSs will assist with collecting all needed supportive documentation and with a warm handoff between the client and the referral agency.



Client Choice in Referrals

Clients have the right to refuse a housing placement. Any rejection of a referral by an individual will not affect the individual's place on the prioritization list, and the rejected unit will then be offered to the next referral ready person on the By-Name List. If/when refusal occurs, the individual will remain eligible for the next available housing placement option. Coordinated Entry encourages client participation and person-centered choice. Clients have a choice in the services received, the level of support accepted and the location of the unit, if applicable. If a client wishes to file a grievance against the Coordinated Entry process or a provider, please refer to Section 1.8.