



Title: 1.5.1. Shelter Referrals for Families

Prepared By: CAFTH

Reviewed By: CE Ad Hoc Committee

Approved By:

Date Approved:

When a family presents to MIFA and completes the central intake process, families are then referred to an appropriate emergency shelter option. When a family is matched with an appropriate shelter opening, a shelter referral form is completed and emailed to the emergency shelter. A call is made to provide a warm hand-off to the shelter, and MIFA provides the household with information and transportation, if needed, to the shelter.

Each shelter referral is entered in either the Emergency Solutions Grant project in HMIS and/or in CoactionNet, a comparable-functionality database used to document referrals to non-HMIS emergency shelters.

After Hours Referrals

Families may be referred to a shelter after regular business hours by an outside organization or by calling into the Hotline for Homeless Families after regular hours. In the instance MIFA is closed, literal homeless families may contact the Hotline to speak with a representative. The representative will conduct a phone assessment and refer eligible families directly to available shelters. MIFA Central Intake staff will conduct an assessment within 48 hours of shelter entry if a family has been referred by an outside organization. If a family has been referred by calling into the Hotline for Homeless Families, the Central Intake assessment specialist will schedule an in-person assessment the next business day.