

Title: 1.5.2 Declining or Cancelling a Referral

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Reviewed By: CE Ad Hoc Committee

Approved By:

Date Approved:

While referrals are designed to be successful for clients and housing programs, there are instances where providers in CE may need to decline or cancel a referral. Referrals may be interrupted only in the following instances:

- A program may **cancel** an HMIS Coordinated Entry referral with a note in HMIS if the individual is not eligible for program services, has been incorrectly referred from Coordinated Entry, or is banned from the program.
- A program may **decline** a client referral in HMIS if the eligible individual refuses the assigned placement as “client refused services.”

Individuals

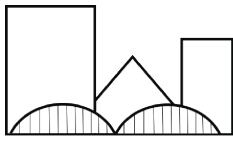
The CE Lead Agency may cancel a referral if the assigned individual is unable to be located within 10 business days of the initial referral and there are other eligible clients on the By-Name List who are referral ready. In the event a client cannot be located, the individual will remain in the Coordinated Entry System and the open unit will be referred to the next ready client. It is imperative that Coordinated Entry be used to place clients quickly and should rarely hold units for any extended period of time.

Any program that declines a referral for reasons other than stated above, should turn in a letter of explanation to Community Alliance within 24 hours of their decision. Rejections will be noted in the program’s Rank and Review process. The CE Lead Agency must also be notified immediately if a participating program intends to decline a referral.

Families

A family-specific housing program may decline or cancel a referral if the family becomes ineligible (leaves shelter after the referral is made) or for any of the reasons outlined above for single adults.

A family-specific emergency shelter may decline a referral if the family was previously removed from the shelter and is on the ‘do not return list’ for reasons such as removal



due to behavioral issues or violence, failure to follow shelter rules, or disclosing the location of shelters for Domestic Violence Victims to others within the community.