

### Intra-Agency Transfers

The intra-agency transfer process was developed by Hennepin CoC Coordinated Entry to assist with projects with complex eligibility requirements. In some cases, an agency is seeking to accept a referral, but must house the client in a different project than the referral lists, generally due to eligibility or availability mismatches. Rejecting the referral in HMIS and requesting a new referral costs valuable time and delays housing while lowering the referral success rate. Hennepin agencies seeking to house a client in a different provider number within their agency can request a speedy transfer through the referral system using this specially designed process.

Intra-agency transfers must happen within the same agency umbrella, after initial contact with the client but before a program entry is completed in HMIS. They can only be carried out for providers in the same intervention level; providers may not request a transfer from temporary/rapid to permanent housing or vice-versa.

### Workflow Steps in an Intra-Agency Transfer

- The agency must complete the first page of the Hennepin CoC [Transfer Request Form](#), checking off the box that indicates “Intra-agency transfer,” and e-mail it to the Hennepin Priority List Manager ([CES.hennepin@hennepin.us](mailto:CES.hennepin@hennepin.us)).
- The Priority List Manager receives the document and reviews the proposed switch to ensure that it meets requirements for an intra-agency transfer.
- If approved, the Priority List Manager finds the referral in HMIS and changes the field “Location of Crisis Housing or Permanent Housing Referral” to the correct provider. This field is found under the heading Priority List Manager Referral Details; see below. (The housing provider should NOT update this field on their own.)
- The agency is notified of the change, accepts the transfer, and houses the client.

**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

**Priority List Manager Referral Details**

Location of Crisis Housing or Permanent Housing Referral	<input type="text" value="ICA Test SO RCC HHS PATH"/>	<input type="button" value="Lookup"/>	<input type="button" value="Clear"/>	<input type="button" value="G"/>
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