

# HOW TO PROCESS REFERRALS THAT CAME IN BEFORE 11/1/2017

Some key dates to consider as you review this document.

- May 2016** Hennepin implemented a Coordinated Entry System (CES) with all activity taking place outside of HMIS.
1. Assessors scanned and emailed their assessments to the housing referral coordinators
  2. Housing referral coordinators maintained a Priority List outside of HMIS
  3. Housing vacancies reported via the Vacancy Request Form attached to an email
  4. Housing referral coordinators sent a referral to housing agencies in email
  5. Housing agencies submitted a Accept or Decline form for each referral to housing referral coordinators
- July 1, 2017** Assessors started completing their assessments inside of HMIS so that your housing referral coordinators could pull a Priority List report (bringing 1 and 2 in the above list inside of HMIS); 3, 4, and 5 still occur outside of HMIS
- November 1, 2017** Housing agencies started receiving and processing referrals inside of HMIS (bringing 4 and 5 in the above list inside of HMIS); 3 continues to occur outside of HMIS

During this transition period of processing referrals inside of HMIS, you'll have to process referrals that were received outside of HMIS (sent on 10/31/2017 or earlier) differently than referrals received inside of HMIS (received 11/1/2017 or later). To assist you, we've provided a chart to assist you in understanding the difference and steps.

Referrals received <b>10/31 or earlier</b> <i>Referrals to your agency processed outside of HMIS</i>	Referrals received <b>11/1 or later</b> <i>Referrals to your agency processed inside of HMIS</i>
Submit a Vacancy Request Form to your housing referral coordinator(s) via email to report a vacancy. <i>NEW</i> If re-reporting a vacancy due to a denied referral, make sure to check the Replacement Referral box in the top-right corner.	
Housing referral coordinator(s) send you an email with a client ID and the attached CES assessment, which includes the VI-SPDAT score.	<ul style="list-style-type: none"> <li>• Automatic email notification from HMIS to your specified primary contact. (Important to keep primary contact up-to-date; email <a href="mailto:mnhmis@icalliances.org">mnhmis@icalliances.org</a> to confirm or change.)</li> <li>• Client ID appears on your Counts Report (on home page when you setup this report).</li> </ul>
You submit an Acceptance and Denial Form to your housing referral coordinator(s).	Referral record in HMIS that you update to reflect referral status (Accepted or Declined). No need to submit an Acceptance or Denial Form.

**Q: My housing project isn't in HMIS, what should I do?**

Nothing will change for you. You will still follow this general process:

Submit a Vacancy Request Form to your housing referral coordinator(s) via email to report a vacancy. <i>NEW</i> If re-reporting a vacancy due to a denied referral, make sure to check the Replacement Referral box in the top-right corner.
Housing referral coordinator(s) send you an email with a client ID and the attached CES assessment, which includes the VI-SPDAT score.
You submit an Acceptance and Denial Form to your housing referral coordinator(s).

**Q: What if someone doesn't agree to Statewide Data Sharing, which process should I use?**

Nothing will change for you. You will still follow this general process:

Submit a Vacancy Request Form to your housing referral coordinator(s) via email to report a vacancy. <i>NEW</i> If re-reporting a vacancy due to a denied referral, make sure to check the Replacement Referral box in the top-right corner.
Housing referral coordinator(s) send you an email with a client ID and the attached CES assessment, which includes the VI-SPDAT score.
You submit an Acceptance and Denial Form to your housing referral coordinator(s).

**Q: How do I know whether or not the referral was received on 10/31/2017 or before, or after 11/1/2017?**

- Review table on page 1 for ideas! You can also login to ServicePoint to see if there is an active referral to your housing project.
- Look at the date on the incoming email alerting you to the referral.