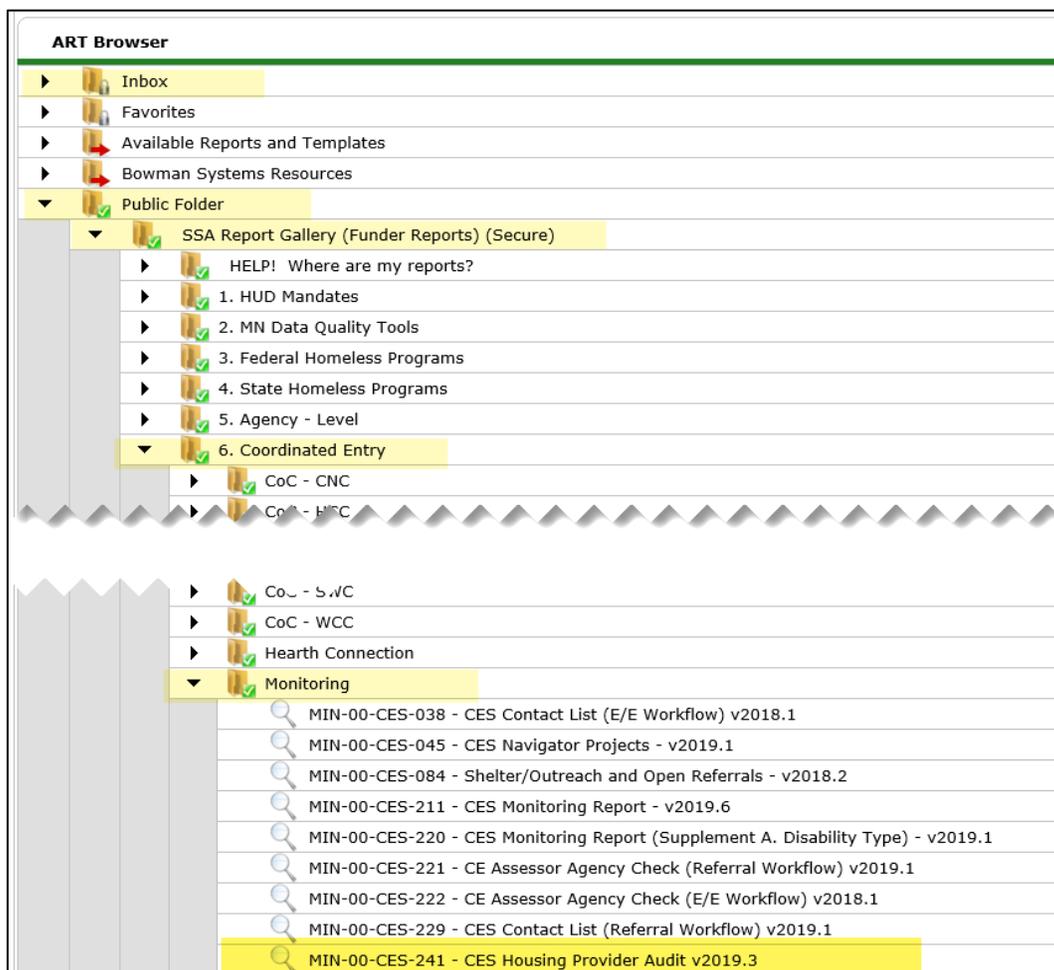# 241 CES Housing Provider Audit

241 CES HOUSING PROVIDER AUDIT REPORT

The [241 CES Housing Provider Audit Report](#) is designed to track the outcome of referrals from a community's Priority List to housing providers, at the agency or provider level. It can be used to calculate the percentage of successful or unsuccessful referrals processed by a housing provider, and therefore is an effective tool for CoCs scoring on referral outcomes. This report does not address other potential CES-related evaluation criteria; at this time, there are not HMIS reports designed to measure criteria such as the average length of time between referral and housing move-in date at the provider level.

LOCATION AND PROMPTS

The report is found here in ART:

Notes on completing the prompts are below.

PROMPT	DEFINITION	NOTES
Select CoC Code:	This prompt is required even if running for a provider or reporting group.	If running for purposes of agency-, group- or provider-level monitoring, select the CoC that matches the applicable providers.
Select Reporting Group(s): (optional prompt)	Leave as "None Selected" if running for a CoC or Provider. Reporting group or set of reporting groups whose clients you'd like to include.	If running for purposes of agency-, group- or provider-level monitoring, use this prompt to include only applicable providers.
Select Provider(s): (optional prompt)	Leave as "None Selected" if running for a CoC or Reporting Group. Provider or set of providers whose clients you'd like to include.	If running for purposes of agency-, group- or provider-level monitoring, use this prompt to include only applicable providers.
EDA Provider: (optional prompt)	Set to default to correct provider.	Leave blank unless you intend to run this report as an EDA provider.
Enter Start Date:	This is the first date of the range you'd like to see. Clients with a valid CES transaction between the Start and End Date will pull into the report.	
Enter End Date (PLUS 1 Day):	Clients with a valid CES transaction between the Start and End Date will pull into the report.	.
Enter Effective Date:	This should match End Date.	For client data that can change over time (i.e. 3.917 questions), this prompt allows for the report to include client data as answered in

PROMPT	DEFINITION	NOTES
		HMIS only up to the effective date. Typically, this is End Date.

HOW TO USE THIS REPORT FOR PROJECT-LEVEL SCORING

The 241 CES Housing Provider Audit report has three tabs, each of which summarize at the provider level the outcomes of all referrals processed during the report period. Depending on how your CoC scores, you may want to use the first tab, or either the second or third tab.

The first tab, Summary A, shows the number and percentage of referrals that were accepted, and the number and percentage of referrals that were cancelled/declined. If your CoC only considers the percentage of referrals accepted, then you'll need to refer only to **% Accepted** (Column E) in tab Summary A. This tab will show all providers for which there is data. If a provider did not process referrals during the time period, it will not appear.

Housing Provider Acknowledging Referral	Total Referrals Acknowledged by Provider	Accepted Referrals During Period	% Accepted	Declined/Canceled Referrals During Period	% Declined/Canceled
ICA PSH Provider 1	2	1	50.00%	1	50.00%
ICA PSH Provider 2	10	6	60.00%	4	40.00%
ICA RRH Provider 1	2	2	100.00%	0	0.00%

If your CoC excludes some cancelled/declined referrals from calculation (for example, if you exclude referrals cancelled due to a client's self-resolution from any scoring calculation), then you'll need to refer to tabs Summary B or Summary C. These tabs will show all providers for which there is data. If a provider did not process referrals during the time period, it will not appear.

Tab Summary B shows the number and percentage of referrals cancelled/declined by reason per provider. Percentages shown are calculated from the total referrals cancelled or declined, not from the total referrals.

	C1	C4	C6	D2	Missing
ICA PSH Provider 1				1 (100%)	
ICA PSH Provider 2		1 (25%)	3 (75%)		
ICA RRH Provider 1					

Refer to the data key at the top of the tab for description of abbreviated codes.

The table below displays the total number of housing referrals declined/canceled by the housing provider by the Reason Declined/Canceled. Percentages are calculated as the number of referrals canceled/declined for that reason by that provider, divided by the total number canceled/declined by that provider. Only referrals with a Service Provide Start Date in the reporting period are counted below.

C1	(Canceled) Client found housing/self-resolved	D4	(Declined) Client placed in institutional setting
C2	(Canceled) Client is out of shelter	D5	(Declined) Client refused service
C3	(Canceled) Client moved outside of CoC	D6	(Declined) Client unable to locate housing
C4	(Canceled) Client placed in institutional setting	D7	(Declined) Client unreachable - after initial contact
C5	(Canceled) Client refused service	D8	(Declined) Other
C6	(Canceled) Client unreachable - disappeared	D9	(Declined) Property Management denial - both criminal and eviction/money owed
C7	(Canceled) Deceased	D10	(Declined) Property Management denial - criminal history
D1	(Declined) Client is eligible, but provider unable to accept	D11	(Declined) Property Management denial - eviction history/money owed
D2	(Declined) Client is not eligible, other	D12	(Declined) Property Management denial - other
D3	(Declined) Client is not eligible, over income	Missing	No value selected for Service Refer Reason Unmet

Tab Summary C shows the same data, the number and percentage of referrals cancelled/declined by reason per provider, in a different format. Note again that the percentages shown are calculated of the total referrals cancelled or declined, not of the total referrals overall.

ICA PSH Provider 1

Service Refer Reason Unmet	Referral Count	Percentage
(Declined) Client is not eligible, other	1	100.00%
Total:	1	100.00%

ICA PSH Provider 2

Service Refer Reason Unmet	Referral Count	Percentage
(Canceled) Client placed in institutional setting	1	25.00%
(Canceled) Client unreachable - disappeared	3	75.00%
Total:	4	100.00%

ICA RRH Provider 1

Service Refer Reason Unmet	Referral Count	Percentage
(Canceled) Client unreachable - disappeared	1	100.00%
Total:	1	100.00%

Contact your Regional System Administrator or the ICA MN Helpdesk for assistance interpreting this report.