# Multiple Declined Referral Policy

**Background**

Through Coordinated Entry, a clear process has been established for assessing, prioritizing and referring people who are experiencing homelessness to the different categories of homeless designated housing interventions. In order of intensity of support the interventions are:

* Rapid ReHousing (RRH)
* Transitional Housing (TH)
* Permanent Supportive Housing (PSH)

Trained assessors offer people who are experiencing homelessness a comprehensive assessment to enter the Coordinated Entry housing priority pool. Once people are placed in the pool, they may or may not receive a referral for housing based on priority criteria established by the CES Leadership Committee. The criteria is as follows:

* Disability
* Chronic homeless status
* Number of months HUD homeless

It has come to the attention of the CES Leadership Committee that there are a subset of people who meet the criteria for a referral and are choosing to decline referrals for various reasons. When a person repeatedly declines referral, they are tying up resources and taking referrals that could otherwise go to another person. In essence, a log jam occurs which negatively impacts other people experiencing homelessness who may also be eligible for referrals. The negative impact is felt by housing providers as well, who end up spending time working with the person only to have them decline the opportunity. CES Leadership Committee decided to pilot skipping over people who have declined 3 or more referrals. This created opportunity and movement for other people who are eligible for referral to accept a CES referral and move into housing.

## Skipping Procedure for Hennepin Coordinated Entry Priority List

When a client has declined 3 referrals from CES, the policy would be initiated.

Denials counting for policy initiation are listed below but not limited to:

* Client declines based on location
* Client isn’t following through with housing provider
* Client missed multiple scheduled appointments and/or intake with the housing provider
* Client refuses size of unit
* Client changed mind on taking Housing Support (formerly GRH), sober, shared housing, and/or front desk

Denials disregarded toward policy initiation are as follows:

* Housing provider declines because client is unable to be located
* criminal background
* program funding qualifications
* landlord issues

**Policy initiated**: The following steps will be taken when the policy is initiated.

* The client will be removed from the priority list
* An email will be sent to the CES Assessor and case managers listed in the client’s assessment informing them that the client was removed because they have declined 3 or more referrals, and the policy was initiated. The Assessor and case manager would work with the client to see if the Coordinated Entry System is the best fit.
* If it is determined that the CES is the best fit for the client, the Assessor and/or case manager will update the CES assessment and ensure that the client’s information and preferences are accurate, and add the client back onto the priority list. The Assessor will add comments about the housing plan moving forward into the notes section.

## Data Review

CES Leadership Committees will receive quarterly updates on the number of clients removed from the priority list, including the reasons clients were bypassed. These data will help inform efficacy of the policy and will guide future decision-making efforts.

## Next Steps – Case Conferencing

Developing a case consultation model or case management structure in order to reach out to individuals who are being bypassed or removed from the priority list based on this policy will be considered as CES Leadership Committee and CES staff are able to review data and learn of the impact of this policy. It is recognized that a case review or case consultation model has potential to streamline this process.

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