



HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Requesting Referrals- Rental Assistance and Prevention Job Aid

This job aid will demonstrate how to request a referral. When a rental assistance or prevention program that participates in coordinated intake has a vacancy, the program can request a referral to work with. The resulting referral is then assigned to the program's bulletin board and cannot be chosen by or sent to any other program. Referrals are assigned to rental assistance and prevention bulletin boards on a first-come, first-served basis.

Requesting a Referral

Clent Adv	oty 20 TAmen (17)	their Locand
In the Country	Program List	
	"Denotes Required fields **Denotes	e Helf-Mandatory Fields
	Program List Details	
mar rd	Select Provider Agency	
	URBAN LEAGUE OF GREATER PITTS	BURG -
	Program ID	Program Name a
	572	ULAENTABBIST
	164	ULRENTASSIST CVF FAMILY STABILIZATION
		Product includer: (c.f.) a ministral information (along
	Service Ortalis	
	Service Octails	Service Name
	places of the second se	

- 1. To request a referral, log into HMIS and select your program.
 - *a.* Navigate to *Program List.* Select the program to work with and click Show to bring it into focus.





HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

real Program List Raffelin I	hand Project Setails / Arti-	es Chants Pe	raiting (Dents	1. Walk-In-Roberts I. Balan	el Detalla / Genue / Bage	and there is			
A Forces	Bulletin Board "Denotes Require	d Fields •••	Denotes Hart	Mandatory Fields					
WESTE? ar Name: Mester	1.0							Prag	offi Invention
DISSI37	Program Inves	dury.							
rify Type: regram	Unit Type			Currently Available	Total Units		Number on the Wa	ithist Exit-	Pending Cou
NTy Name: RENTASSIST	Rental Assista Orevertige	Ne		499	100		2	19	
Ry ID:	Prevention.			720	700		1	9	
	Referral ID	Referral		Holt First Rame	Hutt Last Name	Household	t Size Referred By	Enerial Renth	Referral
		Date	time	C. (54, (54, 154, 164, 164, 164, 164, 164, 164, 164, 16		3428	discould a second out of	i pusan kanan	Status
				1	1. C.	1	1.4	1	*
	•								
	•	1							
	•								
	•								
	ŧ								

- b. Navigate to the Bulletin Board screen.
- c. To request a referral, select the Request Referral button.
- d. The resulting referral is now assigned to your bulletin board and cannot be chosen or sent to any other program.



DEPARTMENT OF HUMAN SERVICES Allegheny County, Pennsylvania



HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

TRANSIT (TRANSITY (TRANS	795) (P. autoria)(S)							tielo	Louised	
an O) Responsibil Induite from	d Propost Encludes 1 Acto	na Clasta I Panding Unit	is Walk to Referrer Pa	Arrel Derete Genes	Reports Nors	9				
ter 15: Der 15: Der 15: Der 16:	Bulletia Board "Centres Repute	id Fields - HDenotes H	et-Hendetary Heida						int Boardary	
DTESTA7 DTESTA7	Program Inve	allery					_			
atty Type, rogram	Mait Type		Currently Availab	de Total 0	nits	Nam	ber us the Wai	illist Exit-	it-Peoding Cour	
nity hamen Rity hamen Ritentassist	 Rental Assists Prevention 	1708	700	700		0		0		
	Active Beferral ID	Referral Referra	¹ Holt First Name	Holl Last Name	House	hold Unit Size	Referred By	Special Needs	Referral	
	111		Holf First Neme Amenda	Hoff Last Name	House Size 1	chold StA	Referred By KOTETIS KOTETIS	Special Needs	Referral Distus Assigned	

- e. All requested referrals will appear on the *Bulletin Board* with the status of "Assigned" until it is otherwise changed.
- 2. Once a referral has been assigned to the program's bulletin board:
 - a. Once a referral is requested, the program must contact that referral within one hour of the request.
 - b. The program must attempt to contact the referral a minimum of 3 times in 72 hours, and as often as needed until they can reach the referred household. Contact the referral as many times as needed in order to reach them, as they are in immediate need.
 - c. Document all contact attempts including the time, date and outcome of each contact attempt in the *Status Change Notes* box.
 - d. Once the program is able to reach the household, an appointment must be scheduled for intake. After intake, if the client is accepted into the program their status can be changed to accepted pending and saved. The program can enter program involvement and enroll the household at the time they are served. Households must be enrolled in HMIS within 3 business days of their program entry.





HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Denying a Referral

and the second s	and the second se							
149	*Denotes Required Fields **Denotes Hal	F-Mandatory Nelds	5 A					
D1								
SESP NUTHER	Cluste							
122		100000	and the second second		2007000000	2040001		
\$157	HH NumberNember Name	Gender	Birth Date	Relationship to HOH	Otizanobip	559	Vet Status	
Typer an Lanter Transcort 101	L Arturda Jonus	Perrole	01/11/1990	24	7.	1	Peo	ļuna.
ntig Types aformal ntita 201								
(bergins	Referral Details							
	Hoff First Name	Hold Last Ram		Referral Date	Referred By			
	Evenenda 3	Sidnet.	1/1	1542-0042-0145-00 646	PONSY MADINE			
	The set of	Manual Mathematics	the second s	107				
	Bed Room Size		heir Accassible I	211				
	Ind Room Side	111	WE ACCUMUCHE	MI .				
			NET ACCESSION 1	Pit .				1
	Referral Notes		Ner Accession 1	PUL				1
	Auferral Males Response Name Discontenses	[11]						1
	Referral Notes Referral Notes Regram Name	Cieri Come	teel? *	Kesson Ter Denial *		If Other		1
	Referral Notes Referral Notes Regram Name	[11]	teel? *		.J	IF Other		1
	Referral Notes Referral Notes Regram Name	Cieri Come	teel? *	Reason for Devial *		If Other		-
	Auferral Notes Augerant Name Augerant Name Council of Solose Council Perspect	Clen Contac	teeff ?	Keason for Denial * Could not document from	(E2H1E3H	If Other		*
	Referral Notes Referral Notes Program Name Adversal Status Desind Pending Status Changes Notes *	Clent Caritad	teel? *	Reason for Denial * Could not document from Hoping documentation Imported by setting could Refuted to sign program a No Shou	rezonezo er drugs igresement/bases	1) Cilver		1
	Aufernal Holes Referral Holes Pitogram Hame Dution Telescop Decision Telescop	Client Contact Client Contac	ted?" " " return call the return call	Reason for Denial * Could not idecompatible Insearch by schala address Refused to dog program a Does not ward saladia of constraints in image in the Constraint in image in the Constraint in image in the constraint in image in	etanes etage greanest/base name Hanadof in program Conunctions	11 Other		* -
	Program Name Program Name Dation Processor Referred Status Dation Processor Dation Processor Status Charges Acces * Izonza 1 alle called shart and left socce Izonza 1 alle called shart and left socce	Client Contact Client Contac	ted?" " " return call the return call	Reason for Devial * Could not idourneed here hissing dourneetation meaned by sightly approximate the Short Development of the sign program the Could be the sign of the Could be the sign of the sign the Could be the sign of the the Could be the sign of the the Could be the sign of the sign of the sign of the the Could be the sign of the sign of the the Could be the sign of the sign of the the Could be the sign of the sign of the the Could be the sign of the sign of the the Could be the sign of the sign of the the could be the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the sign of the the sign of the sign of the sign of the sign of the sign of the the sign of the	reservere or drings generatet base Harris Harris Consumers vere Se			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Referral Notes Referral Notes Program Name Datason Process Referral Status Datason Process Status Charges Notes * IDNUES 11 All called clant and left used LANCE 11 All called clant and left used IDNUES 11 All called clant and left used IDNUES 11 All called clant and left used IDNUES 11 All called clant and left used	Client Contact Client Contac	ted?" " " return call the return call	Reason for Devial * Could rest document have Nasarg documentation trepained by alcohar and/or Deam net meet seatchare of the School Deam net meet seatchare the Could feel 3 Alternat Na Coolege in transported in pro- Na Coolege internation of pro- Na Incoolege Internation of pro- Na Incoolege Internation	resonese graameet haaa menset haaa mensed in snopen sonanese sonanese so sonanese so sonanese	referrais		1 1 1 1 1
	Andersal House Referral House Discontrations Descent Factor Descent Pending Status Changes Notes * 12/W11 II ant called views and left scient 12/W11 II ant called views and left scient 12/W111 II ant called divert and left vision	Client Contact Client Contac	ted?" " " return call the return call	Reason for Derival * Could-not document have Trapened by signal activ Refused to dog importing a to do the signal activ the Country of the signal the Country of the signal the Country of the signal the Single rith single of the Single rithman and the single Single Townstool country of the Single Townstool country of the	essense ordnage greannact/bases riteria demotion of in program Chalandaria Chalandaria Statut agram (demt wartie et alter into meet Anandape services a to remove all referatos a to remove all referatos	referrais		1
	Aufernal Holes Pitspram Hame Dation Telescole Pitspram Hame Pitspram	Client Contact Client Contac	tedf" " M return call the return call	Reason for Denial * Could not document have heard documentation treatment by status and bose not water settings the could be status of the could be status of the status of the bose not could be status of the status of the could be status of the Could be document heard Could be document the Could be document the	rezonate or drugs granmat Chanas Harris Maria Harris John Songram Schurzenter Schurzenter Harris John Serti al Other no Harrisonate No Harrisonate No Harrisonate No Harrisonate	referrais		1 1 1 1
	Andersal Notes Referral Notes Program Name Descriptions Descriptions Descriptions Status Changes Notes * 12/0/15 11 AM cabled client and left soler 12/0/15 11 AM cabled client and left voces 12/0/15 12 AM cabled client and left voces 12/0/15 10 AM cabled client and left voces	Client Contact Client Contac	tedf" " M return call the return call	Reason for Derival * Could-not document have Trapened by signal activ Refused to dog importing a to do the signal activ the Country of the signal the Country of the signal the Country of the signal the Single rith single of the Single rithman and the single Single Townstool country of the Single Townstool country of the	essense or drugs gravement/bases vitaria wereated in program Chalandanic Chalandanic Status garant, diverti wartie et obter- not visant Anados, services a to remyore all referatos a to remyore all referatos to thereixessense to thereixessenses a status	referrais		0 1 1 1 1 1 1

1. Denying a referral

- a. If the client cannot be reached within 72 hours; the client is interviewed and is ineligible, or declines the program at any point, the referral status must be changed to denied-pending
- A reason must be selected from the dropdown and the program should enter a detailed explanation of why the denial occurred into the *Status Changes Notes* text box.
 Documentation must be thorough with relevant dates, client contacts and all related notes.
- c. All denied-pending referrals are electronically submitted to the Homeless Services Bureau administrators who have 48 hours to approve or reject the denial.
- d. If the denial is approved, the referral will drop off the denying program's bulletin board and return to the master bulletin board to be advertised to other programs that the household's prescreening qualifies them for.
- e. If the denial is rejected, the referral will return to the program's bulletin board with the status of "Assigned" and the program should work with the client towards program enrollment.

For more information...

For assistance, please contact the Allegheny County Service Desk at <u>ServiceDesk@AlleghenyCounty.US</u> or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access the Self Service Tool go to http://servicedesk.alleghenycounty.us