Racine City and County CoC Coordinated Entry HMIS Guide
Institute for Community Alliances

CONTENTS

INTRODUCTION

This guide is intended to compliment the Racine City and County CoC Coordinated Entry Policies and Procedures. It is the companion document for clients who will be entered into the Coordinated Entry System via HMIS. Additional information about the Racine City and County CoC Coordinated Entry Process can be found here:

https://racinecoc.org/

COORDINATED ENTRY DATA ENTRY FOR ALL USERS

Anyone with an HMIS user license can add an individual or household to the priority lists. Any client contacting a Coordinated Entry participating agency requesting housing or shelter related services is required to be offered access to Coordinated Entry. The client may choose to have their data entered into HMIS to be referred to the Coordinated Entry lists utilizing HMIS.

Requirements for Coordinated Entry in HMIS:

1. The client's consent for themselves and/or their household to participate in Coordinated Entry.
2. A completed Coordinated Entry Prescreen form.
3. A signed HMIS Release of Information form for those being added to the HMIS Priority List.

ADDING AN INDIVIDUAL OR HOUSEHOLD TO THE COORDINATED ENTRY SYSTEM

Getting Started

- Log into Clarity Human Services.

- To complete Coordinated Entry-related data entry, you will need to switch into the "Racine City and County CoC Coordinated Entry System" agency.

  In the upper right corner of your screen, you will see your name and your primary agency listed below. Click on the arrow to the right of your primary agency and click on "Racine City and County CoC Coordinated Entry System" from the dropdown to switch into the agency.
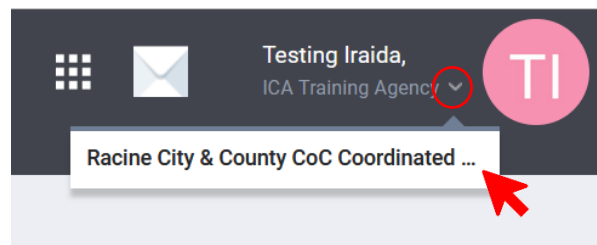
- Be sure to switch into the "Racine City and County CoC Coordinated Entry System" agency whenever you are doing Coordinated Entry data entry (enrollments, updates, program exits, etc.)

NOTE: Only users who have completed all Racine City and County CoC Coordinated Entry training requirements can have access to the Racine City and County CoC Coordinated Entry System agency in Clarity Human Services.

Search for Client(s) in the Household

- Use the Client Search to see if the client(s) being referred to the Coordinated Entry system have an existing file in Clarity Human Services.
    - o Create new files for any client(s) that do not have an existing file in the system or confirm accuracy of existing files in the system.

- If you are referring a household with more than one person, make sure all clients are grouped together as a household.

    Detailed instructions for both steps above can be found in ICA's [Basic User Guide](#).

Add Client Contact Information

- Go to the Head of Household's file and navigate to the **Contact** tab. Click **Add Contact** if there is no contact information documented in the file.
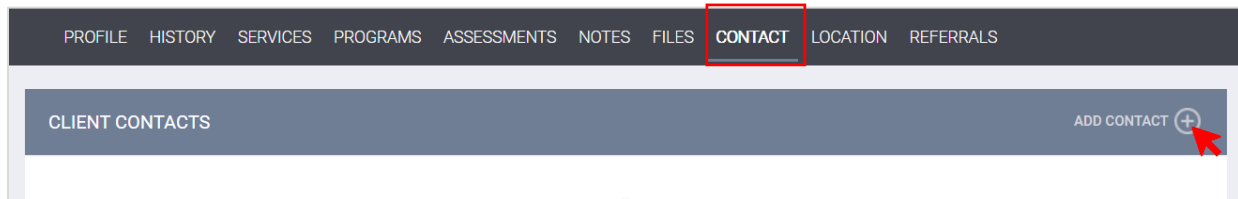
- Fill in all contact information available for the client. If multiple phone numbers are documented, you may use the Note box to provide details for both numbers listed. Once complete click **Save Changes**.

ADD CONTACT

Contact Type	Client
Email	test.test@gmail.com
Phone (#1)	123-456-7899
Phone (#2)	223-445-6677
Active Contact	
Private	
Contact Date	04/01/2021
Note	Phone #1: Client's primary phone number Phone #2: Client's mother, Pam

SAVE CHANGES   CANCEL

If there is existing contact information in the file that is no longer accurate, **DO NOT DELETE** the outdated information. Instead, click on the **Edit** icon to edit the existing Contact information.

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES **CONTACT** LOCATION REFERRALS

CLIENT CONTACTS   ADD CONTACT ⊕

	Contact Type	Name	Phone	Email	Date
✏	Client	Test Test	123-456-7899	test.test@gmail.com	04/01/2021

- Then deactivate the **Active Contact** toggle and click **Save Changes**.
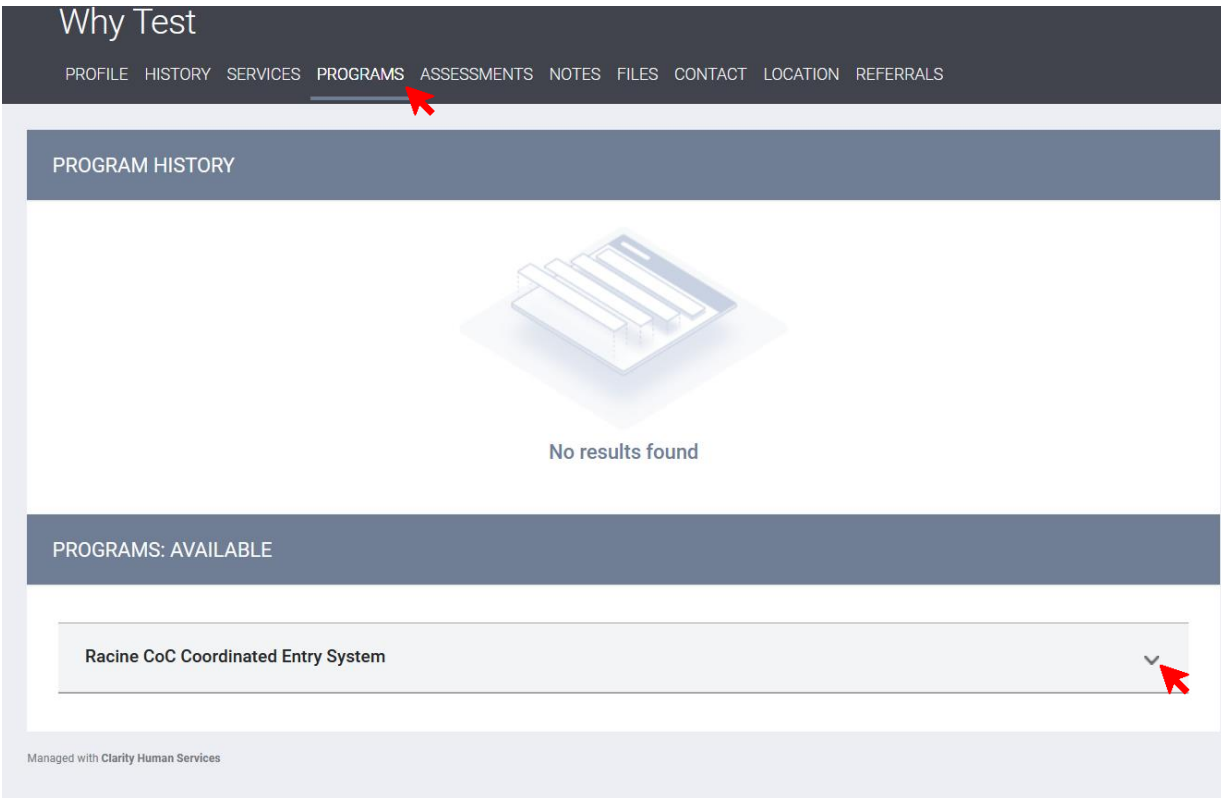
- This will deactivate the old contact information but save it in the historical record. Then add a new contact record.

Create the Program Enrollment

- Go to the Head of Household's file and navigate to the Programs tab. Then click the dropdown arrow for the "Racine City and County CoC Coordinated Entry System" program under the Programs Available section.

- If there are multiple household members that need to be included on the enrollment, be sure to activate the toggle for those household members. Then click **Enroll**.

- This will take you to the Enrollment screen for the Head of Household.

- Once you have completed all fields on the screen, you will have the option to click **Save & Close** to complete the enrollment if there are no additional household members, or to click **Save & Next** to move onto the Enrollment screens for the additional household members.

- The Enrollment screens for each household member will auto-populate depending on their relationship to the Head of Household.

Enrollment Screen for Head of Household
  - Project Start Date – *enter the date the household completed the CE assessment*
  - Relationship to Head of Household – *will only need to fill this in if the household contains more than 1 person*

  INTERVIEWER'S INFORMATION
  - Interviewer's Name – *enter the name of the staff member completing the interview*
  - Contact Information for Person Responsible for Referral – *email and/or phone number*
  - Racine Agency Name – *select the interviewer's agency of employment*
  - *CE Referral type – CE Homeless Priority List*

  LIVING SITUATION AT TIME OF ASSESSMENT
  - Type of Residence – *where is the client/household currently sleeping?*
  - Length of Stay in Prior Living Situation – *how long has the client/household been sleeping in the above-noted location?*
  - Approximate Date Homelessness Started – *the date the client's most recent episode of literal homelessness began. This is often (not always) different than the date the client's overall literal homelessness began.*
  - Number of times on the streets, in ES, or SH in the past three years – *"Times" = episodes.*
  - Total number of months homeless on the streets, in ES, or Safe Haven in the past three years:
    - If more than 12 months homeless on the street, in emergency shelter, or safe haven, enter the total number of months in the past 3 years

  DISABLING CONDITIONS AND BARRIERS
  - Disabling Condition – *select Yes or No.*
  - Victim of Domestic Violence – *select Yes or No. If yes, the following questions will appear for you to answer:*
    - Last Occurrence of Domestic Violence
    - Are you currently fleeing
  - *Formerly a Ward of Child Welfare or Foster Care Agency – select Yes or No.*

  HOUSING-SPECIFIC NEEDS
  - Special Housing Considerations – *note any housing needs the household has (ex: household requires a wheelchair accessible unit)*

  ### Enrollment Screen for Additional Adults in the Household
  - Project Start Date
  - Relationship to Head of Household

  LIVING SITUATION AT TIME OF ASSESSMENT
  - Type of Residence
  - Length of Stay in Prior Living Situation
  - Approximate Date Homelessness Started
  - Number of times on the streets, in ES, or SH in the past three years
  - Total number of months homeless on the streets, in ES, or Safe Haven in the past three years:

- o If more than 12 months homeless on the street, in emergency shelter, or safe haven, enter the total number of months in the past 3 years

  - o **DISABLING CONDITIONS AND BARRIERS**
  - o Disabling Condition

Enrollment Screen for Children in the Household
  - o Project Start Date
  - o Relationship to Head of Household

    DISABLING CONDITIONS AND BARRIERS
  - o Disabling Condition

- Once you have finished entering the Enrollment information for each household member, you will click **Save & Close**. You will see the Enrollment has been created for the household, and you will automatically land on the "Provide Services" tab within the Enrollment.

Update the Consent to Participate in Coordinated Entry
- Navigate to the **Assessments** tab within the Enrollment.
- Click **Start** to add a **Consent to Participate in Coordinated Entry** assessment.

- Complete the assessment questions.
  - o Assessment Date – *this should match the date of the enrollment / the date the client completed the Coordinated Entry Assessment*
  - o Does the client consent to participate in Coordinated Entry? – *select "Yes"*

If a client declines to participate in Coordinated Entry, this can be documented without creating an enrollment. See **Documenting Clients That Decline to Participate in Coordinated Entry** for instructions.

Add a Current Living Situation Assessment

- Click **Start** to add a new "Current Living Situation" assessment.

- The "Add Program Assessment" screen will appear. Make sure that all household members are included in the assessment, then click **Add Current Living Situation**.

- Complete the Current Living Situation for the Head of Household
    - Date of Contact – *this should match the Enrollment date / should be the same date the client completed the Coordinated Entry Assessment.*
    - Current Living Situation – *where is the client / household currently sleeping? This should match what was reported on the Enrollment screen.*

- Living Situation Verified By – *select from the dropdown your agency's program that is completing the assessment*
- Location Details – *you may type in any notes related to the client's location; this is optional.*

- If there are no additional household members, you will be prompted to click **Save & Close**. If there are additional adult household members, you will click **Save & Next** to complete the Current Living Situation assessment for the additional household members.

Add Current living situation for client Test Test

Date of Contact	04/01/2021
Current Living Situation	Emergency shelter, including hotel or motel paid for with emergency shelter
Living Situation Verified By	ICA Training Shelter
Location Details	Client is staying at ABC Shelter.

SAVE & NEXT   CANCEL

- Complete the Current Living Situation Assessment for additional household members, then click **Save & Close.**

- You will now see the Current Living Situation Assessment you added in the Assessment History.

ASSESSMENT HISTORY

Advanced Search Options   View ∨

Assessment Name	Completed	Details
Current Living Situation
Racine City & County CoC Coordinated Entry System ⓘ	04/01/2021	

☐ Other   ☐ Status Assessment

Complete the VI-SPDAT / VI-F-SPDAT / VI-Y-SPDAT

- While you are still on the Assessments tab, select the appropriate assessment to complete with the head of household. Please note the custom Racine COVID Response fields were added to the bottom of each VI tools.

Racine WI COVID Response and VI-F-SPDAT Prescreen for Families [V2]	START
Racine WI COVID Response and VI-SPDAT Prescreen for Single Adults [V2]	START
Racine WI COVID Response and VI-Y-SPDAT Prescreen for Transition Age Youth	START

- Racine WI COVID Response and VI-F-SPDAT – *complete this assessment for households with children.*
- Racine WI COVID Response and VI-SPDAT – *complete this assessment for households without children.*

- o Racine WI COVID Response and VI-Y-SPDAT – *complete this assessment for youth (18 to 24 years of age) without children.*
  - This assessment was formerly known as the TAY-VI-SPDAT

- Click **Start** to begin the assessment.
  - o Complete the Coordinated Entry Assessment questions
    - Assessment Date – *this should be the date the client completed the assessment.*
    - Agency Name – *type in the name of the agency that completed the CE assessment.*
    - Assessment Location – *select the appropriate option.*
    - Assessment Type – *select the appropriate option.*
    - Assessment Level – ***Housing Needs Assessment***
    - Primary Language – *select the appropriate response.*

Assessment Date	04/01/2021 📅
Agency Name	ICA Training Agency
Assessment Location	Case Manager Office ⌄
Assessment Type	In person ⌄
Assessment Level	Housing Needs Assessment ⌄
Primary Language	English ⌄

  - o Complete the VI Assessment and be sure to answer the questions related to COVID/Equity from the Racine CE prescreen form.

RACINE RESPONSE TO COVID/EQUITY FOR HOUSING CES

Do you have an underlying medical condition that puts you at higher risk for COVID19?	No ⌄
Essential worker	No ⌄
Actual or pending eviction	No ⌄
Participant has a criminal background?	No ⌄
Household Size of 5 or More Requiring At Least 3 Bedrooms (Due to Age/Gender Mix)	Yes ⌄

SAVE   CANCEL

Once completed, click **Save**. This will bring you to the "Program Eligibility Determination" Screen.

Make the Referral to the Community Queue

- On the "Program Eligibility Determination" screen, activate the toggle for **Racine Perm Housing Queue** and click **Refer Directly to Community Queue(s)**.

- On the next screen, there is a section to add notes (optional). Click **Send Referral** to complete the referral to the Community Queue.

- The referral to the Community Queue is now complete.

Upload Scanned Coordinated Entry Documents into the Enrollment

The following documents need to be uploaded for each Coordinated Entry Program Enrollment:
1. HMIS Release of Information
2. Racine CES Client Consent for Case Staffing
3. Client Prescreen and Rights & Responsibilities Form

- Within the Program Enrollment, click on the **Files** tab. Click **Add File**.

- Select the appropriate **Category** and **Name** for the file you are uploading, and then select the file from your computer to upload.
  - If it is taking a long time for your file to load into Clarity, try switching to "Basic Uploader". Once the file is selected click **Add Record**.

- You will then see the file you uploaded in the Client Program Files.

On the **Assessments** tab there is an assessment called "Coordinated Entry Veteran Information". This assessment is to be used by Veteran Service Providers when reviewing Veteran referrals to the Coordinated Entry System.
To add an assessment, complete the following steps:

- On the **Assessments** tab within the Coordinated Entry Program Enrollment, click **Start** to add a "Coordinated Entry Veteran Information" assessment.

- Complete the assessment questions and then click **Save**.
    - Assessment Date – *date the Veteran Service Provider spoke with / assessed the Veteran*
    - Is Veteran eligible for VA medical services? – *Select Yes or No*
    - Is Veteran refusing federal VA services? – *Select Yes or No*
    - Is client eligible for VASH? – *Select Yes or No*
    - Date of VASH Referral – *fill in the date if a referral was made*
    - Is Veteran eligible for SSVF services? – *Select Yes or No*
    - Date of SSVF Referral – *fill in the date if a referral was made*
    - *Is Veteran eligible for VORP Services? – Select Yes or No*
    - *Is Veteran refusing VORP services? – Select Yes or No*

- When you created the Enrollment into the "Racine CoC Coordinated Entry System" program, you are automatically listed as the "Assigned Staff" in the Enrollment dashboard.

- The client / household is automatically added to your **Caseload** tab when you are listed as the Assigned Staff.
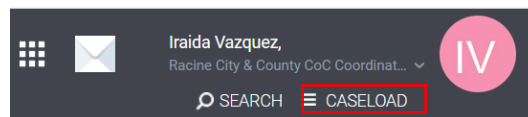
- When you click on the **Caseload** tab, you land on the **Active Caseload** tab. This will show you all the active enrollments for which you are listed as the Assigned Staff. This provides an easy way to track your active Coordinated Entry enrollments and referrals.

- The **Status Due** tab will provide information on households' enrollment start dates and the last date on which a status update was completed.
  - This tab can assist in tracking when clients are due for a 30 day update to their Coordinated Entry Referral and Enrollment.

COMPLETING COORDINATED ENTRY UPDATES

Now that the client is enrolled in the CE Program, any subsequent interactions including referral follow-ups, phone conversations, meetings, etc. will **all** be documented within the CE Program Enrollment. Updates should be completed **every 30 days**.

To document updates, you will need to go into the Head of Household's Program Enrollment for the Balance of State Coordinated Entry Program.

- Click on the **Caseload** tab. This will bring you to the **Active Caseload** tab, where you will click on the Head of Household's name.

- This will bring you directly into the Head of Household's Program Enrollment for the Balance of State Coordinated Entry Program. **It is important that you complete all data entry and updates within the Coordinated Entry Program Enrollment.**

Step 1: Add a Status Update Assessment

- Once you are in the Head of Household's Program Enrollment, click on the **Assessments** tab. Then click **Start** to add a **Status Update Assessment**.

- Make sure all members in the household are included on the Status Update Assessment, then click **Add Status Assessment**.

- Update the information on the Status Update Assessments to best reflect the client's current situation and chronicity status. Then click **Save & Next** to complete the Status Update Assessment for additional household members or click **Save & Close** if your household consists of only one person.

- o NOTE: There are no fields to update on the Status Update Assessment for children under the age of 18. You are simply going to make sure the **Project Status Date** is correct for the child, and then click **Save & Close**.

If the client / household's living situation has changed since the Assessment was completed or since the last Status Update, move on to Step 2.
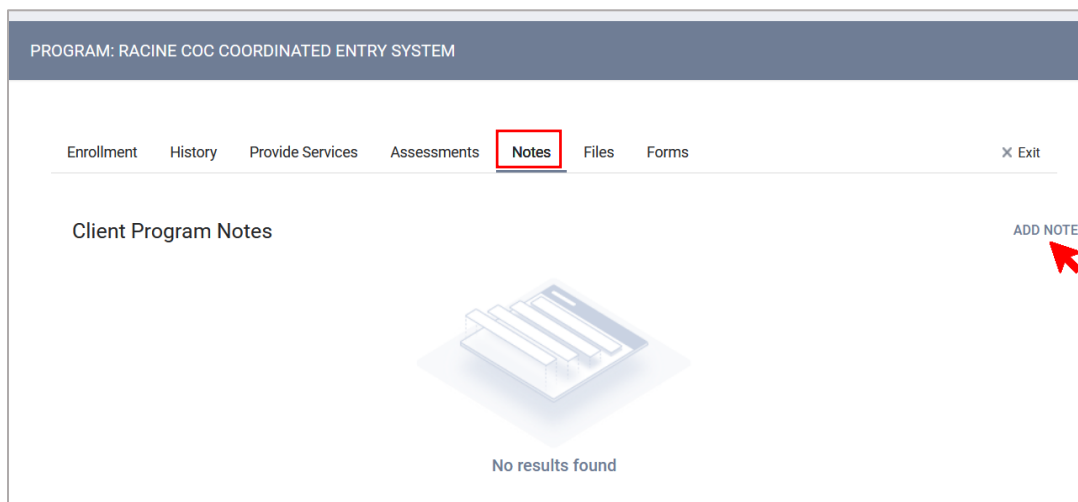
If the client / household remains in the same living situation from the last Status Update, move on to Step 3.

Step 2: Add a Current Living Situation Assessment

- • When completing the Status Update Assessment if the client / household's living situation has changed since the last update, you will also need to add a new Current Living Situation Assessment.

- • Follow the steps outlined in the Add a Current Living Situation Assessment section of this guide to create a new Current Living Situation Assessment.

Step 3: Add a Note

- Now click on the **Notes** tab within the program enrollment. Then click **Add Note**.
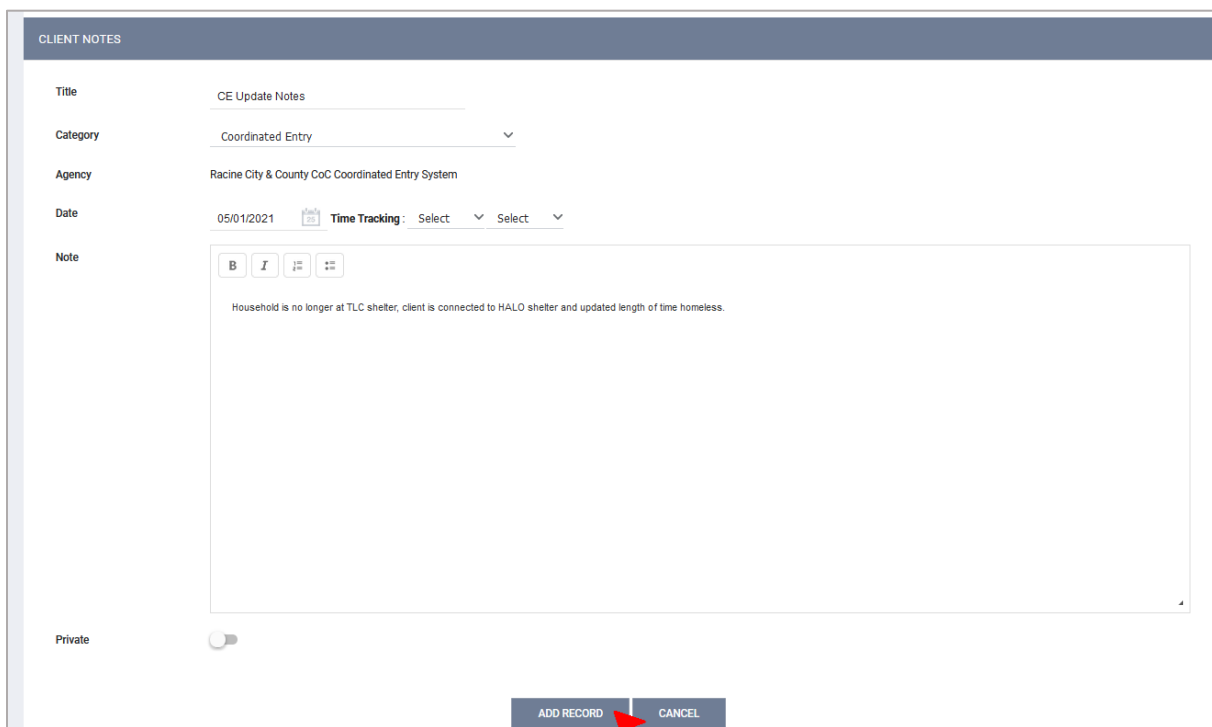
- Complete all relevant information on the Note page, then click **Add Record** once complete.
    - Title – *add a title for your note*
    - Category – *select "Coordinated Entry"*
    - Date – *select the date on which you completed the update*
    - Time Tracking – *leave blank*

- The Note will appear on the **Notes** tab in the program enrollment.

DOCUMENTING CLIENTS THAT DECLINE PARTICIPATION IN COORDINATED ENTRY

If a client is offered the opportunity to receive a Coordinated Entry assessment and referral and they decline, you will need to document this information in the client file.

- Go to the Head of Household's client file and navigate to the top-level **Assessments** tab. Click **Start** to create a new **Consent to Participate in Coordinated Entry** Assessment.

- Complete the assessment questions.
    - Assessment Date – *this should be the date that a Coordinated Entry assessment and referral were offered to the client and they declined.*
    - Does the client consent to participate in Coordinated Entry? – *select "No"*

- If a client eventually accepts an opportunity to receive a Coordinated Entry assessment and referral, create an enrollment and follow the steps outlined in Adding an Individual or Household to the Coordinated Entry System at that time.

You will remove a client from the Coordinated Entry System if they are no longer in need of housing assistance, if the referring agency is unable to contact the client, or if the client requests to be removed from the Coordinated Entry System.

There are two steps to removing a client from the Coordinated Entry System:
1. Remove the client from the Community Queue
2. Exit the client from the Racine CoC Coordinated Entry Program

Before you begin, make sure that you are switched into the Racine City and County CoC Coordinated Entry System agency.
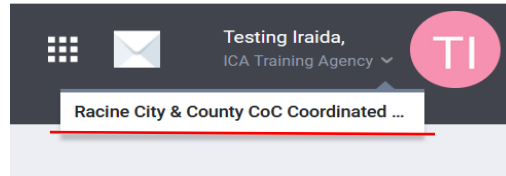
Step 1: Remove the Client from the Community Queue

- Go to the client's file and click on the **History** tab (if the household consists of more than one person, go the Head of Household's file).

    Then click on the **Edit** button to edit the pending Referral to the **Racine Perm Housing Queue**.

- Scroll to the **Remove from Queue** section of the referral.
    - Select the appropriate **Reason for Removal**. If there is a secondary field that appears, be sure to complete that field as well.
    - Select the **Queue Removal Date**.
    - Click **Save Changes**.

- In the **History** tab, you will now see that the Referral has an End Date and is closed.
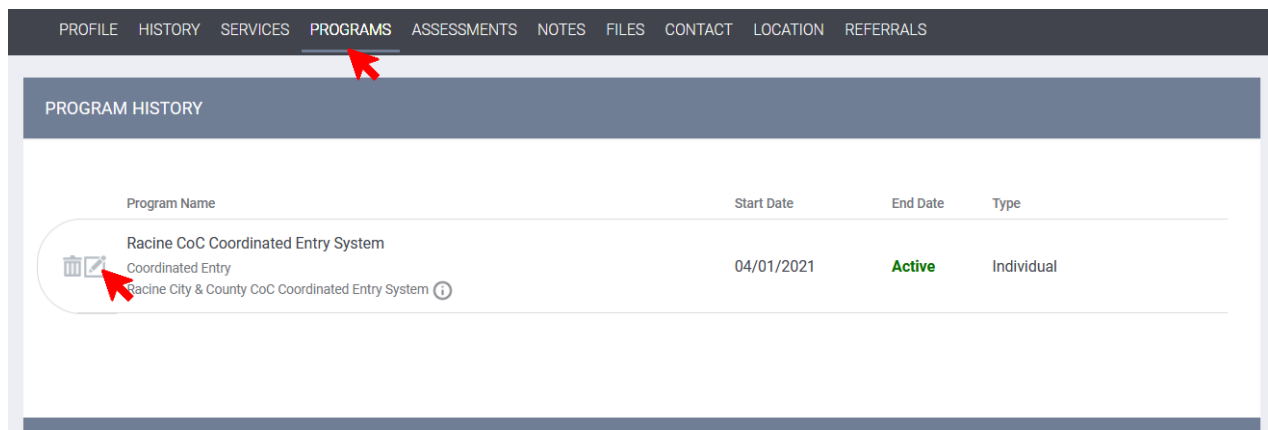
Step 2: Exit the Household from the Racine CoC Coordinated Entry System Program
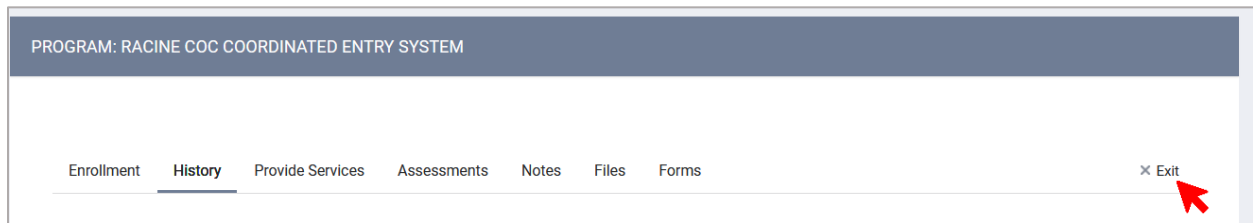
- While you are still in the Head of Household's file, click on the **Programs** tab. Click the **Edit** button to edit the Racine CoC Coordinated Entry System program enrollment.

- Click **Exit** to view the Exit Screen.

- Fill in the **Project Exit Date** and the **Destination** information. Then click **Save & Close**. The household is now exited from the Racine CoC Coordinated Entry program and is fully removed from the Coordinated Entry System.

IMPORTANT NOTE: Exits to Permanent Housing Removes household from the Coordinated Entry System

- A client will also be automatically removed from the Coordinated Entry System if they are exited from another program (ex: emergency shelter, street outreach, prevention, etc.) into a permanent destination.

EXAMPLE OF WHAT THIS LOOKS LIKE IN CLARITY

- A client is enrolled in the **Racine CoC Coordinated Entry System** program and the **ICA Racine Training Shelter** program at the same time.
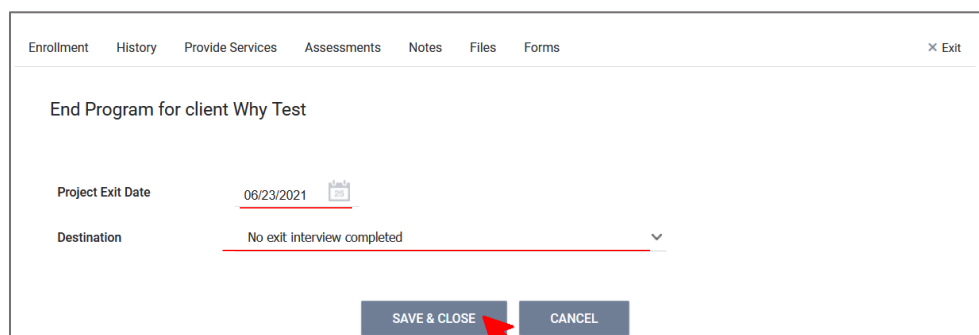
PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
Racine CoC Coordinated Entry System Coordinated Entry Racine City & County CoC Coordinated Entry System ⓘ	02/01/2021	**Active**	Individual
ICA Racine Training Shelter Emergency Shelter: Entry/Exit Date ICA Racine Training Agency	08/01/2020	**Active**	Individual

- A staff member at the **ICA Racine Training Shelter** exits the client from their program on 6/1/2021 into a permanent destination (rental by client, no ongoing housing subsidy).

PROGRAM: ICA TRAINING SHELTER

Enrollment   History   Provide Services   Assessments   Goals   Notes   Files   Chart   Forms   ✕ Exit

End Program for client Apple Pie

Project Exit Date   06/01/2021   📅

Destination   Rental by client, no ongoing housing subsidy   ⌄

- When the staff member hits **Save & Close** at the bottom of the exit screen, two messages will appear on their screen informing them that the client will be removed from the Community Queue and exited from their Coordinated Entry enrollment.

  The staff member will click **OK** to proceed.

wisconsin-train.clarityhs.com says

You entered data indicating this client is within a permanent destination. As a result, this client will be removed from the Community Queue. Please confirm.

OK   Cancel

wisconsin-train.clarityhs.com says

You entered data indicating that this client is within a permanent destination. As a result, this client will be exited from Coordinated Entry enrollments. Please confirm.

OK   Cancel

- On the **Programs** tab, we can now see that the client was automatically exited from the **Racine CoC Coordinated Entry** program on 6/1/2021. The Project Exit Date and the Destination will match the information that was documented on the **ICA Racine Training Shelter** program exit.

Program Name	Start Date	End Date	Type
Racine CoC Coordinated Entry System Coordinated Entry Racine City & County CoC Coordinated Entry System ⓘ	02/01/2021	06/01/2021	Individual
ICA Racine Training Shelter Emergency Shelter: Entry/Exit Date ICA Racine Training Agency	08/01/2020	06/01/2021	Individual

PROGRAM: RACINE COC COORDINATED ENTRY SYSTEM

Enrollment   History   Assessments   Notes   Files   Forms   ✕ Exit

End Program for client Good Luck Bear

Project Exit Date   06/01/2021

Destination   Rental by client, no ongoing housing subsidy

- In the **History** tab, we can see that the Referral to the Racine Perm Housing Queue was closed on 6/1/2021 as well.

- The staff member that created the enrollment and referral will receive a notification through the Clarity messaging system that the client has been automatically removed from the Coordinated Entry program.


ACCEPTING A REFERRAL FROM THE LIST

Getting Started

- First make sure you are switched into the agency accepting the client (generally your primary agency).
  - You cannot be switched into the "Racine City and County CoC Coordinated Entry System" agency to complete this step.
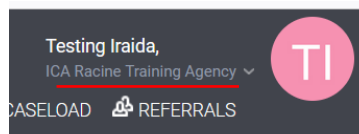
- While you are on the home page, you will see the **Referrals** tab is visible. Click on the **Referrals** tab.
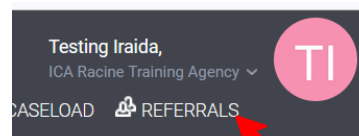
- Click on the **Community Queue** tab, and make sure the **Racine Perm Housing Queue** is selected.
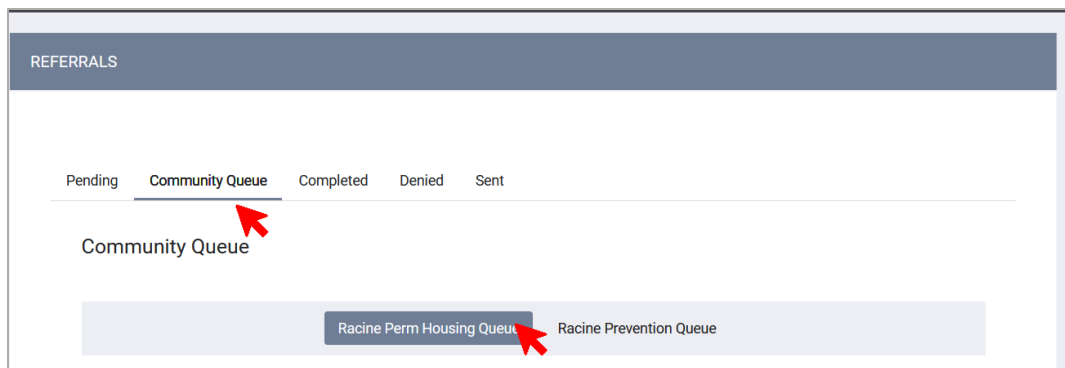
Reassign the Referral to Your Agency's Program

The Coordinated Entry System Administrator is responsible for reassigning the referral to a Permanent Housing Program (PSH and RRH) after receiving an email notification from the housing provider of the vacancy. The email serves as documentation of compliance with Coordinated Entry.

- As you scroll down you will see a list of all clients with a referral to the Community Queue. Use the Search field to locate the client who has prioritized; you can search by client name or unique identifier.

- Once you have located the client on the Community Queue, click the **Edit** button to view the client's referral.

- Scroll to the **Reassign** section. In the **Program** dropdown, you will see a list of your agency's programs. Select the program at your agency that is accepting the referral, then click **Save Changes**.

- This reassigns the referral from the Community Queue to your agency's program. If you click on the **Pending** tab, you will now see the client's referral is pending for your agency to review.

- From here your agency will either:
  - Enroll the client / household into your agency's program.
  - Deny the referral and…
    - Send the referral back to the Community Queue, OR
    - Completely close the referral if the client no longer needs or wants assistance.

Enrolling a client with an Accepted Referral

- If a client is eligible for and accepts the offered programming, you will then enroll the client into the program for which the client prioritized.

- When you click to enroll the client into the program, you will notice there is a toggle on the left side of the screen that will say **"Program Placement a result of Referral provided by Racine COC"**. Make sure the toggle is activated, then click **Enroll.**

- Complete the enrollment as you normally would. When you view the **Programs** tab, you will see the enrollment has a small link icon on the right side of the page. This indicates that the enrollment was linked to the Coordinated Entry referral, and that you completed the enrollment correctly.
  - o NOTE: at this point you have accepted the Coordinated Entry referral, but the Coordinated Entry Enrollment remains active. The enrollment will remain active while the client is in housing search.

EXITING THE CLIENT FROM THE COORDINATED ENTRY SYSTEM

- The client will be completely removed from the Coordinated Entry System once they have secured housing and a **Housing Move-In Date** has been documented.

- When you go into the client's Enrollment and enter the Housing Move-In Date, a screen will pop up asking to confirm that the client is housed and will be exited from the Coordinated Entry enrollment. Click **OK**.
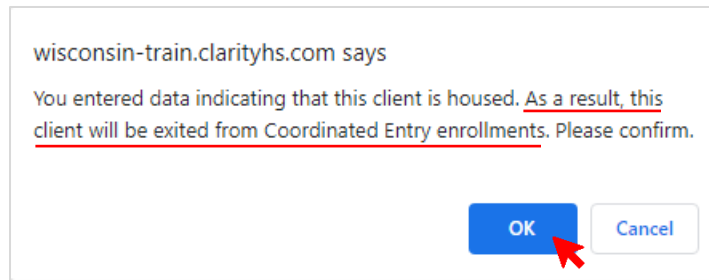
wisconsin-train.clarityhs.com says

You entered data indicating that this client is housed. As a result, this client will be exited from Coordinated Entry enrollments. Please confirm.

OK   Cancel

- The client will now be exited from the **Racine CoC Coordinated Entry System** program, with an exit destination reflecting the program they have been housed through.

PROGRAM: RACINE COC COORDINATED ENTRY SYSTEM

Enrollment   History   Assessments   Notes   Files   Forms

End Program for client Tenderheart Bear

Project Exit Date   07/20/2021

Destination   Rental by client, with RRH or equivalent subsidy

Denying a Prioritized Referral

- If a client declines the offered programming for which they have prioritized, or a program denies a referral due to a client's ineligibility for the program, the referral must be documented as **Denied**.

- Click on the **Referrals** tab from the home page.

Your Name Here,
ICA Training Agency ⌄
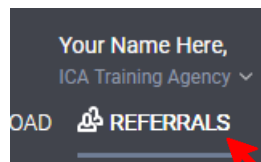
OAD   ⚖ REFERRALS

- On the **Pending** tab, search for the client. Then click on the **Edit** button to edit the pending referral.

- Change the **Status** to "Denied". When you change the status, additional fields will appear. Complete the fields accordingly, then click **Save Changes**.
  - o Send to Community Queue – *Select "Yes" to return to the client to the Community Queue, or "No" to completely close the client's referral.*
  - o Denied by Type – *select "Client" or "Provider".*
  - o Denied Reason – *select appropriate answer.*
  - o Denied Information – *REQUIRED. Document notes on why the referral was denied.*

- This information will now show up in the **History** section of the referral.

Activity	Date	Days Pending	Staff
Denied: Reassigned to Community Queue: Racine Perm Housing Queue	07/20/2021 2021-07-20 10:29:04	0	Your Name Here ICA Racine Training Agency
Program Referral: ICA Racine Training RRH, ICA Racine Training Agency	07/20/2021 2021-07-20 10:19:15	1	Iraida Vazquez ICA Racine Training Agency ⓘ
Added to Community Queue: Racine Perm Housing Queue	07/19/2021 2021-07-19 10:12:37	0	Iraida Vazquez Racine City & County CoC Coordinated Entry System ⓘ

- It also will be visible in the Client's File on the **History** tab.