Coordinated Entry Triage Workflow

Prevention Screening

Imminent Risk of Housing Loss

Referral to Prevention Agency

Add or Edit Client

Universal Data Elements Client Information (includes HMIS ROI)

Alternative Housing Option

Referral to Diversion Team

No Alternative Housing Option

Literally Homeless

Diversion Screening

Victim of Violence Screening

Veteran Screening

Referral to Victim Services

Referral to Veteran Services

Household is a good fit for homeless housing Resources

Chronic Screening

Single VI-SPDAT

Family VI-SPDAT

Young Adult VI-SPDAT

Additional Eligibility Screening Questions

Housing Match

Permanent Supportive Housing

Coordinated Entry Waitlist (aligned w/prioritization policy)

Required Document List and Upload Client Documents

Rapid Re-Housing

Electronic Referral via Email to Providers
Provider Receives Email Notification of Referral

Find Client in HMIS

In Case Management, Open Referrals

Select CES Housing Referral

Select Referral Outcome

Attempt to Connect to Client

Document Appointment on Referral Outcome

Client Does Not Show

Close Referral w/a “No Show” Denial

Client Attends

Close Referral w/a “Unable to Contact” Denial

No Contact Made

Appointment Scheduled

Client Denied

Close Referral w/a “Deny”

Insert a Drop Down Box of Allowable Reasons for Denial

Client Accepted

Close Referral w/a “Accept”

Complete Program Enrollment