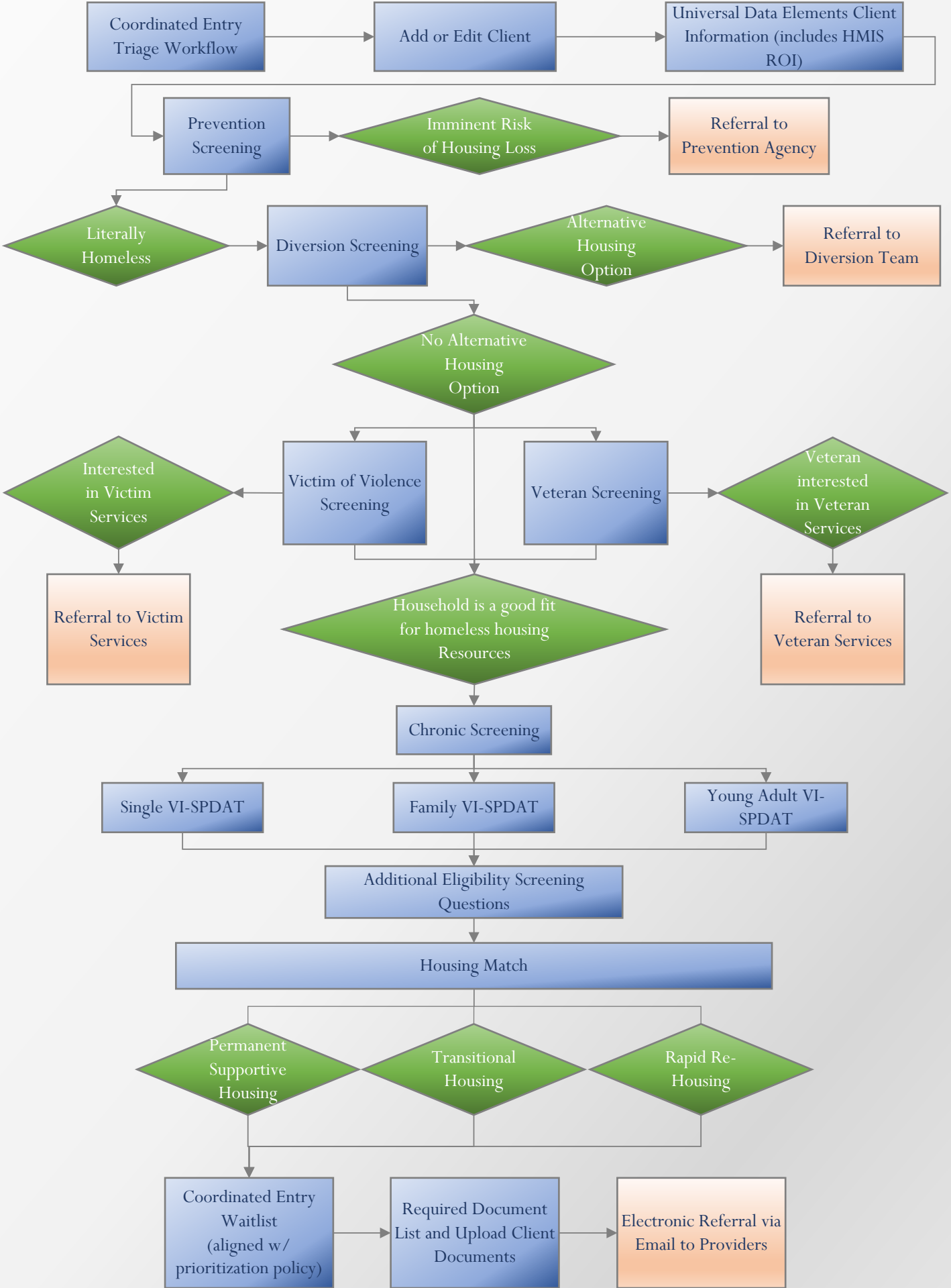
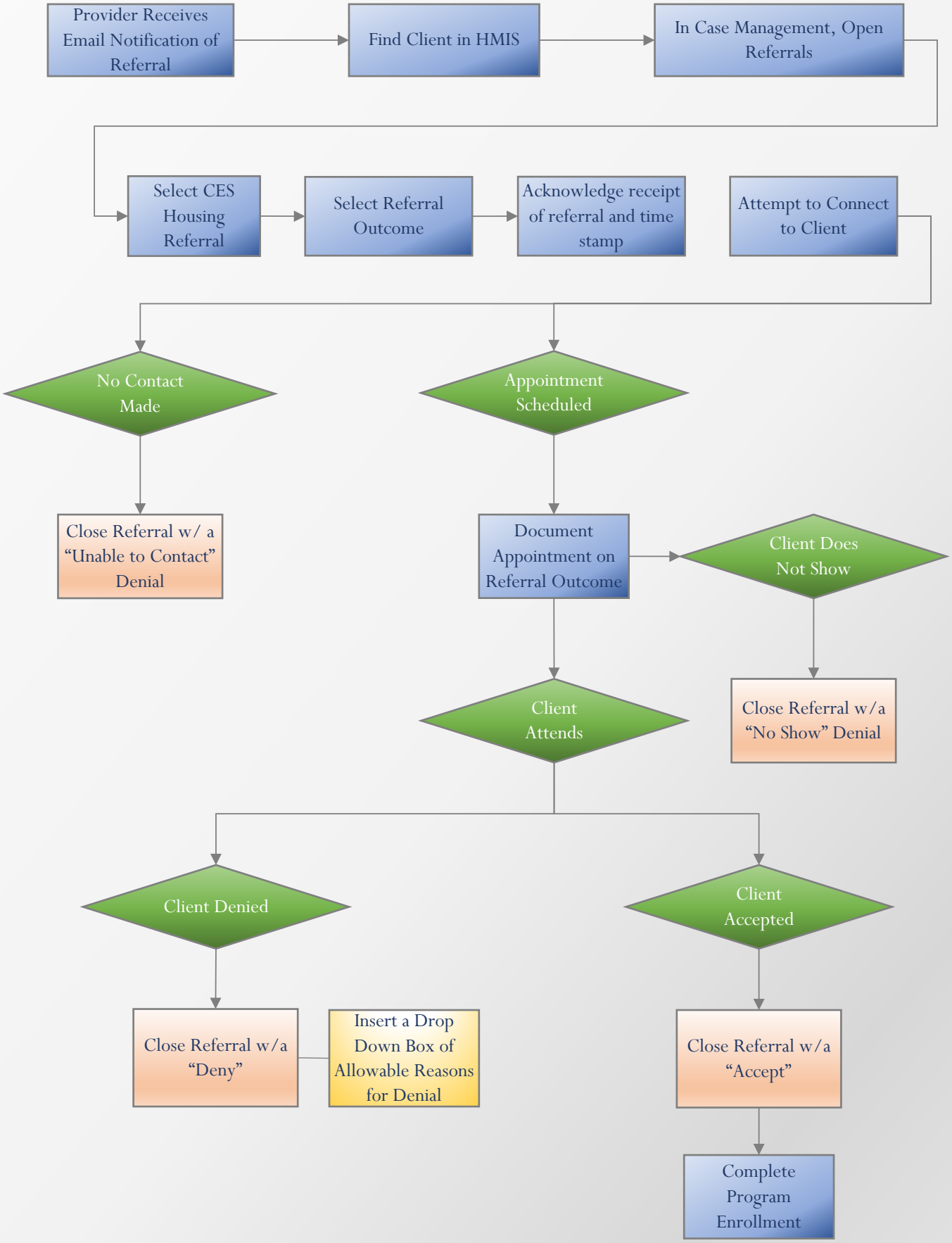

Coordinated Entry Triage Workflow
Add or Edit Client
Universal Data Elements Client Information (includes HMIS ROI)
Prevention Screening
Imminent Risk of Housing Loss
Referral to Prevention Agency
Literally Homeless
Diversion Screening
Alternative Housing Option
Referral to Diversion Team
No Alternative Housing Option
Interested in Victim Services
Victim of Violence Screening
Veteran Screening
Veteran interested in Veteran Services
Referral to Victim Services
Household is a good fit for homeless housing Resources
Referral to Veteran Services
Chronic Screening
Single VI-SPDAT
Family VI-SPDAT
Young Adult VI-SPDAT
Additional Eligibility Screening Questions
Housing Match
Permanent Supportive Housing
Transitional Housing
Rapid Re-Housing
Coordinated Entry Waitlist (aligned w/ prioritization policy)
Required Document List and Upload Client Documents
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
Acknowledge receipt of referral and time stamp
Attempt to Connect to Client
No Contact Made
Appointment Scheduled
Close Referral w/ a "Unable to Contact" Denial
Document Appointment on Referral Outcome
Client Does Not Show
Client Attends
Close Referral w/a "No Show" Denial
Client Denied
Client Accepted
Close Referral w/a "Deny"
Insert a Drop Down Box of Allowable Reasons for Denial
Close Referral w/a "Accept"
Complete Program Enrollment