



Homelink Referral Procedure

- 1) Agency will submit the [Program Availability Notification Form 1.25.21](#) via Google Forms to request a referral.
- 2) Once submitted, the Referral System Coordinator (RSC) is sent an automated email notification that the [Program Availability Notification \(Responses\)](#) workbook has a new Homelink Availability Notification form has been received. (Program Availability Notification tab)
- 3) RSC will fulfill the referral request within 48 business hours of Homelink Project Availability Notification Form receipt via the Homelink Prioritized Program Referral Google Forms.
 - The RSC will check the requesting program's claimed summary before the prioritization process begins to make sure the claimed summary does not have 10 or more open claims. Per policy, there can only be 10 open claims at a time. If the agency requests more clients than available spots on the claimed summary, the RSC will only send over an amount that matches the amount of open spaces (i.e. if the program request 6 referrals and the program claim summary has 6 open claims, the RSC will send over 4 referrals). The RSC will not send more referrals until another referral request is sent to SARA.
- 4) Once a referral is sent, the agency has 31 days to accept (enroll client in project) or decline (see below) the referral.
 - Upon referral receipt, it is recommended that a discussion (case conference) is arranged between the previous and receiving case managers to discuss.
 - A referral may be declined¹ if:
 - The participant could not be located or contacted using two different means. There is no minimum time threshold between attempts, but agencies are required to document in a case note the means they employed to locate the participant.
 - The participant refused the program. In the case that the person referred rejects the program, the referral may be closed. The client will remain in Homelink but will not be referred to the same program again. Client refusal must be documented.
 - The participant does not meet program eligibility. If the client misrepresented information needed to fulfill the grant specifications, the referral could be closed. An example would be if somebody reported that they were a veteran during their housing assessment but could not provide proof of their veteran status.

¹. All referral rejections are reviewed monthly by CoC staff. The CoC will provide written notice to agency staff if they fall below the 100% acceptance rate. The CoC may request a housing provider to submit an action plan or documentation if their referral acceptance rate falls below 75%.



- The participant is no longer experiencing homelessness (in Category 1 or 4).
 - Accepted referrals must be enrolled in the program within 30 days of receipt.
 - Once enrolled in the program, Homelink enrollment must be closed.
- 5) Within 30 days of referral's acceptance or rejection, RSC will submit Stakeholder Surveys, via survey monkey², to the client and the provider input regarding the Homelink Referral process.

² Survey Monkey will automatically send reminders to recipients of unanswered surveys after seven days.