

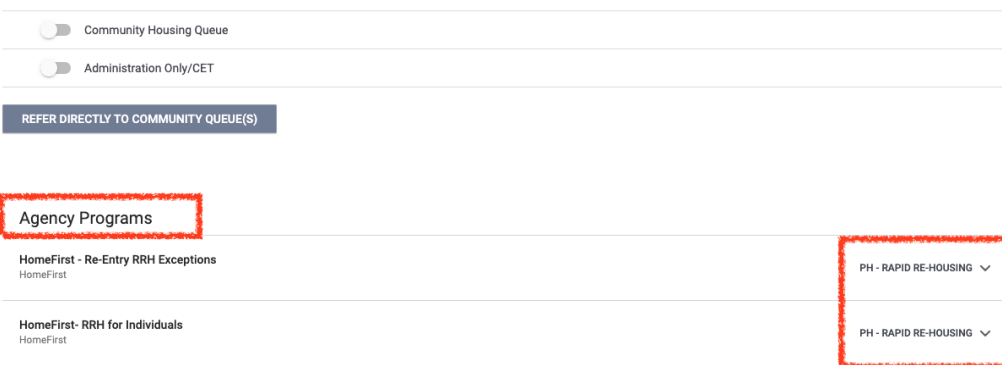
Spotlight - Referring to the Correct Community Queue (CQ)

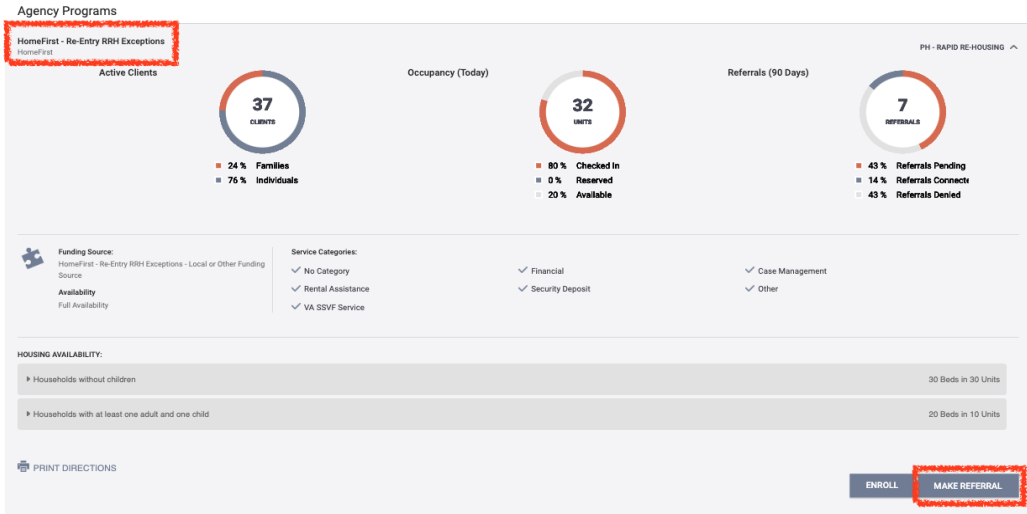
For SCC we have a few different Community Queues, and we want to ensure that you are referring clients to the correct queues. Typically, once a client is administered the VI-SPDAT the next step is to refer the client to the Community Housing Queue. In the image below you can see the Community Housing Queue and the Administration Only/CET (CQ). You want to be sure and refer the client to the **Community Housing Queue** and then select **REFER DIRECTLY TO COMMUNITY QUEUE(S)**.



The **Administration Only/CET** queue is to only be used by Administration Staff at SCC OSH offices, and **not** by HMIS End Users. If you refer clients to this queue, the referral will be deleted, and you will be notified to discontinue this practice via email.

When referring the client to the Community Housing Queue, you may see a list of **Agency Programs** available where clients can be referred to. **Please note that like the Admin. Only/CET queue HMIS End Users should not be Referring Directly to Programs.** If you refer clients to this queue, the referral will be deleted, and you will be notified to discontinue this practice via email. The image below shows what this looks like in HMIS.





There are also two other Community Queues that you may be able to see, depending on your access and what Agency you belong to. These are the **Emergency Shelter Queue – Households With Children** and **Emergency Shelter Queue – Households Without Children**. These queues are visible for agencies that have programs that take direct referrals from the Community Hotline. Clients in these community queues should be managed by the specific staff at each program and should have received training on how to accept and/or deny referrals housed here. If you are not familiar with these queues and/or are unsure of what needs to happen, please check-in with your Agency Lead at your agency for direction and guidance on how to utilize these queues.

Community Queue

