

Santa Clara County New User Training Referrals/Community Queue Manual

Updated 22 December 2021





For Case Managers Making and Managing Community Queue Referrals

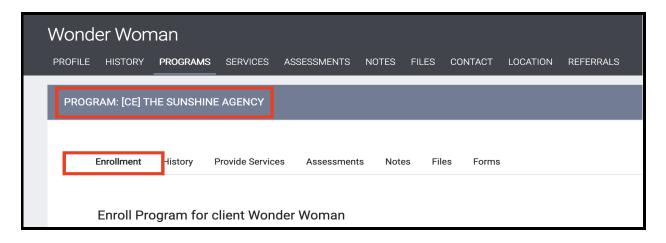
OVERVIEW OF REFERRAL PROCESS

All permanent supportive housing and rapid rehousing referrals will be facilitated by staff in the Office of Supportive Housing (OSH). In order to determine if there is a potential match for your clients, you should complete a VI-SPDAT assessment:

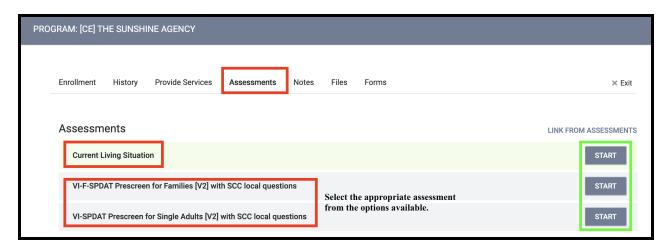
1. Access your client's profile:



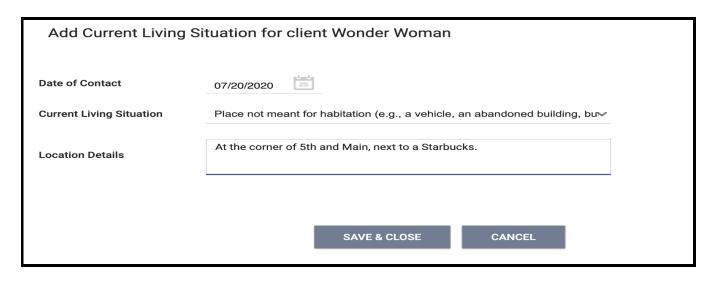
2. Enroll the client into the appropriate program at your agency:



3. Next, complete a Current Living Situation (CLS) and VI-SPDAT assessment (these are accessed from the Assessments Tab.

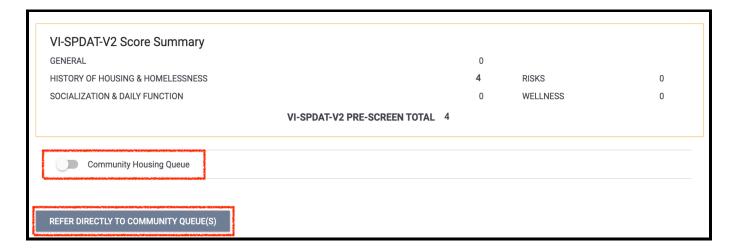


4. Complete the CLS assessment and select SAVE and CLOSE when done. Proceed to complete the VI-SPDAT.



5. After completing the VI-SPDAT, refer any client with a score of 4 or higher to the community queue. Veterans should be referred, regardless of their score.

Note: Be sure and select the **Community Housing Queue** toggle to select the CQ where the referral should be sent. Then click **REFER DIRECTLY TO COMMUNITY QUEUE(S)**.

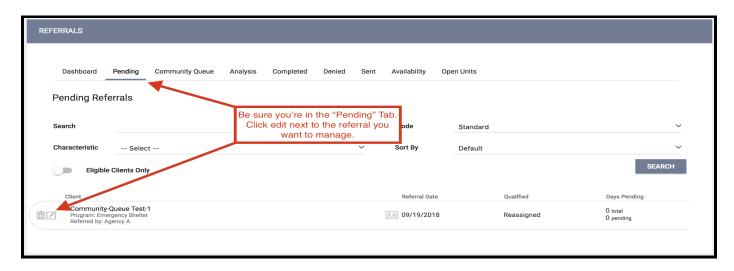


RECEIVING REFERRALS

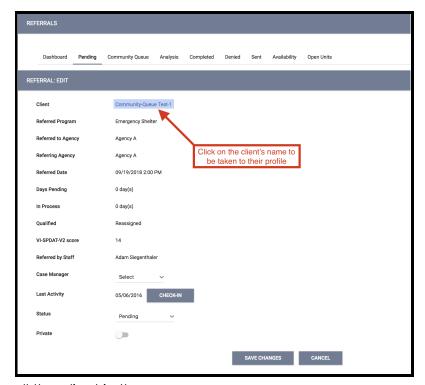
1. Access the referral tab



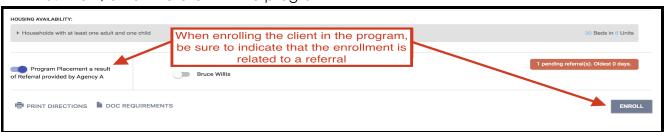
2. Navigate to the referral you want to manage.



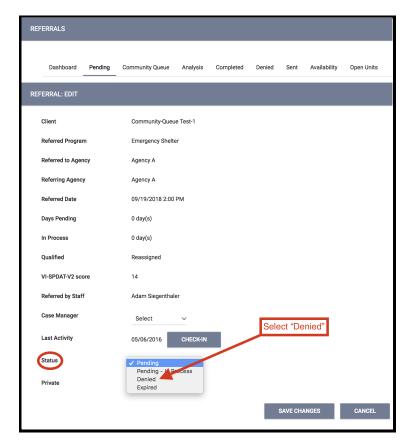
3. To immediately accept the referral and enroll the client in your program, click the client's name...

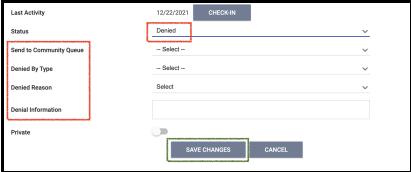


a. Next, enroll the client in the program

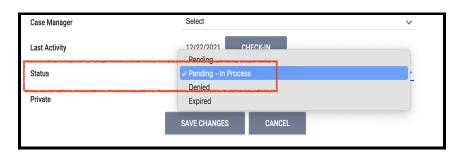


4. To deny a referral, choose "Denied" in the status field and refer the denial back to the Community Queue (Note: Do not deny a referral without first checking with the OSH MatchMaker.)





5. To indicate that you're working on the referral, such as by gathering additional information to determine final eligibility, indicate that the referral is "Pending – In Process"



6. Referrals that are inactive for more than 390 days will expire. Use the "Check-In" button if you need more time.

