



**CLARITY**  
HUMAN SERVICES

# **Santa Clara County New User Training Referrals/Community Queue Manual**

Updated 19 Aug 2022



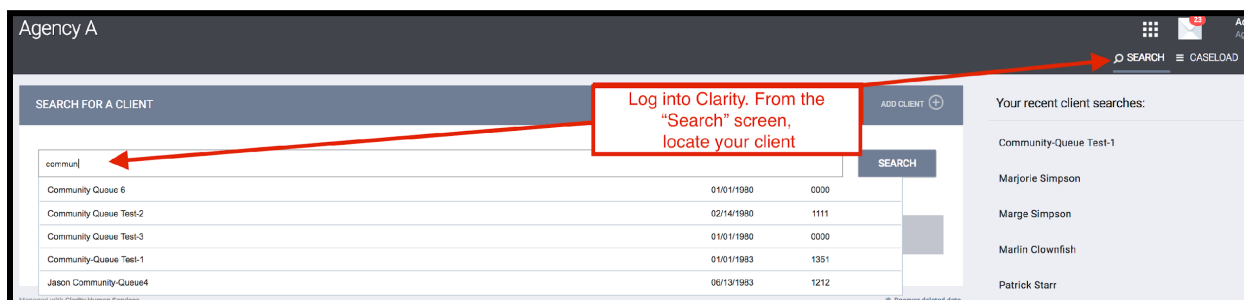
## For Case Managers

### Making and Managing Community Queue Referrals

#### OVERVIEW OF REFERRAL PROCESS

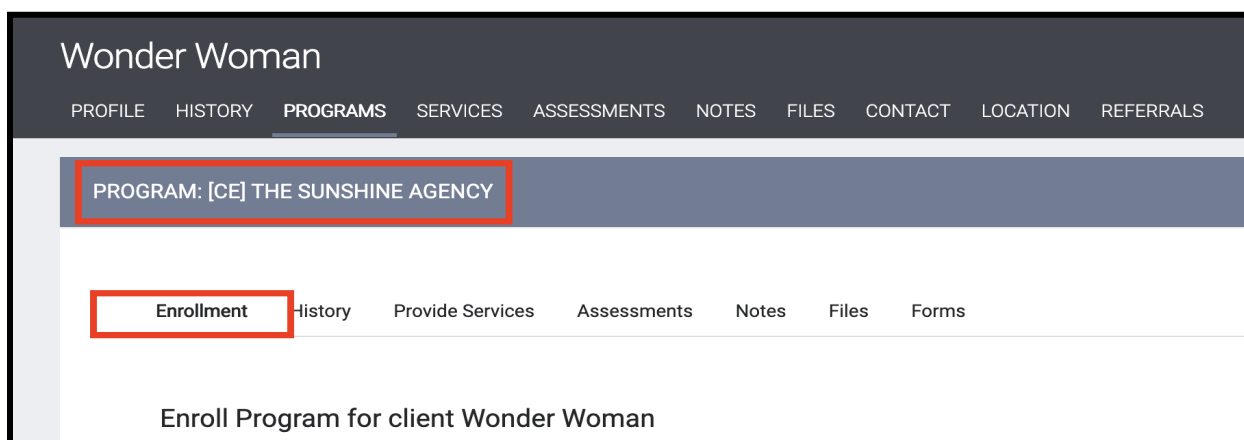
All permanent supportive housing and rapid rehousing referrals will be facilitated by staff in the Office of Supportive Housing (OSH). In order to determine if there is a potential match for your clients, you should complete a VI-SPDAT assessment:

1. Access your client's profile:



SEARCH FOR A CLIENT	SEARCH
community	
Community Queue 6	01/01/1990 0000
Community Queue Test-2	02/14/1990 1111
Community Queue Test-3	01/01/1990 0000
Community Queue Test-1	01/01/1993 1351
Jason Community-Queue4	06/13/1993 1212

2. Ensure that the client has an active and valid Release of Information (ROI)
3. Enroll the client into the appropriate program at your agency:



Wonder Woman

PROFILE HISTORY **PROGRAMS** SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

PROGRAM: [CE] THE SUNSHINE AGENCY

Enrollment History Provide Services Assessments Notes Files Forms

Enroll Program for client Wonder Woman

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

PROGRAM: [CE] THE SUNSHINE AGENCY

Enrollment History Provide Services **Assessments** Notes Files Forms × Exit

Assessments LINK FROM ASSESSMENTS

Current Living Situation

VI-F-SPDAT Prescreen for Families [V2] with SCC local questions

VI-SPDAT Prescreen for Single Adults [V2] with SCC local questions

Select the appropriate assessment from the options available.

START

START

START

- Complete the CLS assessment and select SAVE and CLOSE when done. Proceed to complete the VI-SPDAT, *only* if it has been more than one year since the last VI-SPDAT was completed, or if the client has experienced a significant change/life event since the last VI-SPDAT (e.g. change in health, income, and/or family structure).

Add Current Living Situation for client Wonder Woman

Date of Contact 07/20/2020

Current Living Situation Place not meant for habitation (e.g., a vehicle, an abandoned building, bus)

Location Details At the corner of 5th and Main, next to a Starbucks.

SAVE & CLOSE CANCEL

- After completing the VI-SPDAT, review the client's score. If the client is a **veteran (regardless of score)**, or if the client is **not a veteran but scores 4 or higher** on the VI-SPDAT, toggle on the **Community Housing Queue ONLY** to refer them to the correct queue. Assessors should NEVER refer clients to the queue called Administration Only/CET.

VI-SPDAT-V2 Score Summary

GENERAL	0		
HISTORY OF HOUSING & HOMELESSNESS	0	RISKS	3
SOCIALIZATION & DAILY FUNCTION	3	WELLNESS	6
<b>VI-SPDAT-V2 PRE-SCREEN TOTAL</b>		<b>12</b>	

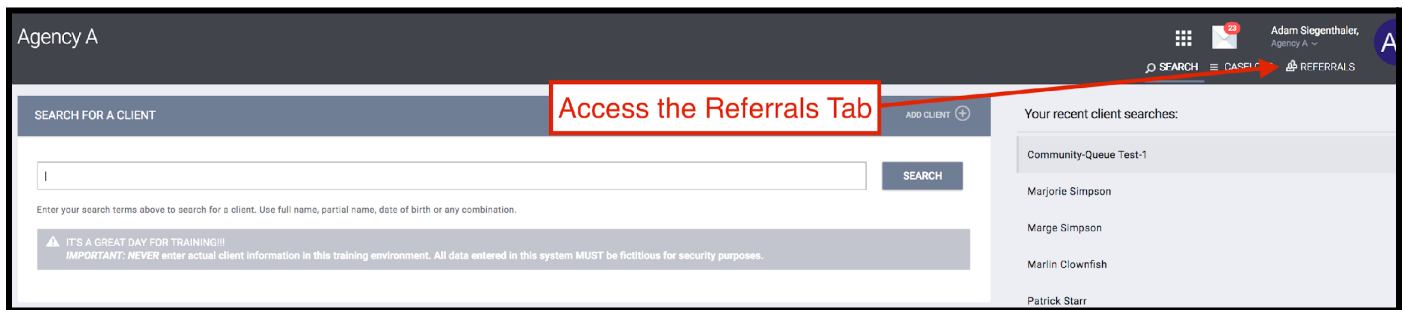
Community Housing Queue ☒

Administration Only/CET ☐

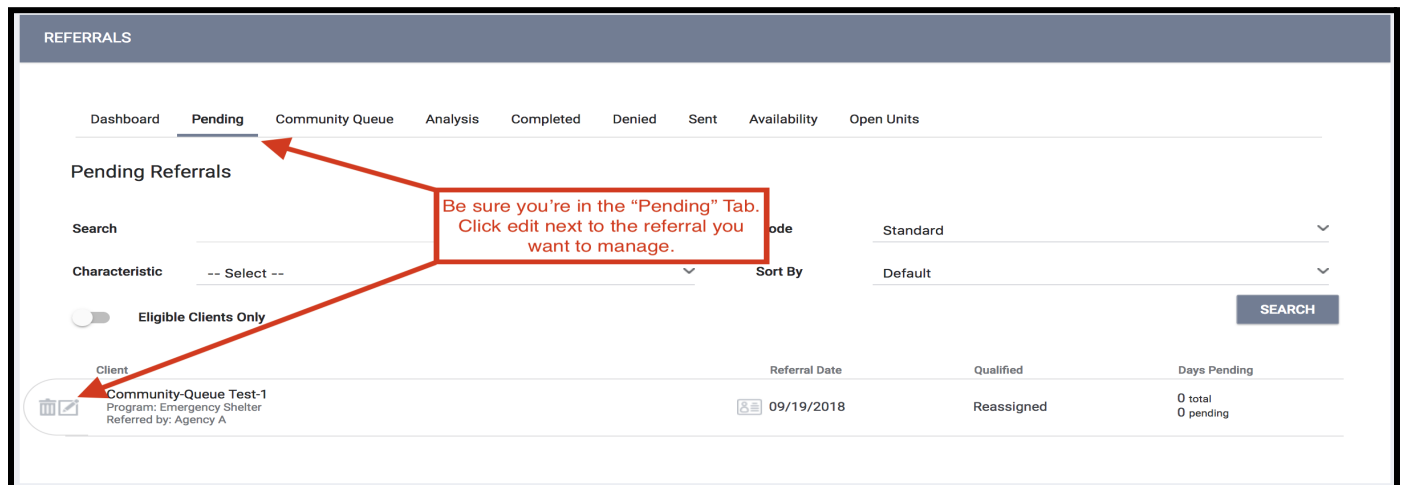
REFER DIRECTLY TO COMMUNITY QUEUE(S)

## 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...

REFERRALS

Dashboard Pending Community Queue Analysis Completed Denied Sent Availability Open Units

REFERRAL: EDIT

Client	Community-Queue Test-1
Referred Program	Emergency Shelter
Referred to Agency	Agency A
Referring Agency	Agency A
Referred Date	09/19/2018 2:00 PM
Days Pending	0 day(s)
In Process	0 day(s)
Qualified	Reassigned
VI-SPDAT-V2 score	14
Referred by Staff	Adam Siegenthaler
Case Manager	Select
Last Activity	05/06/2016 <span>CHECK-IN</span>
Status	Pending
Private	<input type="checkbox"/>

SAVE CHANGES CANCEL

a. Next, enroll the client in the program

HOUSING AVAILABILITY:

Households with at least one adult and one child 30 Beds in 6 Units

☒ Program Placement a result of Referral provided by Agency A ☐ Bruce Willis

1 pending referral(s), Oldest 0 days.

PRINT DIRECTIONS DOC REQUIREMENTS ENROLL

- 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.)

REFERRALS

Dashboard Pending Community Queue Analysis Completed Denied Sent Availability Open Units

REFERRAL: EDIT

Client Community-Queue Test-1

Referred Program Emergency Shelter

Referred to Agency Agency A

Referring Agency Agency A

Referred Date 09/19/2018 2:00 PM

Days Pending 0 day(s)

In Process 0 day(s)

Qualified Reassigned

VI-SPDAT-V2 score 14

Referred by Staff Adam Siegenthaler

Case Manager Select

Last Activity 05/06/2016 CHECK-IN

Status Status

Private

SAVE CHANGES CANCEL

Select "Denied"

Pending  
 Pending - In Process  
 Denied  
 Expired

Last Activity 12/22/2021 CHECK-IN

Status Denied

Send to Community Queue -- Select --

Denied By Type -- Select --

Denied Reason Select

Denial Information

Private

SAVE CHANGES CANCEL

- 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"

Case Manager Select

Last Activity 12/22/2021 CHECK-IN

Status Pending




Private

SAVE CHANGES CANCEL

Pending  
 Pending - In Process  
 Denied  
 Expired

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

REFERRAL: EDIT

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Referring Agency	Agency A
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Last Activity	05/06/2016 
Status	Pending - In Process 
Private	