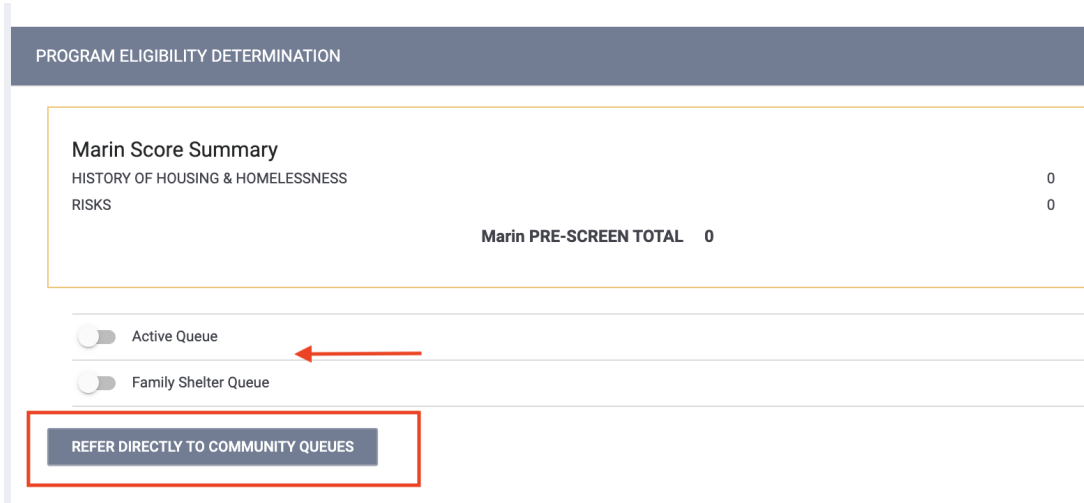# Marin- Matchmaking

Referring to the Community Queue

After completing the Assessment, you will see an option to refer the client to the *Community Queue (figure 1).* For some assessments, you will see a toggle for more than one queue. Turn on the toggle for the resources the client is eligible for.
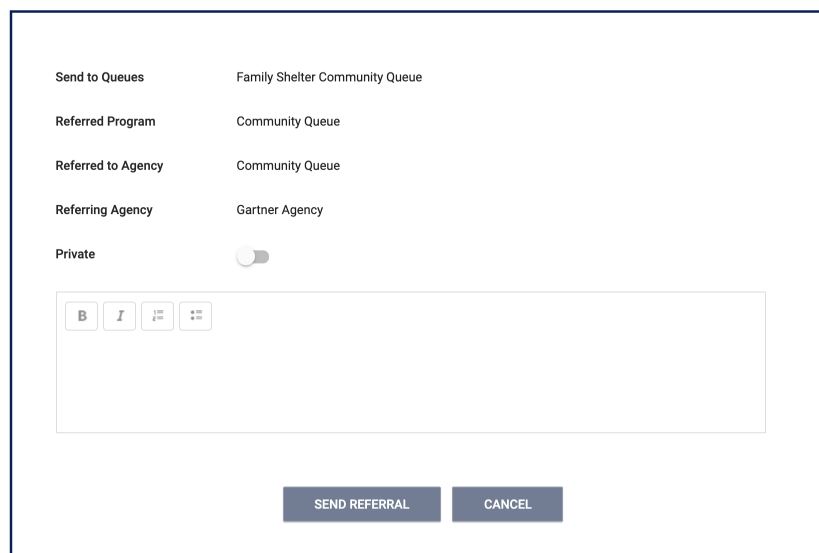
figure 1

On the next screen, enter any applicable notes and click *Send Referral (figure 2).*

Marin- Matchmaking
figure 2

Using the Community Queue

To view the Community Queue, click on *Search*, select the *Referrals* tab (figure 3), then select the *Community Queue*.

There are two separate Community Queues. 1) Family Shelter Queue and 2) Active List. You can navigate between the two queues by clicking the name of the queue. The queue you are currently on will be blue (figure 4).

Note: If a client is on both queues and removed off of one, they still remain on the other queue.
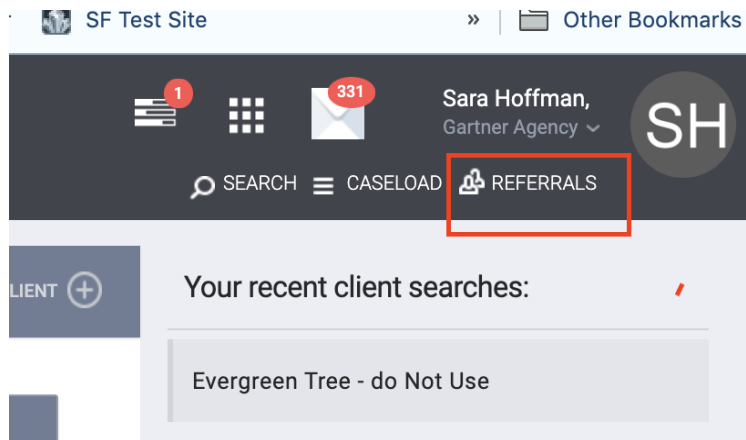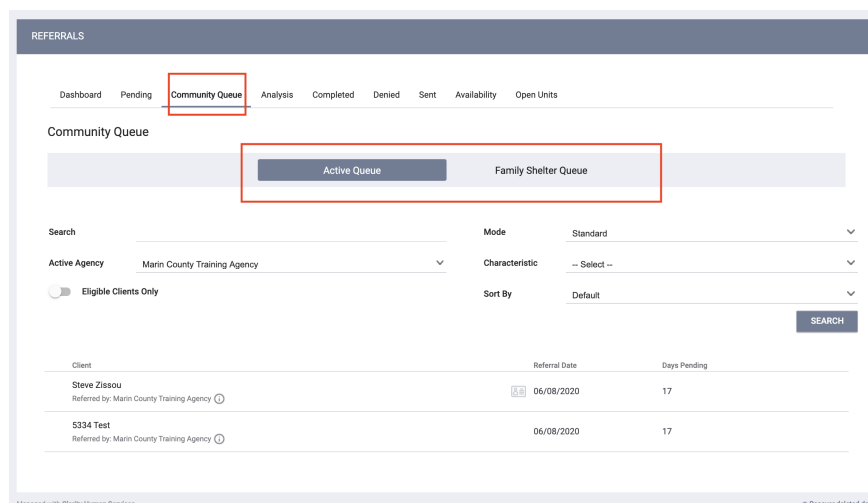

figure 3

figure 4

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Searching The Community Queue For Clients

The Community Queue is equipped with multiple filters giving you full control over the information searched for. The unified search box allows for different types of criteria to be entered, either on its own, or a combination with other terms. Reference the terms below:

Enter search parameters and click *Search:*

- Search - Client Name, UI, SSN
- Mode - Assessment Type (e.g VI-SPDAT Prescreen for Families [V1])
- Active Agency - Matchmakers should select the agency they are making the referral to

Note: If searching for a particular client, enter the client's name, unique ID or SSN in the search box.

Once an assessment is selected under Mode, the assessments scores will be visible for each client on the queue (figure 6). Clients will be prioritized listing the client with the highest assessment score first and then days pending on the queue as the tie breaker.

Client		Referral Date	Days Pending	Score	
Sparkle Jonez Referred by: [TRAINING] San Francisco Youth Coordinated Entry Agency ⓘ		05/26/2020	30	153	
Snarf Thundercat Referred by: [TRAINING] San Francisco Youth Coordinated Entry Agency ⓘ		08/07/2019	323	72	
Jenny Wallis Referred by: [TRAINING] San Francisco Adult Coordinated Entry Agency ⓘ		05/20/2020	35	72	
Juliet Mendoza Referred by: [TRAINING] San Francisco Adult Coordinated Entry Agency ⓘ		12/13/2018	559	21	

Sort By   Default

SEARCH

figure 6

Referral: Assign

Re-assigning the referral is how Matchmakers refer a client to a program. Edit the referral, select the program and click *Save (figure 7).*

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Matchmakers can add referral notes if needed.

RE-ASSIGN	
Program	-- Select Program -- ⌄

SAVE CHANGES   CANCEL

REMOVE FROM QUEUE	
Reason for Removal	-- Select Reason -- ⌄
Queue Removal Date	07/02/2020 📅

SAVE CHANGES   CANCEL

NOTES

No records to display...

| **B** | *I* | ≔ | ≔ |

Add referral notes if applicable

SEND NOTE

figure 7