

## Adult Referral Denial Reasons Desk Guide

The table below provides guidance on choosing referral denial reasons as part of the ONE System Adult Navigation & Placement Workflow.

Navigators must also populate the “Denied by Type” field and enter an additional note in the in the “Denial Information” text box. The last column below provides guidance on when to choose either “Provider” or “Client” in the “Denied by Type” dropdown field.

#	Denied Reason	When to choose this reason	Denied by Type
1	<b>Lack of eligibility</b>	<ul style="list-style-type: none"> <li>Client doesn’t meet funding requirements, (e.g., assigned to CoC but does not meet chronic homelessness test).</li> <li>Client does not pass background check.</li> <li>Navigator is unable to obtain required documentation.</li> </ul>	Provider
2	<b>Full Capacity/No Availability</b>	<ul style="list-style-type: none"> <li>Program does not have units available.</li> </ul>	Provider
3	<b>Needs could not be met by program</b>	<ul style="list-style-type: none"> <li>Client has a reasonable accommodation that could not be met by program (e.g., client is in wheelchair, but available units are all in buildings without working elevators).</li> <li>Client is nursing needs and needs to be reassigned to a nursing needs building.</li> <li>Client wishes to be housed as part of a couple and the assigned program does not have suitable units available.</li> <li>Client has obvious mobility constraints that could not be accommodated by provider.</li> <li>Client has minor children who will visit.</li> </ul>	Provider
4	<b>Client refused service</b>	<ul style="list-style-type: none"> <li>Client declined program/unit due to a housing preference, including room size, location/neighborhood, or amenities (bathroom/kitchen), unless supported by a reasonable accommodation request. <u>Please note the client’s specific reason for turning down the unit in the “Denial Information” text box.</u></li> </ul> <p><b>NOTE: Declining the unit triggers HSH’s unit refusal protocol.</b></p>	Client
5	<b>Client did not show up or call</b>	<ul style="list-style-type: none"> <li>Client was unreachable or could not be consistently engaged.</li> </ul>	Client
6	<b>Self Resolved – Client Housed</b>	<ul style="list-style-type: none"> <li>Client housed outside of PSH portfolio.</li> </ul>	Client
7	<b>Alternate referral</b>	<ul style="list-style-type: none"> <li>Another referral is available that better meets the client’s needs.</li> <li>This referral technically met the client’s needs, but a “better fit” or faster option became available.</li> </ul>	Client
8	<b>Alternate placement</b>	<ul style="list-style-type: none"> <li>Client housed elsewhere in the PSH portfolio.</li> <li>This referral technically met the client’s needs, but a “better fit” or faster option became available.</li> </ul>	Client

#	Denied Reason	When to choose this reason	Denied by Type
9	<b>Client out of Jurisdiction</b>	Please don't use this reason. See note below this table.	N/A
10	<b>Client previously received service</b>	Please don't use this reason. See note below this table.	N/A
11	<b>Disagreement with rules</b>	Please don't use this reason. See note below this table.	N/A
12	<b>Referral time expired</b>	Please don't use this reason. See note below this table.	N/A
13	<b>Falsification of Documents</b>	Please don't use this reason. See note below this table.	N/A
14	<b>Denied by Landlord/Property Manager</b>	Please don't use this reason. See note below this table.	N/A
15	<b>Other</b>	<ul style="list-style-type: none"> <li>Please don't use this reason. See note below this table.</li> </ul>	N/A
16	<b>HSG NAV ONLY: Navigation successful - reassign to queue before matching to building/unit</b>	<ul style="list-style-type: none"> <li>Housing navigation is successful. Navigators must deny referral to Housing Navigation program to return client to the queue before making a referral to matched housing program/unit.</li> </ul> <p><b>NOTE: Only Adult Housing Navigation teams should use this reason.</b></p>	Client
17	<b>Extended Outreach – reassign to queue before referring to Extended Outreach program</b>	<ul style="list-style-type: none"> <li>Client being referred to an Extended Outreach track of Housing Navigation due to lack of contact within the typical timeframe. Navigators must deny referral to Housing Navigation program to return client to the queue before making a referral to the Extended Outreach program.</li> </ul> <p><b>NOTE: Only Adult Housing Navigation teams with an Extended Outreach program component should use this reason.</b></p>	Client

NOTE: The reasons in red can't be removed from the "Denial Reason" dropdown because they are core Clarity (ONE System platform) fields, but HSH has determined that these reasons are not applicable to the Adult Navigation & Placement process and/or one of the other reasons would better capture the situation.