

**ONE System Coordinated Entry & Community Queue Auto-Exit Settings**

Category	Program/Queue	Auto-exit Threshold	Activities that prevent auto-exits in ONE
<b>CE Program Enrollment</b>	All CE Programs	90 days	<ul style="list-style-type: none"> <li>• Adding a program level Service</li> <li>• Adding an Event</li> <li>• Adding a program level Assessment</li> <li>• Adding a Status Assessment</li> <li>• Adding an Annual Assessment</li> <li>• Adding a Current Living Situation Assessment</li> <li>• Adding a Program Unit to the program enrollment</li> </ul>
<b>Community Queue</b>	-CAAP PSH Queue -Permanent Supportive Housing Queue -Rapid Rehousing Queue -Temporary Shelter Queue	90 days	<ul style="list-style-type: none"> <li>• Adding a Service (client level and program level)</li> <li>• Adding an Event</li> <li>• Adding an Assessment (client level and program level)</li> <li>• Adding a Status Assessment or Annual Assessment for a client</li> <li>• Adding a new contact to the Contact tab</li> <li>• Adding a location to the Location tab</li> <li>• Adding a File (client level and program level)</li> <li>• Adding a note (client level and program level)</li> <li>• Adding an alert</li> <li>• Enrolling a client into a program</li> <li>• Exiting a client from a program</li> <li>• Creating a direct program referral</li> <li>• Selecting the “CHECK-IN” button within the referral</li> </ul> <p><i>Additionally, the threshold “clock” is reset when a referral returns to the queue as a result of a denial/expiration or is placed on the queue as the result of a transfer from another queue.</i></p> <p><i>Note that program-level actions listed in this section will prevent auto-exits from a Community Queue regardless of the program in which they are administered.</i></p>
	-Transfer Queue (HSH Only)	180 days	
	-SFHA - EHV	720 days	
<b>Pending Program Referral</b>	-CAAP PSH Queue -Permanent Supportive Housing Queue -Rapid Rehousing Queue -Transfer Queue (HSH Only)	180 days	<ul style="list-style-type: none"> <li>• Changing the Referral Status from “Pending” to “Pending – In Process” (Note: once a referral is set to “Pending – In Process,” it never automatically expires)</li> </ul>
	-Temporary Shelter Queue	90 days	
	-SFHA - EHV	1 day	



**High Level Process flow:**

