

Non-Responsive Referring Agency

Description/Rationale for Policy and Procedure: The following policy and procedures outline the process for when the Referring Agency is not responsive to the Receiving Agency with regards to referrals made from the Prioritization List for permanent housing.

Policy

Referring Agencies are expected to respond to communication from Receiving Agencies, which may include emails and/or phone calls. The Referring Agency is also expected to reach out to the Receiving Agency within 72 hours of a referral being made to permanent housing to initiate communication and help facilitate the process of transitioning the household into permanent housing.

Procedures

If a Receiving Agency has no contact with the Referring Agency or if the Receiving Agency does not receive return communication within 72 hours of the referral to permanent housing, the steps below would be followed:

- The Receiving Agency contacts the Prioritization Coordinator at the CoC to inform them that the Referring Agency is not responding to contact attempts.
- The Prioritization Coordinator will email the Referring Agency and include the referring case manager and the appropriate supervisor to let them know they need to reach out to the Receiving Agency immediately
- If a supervisor is contacted twice regarding a specific case manager, the supervisor and the case manager will be required to attend a Coordinated Entry training to review the prioritization procedures before the case manager will be allowed to make additional referrals to the Prioritization List
- If the case manager has an additional instance of not responding to a Receiving Agency during the three months immediately following the training, the case manager will not be permitted to refer persons to the Prioritization List for 30 days. During this time, any referrals that the case manager may wish to submit would be required to go through the program supervisor.
- If the case manager is responsive to all Receiving Agencies for a period of three months immediately following the 30-days, the process would start over, and any non-responses would lead to contacting a supervisor regarding non-responsiveness

The Prioritization Coordinator will share the information with the Coordinated Entry Oversight and Management Entities (CCSI and CoC) to work with providers who may be consistently unresponsive.