

### Topic 3: Provider-Declined Referrals

#### Policy

There may be situations in which a Receiving Agency rejects a referral from the Coordinated Entry Prioritization List. When this occurs, the agency must notify the CoC Prioritization Coordinator of the denial and provide explicit details about the reason(s) for which the denial was made. Rapid Re-Housing programs are permitted to reject no more than three (3) referrals per quarter from the Prioritization List, and Permanent Supportive Housing programs are permitted to reject no more than one (1) referral per quarter. Quarters will follow the calendar year and would be defined as January-March (Q1), April-June (Q2), July-September (Q3), and October-December (Q4). If a Receiving Agency rejects a referral that would cause them to exceed the limit, a case conference would be required to make a final decision regarding whether the program would be required to accept the referral. Additionally, a case conference will be required for any denials with no approved reason. The CoC specifies that a program cannot deny more than 10% of eligible referrals throughout a single fiscal year; therefore, programs must adhere to this annual threshold, which can be determined at the end of the year rather than on an ongoing basis.

#### Procedures

Rejections by Receiving Agencies are only permitted in the following situations:

- The participant does not meet the eligibility criteria of the project
- The participant would be a danger to self or others if allowed to enter the project
- The services available through the project are insufficient to address the intensity and scope of participant's need
- Other justifications as specified by the Receiving Agency

The Receiving Agency must communicate the denial to the Prioritization Coordinator within two (2) business days of making the denial. The Receiving Agency must respond to the following questions:

- Why was the referral denied?
- How was the participant informed?
- What alternative resources were made available to the participant?
- Does the agency foresee additional denials in the future that may be similar in nature?

The Prioritization Coordinator will share the information with the Coordinated Entry Oversight and Management Entities (CCSI and CoC) to review and decide on the most appropriate next steps for the project and the participant