**Policy and Procedure**

**Shelter Referrals**

**Policy:**

Referrals for shelter will be made directly by the Coordinated Entry Manager (CEM) through HMIS, who will keep daily inventory of shelter beds available, prioritized individuals from the by-name list, and incoming referrals from Outreach Teams.

**Procedure:**

1. Each business day communication will occur as follows:
   1. By 9am, shelter representatives will email the CEM their current bed availability
   2. By 10am, the CEM will run the by-name list, and send a text to Outreach Teams letting them know number of beds available to fill
   3. By noon, Outreach Teams will call CEM with names of people for referrals or make referrals in HMIS
   4. By 2pm, CEM along with Hands of Hope Case Workers, will review the list of most vulnerable individuals, and make referral in HMIS
      1. If Outreach Teams clients are selected for referral, CEM will call the team liaison to inform them of the referral
   5. By 2:30pm, Shelter staff will review the referrals and make the final determination if the client will be accepted.
   6. If the referral is from an outreach team by 3pm, shelter intake staff will contact the client or Outreach Team liaison to schedule an intake within 24 hours.
   7. Within 24 hours the shelter intake staff will attempt to make first contact with the client or contact the Coordinated Entry site if the client is unreachable.