



Referral Management in HMIS for CAS Memo Policies & Procedures Revision

Purpose: This memo outlines changes to the Coordinated Assessment System (CAS) Process and Procedures. The changes outlined in this document are intended to establish a standardized process for referral management in HMIS for the CAS.

Background: The CAS Committee convened on June 1, 2021 and discussed changes to the referral management process as result of the transition of CAS into HMIS. Effective February 8, 2021, the process has been that agencies exclusively utilized Spiceworks or the weekly HPL meetings to request referrals and update CAS on status of outstanding referral requests. The process is defined as a “pull referral system” meaning agencies would initiate the request for referrals by informing CAS via Spiceworks to pull a referral from the HPL.

Proposed Changes: In the new CAS, agencies will manage their Housing Facilities and unit availability in HMIS. Based on the unit availability, CAS will send referrals to vacancies reported by agencies using a “push referral system” meaning CAS will facilitate referrals electronically in HMIS to open units.

Policy: It is the policy of the Dallas and Collin Co CoC shall use a standardized process to refer households on the Housing Priority List (HPL) to RRH and PSH Program vacancy. MDHA, as the CoC Lead Agency, will be responsible for identifying housing and service matches by reviewing HMIS on a regular basis and matching households to the appropriate housing intervention based on availability and in accordance with CAS prioritization policy criteria and program eligibility requirements outlined in contract requirements. Referrals will be facilitated through CAS and sent electronically to service agencies as program vacancies are reported in HMIS. Referrals are made to a housing program based on

- 1) Appropriate/Best Match- Unit eligibility and available services are the right fit to the household needs based on CAS Prioritization and Match criteria
- 2) Client Choice- Households have the right to reject housing and service options without retribution or limiting access to additional housing resources
- 3) Client Availability- Households are document ready/nearly ready to move in as to reduce vacancy times

All CoC-program and ESG permanent housing program recipients must use the CAS process established by the CoC as the only referral source from which to consider filling vacancies in CoC or ESG-funded housing and/or services. Other homeless service projects are strongly encouraged to follow suit. Housing agencies are responsible for ensuring that the referred household meets any and all eligibility requirements. Referrals will be updated and maintained by the housing provider throughout the housing process to ensure that the system is able to quickly assess progress and areas for intervention in the CAS. The receiving housing agency must update the referral outcome in HMIS for any decisions to accept or deny the referral. Programs must utilize a Housing First Approach and respect participant choice. Referral denials should be infrequent and well documented. Programs may not decline participants due to refused to participate in mental health services, substance use/abuse issues, physical disabilities, or based on income and/or employment. Allowable criteria for denying an eligible client referral will be shared with the CoC and CAS participating agencies. The criteria will be reviewed and updated regularly.