



CLARITY
HUMAN SERVICES

Santa Clara County New User Training Referrals/Community Queue Manual

Updated 19 Aug 2022

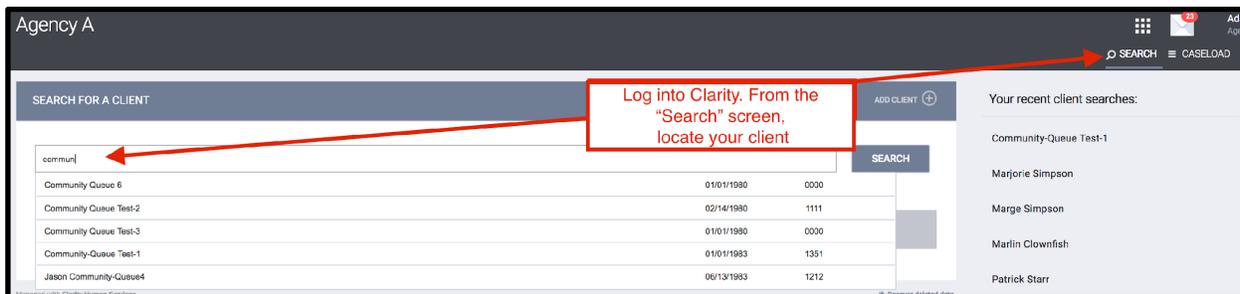


For Case Managers Making and Managing Community Queue Referrals

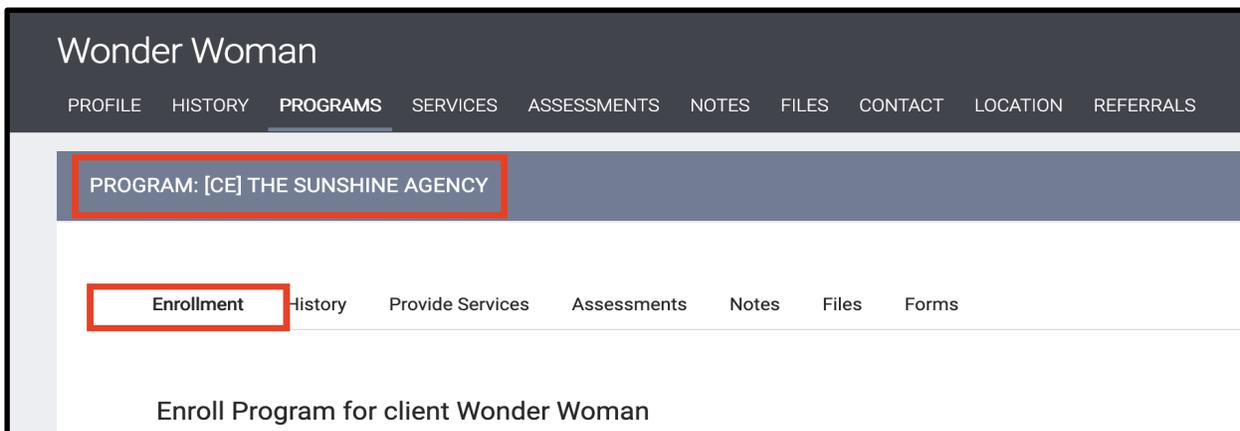
OVERVIEW OF REFERRAL PROCESS

All permanent supportive housing and rapid rehousing referrals will be facilitated by staff in the Office of Supportive Housing (OSH). In order to determine if there is a potential match for your clients, you should complete a VI-SPDAT assessment:

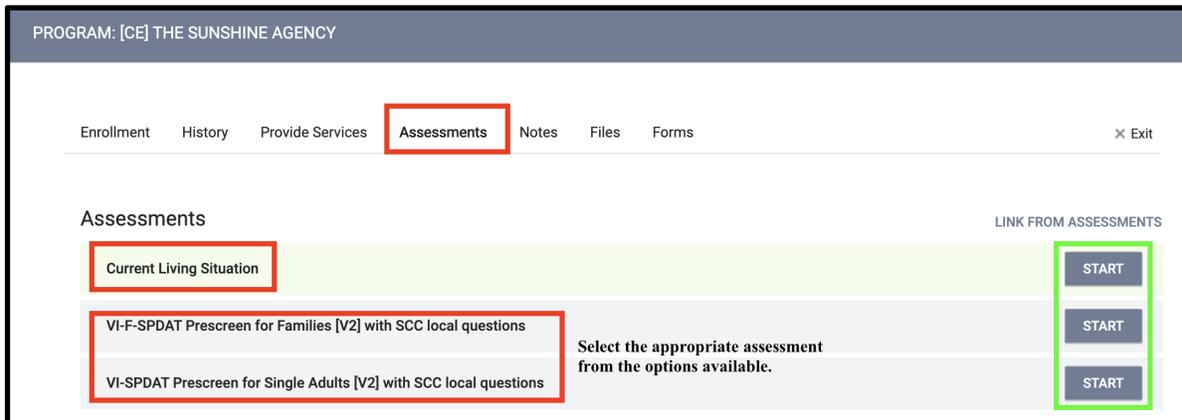
1. Access your client's profile:



2. Ensure that the client has an active and valid Release of Information (ROI)
3. Enroll the client into the appropriate program at your agency:



4. Next, complete a Current Living Situation (CLS) and VI-SPDAT assessment (these are accessed from the Assessments Tab).



- Complete the CLS assessment and select SAVE and CLOSE when done. Proceed to complete the VI-SPDAT, *only* if it has been more than one year since the last VI-SPDAT was completed, or if the client has experienced a significant change/life event since the last VI-SPDAT (e.g. change in health, income, and/or family structure).

Add Current Living Situation for client Wonder Woman

Date of Contact: 07/20/2020

Current Living Situation: Place not meant for habitation (e.g., a vehicle, an abandoned building, bu✓

Location Details: At the corner of 5th and Main, next to a Starbucks.

SAVE & CLOSE CANCEL

- After completing the VI-SPDAT, review the client's score. Only clients who score **4 or higher** on the VI-SPDAT, regardless of veteran status, should be referred to the queue - toggle on the **Community Housing Queue ONLY** to refer them to the correct queue. **Assessors should NEVER refer clients to the queue called Administration Only/CET.**

VI-SPDAT-V2 Score Summary

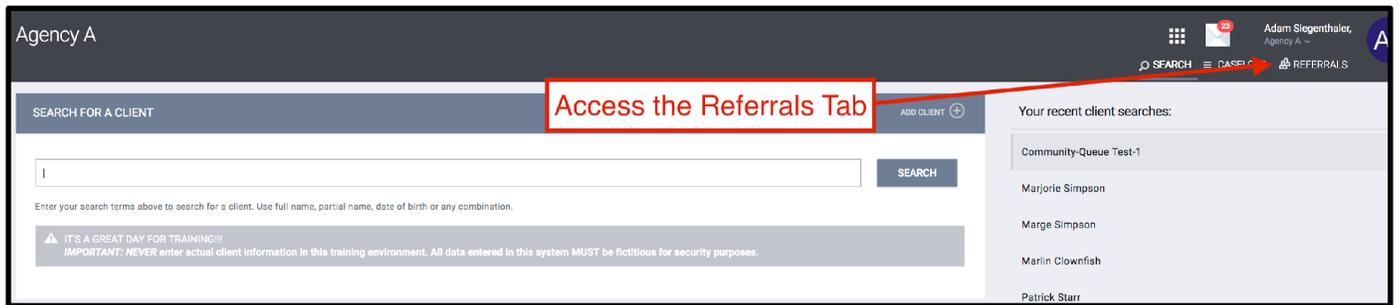
GENERAL	0		
HISTORY OF HOUSING & HOMELESSNESS	0	RISKS	3
SOCIALIZATION & DAILY FUNCTION	3	WELLNESS	6
VI-SPDAT-V2 PRE-SCREEN TOTAL 12			

Community Housing Queue ✓
 Administration Only/CET ✗

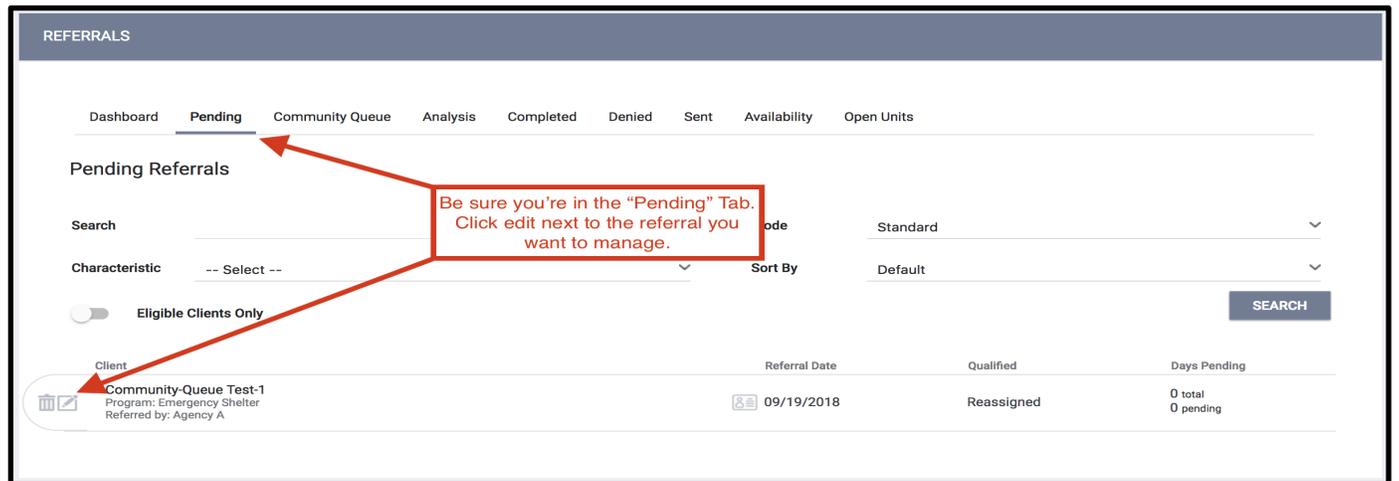
REFER DIRECTLY TO COMMUNITY QUEUE(S)

RECEIVING REFERRALS

1. Access the referral tab



2. Navigate to the referral you want to manage.



3. To immediately accept the referral and enroll the client in your program, click the client's name...

REFERRALS

Dashboard Pending Community Queue Analysis Completed Denied Sent Availability Open Units

REFERRAL: EDIT

Client	Community-Queue Test-1
Referred Program	Emergency Shelter
Referred to Agency	Agency A
Referring Agency	Agency A
Referred Date	09/19/2018 2:00 PM
Days Pending	0 day(s)
In Process	0 day(s)
Qualified	Reassigned
VI-SPDAT-V2 score	14
Referred by Staff	Adam Siegenthaler
Case Manager	Select
Last Activity	05/06/2016 CHECK-IN
Status	Pending
Private	<input type="checkbox"/>

SAVE CHANGES CANCEL

Click on the client's name to be taken to their profile

a. Next, enroll the client in the program

HOUSING AVAILABILITY:

Households with at least one adult and one child 30 Beds in 6 Units

Program Placement a result of Referral provided by Agency A Bruce Willis

1 pending referral(s). Oldest 0 days.

PRINT DIRECTIONS DOC REQUIREMENTS ENROLL

When enrolling the client in the program, be sure to indicate that the enrollment is related to a referral

- To deny a referral, choose "Denied" in the status field and refer the denial back to the Community Queue (Note: Do not deny a referral without first checking with the OSH MatchMaker.)

REFERRALS

Dashboard Pending Community Queue Analysis Completed Denied Sent Availability Open Units

REFERRAL: EDIT

Client Community-Queue Test-1

Referred Program Emergency Shelter

Referred to Agency Agency A

Referring Agency Agency A

Referred Date 09/19/2018 2:00 PM

Days Pending 0 day(s)

In Process 0 day(s)

Qualified Reassigned

VI-SPDAT-V2 score 14

Referred by Staff Adam Siegenthaler

Case Manager Select

Last Activity 05/06/2016 CHECK-IN

Status **Deny**

Private

SAVE CHANGES CANCEL

Select "Denied"

Last Activity 12/22/2021 CHECK-IN

Status Denied

Send to Community Queue -- Select --

Denied By Type -- Select --

Denied Reason Select

Denial Information

Private

SAVE CHANGES CANCEL

- To indicate that you're working on the referral, such as by gathering additional information to determine final eligibility, indicate that the referral is "Pending – In Process"

Case Manager Select

Last Activity 12/22/2021 CHECK-IN

Status Pending - In Process

Private

SAVE CHANGES CANCEL

- Referrals that are inactive for more than 390 days will expire. Use the "Check-In" button if you need more time.

REFERRAL: EDIT

Client Community-Queue Test-1

Referred Program Emergency Shelter

Referred to Agency Agency A

Referring Agency Agency A

Referred Date 09/19/2018 2:00 PM

Days Pending 0 day(s)

In Process 0 day(s)

Qualified Reassigned

VI-SPDAT-V2 score 14

Referred by Staff Adam Siegenthaler

Case Manager ▾

Last Activity 05/06/2016

Status ▾

Private



SAVE CHANGES

CANCEL