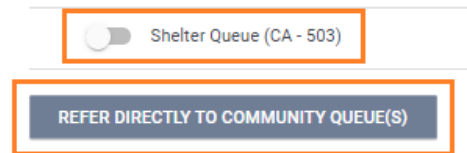


HMIS Job Aid

Sending a Completed Assessment to the Community Queue

A few of the assessments in HMIS are designed to gather information and then place your clients in either the shelter or housing community queues. Immediately after completing the assessment, take these last steps to ensure that your client’s information reaches the queue.

When you save your assessment, you will move to a page with score summaries. Scroll down to the bottom of the page. Simply toggle on the correct Community Queue and then click the “Refer Directly to the Community Queue” button.



The following page allows you to set the referral date, identify the assessment as private, and provide details in the text box. Once you are sure the information is correct, please send the referral to the identified community queue.

Mother Test (She/Her/Hers)

PROFILE PROGRAMS ASSESSMENTS HISTORY CONTACT LOCATION FILES NOTES SERVICES

REFERRAL: ADD TO CQ

Referral Date	10/19/2024
Send to Queues	Shelter Queue (CA - 503)
Referred Program	Community Queue
Referred to Agency	Community Queue
Referring Agency	Sacramento CoC Coordinated Access System (CAS)
Private	<input type="checkbox"/>

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SEND REFERRAL

CANCEL

Why Can't I Find Out My Client's Ranking in the Community Queue?

Unfortunately, the complexity of the Coordinated Access System does not offer a single consistent ranking for a client who is seeking shelter or permanent housing. Please read below to better understand the work that the CAS team is doing and how to help your client be prepared for being matched to a shelter bed or permanent housing opportunity.

1. The CAS team works with many shelters and permanent housing programs. These organizations create their own eligibility requirements, restrictions, and prioritization. So, your client may be eligible for some of the shelters but be prioritized differently based on the way those shelter programs are designed. For example, your transitional aged youth client may be eligible for several shelters but will be prioritized for shelters specifically serving TAY.
2. Our CoC's shelter beds and housing opportunities are not allotted to clients on a first-come, first-serve basis. We have designed these CAS assessments to help us identify clients who are suitable for different shelter and housing opportunities and then prioritize those who are at higher risks of vulnerability. Because CAS assessments are being completed for clients every day, there is no way to ensure that a client who was assessed yesterday will not be moved "lower" on a list than clients who are assessed today and identified as being more vulnerable or more appropriate for a specific shelter or housing program. For example, extremely vulnerable households who are assessed are prioritized for shelter and housing, regardless of when the assessment is completed.
3. It is also extremely common for clients to have changes in their situations. Many of them are transitory, moving in and out of Sacramento County. Many lose their phones or change their contact information, making it hard to track them down when a shelter bed or housing opportunity arises. This also has an impact on the prioritization of clients being identified for shelter or housing opportunities.
4. Lastly, many of the organizations within our CoC do not work with our Coordinated Access Team. Clients may be offered shelter or housing through other programs that may or may not be participating in HMIS or entering that information in a way that can be relayed to the CAS team. For example, your client may be enrolled in a Grant Per Diem (GPD) Transitional Housing program that is not working with CAS, which would alleviate their need for a CAS shelter referral.