# Housing Provider Action Steps for SMAC Coordinated Entry using HMIS

1. Housing Vacancy Identified – Provider sends a completed SMAC Vacancy Report Form to smac.ces@hearthconnection.org
2. CE staff will email the SMAC Referral Form to Provider on the following Monday, unless requested sooner by provider.
3. Upon receipt of the referral, provider goes into Service Transactions in HMIS and **acknowledges** referral.
   1. Refer to **Page 2** of ICA housing provider-specific instructions
4. Provider scrolls down in HMIS Interim Update to find contact information.
5. Provider attempts to contact client using all means possible. This includes:
   1. Calling, texting, and/or emailing the client
   2. Calling, texting and/or emailing the alternate contacts
   3. Use of Facebook when possible and appropriate
   4. Contacting recent service providers noted in HMIS – e.g. If client was recently in Shelter, contact the shelter to see if they have contact with the client.
   5. Contacting the original assessor to see if there was recent contact with the client
   6. Contacting case managers/workers identified in the assessment.
6. Provider fills in Contact Attempts columns on the SMAC CE Referral Form and document results in HMIS.
   1. Per SMAC CES Policies: *“Over the course of 5 business days, the housing provider will make every attempt to contact the referred household. Provider will document all attempts including contacting emergency contacts. The goal is to meet with the client and enroll or deny them as quickly as possible and within an average of 15 days of initial contact.”*
   2. If the Housing Provider is still attempting to contact the client 14 days after the referral is made, the Housing Provider will update CE staff on progress.

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| If client is not found within 5 days, or is found to be ineligible: |
| 1. Provider follows **Page 9** of ICA Housing Provider CES instructions to deny a client in HMIS |
| 1. Provider returns **completed** referral form back to CE staff noting the reason for denial. |
| 1. CE staff sends a new referral, repeating steps 2-6 until slot is filled. If provider does NOT want a replacement referral, provider will notify CE staff. |

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| If client is found and determined eligible: |
| 1. Provider follows **Page 4** of ICA Housing Provider CES instructions to accept client in HMIS. |
| 1. Provider emails CE staff notifying of program enrollment |
| 1. Provider completes new project enrollment in HMIS. |
| 1. If housed, Provider updates project enrollment in HMIS with Date Housed 2. If housed, Provider follows **Page 22** of ICA instructions to exit client from SMAC Priority Pool |
| 1. If exiting without housing, Provider exits client from project enrollment in HMIS. 2. If exiting without housing, Provider follows **Page 18** of ICA instructions to close CE referral. 3. If exiting without housing, provider emails CE staff, noting the reason for no housing outcome. |

\*\*ICA has also put together several helpful videos and written instructions at hmismn.org/coordinated-entry.\*\*