

SVHC Referral Outcome Chart

Referral Outcome	Need Status	Outcome of Need
Accepted on wait list	Identified	Service Pending
Accepted (for RRH only)	Identified	Service Pending
Accepted (for RRH only)	Identified	Not Met: Reason varies based on situation
Accepted	Closed	Fully Met
Canceled: Client Refused Service	Identified	Service Pending
Canceled: Need Diverted	Closed	Not Met: Need Previously Resolved
Canceled: Need Previously Resolved	Closed	Not Met: Need Previously Resolved
Canceled: Unable to Contact	Identified	Service Pending
Canceled: Service Not Accessible	Closed	Not Met: Client Location Has Changed
Declined: Client Not Eligible	Identified	Service Pending
Declined: Currently Connected	Closed	Fully Met

Definitions of Referral Outcomes
<p>i. Accepted on wait list: referral received, but eligibility verification/entrance into the project is pending.</p> <p>ii. Accepted: eligibility verification has taken place, and entrance into the project has occurred</p> <ol style="list-style-type: none"> Identified – Service Pending: <i>for RRH projects only</i> - project enrollment has occurred, but consumer has not yet had a residential move-in Identified – Not Met: <i>for RRH projects only</i> – client entered and exited the project without a residential move-in Closed – Fully Met: project enrollment has occurred, and consumer has had a residential move-in <p>iii. Canceled: agency attempted to move forward with the referral, but the client’s circumstance prevented services</p> <ol style="list-style-type: none"> Client Refused Service – Identified – Service Pending: client declined services Need Diverted – Closed – Not Met: client’s need was resolved <i>without</i> assistance of a service agency (i.e., a client referred for CE is no longer homeless) Need Previously Resolved – Closed – Not Met: client’s need was resolved <i>with</i> assistance of a service agency Unable to Contact – Identified – Service Pending: client failed to respond to the agency Service Not Accessible – Closed – Not Met: client left the service area and is no longer seeking services within the CoC’s geographic boundaries <p>iv. Declined: the agency declined the referral</p> <ol style="list-style-type: none"> Client Not Eligible – Identified – Service Pending: the agency declined services because the client was found not eligible Currently Connected – Closed – Fully Met: the client is already connected to the agency for services and an additional referral was not needed