

HMIS Referral Denial Reasons

This document is to assist in defining the various Referral Denial drop down options and act as a guide to housing providers for when to use each one. These details will support accuracy across the system for system improvements.

Option	Guidance on utilization
Denied by Type - Client	
[All] Client Refused	Client refuses the resource. Please indicate in the description as much detail as possible about why the client denied the resource (could be location, building, provider, policy, supportive services).
[All] Self Resolved – Client Housed	If the client obtains housing separately or moves in with family. Please indicate in the description where they are going.
Denied by Type - Provider	
[All] Denied by Property Manager (site-based only)	Property management on site has denied the client. Please indicate in the description exact reasons for denial.
[All] Full Capacity/No Availability	If a unit is no longer available or was never available, or if a client is going to a different unit in the building. Please indicate in the description the reason why the unit was not available, or which unit they are going to.
[All] Ineligible upon referral	Client did not meet eligibility criteria for the resource. Please indicate in the description the exact reason(s) they were ineligible.
[All] Unable to connect with client	Navigating team and/or client has been unresponsive, sufficient time has been provided, and multiple outreach attempts made to solicit a response. Please indicate in the description if it was the navigator or client who was unresponsive, or both.
[All] Ineligible: Provider Denial	Housing provider (not property manager) has denied the client due to not meeting eligibility criteria for the resource. Please indicate in the description the exact reason(s) they were ineligible.

Providers should not use any of the [BOS Only] Options!