Eligibility Module FAQs

Q1. What if I need more information before accepting a referral?

- Choose Accepted on Waitlist from the drop down menu. Think of it as "pending additional information".

Q2. What if an outside agency handles my waitlist, e.g. RI Housing or a management company?

- Choose Accepted on Waitlist from the drop down menu.
- Place one open bed on "hold" so the eligibility module does not reflect that opening.

Q3. What do I do when I receive all the necessary information to make a decision about a waitlisted client?

When you put the client on Accepted on Waitlist the referral was removed from your "outstanding referrals". When you have the information needed to make a decision:
- Go to the client's Service Transactions tab, View Entire Service History, Referrals tab.
- Open the appropriate referral and select from these options:
    - Accepted - if you accept the client
    - Denied - if the client is ineligible for your program
    - Cancelled - if the client/case manager withdraws their application

Q4 .How do I know if there are pending referrals for a client who engages with multiple agencies?

- The referral status will be listed on the by-name, unhoused list that is distributed at placement committee meetings.
- The HMIS team is currently waiting for a consensus of agencies to share service transactions system-wide.

Q5. Is this system just for permanent housing referrals?

- Yes. Rapid re-housing referrals and referrals to non-permanent housing are not yet part of this system.

Q6. How does the statewide commitment to house by acuity work with the eligibility module?

- When you receive a referral, look for the client's name on the most recent by-name list.
- If the client's VI score is one of the two highest scores on the list, proceed as you would with any referral to your agency.
- If the client's VI score is not one of the two highest on the list you may not accept the referral until the case manager making the referral presents the client at a placement committee for case conferencing and the committee agrees to house this person out of order of priority.

Q7. I have a 3 person family in a 4 bed unit. How do I clarify I cannot accept a referral because a family is in the unit?

- Put any open, but unavailable, beds on "hold".

  ** This happens because HUD requires that HMIS list open beds rather than open units, so sometimes it may appear that there are openings that are actually in an occupied unit and therefore unavailable.

Tips for Eligibility Module Success

- Make sure your bedlists are up to date to avoid receiving referrals for unavailable units/beds.

- Confirm and update Income, Disability, and other questions that pertain to Chronic Homelessness AT EVERY ENTRY to ensure eligibility information is correct.

- Use the Notes section to list documents you have on file in order to expedite housing.

- Contact the HMIS Office with your agency's Permanent Housing eligibility requirements so they can be noted in each bin's Agency Profile.

- Permanent Housing Providers: compare your housing programs against the Eligibility Module Global Criteria (EMGC) to ensure programs are being classified appropriately, and contact Don to make adjustments.