

Homeless Coalition of Polk County Referral Flowchart

When a provider has an opening for a referral, they should email the referral specialist at HCPC to request referrals and specify the number of referrals and applicable grant. The current referral specialist is Katrina, and she can be reached at katrina@polkhomeless.org.

Once a referral is issued, the provider will be notified via email. It is recommended that the provider contact the individual within 24hrs to ensure timely assistance is provided.

Referrals are issues based off of the information that is provided to HCPC by the client. Providers are responsible for conducting final eligibility determinations. Decline reason can be found on the HCPC website under Coordinated Entry Policy & Procedures, polkhomeless.org.

If a client's referral results in a **decline**, providers will need to email the referral specialist advising of the decline and providing the decline reason. Providers will continue to decline the referral in ClientTrack. Guidance on how to decline a referral can be found in the Accepting/Declining referral SOP

If the client's referral is **accepted**, providers will need to update the referral outcome in ClientTrack. Guidance on how to accept a referral can be found in the Accepting/Declining referral SOP. Providers will also need to notify referral specialist.