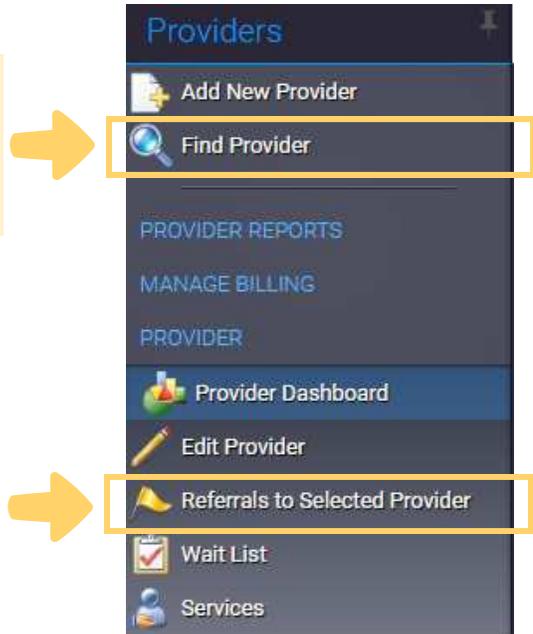# The Referral Process
RECEIVING AGENCIES

Acknowledge a Referral:

1 Switch your workspace to the "Providers" Workspace.

2 Search and select your agency. *Make sure you select your agency with the "OFC" at the beginning of the provider name. "OFC" indicates that the provider profile was reviewed by THN.*

3 Select "Referrals to Selected Provider" from the side menu. A list of referrals will appear to the right.

4 Click a referral and edit it. Acknowledge referrals within 3 days of the referral being recorded. Select a "Date Acknowledged" and click "Save".

Date Acknowledged: 11/18/2019

> When there is an opening for your project, apply prioritization standards to identify a household and contact them. *At minimum, 5 times over 10 business days.*
> After you have attempted to contact the household,
> proceed with creating and updating a CE Event in HMIS.

Create and Update a CE Event:

A CE Event is recorded by receiving agencies for every household who was contacted to know if the contact was a successful or unsuccessful event.

1 On the "Client" workspace, select "Coordinated Entry Events" on the side menu.
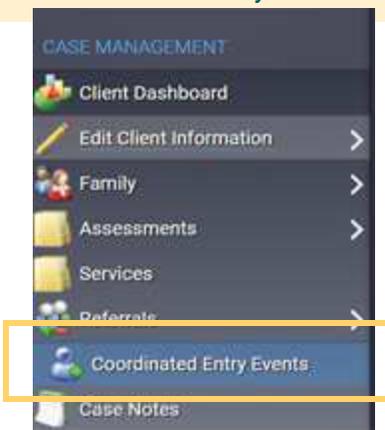
2 Select one of five referral events (in red) and the associated project name. Then, select one response for the referral result. Click save.

THN