

## 1. What is the Community Queue?

OneHome’s current Community Queue is: **OneHome Community Queue (ASSESSORS USE THIS)**. The Community Queue is the default referral space for households who have been enrolled in the OneHome program and completed a VI-SPDAT specific for their demographic (Individuals, Families (at least one minor child), or Transition-Aged Youth or TAY (youth between the ages of 18-24). Community Queues allow communities to triage and prioritize referrals across programs, agencies and systems of care.

## 2. What are the Priority Queues?

Priority Queues are HUD-required queues reflecting households who have met OneHome prioritization and are separate from the general Community Queue for Assessors. Once a household has met prioritization, a OneHome Coordinated Entry Specialist will move the household to a Priority Queue, based on their assessment (VI-SPDAT), to determine population type and resource eligibility.

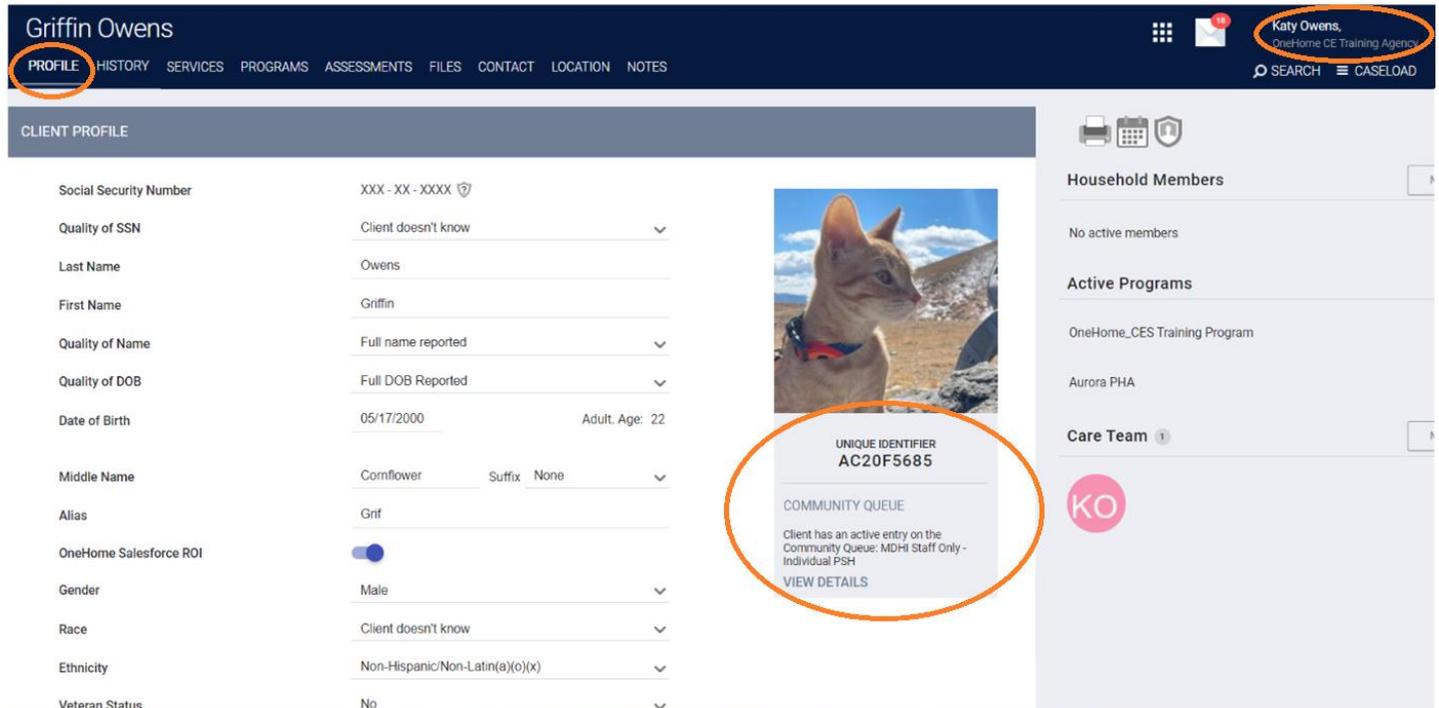
OneHome’s current Priority Queues are:

MDHI STAFF ONLY – Families	MDHI STAFF ONLY – Individuals PSH	MDHI STAFF ONLY – Individuals RRH	MDHI STAFF ONLY – Young Adults
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*NOTE: Being on a priority queue does NOT mean the household is connected to a resource, nor is it a guarantee they will be connected. The Priority Queue is a dynamic list based on community-agreed on prioritization and is not a waitlist.*

## 3. How to Know Which Queue Somebody is On

- a. Log into HMIS and make sure the “OneHome Agency” is selected.
- b. Navigate to Client Profile via the Search option.
- c. View section under participant’s Unique Identifier
- d. The language under a participant’s Unique Identifier indicates Community/Priority Queue status or any pending program referrals.
  - i. If there is no information under a participant’s Unique Identifier, the participant is not on the Community Queue, nor do they have a pending program referral.



**Griffin Owens**

PROFILE | HISTORY | SERVICES | PROGRAMS | ASSESSMENTS | FILES | CONTACT | LOCATION | NOTES

Katy Owens, OneHome CE Training Agency

SEARCH | CASELOAD

**CLIENT PROFILE**

Social Security Number: XXX - XX - XXXX ⓘ

Quality of SSN: Client doesn't know

Last Name: Owens

First Name: Griffin

Quality of Name: Full name reported

Quality of DOB: Full DOB Reported

Date of Birth: 05/17/2000 Adult Age: 22

Middle Name: Cornflower Suffix: None

Alias: Grif

OneHome Salesforce ROI:

Gender: Male

Race: Client doesn't know

Ethnicity: Non-Hispanic/Non-Latin(a)(o)(x)

Veteran Status: No

**UNIQUE IDENTIFIER**  
AC20F5685

**COMMUNITY QUEUE**

Client has an active entry on the Community Queue: MDHI Staff Only - Individual PSH

[VIEW DETAILS](#)

**Household Members**

No active members

**Active Programs**

OneHome\_CES Training Program

Aurora PHA

**Care Team** 1

KO

## 4. What to do if Somebody is on the Priority Queue

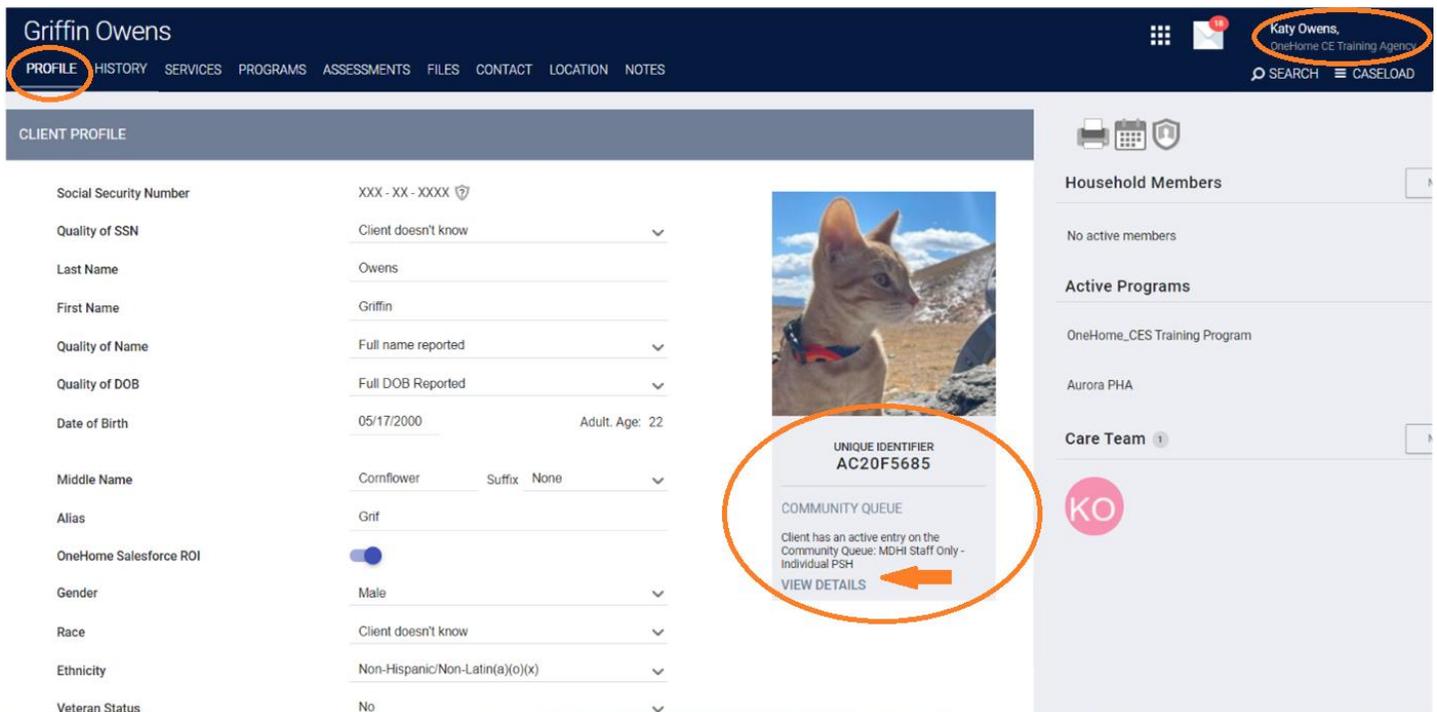
This is a great time to start assisting the household with obtaining vital documents, income statements, proof of disability, and updating their OneHome profile, including making sure there is updated information in the “Contact” tab. Also providing a Current Living Situation (CLS) or Status Update Assessment through the OneHome Program enrollment is a helpful way to add notes about vital document status, housing needs, housing preferences and/or update the household's income, disability status, health insurance, etc. This helps OneHome Specialists make referrals that best meet a household’s program eligibility, needs, and preferences.

## 5. How to See Information Regarding a Pending Referral, with OneHome Agency Access

A pending referral can only be seen on the main profile page when you are in the OneHome Agency. Continue scrolling if you are in HMIS and do not have OneHome Agency Access.

A pending referral indicates that a household has been connected to a housing resource. As a next step the housing provider will attempt to contact the household to determine eligibility. They also may reach out to Care Team Members to assist with reaching households. A program referral is not a guarantee of housing.

- Check what program the participant has been referred to by pulling up a client’s profile.
- If a participant has an active referral from OneHome, PROGRAM REFERRAL will appear under their UI.
- Client “View Details” under Unique Identifier on Client Profile



**Griffin Owens**

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS FILES CONTACT LOCATION NOTES

Katy Owens, OneHome CE Training Agency

SEARCH CASELOAD

CLIENT PROFILE

Social Security Number	XXX - XX - XXXX
Quality of SSN	Client doesn't know
Last Name	Owens
First Name	Griffin
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported
Date of Birth	05/17/2000 Adult Age: 22
Middle Name	Cornflower Suffix None
Alias	Grif
OneHome Salesforce ROI	<input checked="" type="checkbox"/>
Gender	Male
Race	Client doesn't know
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x)
Veteran Status	No

Household Members: No active members

Active Programs: OneHome\_CES Training Program, Aurora PHA

Care Team: KO

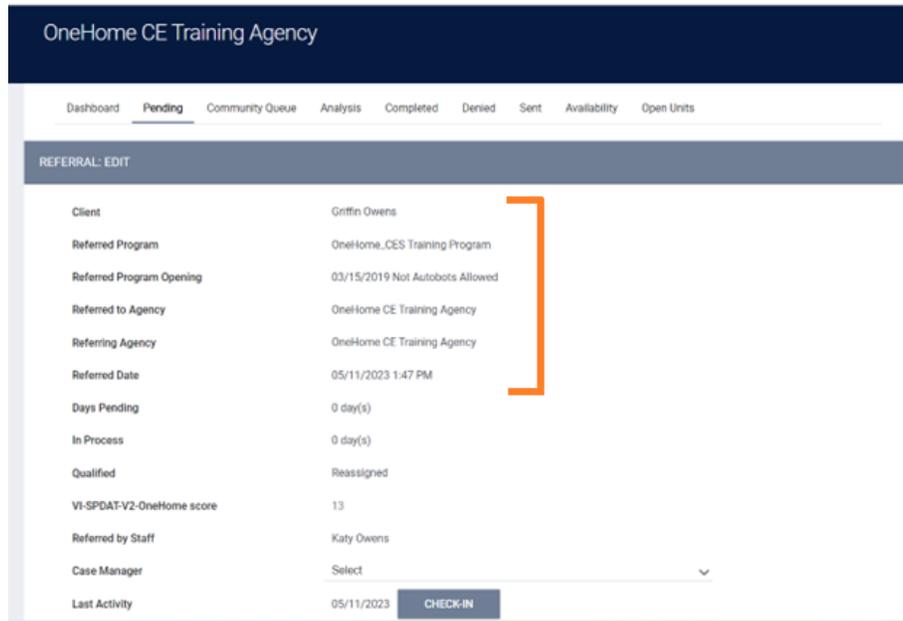
UNIQUE IDENTIFIER: AC20F5685

COMMUNITY QUEUE

Client has an active entry on the Community Queue: MDHI Staff Only - Individual PSH

VIEW DETAILS

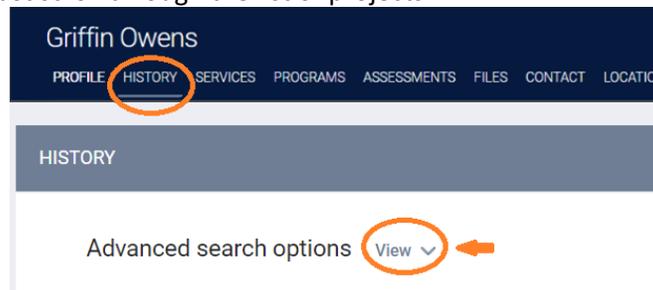
The above image shows a mock profile created in the OneHome Training Agency and outlines information found in the “Profile” tab (upper left corner of image) of a households HMIS Enrollment. This image also shows examples of where you can change your agency view (upper right) and where to find the information on a potential pending program referral (Center-right, under Profile Picture and Unique Identifier).



The above image shows an example of the “Pending” Community Queue you reach by clicking on “View Details” under a person’s UI in their main profile when they are on a queue or referred to a housing program. You can click on the person’s name to bring you back to their profile.

## 6. How to use the “History” Tab in HMIS to View Program Referrals/See Priority Queue Status

- a. After navigating to someone’s profile, click on the history tab to bring up a list of a person’s program and referral history. You can search for program/referral types but clicking the “View” button next to “Advanced search options” or just scroll through the list of projects.



- b. Under “Advanced search options” search for “Type” of information. Choose “Referrals” in the dropdown to see Active, Closed, Pending, & Denied referrals. The image below shows the household is referred to the PSH Priority Queue. See color-coded key at bottom of the page for types of information in the “History” tab.

