

DENIAL REASON GUIDANCE

NEW REASONS LAUNCH: OCTOBER 2, 2023

A DENIAL IS SUBMITTED IN HMIS WHEN A PROGRAM HAS COMPLETED ALL THE NECESSARY WORK TO ENGAGE AN HOUSEHOLD, BUT AN ENROLLMENT WAS UNABLE TO BE COMPLETED SUCCESSFULLY. ALL DENIALS WILL BE SUBMITTED VIA HMIS. ALL DENIALS ARE REVIEWED BY COORDINATED ENTRY (CE) STAFF AND A DECISION WILL BE MADE TO ACCEPT THE DENIAL OR SEND BACK TO DENIAL FOR ADDITIONAL EFFORTS TO BE MADE TOWARDS ENROLLMENT.

BREAKDOWN OF RETIRED DENIAL REASONS VS UPDATED REASONS

Denial Reasons as of 10/2/2023	New or Retired Reason
HMIS user error	• New!
Inability to complete intake	• No Show, No Contact after 3 Attempts • Impaired by drugs and/or alcohol • Refused to sign program agreement/lease
Does not meet eligibility criteria	• Could not document homelessness • Missing documentation • Could not document Chronic Homelessness • Could not document veteran status • Change in household circumstance • Does not meet selection criteria
No longer interested in this program	• No longer interested in programs; client wants all other referrals • Still homeless; client wants to remove all referrals • Consumer no longer interested in program
No longer experiencing homelessness	• No longer homeless; does not need homeless services
Estimated vacancy no longer available	• Vacancy no longer exit-pending • Estimated vacancy no longer available
Enrolled, but declined HMIS data entry	• Household Enrolled but Refused HMIS

Denial Reasons as of 10/2/2023	When to use
HMIS user error	When the project has a duplicate individual that is already enrolled in the project.
Inability to complete intake	When the project is unable to connect with the referred individual despite best efforts to engage and schedule an intake.
Does not meet eligibility criteria	When the project is unable to document homelessness (i.e., the individual is not enrolled in a shelter or street outreach program in HMIS and no support provider can provide documentation), or if individual has been referred to a program for a sub-population that they do not belong to (i.e., veteran serving programs and a non-veteran is referred or someone outside of the age of 18-24 is sent to a TAY serving program).
No longer interested in this program	When the individual has clearly reported to your project directly that they do not want to continue moving forward with this specific project. If they are just a “no show” to intakes – that should be documented above in Inability to complete intake, and this is to be used when the individual has no interest in the project specifically.
No longer experiencing homelessness	Individual reports they are stably or temporarily housed and no longer in need of homeless services.
Estimated vacancy no longer available	When the project inadvertently requested a referral that was filled, but the unit is no longer available. This is something that is very rare and is usually unable to occur if the capacity for the program is accurately represented in HMIS.
Enrolled, but declined HMIS data entry	When the individual has opted out of their information being included in the HMIS IT system.