

# Sonoma County CES Referrals Standard Location Practices

To ensure that the most vulnerable people experiencing homelessness in Sonoma County have equitable access to housing opportunities, housing providers should use due diligence to exhaust ALL options in attempting to locate and enroll referred participants.

1. Find contact and location information:
  - a. In HMIS:
    - i. **Check the CI-Participant info and demographic section on the dashboard.** The detailed view includes contact information for the participant, as well as best contact person, number, and email. Be sure to attempt all contacts.
    - ii. **Look for other providers involvement with the participant,** and contact those providers to ask if they have good contact info for the participant or can relay messages. Explain that there is a potential housing opportunity available.
      1. Look at the Case Notes and Touchpoints sections of the participant dashboard in CES for provider information. Make sure to look at all pages – not all information is on the first page of the dashboard, and historical information is often helpful.
    - iii. **Read the case notes** for additional contact clues, such as recent locations.
    - iv. **Check the VI-SPDAT.** Under PAGE #2 General, you can view A-27, which has the specific location of where the assessment was completed.
    - v. **Check recent exit touchpoints,** and look for the “destination” entered – this might be where the participant can be found currently, such as hospital or substance treatment facility. Talk to the provider that entered the touchpoint for more detail.
  - b. **Connect with Outreach teams.** HOST, IMDT, and Downtown Streets Team all have existing outreach teams, as well as others. Talk to them to see if they know your referral.
  - c. **Talk to law enforcement.** If you have a contact in the sheriff’s office, they may know the participant.
    - i. Check the [Superior Court public portal](#) and the [county jail inmate search tool](#). Look for incarcerations or court appearance dates. Reach out to respective departments, such as public defender and probation. Use upcoming court appearances to gain a contact.
  - d. **Talk to social workers at health clinics and hospitals.** Many of these institutions are part of the HMIS and CES release structures and can disclose contact information.
2. Use the identified contact information:
  - a. **Call.** Leave a voicemail. Call at different times of the day, multiple days.
  - b. **Text!** Many people experiencing homelessness use government phone programs, which can go through intermittent periods where texting is preferable or the only option. Text at least twice on different days in case the service is unavailable the first time.
  - c. **Email.**
  - d. **Use provider relationships:** If you’ve found a provider who already knows your referral, ask if they can participate in a “warm handoff” to build on the trust they’ve built with their participant.
  - e. **Search in the community, in person.** If you’ve found a likely location the participant can be found in, go more than once, at different times of the day. Use appropriate safety precautions, such as outreaching in pairs and announcing your presence from afar, and follow community COVID safety protocols.
3. Ask the CES Operator for ideas and connection support. We can follow up with providers who aren’t responsive.