

Follow Up Policy Proposal

New Policy Proposal

Policy Statement

Staff or agencies referring individuals or households to CE Homeless or Prevention Prioritization List are responsible for ensuring timely follow-up to assess continued need for services.

Follow-Up Requirements for CE

1. Responsibility for Follow-Up:

The referring staff is responsible for confirming that follow-up contact has been completed.

2. 30-Day Follow-Up Window:

- If any agency has conducted a documented follow-up within the past 30 days, no additional follow-up is required by the referrer.
- If no documented follow-up has been completed within the past 30 days, the referring staff/agency must complete the follow-up.

3. Purpose of Follow-Up:

Follow-up contacts are required at a minimum every 30 days to determine whether the individual or household:

- Continues to need Homeless or Prevention Services, and
- Wishes to remain on the Homeless or Prevention Prioritization List.

4. Follow-Up Content:

During each follow-up, staff/agency must gather and document the following information:

- Updated or confirmed contact information
 - Updated or confirmed housing status
 - Whether the individual or household still requires housing assistance
 - Whether the individual or household wishes to remain on the Homeless or Prevention Prioritization List
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Documentation

All completed follow-ups or follow-up attempts and findings must be documented in the HMIS CE Enrollment note section or the Non-HMIS note section.

If the household is no longer in need of homeless or prevention assistance, the referrer can remove the individual or family from the Prioritization List. Instructions for removing a referral in HMIS are available through the document, [Wisconsin.Balance.of.State.CoC.Coordinated.Entry.and.Referral.Process.for.Prevention.\(Appendix E\)](#).

If the referring staff/agency is unable to contact a person on the Homeless or Prevention Prioritization List after three due diligence attempts, with 24 hour gaps, this should be documented in the CE enrollment note section in HMIS or in the notes section of the Non-HMIS system. The household can be removed 24 hours after the third contact attempt. A client must be on the prioritization list for a minimum of 30 days prior to being removed due to unable to contact.

If the person makes contact with a participating agency, they can request to be placed back on the CE Prioritization List. This should be done by the agency that receives the request from the person.

Approved by CE Committee 6/25/25