Frequently Asked Questions by Referral Agencies

Summary of Questions Covered

1. I have an account but I can’t log in, what do I do?
2. How do I find the Clearing House (CH) Document Library?
3. I'm trying to make a new referral and can't find my client when I search for them.
4. My client has been nominated and now I can't update their referral information.
5. How can I print a blank referral form?
6. How can I print off a copy of my client’s referral?
7. I have never had CH access – what do I need to do to get it.
8. I would like guidance on using the system and completing a referral.
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10. I have received an email advising that CH has nominated my client to a property – what do I do now?
11. My client is on the waiting list but has changed their area choices – how do I let you know?
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13. My client can’t remember all of the exact dates and addresses for the last 5 years of housing history – what should I do?
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22. My client wants to live with his/her partner - is this possible via Clearing House?
23. My client was turned down in their application to the waiting list - can I still refer them to a sensitive let?
24. Can I upload any supporting documents for my client, e.g. Risk assessment and mental health assessment?
25. I don’t know if my client has a CHAIN number, how can I find out?

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1. I have an account but I can't log in

Check that you are using the correct user name, the format is First name.surname@clearinghouse.org. For example, jane.doe@clearinghouse.org
Password resets can be requested from the CH login page https://clearinghouse.force.com/login?locale=us.

Accounts that have been inactive for 6 months or more are automatically locked. To reactivate a locked account contact the Clearing House Helpdesk by **telephone** 020 3856 6008 or **email** ch@mungos.org.

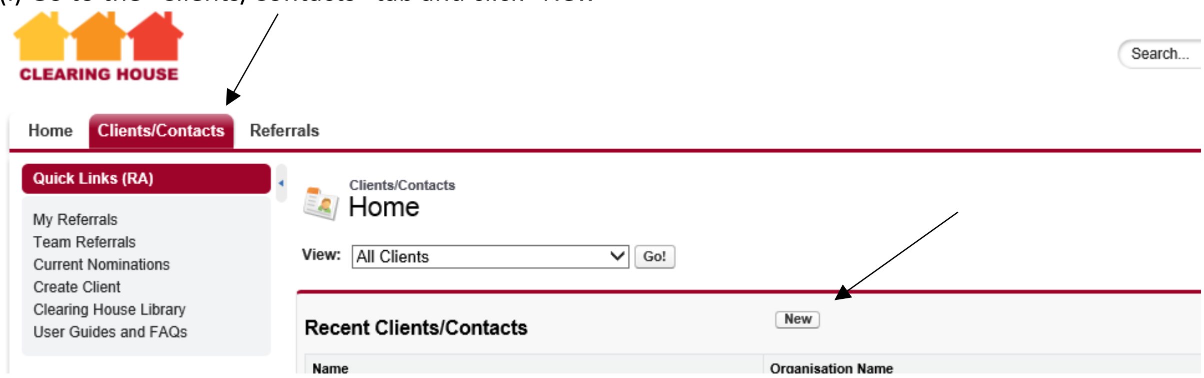
2. How do I find the Clearing House Library?

From the Home Page > Quick Links > Clearing House Library. Please note that you may need to click on the blue arrow to open the quick links.

3. I'm trying to make a new referral and can't find my client when I search for them

If you are unable to find your client using the 'Search' bar, **they have not been referred to Clearing House in the past**. You will therefore have to create a new client record for them.

(i) Go to the "Clients/Contacts" tab and click "New"



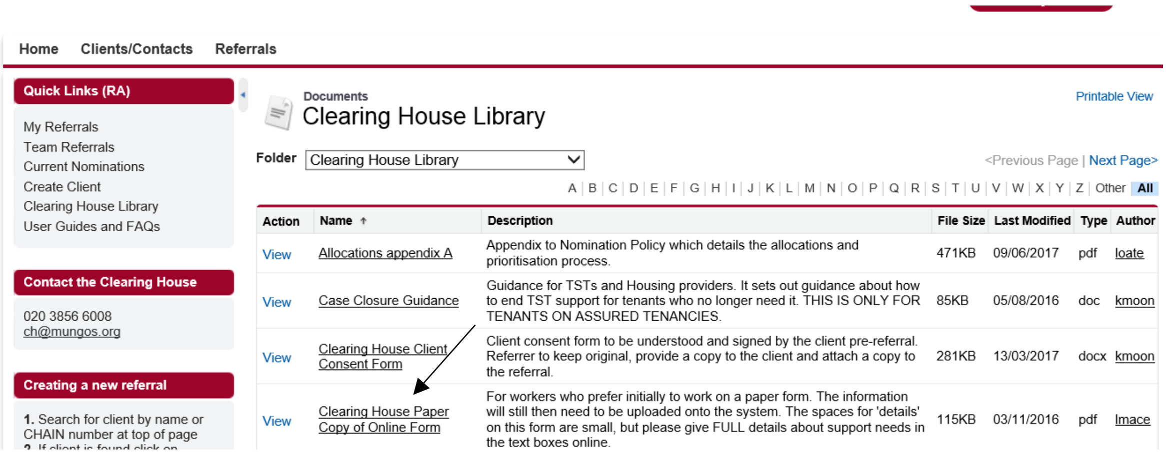
(ii) Enter client's details and save the record
(iii) Then click new referral button

4. My client has been nominated and now I can't update their referral.

Once a client has been nominated and their referral has been made available to TST/ the prospective Housing Provider it cannot be updated. If you have important information or need to notify us of a change in the client's support needs please contact The Clearing House helpdesk immediately on 020 3856 6008.

5. How can I print a blank copy of the referral form?

You can find a copy of the referral form in the CH Library (see how to find the CH Library above) see '*Clearing House Paper Copy of Online Form*'.

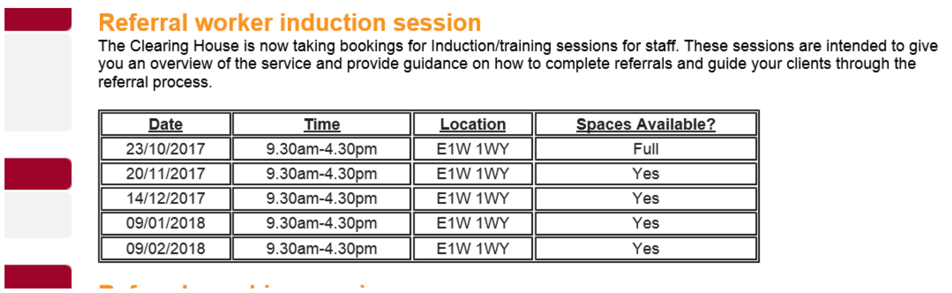


6. How can I print off a copy of my client's referral?

Click on the 'referral summary' button at the top of the referral to create a print friendly version of the referral detail. You can then print the referral using the print icon button.

7. I have never had CH access – what do I need to do to get it?

Referral workers need to attend an induction session. Induction sessions usually take place once a month. If you have a colleague that already has access then the next available date can be found on the CH home page. Please email the helpdesk – ch@mungos.org with your name, role title, manager's name and service you work for to be booked on.



Referral worker induction session

The Clearing House is now taking bookings for Induction/training sessions for staff. These sessions are intended to give you an overview of the service and provide guidance on how to complete referrals and guide your clients through the referral process.

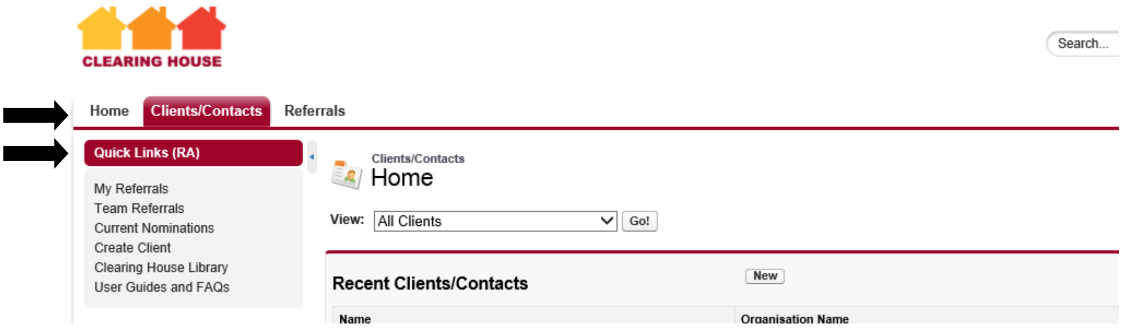
Date	Time	Location	Spaces Available?
23/10/2017	9.30am-4.30pm	E1W 1WY	Full
20/11/2017	9.30am-4.30pm	E1W 1WY	Yes
14/12/2017	9.30am-4.30pm	E1W 1WY	Yes
09/01/2018	9.30am-4.30pm	E1W 1WY	Yes
09/02/2018	9.30am-4.30pm	E1W 1WY	Yes

8. **I would like guidance on using the system and completing a referral. How can I be supported to complete a referral?**

Please contact the Clearing House Helpdesk on 020 3856 6008 or ch@mungos.org. We can organise for one of our Referral Coaches to assist you with the form.

9. **I have already started a referral for my client and can't find them when I search.**

Please use the Quick Links Bar and click 'My Referrals'. A list of all current referrals will be displayed.



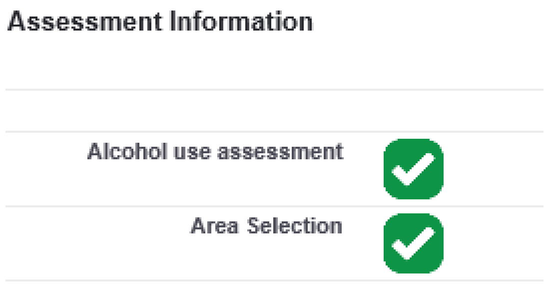
10. **I have received an email advising that CH has nominated my client to a property – what do I do now?!**

TST will contact you to arrange a welcome meeting. If you are not contacted within two working days please reach out to TST to facilitate contact. Contact details for TST will be included in the email and can be found in the nomination record, see below.

You can view the nomination details, including: TST contact details, the property type, floor level and furnishings etc. on the CH site by accessing 'Current Nominations' – Home>Quick Links>Current Nominations.

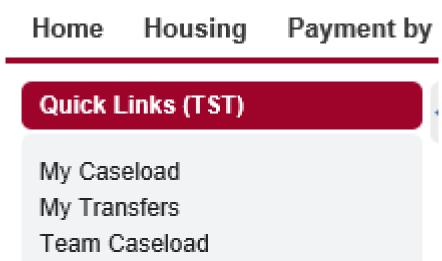
11. My client is on the waiting list but has changed their area choices – how do I let you know?

Login to the Clearing House website, go to ‘my referrals’ and update the ‘Area Selection’ in the Support Needs Assessments area of the referral. You will then need to resubmit the area selection. The Clearing House team will then be notified of this change.



12. My colleague is on leave – how can I find the status of their submitted referrals?

From the Home Page > Quick Links > View ‘Team Caseload ’



13. My client can’t remember all of the exact dates and addresses for the last 5 years of housing history – what should I do?

Please provide the best information you have and ensure addresses are recorded in a chronological format. Please don’t leave any gaps, even if it means you have to record an entry with no details – just write something like ‘Unknown address / reason for leaving - client can’t remember’.

14. Where can I see my client’s waiting list position?

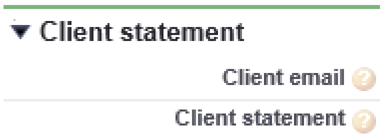
It is not possible to view a waiting list place, as waiting times depend on a number of factors such as property requirements and the number of boroughs selected. For an estimation of waiting times in each borough please view the ‘Waiting times map’ in the CH Library. (See Q2 for how to find the CH Library.)

15. Can I just upload a referral form instead of writing it out on the online system?

No. To aid the review process and allow consistent reporting the Online Assessment Forms are designed to capture information in a uniform format. You can therefore only complete the online version of the referral form.

16. What is the "client statement"?

Clients are encouraged to write a personal statement expressing why they want to be referred to Clearing House and what they hope to get out of the service. This information is used in the referral assessment process.



17. Why do you need my client's email address?

Including a client's email address is encouraged but optional. Where provided it will eventually be used to keep clients informed throughout the referral and nomination process.

18. How will I know if you accept the referral or not?

You will receive an email advising that the referral has been accepted, not accepted or requesting more information.

19. Why do clients need to have a CHAIN number to be referred?

Our properties are reserved for people with a history of rough sleeping and the only way we can reliably verify this is if clients have a verified CHAIN number showing they have been seen 'bedded down' on the streets at some point.

20. Who should complete the assessment forms? Me or the client?

The assessment forms should be written by the support worker but worked on by both the client and support worker. Assessments should provide a clear, accurate picture of the client's situation and support needs. It is important to have a client's insight into their support needs and what support works best for them, however we also require your professional opinion and recommendations.

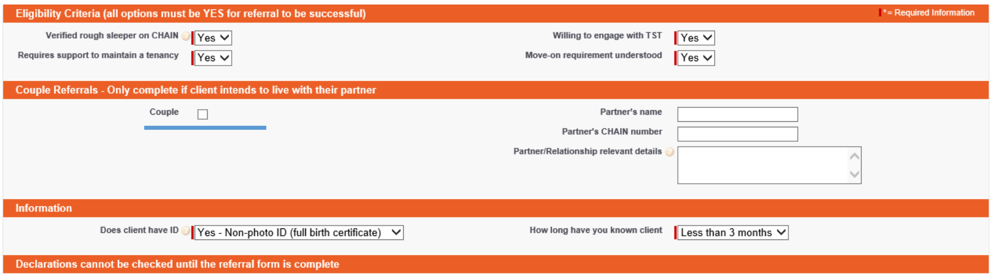
21. If my client moves to a new borough what does that mean for their local connection?

A new tenancy will allow the client to establish a new local connection in their new Borough.

22. My client wants to live with his/her partner - is this possible via Clearing House?

We welcome referrals for couples, but must have full information on the client's partner and their support needs.

If the partner has a Verified CHAIN number please submit a referral for both clients. When submitting a referral, please indicate it is for a couple by ticking the ‘Couple Box’ in the field below, underlined in blue.


Eligibility Criteria (all options must be YES for referral to be successful)

* = Required Information

Verified rough sleeper on CHAIN: Yes

Willing to engage with TST: Yes

Requires support to maintain a tenancy: Yes

Move-on requirement understood: Yes

Couple Referrals - Only complete if client intends to live with their partner

Couple

Partner's name

Partner's CHAIN number

Partner/Relationship relevant details

Information

Does client have ID: Yes - Non-photo ID (full birth certificate)

How long have you known client: Less than 3 months

Declarations cannot be checked until the referral form is complete

You are asked to provide the partner’s name & CHAIN number (if appropriate.)

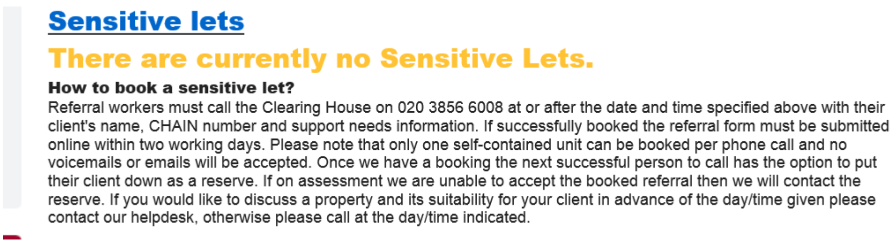
Please use the text box provided to describe the partner’s support needs. If you are not also submitting a referral for the partner it is even more important that you provide details about them here including whether they have any vulnerabilities, the impact of the relationship on your client and any risks.

23. My client was turned down in their application to the waiting list - can I still refer them to a sensitive let?

The rejection letter provided when your client’s referral was not accepted will indicate if a Sensitive Let is a viable option. If we were unable to accept your client because we feel the service is unable to provide the level of support they need, it is unlikely that a Sensitive Let would be suitable.

However, if not accepted for another reason (such as not needing the level of support we provide or having an unverified CHAIN number) a referral for a Sensitive Let may be appropriate. If you are unsure please contact the Helpdesk on the date & time specified on the Sensitive Let advert; we will be happy to discuss the suitability of the client.

Information on Sensitive lets can be found on the CH Home Page.


Sensitive lets

There are currently no Sensitive Lets.

How to book a sensitive let?

Referral workers must call the Clearing House on 020 3856 6008 at or after the date and time specified above with their client's name, CHAIN number and support needs information. If successfully booked the referral form must be submitted online within two working days. Please note that only one self-contained unit can be booked per phone call and no voicemails or emails will be accepted. Once we have a booking the next successful person to call has the option to put their client down as a reserve. If on assessment we are unable to accept the booked referral then we will contact the reserve. If you would like to discuss a property and its suitability for your client in advance of the day/time given please contact our helpdesk, otherwise please call at the day/time indicated.

24. Can I upload any supporting documents for my client? E.g. Risk assessment and mental health assessment?

Yes. However, for data protection reasons we must not have access to reports from other organisations. Supporting statements from your service can be uploaded, but they cannot replace information required on the form. They must act as additional information.

25. I don’t know if my client has a CHAIN number, how can I find out?

CHAIN numbers can be checked with the CHAIN team on 020 3856 6007 or email chain@mungos.org or with Clearing House Helpdesk on 020 3856 6008 or **email** ch@mungos.org.