

HMIS CAN APPOINTMENT OUTCOMES

The status of the CAN appointment outcome does not change. The outcome is at a point-in-time when closing the local CAN enrollment. A household may be offered multiple outcomes (i.e. diversion & added to waitlist), you should select the most immediate action to assist the family.

Current CAN Outcomes

Accepted for Enrollment. Household was enrolled in a shelter or housing program. Intent is to demonstrate that the CAN was able to offer a safe space for the client to go that night so that the client is not unsheltered that night. Client accepts the space and connects to the space. At the time of the CAN appointment, staff was able to identify a CAN resource that met the immediate need. A program enrollment will be created by the accepting entity. If housing is identified within 7 days as part of a diversion plan and stay in any of the below is temporarily part of the diversion plan, use “Diversion” as the outcome. This may include:

- Emergency Shelter
- Triage Space
- Warming Center
- Temporary Hotel
- Housing Program

Follow-up with shelter, triage space, temporary hotel, housing program to determine if client was enrolled that night. Follow-up is not required if referring to a seasonal warming center. If enrolled, status will remain as “Accepted for Enrollment.” If client was not enrolled, follow-up with client to determine if client self-resolved. If self-resolved/diverted, change CAN appointment outcome.

Added to Waitlist. The CAN does not have any open slots for this person and they are put on a waitlist based on your local prioritization practices. Waitlists are also referred to as prioritization lists or stabilization lists. Referred to as “stabilization list” across CANs for both individuals and families.

Diverted -- At CAN appointment (formerly ‘Diverted’). Alternate resources can be identified during the CAN appointment. If housing resources are not immediately available, CAN staff will continue to work on long-term diversion processes. The person will be staying in a place that is meant for human habitation.

Diverted BEFORE CAN appointment. The client has identified alternate resources for this client before their CAN appointment which results in a cancellation (no longer a need) of the CAN appointment.

Not Currently Appropriate. Household is not eligible for homeless services resources at the time of the CAN appointment. Client is reporting different circumstances to CAN staff compared to information provided to 2-1-1. Client may not be presenting for emergency shelter, imminent risk of homelessness may not be within CAN defined timeframe (i.e. 7 days from homelessness, 14 days from homelessness). Case note needs to document the reason that a client is “not currently appropriate.” Other scenarios may include:

Seeking for security deposit only
Seeking rental assistance only
Not at imminent risk of homelessness, and looking for housing options

No Show. Client does not attend appointment. After 30 days, HMIS has functionality to auto-close any open enrollments as a “No Show.”

Referred. Status will appear until the CAN appointment is processed

Outcomes Added as of November 2021

Referred to Outreach Team. When an individual is unsheltered, and does not want shelter, the CAN needs to continue to attempt offering services. For those who are unsheltered, CAN staff will use local protocols to refer to the outreach team.

If outreach connects to the person same day as the CAN appointment, and connects the client to anyone of the following options [emergency shelter, triage space, temporary hotel, housing program] on the same day as the CAN appointment, please change the CAN appointment outcome from “Referred to Outreach Team” to “Accepted for Enrollment.”

Unable to Contact. If conducting a telework appointment, 211 will schedule a “Call Back” appointment for the CAN. Use this outcome if you are unable to reach the client within the same business day. Ensure that alternate forms of communication such as email, text are attempted whenever possible.

Referred to Warming Center. Client is referred to a state or city sponsored warming center. Warming center spaces typically are available on a first-come, first-serve basis and intended to respond to a public health need. Warming centers typically offer a chair or cot for that night only. The outcome is used during cold weather protocol if no shelter/triage/hotel options are available.

Unsheltered – Housing Plan in Place. Client is requesting to remain in uninhabitable location (ie. car, abandoned building, etc), but intent is to actively work with CAN entry staff on a viable, short-term housing plan. Tenant is refusing referral to outreach team.

Outcomes Deleted as of November 2021

Client Refused Shelter -- Client does not want to accept an emergency shelter bed. If client is unsheltered location, client needs to be referred to outreach team.

Rationale for removal: When an individual refuses shelter, the CAN needs to continue to attempt services in the form of diversion efforts, referrals to outreach, and ensuring connection to By Name List (BNL).

Referral Cancelled. Outcome used by 2-1-1. This is an outcome used by 2-1-1 staff in the event that the client called back and requested a cancellation of CAN appointment.

Rationale for removal: Duplicative of “Diverted BEFORE CAN Appointment.” If 211 call disconnects abruptly, 211 will identify the outcome as “Diverted BEFORE CAN appointment.”