

Accept/Deny Referrals in Clarity

Log into Clarity. Click search to leave the dashboard. Then, click Referrals. The page defaults to Pending. Click on Community Queue.

Within the Community Que are sub-queues. Click on the arrow to scroll over to additional queues.

The screenshot shows the Clarity Referrals page for 'Home For Families'. The top navigation bar includes 'DASHBOARD', 'SEARCH', 'CASELOAD', and 'REFERRALS'. The 'REFERRALS' section is active, showing a donut chart with 10 Pending and 178 Completed referrals. The 'Community Queue' is selected, displaying a list of sub-queues: '1-Family Standby', '2-Waitlist', '3-Veteran Standby', and '4-Homeless Prevention Standby List'. A downward arrow points to the '4-Homeless Prevention Standby List' sub-queue. Below the sub-queue list, there are filters for 'Eligible Clients Only', 'Date' (04/23/2025 3:30 PM), 'Search', 'Active Agency' (Home For Families), 'Mode' (Standard), 'Characteristic' (Select), and 'Sort By' (Default). A 'SEARCH' button is visible.

Click on the Queue you would like to search.

The screenshot shows the Clarity Referrals page for 'Home For Families'. The top navigation bar includes 'DASHBOARD', 'SEARCH', 'CASELOAD', and 'REFERRALS'. The 'REFERRALS' section is active, showing a donut chart with 7 Pending and 48 Completed referrals. The 'Community Queue' is selected, displaying a list of sub-queues: '4-Homeless Prevention Standby List', 'RRH Pool - Families', 'RRH Pool - Single Adults', and 'USHS Pool'. The 'RRH Pool - Families' sub-queue is highlighted with a downward arrow. Below the sub-queue list, there are filters for 'Eligible Clients Only', 'Date' (04/23/2025 3:30 PM), 'Search', 'Active Agency' (Home For Families), 'Mode' (Standard), 'Characteristic' (Select), and 'Sort By' (Default). A 'SEARCH' button is visible.

Optional: Sort the Queue by Mode, then Click Search.

Home For Families

DASHBOARD SEARCH CASELOAD REFERRALS

Jennifer McCloskey-Haas, Home For Families JM

REFERRALS

Dashboard Pending **Community Queue** Analysis Completed Denied Sent Availability Open Units

Community Queue

< 4-Homeless Prevention Standby List RRH Pool - Families **RRH Pool - Single Adults** USHS Pool >

☐ Eligible Clients Only

Date 04/23/2025 3:30 PM

Search

Active Agency Home For Families

Mode RRH Pool-SA

Characteristic HPN PHI Processor PR-VLF-SPDATv2 PR-VI-SPDATv2 RRH Pool-F

Score Range

Sort By RRH Pool-SA TAY-VI-SPDATv2 USHS SSNA USHS Transfer Request VI-SPDAT Prescreen for Families [v3]

No results found

Last 30 days

67 119

Pending Completed

Managed with Clarity Human Services

Optional: Sort the Queue by name. Click Search.

Home For Families

DASHBOARD SEARCH CASELOAD REFERRALS

Jennifer McCloskey-Haas, Home For Families JM

REFERRALS

Dashboard Pending **Community Queue** Analysis Completed Denied Sent Availability Open Units

Community Queue

< 4-Homeless Prevention Standby List RRH Pool - Families **RRH Pool - Single Adults** USHS Pool >

☐ Eligible Clients Only

Date 04/23/2025 3:30 PM

Search Martha

Active Agency Home For Families

Mode RRH Pool-SA

Characteristic -- Select --

Score Range -- All Ranges --

Sort By Default

SEARCH

Client	Referral Date	Days Pending	Score
Martha Stewart Referred by: Netcare Access	04/23/2025 12:30 PM	0	4

Last 30 days

67 119

Pending Completed

Managed with Clarity Human Services

Click on the pencil to the left of the client's name. (Clicking on the name will take you away from the queue and to the client profile page.)

Once you have the referral open, scroll down to reassign the referral. Select the appropriate program. Click Save Changes. Add a note further down on the screen. Click Send Note.

Home For Families

NAVIGATOR

Private

ASSIGN NAVIGATOR

SAVE CHANGES CANCEL

REASSIGN

Reassignment Date 04/23/2025 4:15 PM

Program -- Select Program --

SAVE CHANGES CANCEL

MOVE TO ANOTHER QUEUE

Community Queue -- Select Community Queue --

SAVE CHANGES CANCEL

REMOVE FROM QUEUE

Reason for Removal -- Select Reason --

Queue Removal Date 04/23/2025 4:15 PM

SAVE CHANGES CANCEL

NOTES

To remove a referral from the Queue, select the reason for removal. Click Save Changes. (This is helpful for ineligible clients, etc.)

Home For Families

NAVIGATOR

Private

ASSIGN NAVIGATOR

SAVE CHANGES CANCEL

MOVE TO ANOTHER QUEUE

Community Queue -- Select Community Queue --

SAVE CHANGES CANCEL

REMOVE FROM QUEUE

Reason for Removal -- Select Reason --

Queue Removal Date

SAVE CHANGES CANCEL

NOTES

Reply from Jennifer McCloskey-Haas @ Netcare Access Apr 23, 2025 at 12:33 PM

Test

B I

4:25 PM 4/23/2025

Add appropriate notes. Click Send Note.

Home For Families

Jennifer McCloskey-Haas,
Home For Families

JM

DASHBOARD

SEARCH

CASELOAD

REFERRALS

Queue Removal Date

04/23/2025 4:15 PM

SAVE CHANGES

CANCEL

NOTES

JM

Reply from Jennifer McCloskey-Haas @ Netcare Access Apr 23, 2025 at 12:33 PM

Test

B

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SEND NOTE

HISTORY

Activity	Date	Days Pending	Staff
Added to Community Queue: RRH Pool - Single Adults	04/23/2025 12:30 PM 04/23/2025 12:33 PM	0	Jennifer McCloskey-Haas Netcare Access

Audit Log