



Homelink Client Location Due Diligence Form

This form must be completed, signed, and uploaded to HMIS when referral resolution is a HH ineligible due to "cannot be located".

Agency	
Project Name	
HMIS ID	
Referral Date	

Due Diligence Check List

Checked HMIS for contact information and/or last known location.

Reviewed case notes to see if there was an indication of the client's last known location.

Reviewed the Client Connections tab in HMIS for information regarding potential connections.

I checked HMIS enrollments to see if the client is enrolled in any Street Outreach projects.

If the client was enrolled in a Street Outreach project, I reached out to the front-door partner for assistance in locating the client

I checked HMIS enrollments to see if the client is enrolled at an Emergency Shelter

If the client was enrolled at an Emergency Shelter, I reached out to the shelter staff for assistance in locating the client

I made visits to any shelter or day center, or other last known locations for the client (as documented in HMIS)

If applicable, I placed several calls to the client's number and added case notes documenting the different instances (only if a phone number was provided in HMIS)

If applicable, I sent an email to the client and added case notes documenting the different instances (only if an email was provided in HMIS demographic section)

I reached out to the staff who enrolled the client, and together completed out the Case Conferencing form and uploaded it to HMIS within 7 days of the referral

If neither the staff nor I could locate the client, I attend the Community Case Conferencing meeting (CCC date) for assistance within 7 days of the referral

I reached out to any case managers who have provided services (as documented in HMIS) within the past 60 days

I created a case note reflecting referral resolution and uploaded this form

Staff Name: _____

Staff Signature: _____

Date: _____

Close to Home

4100 E. Piedras, Suite 105 | San Antonio, TX 78228 | 210.876.0720 | www.close-to-homesa.org