**Checking Pending Referrals and Enrolling a Household Workflow**

| Step | Action |
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| 1 | Switch to the agency that is receiving the referral. |
| 2 | Click the SEARCH magnifying glass in the top right of the screen. A REFERRALS option will appear to the right of CASELOAD. Click REFERRALS. |
| 3 | Stay in the Pending tab of REFERRALS. |
| 4 | Search for the client who was referred (usually the head of household). |
| 5 | In the search results, click the client's name to navigate to the client's profile screen. (Do not click the edit pencil next to the client's name.) |
| 6 | Navigate to the client's PROGRAMS tab. |
| 7 | Under the PROGRAMS: AVAILABLE section, Click the down arrow to the right of the appropriate program. Be sure that Program Placement a result of Referral is toggled on. |
| 8 | Click ENROLL. Use the enrollment instructions that are appropriate for your program type. |