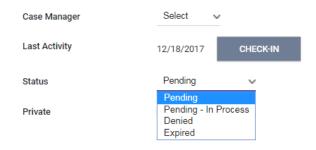


How to Deny a Referral

If you need to deny a referral, for example because a client is refusing your services, go into the Pending tab in the referral screen and open the referral by selecting the edit option.

Use the drop down **to change the status to "Denied,"** which will trigger the additional boxes to appear: Send to Community Queue, Denied Reason, Denied Message, and Private.



Set the "Send to Community Queue" box to Yes. All denied referrals must be referred back to the Queue in order for them to be referred to another project.

