



**BY-NAME LIST INACTIVITY POLICY**  
**Key Considerations & Examples**

## Key Considerations

There are times when people experiencing homelessness on your By-Name List cannot be located. Instead of removing them from the By-Name List, establish an inactive threshold, such that after a defined period without contact, a person's status is changed, and they are moved to an "inactive" portion of the list or database. This status allows you to easily move "inactive" people back to the "active" part of your By-Name List if they connect with the homelessness system again but does not skew the number of people actively experiencing homelessness or divert outreach and engagement activities.

### Tips

- First, create a method to flag people as inactive. The ideal case is that you build a status field into your By-Name List and "inactive" is an option in the field. You may also create a separate list or tab titled "Inactive" and move people to it, although this solution will require a de-duplication process and more manual intervention to maintain.
- Next write a policy (see samples below). Most communities opt to change a person's status to inactive once there has been no contact for 60 or 90 days. You may challenge your system to tighten by selecting a lower number. An accepted custom is not enough—the policy must be written and adopted by your community (engaging the appropriate governing body or bodies)!
- Gear your system to work with as much automation as possible. Once someone has had no contact with services for 60 or 90 days, can your list automatically mark them as "inactive"? Note, that you can customize this parameter in HIFIS.
- Finally, create a protocol to attempt to locate the person before they time into inactive status. Outreach workers may look for them at the last-known location, or a case manager may use contact information to reach out.

### Write Your Policy

As you write your policy be sure to consider and include each of the areas highlighted in different colours (aligned with colours in the sample policy).

**(see next page)**

## By-Name List Scorecard Question #2 – Inactivity Policy

Has your community established a written policy that **SPECIFIES THE NUMBER OF DAYS** of inactivity **AT WHICH A PERSON’S STATUS WILL BE CHANGED TO “INACTIVE,”** and are you implementing a **PROTOCOL TO LOCATE THE INDIVIDUAL BEFORE THEY ARE MOVED TO AN INACTIVE STATUS?**

### Sample Policy:

If a household has had no contact with any **Coordinated Access points, System Navigators and/or Community Outreach for 90 days, AND they have had no services or shelter stays in HIFIS for the past 3 months,** the household will be removed from the **Active Homeless List and placed on the Inactive List.** We review our By-Name List weekly and flag when people have not been seen for 60 days. These people are flagged with System Navigators, Street Outreach and drop-ins to watch for and to search as appropriate with other known locations, contacts, hospital etc.

If a household on the inactive list makes contact with the homeless system including outreach workers, drop-in centers, shelters, etc., they are moved from the inactive list to the active list and can be referred to housing openings once they have fully re-engaged with the system which may include re-assessment of their vulnerability.

**(see more examples on the following pages)**

# Sample Inactivity Policies

## Northeast Florida Community Master List Inactive Policy

### **Northeast Florida Community Master List Inactive Policy Background:**

The Inactive Policy is a critical component of maintaining a real-time by-name master list as well as a robust coordinated entry system. To ensure an efficient assessment and referral process, it is important to ensure that the Coordinated Entry System Navigators and Outreach teams have the ability to contact and connect with households as soon as a housing opportunity is available. Without this policy, the Coordinated Entry System can experience delays in its referral procedures due to the time spent searching for households in the community who they have not been able to reach through multiple attempts, often for many months. Due to this loss of contact it is hard for the system to determine whether these households are still in need of housing. In some situations, these households may have self-resolved their housing crisis or relocated to another area.

### **Policy:**

If a household has had no contact with any Coordinated Entry Access points, System Navigators and/or Community Outreach for 90 days, AND they have had no services or shelter stays in HMIS for the past 3 months, the household will be removed from the Active Homeless List and placed on the Inactive List. For our Veteran population, we coordinate with our VA team members to access their HOMES and Remote Data Systems to see if the veteran has relocated or has accessed any other VA services locally. If a signed ROI was in place at the time the Veteran was moved to the Inactive List, our local VA team will provide any pertinent information available. If a household on the inactive list makes contact with the homeless system including outreach workers, drop-in centers, shelters, meal lines, etc, they are moved from the inactive list to the active list and can be referred to housing openings once they have fully re-engaged with the system which may include re-assessment of their vulnerability.

## Hamilton's By-Name Priority List Inactivity Policy



### Background

This Inactive Policy is a critical component of maintaining Hamilton's By-Name Priority List (BNPL) and a robust coordinated access system. To ensure an efficient assessment and referral process, referral sources and destinations must have the ability to contact and connect with households as soon as a housing opportunity is available.

Without this policy, coordinated access systems can experience delays in its referral procedures due to the time spent searching for households in the community that have not been able to be reached through multiple attempts, often for many months. Due to this loss of contact it is hard for the system to determine whether these individuals are still in need of housing. In some situations, these individuals may have self-resolved their housing crisis or relocated to another area.

### Policy

For the purposes of this document, "the City" refers to program and policy staff in the Housing Services Division.

If a household has had no contact with any participating agency in Hamilton's homeless-serving system for 90 days, they will be removed from the Master BNPL and placed on the Inactive List by the City. Inactivity is determined by:


- No shelter stays in HIFIS for 90 days
- Individual has been unassigned from a program as indicated on the Excel sheets in the BNPL portal and their information has not been updated by any other agency or through HIFIS in the last 90 days

If a household on the Inactive List makes contact with participating agencies in Hamilton's homeless-serving system, they will then be moved from the Inactive List to the Master BNPL by way of the common Intake Form, Consent Form and VI-SPDAT. The City cross-references the Inactive List with the Master BNPL to transfer any other relevant information back to the BNPL. The VI-SPDAT may not need to be re-completed if an individual's score is recorded in HIFIS within the last year or if there have been no major life changes in the person's life. See the VI-SPDAT policy for further details. The Inactive List is not viewable by participating agencies.

Referral destinations must notify the City through their closed folder in the BNPL portal if they have received a referral but have been unable to contact the individual for 90 days after they have been referred through the BNPL. The City would then move this individual to the Inactive List. Providers are asked to attempt to make contact with the individual by way of the current service provider, referral source(s) or access points where the individual was added to the BNPL before indicating that the individual should be considered inactive.

The City will review the Master BNPL and Inactivity List on a quarterly basis starting in February of 2018 to ensure individuals are placed on the appropriate list.

Updated February 2, 2018

 <b>Housing Services</b> Prioritized Access to Housing Support (PATHS) Protocol		Section #	Policy #
		Approval Date: October 2017	Revision Date: July 2018
Title:	Inactivity		
Responsibility:	Region Housing Services		
Applies to:	PATHS Process		

### Background:

To end an episode of homelessness as quickly as possible, it is important to ensure that the PATHS team have the ability to connect with individuals and families on the PATHS list as soon as a vacancy is available. Without the ability to remove households that become inactive on the PATHS list, the PATHS process can experience delays in the matching, prioritization and housing support agreement processes because of the time spent searching for households in the community, and the difficulty in determining whether they are still in need of housing support. In some situations, households may have self-resolved their housing crisis or relocated to another community. The Inactivity Protocol is critical to ensuring the Prioritized Access to Housing Support list (“PATHS list”) remains up-to-date and in real-time.

### Operating Details:

The PATHS Planner will generate a list of the households on the PATHS list approaching the 90-day inactivity threshold on biweekly basis and will provide this list to the PATHS team and PATHS partners (e.g. emergency shelters, street outreach, housing resource centres). A conscious effort is made by the PATHS team to reach out to all households approaching the 90-day inactivity threshold wherever possible. Additionally, each person approaching the 90-day inactivity threshold will be searched in HIFIS to determine if contact with the Housing Stability System has been made.

Those households with no documented contact in HIFIS with Housing Resource Centres, Outreach, Emergency Shelters, the Community Housing Access Centre, the PATHS team or any other Housing Stability System access point for 90 days or more, will have their status changed to inactive – lost contact.

If a household who has had their status changed to inactive makes contact with the Housing Stability System through one of the access points listed above, they are added back onto the PATHS list for reason “returned – reengaged.”