



**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.

## **Waterloo**

### **Policy Statement:**

The Inactivity Standard Operating Procedure (SOP) is critical to ensuring the Prioritized Access to Housing Support (“PATHS”) list remains a real-time priority list, and that the matching and housing support agreement processes can be completed as quickly as possible.

### **Background:**

To end an episode of homelessness as quickly as possible, it is important to ensure that Outreach, Emergency Shelter providers and Transition Workers can connect with individuals and families as soon as a vacancy is available. Without an inactivity SOP, the Coordinated Access System can experience delays in the matching and housing support agreement processes because of the time spent searching for individuals and families in the community, and the difficulty in determining whether they are still in need of housing. In some situations, individuals and families may have self-resolved their housing crisis or relocated to another community.

### **Operating Details:**

A conscious effort is made to identify and reach out to all individuals and families approaching the 90-day inactivity threshold. If an individual or family has had no contact with Outreach, Emergency Shelter, Transition Workers or any other Housing Stability System access points for 90 days, and they have had no shelter stays in HIFIS for the past 3 months, the individual or family will have their status changed to inactive.

If an individual or family who has been removed from the PATHS list makes contact with the Housing Stability System including Outreach, Emergency Shelter, and/or Transition Workers, they are added back onto the PATHS list for “returned – reengaged.”