



OneHome Inactive Process Procedure and Process Updated 8/25/2021

STEPS & TIMELINES:

1. Your agency contact will receive an encrypted email called “OneHome Inactive List – [Your Agency Name]” for clients that your agency assessed with the VI-SPDAT.
2. Agencies will need to continue to review report monthly and to continue to complete “Current Living Situation” (CLS) assessments (very short) or other activities in HMIS for active clients. You MUST be in the ONEHOME program for the client to do the CLS assessment.
 - a. Report will be sent on the 28th of the month; **Agencies work report through 15th of the following month.**
 - b. OneHome Team reruns report on 16th, processes inactive clients per policy (removes from Community Queue after 90 days inactivity, exits from OneHome after 120 days.)

RECOMMENDED PROCESS -- CATEGORIZE YOUR CLIENTS & TAKE THESE STEPS: Identify who falls into one of these three categories & work them accordingly.

ACTIVE and CURRENT (Group 1): the household is active and you have seen them in the last 90 days.

For households in Group 1 **do the following:**

- Confirm or add an updated HMIS ROI on file
- Enroll them in OneHome if they have not been already
- Add recent activity in HMIS either under the “Current Living Situation” assessment in OneHome or an activity at your own program in HMIS.

ACTIVE, not current (Group 2): they are active, but you have not seen them in the last 90 days or you are unsure if you have seen them recently. For households in Group 2, **do the following:**

- Outreach the household at least 3 times
- If you are able to make contact, add recent activity in HMIS either under the “Current Living Situation” assessment in OneHome or an activity at your own program in HMIS.
- Confirm or add an updated HMIS ROI on file
- Enroll them in OneHome if they have not been already

INACTIVE (no longer in your program, Group 3): For group three, it is up to you as a provider if you would like to attempt to outreach or if they will default to inactive. If you do outreach these households and you continue to work with them then please follow the steps for Group 2 above.

If you have any questions, please reach out to the OneHome Coordinators (contact@onehomeco.org) or Renee Crews (Renee.Crews@denvergov.org).



Updating Current Living Situation Assessment – in HMIS OneHome Program

NOTE: To access this assessment, you must be in the OneHome Agency (top right, under your name), search for the client, click on the client's OneHome Program enrollment and go to Assessments under the program. **For the "Living Situation Verified by": Select the CO-503 (Metro Denver), select your program type and find your agency. Otherwise you can select Coordinated Entry and OneHome.**

PROGRAM: ONEHOME_CES

Enrollment History **Assessments** Goals Notes Files Chart × Exit

Assessments

Status Update Assessment	START
Annual Assessment	START
Current Living Situation	START
[OneHome] VI-F-SPDAT Prescreen for Families [V2]	START
[OneHome] VI-SPDAT Prescreen for Single Adults [V2]	START
[OneHome] VI-Y-SPDAT Prescreen for Transition Age Youth	START

ASSESSMENT HISTORY

Date of Contact 08/25/2021

Current Living Situation Select

Living Situation Verified By Select

Location Details

Does the household have a Colorado ID? Select

Does the household have a U.S. birth certificate, green card, or naturalization paperwork? Select

The questions continue. Please fill out as much as you know, they are not all required. This will help with matching clients to appropriate housing resources.