



ONE HOME INACTIVE POLICY INCLUDING MULTIPLE DENIAL POLICY
IMPLEMENTED: 6/19/2020
UPDATED: 8/25/2021

SUMMARY: Over the last several months, OneHome has been working with the Community Design Team (CDT) to discuss how we can test implementing our OneHome inactive policy now that HMIS is the OneHome database. The inactive policy, which was adopted in early 2018, can be found in the OneHome Policy and Procedure document [here](#). In short, our inactive policy stipulates that following 90 days of inactivity in HMIS, a household will be considered inactive until they reconnect with a community partner. This document outlines the background and high level processes in HMIS followed to accomplish this work. This includes continued evaluation and discussion so that together OneHome and our community partners can ensure that the process and policy still support our goals of ending homelessness.

BACKGROUND:

Inactive policies are a critical element of a high functioning Coordinated Entry System (CES) and a high quality By Name List (BNL) as it accounts for people in real time. In addition, an inactive policy helps ensure that housing providers can quickly connect with households and avoid lengthy vacancies between tenants.

In the fall of 2019, the Community Design Team (CDT) discussed how as a community we could implement the inactive policy while reducing any unforeseen consequences, working with community partners, to best serve people who are experiencing homelessness. Three major themes came out of those conversations. First, there needs to be a thoughtful rollout where OneHome coordinates cleanup and plans implementation before finalizing the process. This effort was accomplished in the summer of 2020. The decision was made to use 120 days (instead of 90) to allow agencies more time to outreach clients. Second, community partners asked for training, support, and communication from OneHome to ensure that partners understand what is happening and their role in this process. The “Inactive List Instructions” document provides this information. Third, there needs to be continued oversight and evaluation of the policy and its implementation to make sure that the policy and its implementation continues to work for our community. OneHome leadership continues to monitor this process and will incorporate feedback options and evaluation on a regular basis, to meet this goal

HIGH LEVEL PROCESS – INACTIVE WORK

The following are the basic steps for the inactive process:

- Community Partners will receive monthly reports for households who have not had any contact for at least 60 days
- Partners will outreach households—documentation of actual contact must be in HMIS
 - “Current Living Situation” Assessment preferred
- OneHome will remove households who appear inactive from the Community Queue after 120 days
- OneHome will exit households who appear inactive from OneHome after 120 days
- Households can re-enroll if they return and be re-referred to the Community Queue

If there are any questions, please send an email to contact@onehomeco.org.



MULTIPLE DENIAL POLICY: AN ADDENDUM TO THE INACTIVE POLICY IMPLEMENTED: 7/21/2021

BACKGROUND: Households who have multiple denials create challenges for Housing Providers because often they are households who are no longer actively engaging with the Homeless Services community. This results in:

- Time is spent outreaching households who others have not been able to reach
- taking up time that could be spent with households who are active and available
- Creates challenges in fulfilling housing outcomes, especially with our current resources

As a result, OneHome is implementing this addendum to the inactive policy to streamline the process for households being connected to housing.

CRITERIA FOR APPLICATION OF THIS POLICY:

- General Rule: When a household has 3 referrals from OneHome to a housing program resulting in denial over a six-month period they will be made inactive.
- Applicable denials leading to inactivity include:
 - Household is unable to be contact after 2 weeks with at least 3 documented outreach attempts (provider must outreach all contact numbers and program contacts in HMIS)
 - Household is found ineligible due to not being literally homeless
- Denial resulting from the following will **NOT** be considered for the inactive policy
 - Criminal background
 - Program funding requirements
 - Lack of eligibility other than literal homelessness
 - Program does not have the capacity to serve the household
 - Landlord issues

PROCESS FOR DENIAL ADDENDUM:

- OneHome team is responsible for managing denials
- If it is determined applicable, OneHome will remove the household from the Community Queue
- An email will be sent to Assessor/Case managers associated with the household informing them of the removal and include the denial dates and reasons why to inform conversation with the household.
- Assessors/Case managers will work with the household to see if OneHome is the best fit
 - If yes, the Assessor/Case managers will update the CE assessment ensuring accurate information, contacts, and preferences. Staff will also document in the Notes section the housing plan moving forward
 - If no, the Assessor/Case managers will work with the household to determine the appropriate intervention and identify resources.
- Households are always able to return to the Community Queue if their situation and housing plan warrant OneHome support.

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