







OneHome Inactive Status Management Guide

This guide will review each of the following:

- Understanding the importance of using HMIS to keep clients **active** 
- When your clients will be moved to an **inactive** status 
- Take action to ensure your active clients do not become inactive 
- Properly **reactivate** clients who have been inactivated 



The Importance of Using HMIS to Keep Clients Active



If it's not in HMIS, the OneHome Coordinators and the rest of the community don't know if the client is still in need of housing, still in the area, or actively engaging in services.



HMIS is the **ONLY** system used to track, prioritize and house people eligible for housing resources through the coordinated entry system OneHome. It is... the One 😊



Follow up with clients + consistent data entry & updated information leads to clients being housed faster and vacancies filled faster.

But what if my organization has prioritized using a system that is not HMIS?

- Use of HMIS and OneHome are required by HUD, regardless of your organization's other system(s). HMIS is a cross community system, **the more we use it, the better information for everyone.**
- Not using HMIS properly **adversely impacts your client's ability to get housing** through OneHome. If you need assistance, please reach out to the OneHome team and we will problem solve with you.



When Clients are Moved to an Inactive Status



Inactive Policy

A household who is inactive for 90 days without communication is deemed inactive in the Community Queue. Providers must make three attempts to outreach that household in order to connect them to OneHome. Any inactive household that reconnects with a provider at any time will not lose their place on the Community Queue, but can be immediately placed back on it for a match to housing as long as their circumstances have not changed related to their prioritization.

Clients are moved to Inactive status when:

Clients have no activity documented in HMIS within the last 90 days

AND

It is after the 15th of the month

- Clients will be removed from the Community Queue at 91+ days of inactivity
- Clients will be removed from the OneHome Program at 120+ days of inactivity



Actions to Ensure Your Active Clients Do Not Become Inactive



It is critical that you continue to document either the “Current Living Situation” Assessment in OneHome, or some service within your agency program for active clients, **every 60 days**.

To complete the Current Living Situation 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. *ALSO! You can skip the “Living Situation Verified By” Question.*

To Add a Service:

Click on the Services Tab and select an action.

PROFILE HISTORY **PROGRAMS** NOTES ASSESSMENTS FILES CONTACT LOCATION

PROGRAM: ONEHOME_CES

Enrollment History Provide **Assessments** Goals Notes Files Chart X Exit

Assessments LINK FROM ASSESSMENTS

Current Living Situation	START
Status Update Assessment	START
Annual Assessment	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

PROFILE H **SERVICES** PROGRAMS NOTES ASSESSMENTS FILES CONTACT LOCATION

SERVICES

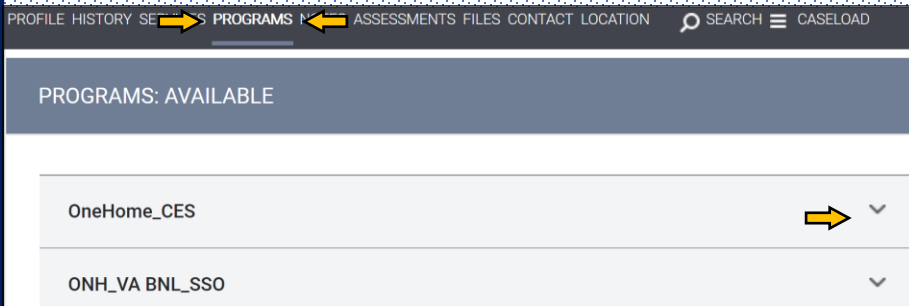
Available services vary by program so the options of services to add to client’s profile depend on what services your program offers.

Reactivate Clients Who Have Been Deactivated



STEP 1

Complete the OneHome Enrollment



Click the Enroll button in the bottom right hand side of the screen

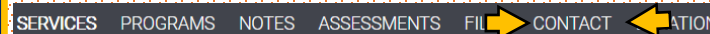
STEP 2

For any VI-SPDAT completed **before October 2019** complete a new VI-SPDAT **and** the **Current Living Situation Assessment**.

For assessments completed **after October 2019**, complete the **Current Living Situation Assessment** **and** update the following fields in the existing VI-SPDAT:

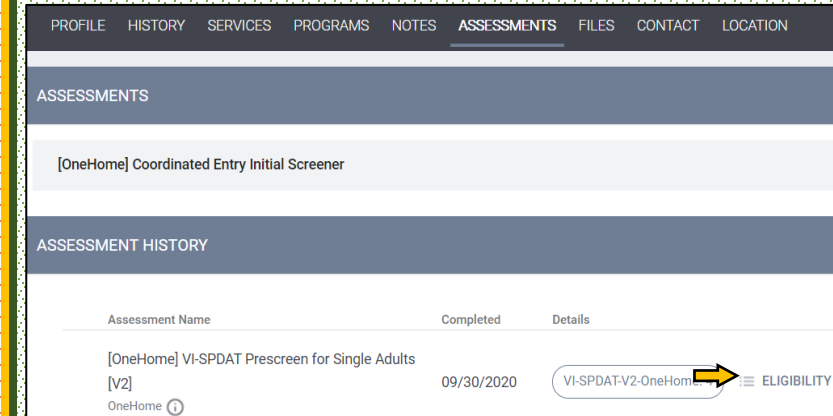
- Interviewer Name & contact info
- Agency name

And Update the Client Contact Info



STEP 3

Make sure to Refer to Community Queue by clicking on the 'Eligibility' section of the V-SPDAT



Click Refer Directly to Community Queue

REFER DIRECTLY TO COMMUNITY QUEUE

STEP 4

Stay in touch with client and remember to update the **Current Living Situation Assessment** every **60 days**