

## Chester County Partnership to End Homelessness

### Inactive Household By-Name List Exit Policy

**Background:** The Inactive Policy is an integral component of maintaining a real-time by-name list, as well as a robust Coordinated Entry System. To ensure an efficient assessment and referral process, it is critical that the Targeted Homelessness Resource Coordinator and housing programs have the ability to contact and connect with households as soon as a housing opportunity becomes 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 that they have been unable to reach through multiple attempts, often for many months. Due to this loss of contact, it is difficult 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 county.

**Policy:** If a household on the Chester County By Name List for Case Conferencing has had no contact with Coordinated Entry or Street Outreach for 60 days, AND they have had no services or shelter stays in HMIS for the past 60 days the household will be removed from the “Active Homeless List” and placed on the “Inactive List”. Street Outreach staff will advise all households added to the by-name list to maintain contact with a participating service provider at a minimum every 60 days.

If a household on the “Inactive List” makes contact with any members of the homeless system, including outreach workers, drop-in centers, shelters, meal lines, etc., they will be moved from the “Inactive List” to the “Active Homeless List” and then can be referred to housing openings once they have re-engaged with the system, which may require a reassessment of their vulnerability and verification of homelessness status.

If a household has had no contact with the Coordinated Entry, Street Outreach, or other Homeless Management Information System (HMIS) participating providers for 90 days, that household is eligible for removal from the by-name list and will be exited from coordinated entry programs and services.

Inactive clients will be reviewed at Case Conferencing meetings prior to being exited from the by-Name List. The Case Conferencing group will designate a responsible party tasked with attempting contact with the household, when appropriate.

Households that are closed are eligible for services upon re-verification of homelessness and reassessment of vulnerability.