**CCHA Coordinated Entry System Master List Inactive Policy (DRAFT)**

**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 (CES) has 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 CES Access Points, Assessment Partners, Housing Navigation Providers, and/or Community Outreach for 90 days, AND they have had no services or shelter stays in HMIS for the past 90 days, the household will be removed from the Active List and placed on the Inactive List. For our Veteran population, we coordinate with the chairperson of the Vermont Veterans Committee as point of contact to see if the veteran has relocated or has accessed any other Veterans’ services locally.

Active/Inactive List status updates will be done at least once a month to ensure the Active List is accurate and up to date. For households who have not been contacted within the last 90 days, the assigned Housing Navigation Provider, or the agency where the household completed an assessment in cases where there is no Housing Navigator, will make three attempts in accordance with case management protocol to contact the household to inquire about housing status before moving the household to Inactive. The Housing Navigator or the agency where the household was assessed will update the household’s Active/Inactive status.

If a household on the Inactive list makes contact with the homeless service 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 services and resources once they have re-engaged with the system which may include re-assessment of their vulnerability and sustainability if appropriate.