

Northeast Florida Community Master List Inactive Policy

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 Navigators and Outreach teams have 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 Coordinated Entry Access points, System Navigators and/or Community Outreach for 90 days, AND they have had no services or shelter stays in HMIS for the past 3 months, the household will be removed from the Active Homeless List and placed on the Inactive List. For our Veteran population, we coordinate with our VA team members to access their HOMES and Remote Data Systems to see if the veteran has relocated or has accessed any other VA services locally. If a signed ROI was in place at the time the Veteran was moved to the Inactive List, our local VA team will provide any pertinent information available.

If a household on the inactive list makes contact with the homeless 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 openings once they have fully re-engaged with the system which may include re-assessment of their vulnerability.