



Updated 1/6/2023 LEL

### **Veteran By Name List- Inactive Policy & Procedures**

**Policy:** Once an active veteran on the By Name List (BNL) becomes inactive for 90 days with at least three outreach attempts made by agencies veteran is enrolled with, that veteran will be removed from the BNL as “Inactive.”

- Inactive refers to a veteran who has not communicated with any agency that veteran is enrolled with either by phone, in person, or email for 90 days or more.
- Inactive can also be when a veteran has moved out of the state or the Continuum of Care (COC) area which has been verified with affiliated HMIS agency.
- Inactive also refers to veterans who are in jail, a hospital setting, or residential treatment program for more than 90 days.
- Inactive also refers to veteran’s who have moved into a hotel/motel paid for by self for over 7 days.
- Inactive also refers to veteran’s who have moved in with family or friends temporary tenure.
- Veterans can and should be enrolled back onto the BNL if they should become actively homeless again with any homeless community provider in the COC area.

#### **Process/Procedures:**

1. Review BNL Data monthly, on the 25<sup>th</sup> of each month, to determine if an active veteran on the BNL needs to be exited from BNL as inactive. In HMIS go to **Reports** tab then select **Data Analysis** then select **One Home Reports**, scroll to the bottom and select **VA BNL All Time Roster** (You will need Looker access to obtain report, if you do not have that level of access you can request the report is emailed to you by HMIS staff at MDHI) [matt.richard@mdhi.org](mailto:matt.richard@mdhi.org)
2. Once VA BNL All Time Roster report is open go to column M “Day in Project” and select sort and filter A-Z. Then review veterans with more than 90 days in project.
3. Ensure outreach attempts are made and by whom, bring veteran up in case conferencing before making inactive if applicable, check HMIS program history to see if veteran is still current with other homeless programs, check CPRS chart and remote data if available, outreach other homeless providers if needed. Place veteran on weekly VA outreach list if veteran needs more outreach attempts before becoming inactive.
4. Once veteran is believed to be inactive then exit from BNL program in HMIS. Go to HMIS veteran profile and click on programs, then select edit box next to ONH\_VA BNL\_CES , then click on exit on right side of program screen, select “**No Exit Interview Completed**,” then save changes.



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***(Retired) One Home Monthly Inactive Policy/Procedure:***

1. Received OneHome Inactive List from MDHI, open document and save as; ONHInactiveListxx-xx-xx, with appropriate date attached.
2. Open and login to HMIS & CPRS to cross reference if needed.
3. In HMIS check unique identifier to find out client name and BNL status.
4. If veteran is still actively homeless then complete ONH status update (provide step by step directions for this)
5. If veteran is housed exit from BNL and ONH program, exit from ONH community queue.
6. If veteran is inactive then exit from ONH program and BNL if not already.
7. Complete this task within 7 days of receiving the report.