Homeless Services Bureau
City of Long Beach
Coordinated Entry System
Inactivity Policies and Procedures

Revision January 2024

SUMMARY: To increase efficiency in the Long Beach (LB) Coordinated Entry System (CES) Housing Opportunity Pool (HOP)[1] Referral process, the City of Long Beach, the CoC Board, HMIS lead agency, recommend the following Inactivity Policy to be utilized when removing a client from the active HOP list. In short, the inactive policy will stipulate that following 120 days of inactivity in HMIS, households will be considered inactive until they reconnect with a community agency. This document outlines the background and high-level processes in HMIS followed to accomplish this work. This includes continued evaluation and discussion so that the LB CES system and community partners can ensure processes and policies support the CoC's goal of ending homelessness.

BACKGROUND: Inactive policies are a critical element of a high functioning Coordinated Entry System (CES) and a high quality By Name List (BNL) as the BNL accounts for people in real time. In addition, an inactive policy helps ensure that housing providers can quickly connect with households and avoid prolonged vacancies between tenants. This is accomplished with the tools within HMIS and case conferencing

[1] Once added to the Clarity Homeless Management Information System, there may be references to a "Community Queue" (CQ). The Housing Opportunity Pool and the Community Queue terms reference the same prioritization and matching system.

Purpose: To identify persons who are inactive in the Housing Opportunity Pool (HOP).

Definitions:

Active: Persons in the HOP who have had HMIS activity within the last 120 days and are currently located and seeking permanent housing within the City of Long Beach's CoC region.

Inactive: Persons in the HOP who have not had HMIS activity within the last 120 days. Persons no longer located in within the City of Long Beach's CoC region with no plans to return. Persons no longer seeking permanent housing within the City of Long Beach's CoC region.

Inactive persons are ineligible to be matched to permanent supportive housing resources or emergency shelter through the Long Beach CoC.

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Inactive Procedure:

a. Agencies who refer into the Housing Opportunity Pool (HOP) will need to review monthly reports and continue to complete "Current Living Situation" (CLS) assessments OR other eligible activities in HMIS to show activity. Each referring agency will receive a report of all their referrals at risk of being considered "inactive" at the end of each reporting month. Agencies are expected to respond by the 15th of the following month confirming this inactivity or documenting their eligible activity(s).
b. Long Beach HMIS team re-runs the report and processes inactive clients per policy (removes from the HOP after 120 days of inactivity).

***Eligible Activities include:** *Adding an Assessment, Adding a Contact, Adding a File, Adding a Location, Adding a Client, Enrolling a Client, Exiting a Client, Adding a Status for a Client, Adding a Service and or Date, Adding a Referral, Adding a Note, Adding an Alert, Coordinated Entry Events, and Client Check-Ins*.

Active Households:

Referring Agencies are expected to identify the appropriate category for the household and work with them accordingly.

ACTIVE & CURRENT (Group A): the household is actively enrolled in your program, and you have seen them in the last 120 days.

For households in Group A:

- Confirm or add an updated HMIS ROI
- Add recent activity in HMIS by either, completing a "Current Living Situation" (CLS) assessment or adding recent service activity provided by your agency within your program.

- Update any relevant changes to their contact information.

ACTIVE, not current (Group B): they are actively enrolled in your program, but you have not seen them in the last 120 days.

For households in Group B:

- Outreach the household at minimum 3 times with a different outreach method each time. Outreach methods include but are not limited to:
    - Phone Call
    - Local Jail Search
    - Contacting Care Team Members
    - Pop-Up Visit
    - Calling Local Hospitals
    - Contacting Emergency Contacts
    - Sending a Letter to Last Known Address

If contact is made add recent activity in HMIS under 'Current Living Situation" assessment, add an activity within your program, and upload relevant documentation into HMIS.

INACTIVE (no longer in your program) (Group C): Households that were not located and have not received any services within the previous 120 days will be moved from an active status to inactive. Households making contact with the system once moved to the inactive list will be immediately reinstated to "active". Assessors will make contact or request the assistance to complete an updated assessment.

If a client is no longer active in an agency's program, is deceased, is housed, or is no longer seeking housing in Long Beach the case manager must document reason for inactivity in HMIS and request to be removed from the HOP via email to Long Beach CE or at a Long Beach Community Case Conference.

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