

VCEH Coordinated Entry Master List Inactive Policy

A Master List Inactive Policy ensures that a Coordinated Entry Partnership is able to contact and connect with households as soon as a housing opportunity is available. Loss of contact means that it is difficult to determine whether households on the Master List are still in need of housing. In some situations these households may have self-resolved their housing crisis or relocated to another area. Without a policy, the Coordinated Entry Partnership can experience delays in housing 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.

Policy:

If a household has had no contact with any Coordinated Entry Partner 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. In HMIS, the household is not “exited” from Coordinated Entry.

Master List Inactive/Active status updates will be done at least once a month to ensure the Active List is accurate. 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 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 any Coordinated Entry Partner, they are moved from the Inactive list to the Active list and can be referred to housing services and resources. The household may be re-assessed at this time in order to update household information, including housing and service needs. The date of the initial housing assessment remains the date used in any determination of prioritization.