

# OUT-WAYNE COUNTY CONTINUUM OF CARE

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**COORDINATED ENTRY BY NAMES LIST INACTIVE  
POLICY AND PROCEDURE**

November 2022

# POLICY

A household on the By Names Prioritization List is considered to Inactive Unknown/Missing when they are no longer in contact with our system and HMIS reflects no active engagement or a change in status. Inactive designation indicates there has been no documented contact over 90 consecutive days after continual attempts by the assigned Case Manager.

# PROCEDURE

The Assigned Case Manager will attempt to make contact with the Head of Household using the following procedures and document all attempts in HMIS:

1. After 7 days out of contact: case manager (CM) will call, text, and email (if applicable) the Head of Household (HoH).
  2. After 30 days out of contact: CM will call, text, and email the HoH and check HMIS to determine if the Household (HH) is connected to other providers who can assist with engagement. CM will also address the participant during the BNL case consultation.
  3. After 45 days out of contact: case manager will call, text, and email the HoH, as well as call or send a letter to the Household's emergency contact.
  4. After 60 days out of contact: case manager will attempt another phone call, text and email to the HoH and may also visit the HoH's last known location.
  5. After 75 days out of contact: case manager will attempt another phone call, text email. If unable to reach, the case manager will send the HoH a "No Contact Letter", informing the HoH that they will be deactivated from the priority list if they are unable to make contact after 90 days.
  6. At 90 days out of contact: case manager will attempt one more phone call, text and email and will also reach out to the HoH's emergency contact. In addition, the case manager will check criminal justice databases and reach out to medical centers.
  7. After 90 days out of contact: the Coordinated Entry Manager will place the Household the "Inactive - other" tab on the BNL spreadsheet.
- This protocol will be reviewed with staff during the BNL meetings and housing providers will be reminded of protocols around engagement.
  - If at any point a Household is located and found to be in jail, prison or in long term treatment that will be 90 days or more will be deactivated from the BNL.
    - If stay is expected to last fewer than 90 days, HH will remain active.
  - If a Household who was moved to Inactive Status is located or re-engages with staff and they are still experiencing homelessness, the HH will be immediately reactivated on the BNL to receive support in pursuing permanent housing.