

	<b>THE CORPORATION OF THE COUNTY OF LAMBTON</b>			
	Department:	<b>Homelessness Prevention and Social Planning</b>		
	Topic:	<i>Operations' Policy &amp; Procedure</i>	<b>Section A11</b>	<b>Policy # 221</b>
	Subject:	<b>Homelessness Coordinated Access System, Inactivity Policy</b>		
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- *Disclaimer: If there is a discrepancy between this electronic policy and the written copy held by the policy owner, the written copy prevails.*

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## 1 SUBJECT

Homelessness Coordinated Access System, **Inactivity Policy**.

## 2 PURPOSE

The purpose of this policy is to establish and clearly define the Inactivity Protocol for removing households from the Lambton County By-Name List (LCBNL) to ensure the LCBNL is a dynamic waitlist that only includes clients actively engaging in services.

## 3 POLICY STATEMENT

The County of Lambton is committed to preventing and ending Homelessness using the principles of “Housing First”. As part of this commitment, the Inactivity Policy is a critical component of maintaining Lambton County’s real-time By-Name List (LCBNL) and a robust Coordinated Access System.

To end an episode of homelessness as quickly as possible, it is important to ensure that the Coordinated Access points, and Community Outreach staff have the ability to contact and connect with households on the LCBNL as soon as a housing opportunity is available.

Why? Without the ability to remove households that become “Inactive” on the LCBNL, the Coordinated Access process can experience delays. Lags can then occur in the matching, prioritization and housing support agreement processes due to the time spent searching for households in the community, and the difficulty in determining whether the households are still in need of housing support.

In some situations, households may have self-resolved their housing crisis or relocated to another community.

## 4 DEFINITIONS

### 4.1 Access Point

Per Reaching Home: “The engagement point for the individual or family experiencing a housing crisis. This may include emergency shelters, mobile outreach teams, day centres, other community-based organizations and hotlines.” [Reaching Home: Canada’s Homelessness Strategy Directives - Canada.ca](https://www.reachinghome.ca/reaching-home-canada-s-homelessness-strategy-directives)

### 4.2 Employee

An "employee" is defined in this policy as someone who is working for or affiliated with the County of Lambton, Homelessness Prevention and Social Planning Department. All employees shall comply with this policy and all applicable privacy legislation as it relates to their particular employment responsibilities.

### 4.3 HIFIS

Per Government of Canada: *The Homeless Individuals and Families Information System (HIFIS) is a comprehensive data collection and case management system designed to better understand what is happening in our community and to work collaboratively.* \* Note: It is a type of Homelessness Management Information System (HMIS). <https://www.canada.ca/en/employment-social-development/programs/homelessness/hifis.html>

### 4.4 Homelessness

Per the Canadian Observatory on Homelessness: “Homelessness describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it...” [Canadian Definition Of Homelessness](#)

### 4.5 Homelessness Service Provider

Organization in the housing and homelessness response system that has staff who directly interact with clients to help them address their housing challenges.

### 4.6 Housing First

Per Government of Canada: “Housing First involves moving people experiencing homelessness —particularly people experiencing chronic homelessness—rapidly from the street or emergency shelters into stable and long-term housing, with supports. Stable housing provides a platform to deliver services to address issues frequently faced among the chronically and episodically homeless. The goal is to encourage housing stability and improved quality of life for persons served by Housing First and, to the extent possible, foster self-sufficiency.” <https://www.canada.ca/en/employment-social-development/programs/homelessness/resources/housing-first.html>

## 5 RESPONSIBILITIES

All Employees and Homelessness Service Providers are responsible to comply with this policy and all applicable policies, laws, and regulations regarding the Homelessness Coordinated Access System.

## 6 PROCEDURE

### 6.1 General

Individuals or families will be moved to the “Inactive List” on the LCBNL, if they are known to:

- have become stably housed;
- become deceased;
- are missing or without contact for 90 days or more; or
- have moved out of the area; or
- have moved into systems (i.e., hospitalized, correctional facility, etc.)

### 6.2 Notification by Community Outreach Programs

Housing programs participating in the Coordinated Access System who are unable to contact households after sixty (60) days from referral from the LCBNL will be notified by the Homelessness System Coordinator for follow-up purposes.

### 6.3 Preventative Measures for Households approaching Inactive Status

Upon a prompt from the Homelessness System Coordinator, Lambton County Homelessness System of Care (LCHSC) program staff will review households that are approaching Inactive status within ninety (90) days to ensure appropriate and available resources have been offered.

### 6.4 Re-Addition to the LCBNL from Inactive

If a household on the inactive list makes contact with the Homelessness Coordinated System, including outreach workers, case-managers, shelters, etc., the household is automatically moved from the Inactive List to the LCBNL via HIFIS data entry as returned - reengaged.

The household can subsequently be referred to Housing program openings once the household has fully re-engaged with the system.

- If the household has completed a Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) within the last twelve (12) months, and it is recorded in HIFIS, or if there have been no major life changes, the household will not be reassessed for vulnerability.
- If the on-file HIFIS consent has been completed within the last two (2) years, the household will not be required to complete a new consent.

## 6.5 Timeframe

### 6.5.1 60 to 90 Days

The Homelessness System Coordinator will review the LCBNL monthly, at a minimum, and flag when households have not been seen for more than sixty (60) days. These households are flagged for the LCHSC Program staff and assigned Case workers to follow-up with their primary contact information, to watch for the household at their last-known location and to search as appropriate with other known locations and contacts.

### 6.5.2 90 Days

If a household has not had any contact with Coordinated Access points, and/or Community Outreach for ninety (90) days, AND they have had no transactions or shelter stays in HIFIS for the past three (3) months, the household will be removed from the Lambton County By-Name List (LCBNL) and **placed on the Inactive List – lost contact**.

## 7 DOCUMENTATION

Documentation is confidential and all records shall be maintained by the Service Providers and County of Lambton staff.

## 8 EVALUATION

As part of Quality Improvement, the Homelessness Prevention and Social Planning Department shall conduct an annual review to focus on key indicators and potential gaps in service to ensure everyone has a home in Lambton County.

## 9 ASSOCIATED DOCUMENTS

a) A11.222 Coordinated Access – Timely and Accurate Data in HIFIS Policy

## 10 POLICY HISTORY

<i>Revised By</i>	<i>Date</i>	<i>Prepared By</i>
<ul style="list-style-type: none"><li>Policy created.</li></ul>	<ul style="list-style-type: none"><li>April 1, 2022</li></ul>	<ul style="list-style-type: none"><li>Nancy Kalbfleisch</li></ul>