Last Update: March 11, 2022 Approval Date:	

HIFIS Inactivity Policy

Policy Statement	The Inactivity Policy is a critical component of maintaining Hamilton's By-Name List (BNL) and a robust Coordinated Access System. To ensure an efficient assessment and referral process, system entry and exit points must have the ability to contact and connect with households as soon as a housing opportunity is available. The policy is intended to ensure all agencies within Hamilton's Homeless Serving System adheres to best practices for HIFIS and the BNL as it relates to inactivity of participants.
Purpose	The policy will provide guidance on how a participant becomes inactive on the BNL and what is required of staff.
Policy	If a household has had no contact with any participating agency in Hamilton's homeless serving system for 90 days, they will automatically become inactive on HIFIS and will no longer come up on the BNL or By-Name Priority List (BNPL). Inactivity is determined by any of the following: • No shelter stays, visit logs, or case management in HIFIS for 90 days • Client information has not been updated by any other agency or through HIFIS in the last 90 days • Confirmed housing • Living outside of Hamilton • Deceased
Procedure	If a household on the Inactive List makes contact with participating agencies in Hamilton's homeless-serving system, agency staff must record the contact in HIFIS. Recording a new book-in, activity, visit, or case management session will automatically update the client status to active. The VI-SPDAT does not need to be recompleted if an individual's score is recorded in HIFIS within the last year or if there have been no major changes in the person's life. See the Triage and Assessment for further details.

Definitions	**By-Name List:** Refers to a real-time list of people experiencing homelessness who have connected with the homeless-serving system and have provided their consent to be included in HIFIS and the Coordinated access System. The BNL includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. **By-Name Priority List**: Created by applying community criteria to filter the overall BNL prioritize limited housing resources and streamline referrals to Intensive Case Management, Rapid Rehousing, and Transitional Housing programs. **HIFIS**: The Homeless Individuals and Families Information System, an electronic database that collects and securely stores information about Hamilton's homeless population throughout Hamilton's System of Care. **High acuity:** A person will be considered to have high acuity if they have a VI-SPDAT score of 8+ as a youth or single adult, or 9+ as a family. **Homelessness:** Describes the situation of an individual, family, or community without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. **Inactive:** A person is moved to the Inactive List when contact cannot be made for 90 consecutive days. **VI-SPDAT:** Vulnerability Index - Service Prioritization Decision Assistance Tool is a pre-screening, or triage tool designed to be used by community providers to quickly assess the health and social needs of homeless persons and match them with the most appropriate support and housing interventions available. **Voluntary Withdrawal:** A person can request to have their name removed from the BNPL at any time. The Consent Form should be resubmitted and person will be identified as Inactive – No Consent.
Applicability	This policy applies to all City-funded homelessness programs and all staff members contracted therein to provide related coordinated access services.
Responsibilities	Community Entity (CE)

	The responsibility of the Community Entity (CE) is to oversee the development, implementation, and monitoring of a Coordinated Access system to achieve specific outcomes related to reducing, and eventually eliminating, the experience of homelessness in our community. This includes responsibility for hosting the HIFIS database and provision of resources and training to support agencies in implementing Coordinated Access.
	The By-Name List By-Name Priority List will be managed by City of Hamilton staff who will:
	- Compile the BNL and filter by community criteria to compile the BNPL on a bi-weekly basis - Monitor for data quality - Facilitate frequent updates by following up with agencies to address questions and enhanced data management - Advise the filling of vacancies in dedicated housing and support programs - Ensure adherence to privacy legislation and data management best practices - Process requests for information
	Agency
	The agency is responsible for ensuring that all client interactions are promptly, professionally, and accurately recorded in HIFIS in line with the Data-Sharing Protocol.
Accountability	Community Entity (City of Hamilton)
	The CE is accountable for the creation of Coordinated Access policies and standards, processes for intake, as well as consistently generating a prioritized BNPL bi-weekly to share with agency partners. Outcomes related to timely referrals of priority populations will be analyzed and reported by the CE to the federal government, City Council and general public and will be regularly reviewed with system partners.
	Agency
	The agency is accountable to ensure every client that seeks homelessness services is provided with coordinated intake supports required to connect them with programs. Furthermore, agencies must record and promptly input that information into the HIFIS database to ensure the system has the most accurate and up-to-date information.

Related Documents	- Prioritization Policy - Hamilton's Coordinated Access Guidelines - Hamilton's Systems Planning Framework - Coordinated Access Policies - Revisioning Coordinated Access: *Fostering Indigenous Best Practices Towards a Wholistic Systems Approach to Homelessness* - Urban Indigenous Strategy Hamilton's Housing and Homelessness Action Plan

Table 1: Service Table – Transactions Making Clients to Be or Remain Active

Module	Transaction
Admissions	Client is booked into a shelter
Assessment	Assessment is conducted (SPDAT, VI-SPDAT, VAT)
Calls and Visits Log	New record (Add Log) in **Call and Visit Log** is created
Case Management	New record (Add Case) in **Client - Case Management List** is created
Case Management	New record (Add Session) under the **Sessions** tab in **Display Case Management** is created;
Case Management	New record (Add Comment) under the **Case Comments** tab in **Display Case Management** is created
Food Banks	New record (Add Food Bank Transaction) in **Client – Food Banks** is created
Goods and Services	New record (Add Goods and Services Transaction) in **Client – Goods and Services** is created
Group Activities	Client is identified as an Attendee in a Group Activity
Housing Placements	New record (Add Housing Placement) in **Housing Placement List** is created
Housing Placement	New record (Add Follow-up or Add Housing Placement Attempt) in **Housing Placement Details** is created
Housing Loss Prevention	New record Housing Loss Prevention interaction is created
Medication Dispensing	Client is provided medication through Medication Dispensing in **Front Desk – Medication Dispensing**
Service Restrictions	New record (Add Service Restriction) in **Client – Service Restrictions** is created
Storage	New record (Add Storage Item) in **Client – Storage** is created
Survey	Client takes a survey in **Client Management-Survey**

Notes

The following actions do not affect Client State:
- Viewing and/or editing client information under Client Information
- Identifying a client in a Bulletin or Message.