



## OneHome Inactive Policy Data Clean Up – August...Review & Update!

**To:** Community Design Team  
**From:** OneHome Staff  
**Date:** July 31, 2020  
**Regarding:** Inactive Policy Implementation and Data Clean Up – Next Steps

### OVERVIEW:

In order to implement the inactive policy there will be some data clean up and ongoing process change necessary to get us ready for implementation. This document is a follow-up to ones sent in Feb/March/June, outlining a recommendation on how to update client records (clean-up); following this process will prevent clients you are actively working with to be on the “Inactive Report”.

### DETAILS:

Originally (translate: Pre-COVID19), providers were sent “About to Be Inactive” lists (no activity in past 60 days) to review and clean-up. Some providers have already advised that they have completed their review and in some instances have provided details on clients that should be made inactive in the system; that clean-up has been completed by the OneHome Team. The detailed instructions on page 2 (categorization of clients) are a recommendation on how to accomplish this and future reviews.

### STEPS & TIMELINES:

1. You will receive an encrypted email called “OneHome Inactive List – [Your Agency Name]” You should receive this file on July 31st for the August review.
2. During August: Agencies review the new report, chance **for final review and action** before implementation.
  - i. Use the three “Groups” (Page 2) or review the full list
  - ii. Update HMIS to reflect recent activity if appropriate (see Page 2)
  - iii. Make outreach attempts to clients you have not recently had contact with
  - iv. Update HMIS with any successful outreach attempts (see Page 2)
  - v. If you want OneHome team to “inactivate” any clients in your list before the next report, please send an encrypted list to Renee ([Renee.Crews@denvergov.org](mailto:Renee.Crews@denvergov.org)) by August 20<sup>th</sup>. Otherwise, these individuals will still be on your next Inactive List.
3. Sept 1<sup>st</sup>: begin implementation of OneHome Inactive Policy in HMIS – Agencies will need to continue to review report monthly and to continue to complete “Current Living Situation” assessments (very short) or other activities in HMIS for active clients.
  - a. Report will be sent on the 28<sup>th</sup> of the month (Aug 28<sup>th</sup> for first one); **Agencies work report through 15<sup>th</sup> of the following month.**
  - b. OneHome Team reruns report on 16<sup>th</sup>, processes inactive clients per policy (removes from Community Queue after 90 days inactivity, exits from OneHome after 120 days.)



OneHome

**IMPORTANT:** Going forward it is critical that you continue to document either the “Current Living Situation” Assessment in OneHome, or some service within your agency program for active clients, every 60 days.

**RECOMMENDED PROCESS -- CATEGORIZE YOUR CLIENTS & TAKE THESE STEPS:** Identify who falls into one of these three categories & work them accordingly.

ACTIVE and CURRENT (Group 1): the household is active and you have seen them in the last 90 days.

For households in Group 1 **do the following:**

- Confirm or add an updated HMIS ROI on file
- Enroll them in OneHome if they have not been already
- Add recent activity in HMIS either under the “Current Living Situation” assessment in OneHome or an activity at your own program in HMIS.

ACTIVE, not current (Group 2): they are active, but you have not seen them in the last 90 days or you are unsure if you have seen them recently. For households in Group 2, **do the following:**

- Outreach the household at least 3 times
- If you are able to make contact, add recent activity in HMIS either under the “Current Living Situation” assessment in OneHome or an activity at your own program in HMIS.
- Confirm or add an updated HMIS ROI on file
- Enroll them in OneHome if they have not been already
- If you are unable to make contact with them, please keep a note on your spreadsheet so you know who you are able to reach out to and who you are not. **DO NOT PUT OUTREACH ATTEMPTS IN HMIS.**

INACTIVE (no longer in your program, Group 3): For group three, it is up to you as a provider if you would like to attempt to outreach or if they will default to inactive. If you do outreach these households and you continue to work with them then please follow the steps for Group 2 above.

The OneHome Team will again provide office hours during the month of August, to help agencies work through any questions or issues they encounter with review of the clients on your agency reports; more information will be sent out on this over the coming weeks. If you have any questions, please reach out to Midori Higa ([Midori.Higa@mdhi.org](mailto:Midori.Higa@mdhi.org)) or Renee Crews ([Renee.Crews@denvergov.org](mailto:Renee.Crews@denvergov.org)).

## **SUMMARY:**

This document outlines how OneHome and our community partners will work together over the next few months (and ongoing) to make sure everyone in the community queue is still experiencing homelessness in our community.



OneHome

## Updating Current Living Situation Assessment – in HMIS OneHome Program

**NOTE:** To access this assessment, you must be in the OneHome Agency (top right, under your name), search for the client, click on the client's OneHome Program enrollment and go to Assessments under the program. **ALSO! You can skip the "Living Situation Verified By" Question.**

PROGRAM: ONEHOME\_CES

Enrollment History **Assessments** Goals Notes Files Chart × Exit

Assessments

Status Update Assessment	START
Annual Assessment	START
<b>Current Living Situation</b>	<b>START</b>
[OneHome] VI-F-SPDAT Prescreen for Families [V2]	START
[OneHome] VI-SPDAT Prescreen for Single Adults [V2]	START
[OneHome] VI-Y-SPDAT Prescreen for Transition Age Youth	START

ASSESSMENT HISTORY

Date of Contact

02/28/2020



Current Living Situation

Select



Living Situation Verified By

Select



Location Details

SAVE & CLOSE

CANCEL