



A. SAHomelink Waitlist Inactivity Policy

i.) Purpose

To ensure effective and efficient use of time and resources, the SAHomelink Master Waitlist must be kept up to date so that clients who no longer need services are removed. This policy details the timeframe and criteria for removing a client from the Waitlist.

ii.) Definitions

Current Living Situation (CLS) – A feature in HMIS that allows a user to record each interaction with a client experiencing homelessness, including in-person and virtually. A CLS will be added to a client’s SAHomelink project to denote that the client is still actively seeking housing assistance through the SAHomelink system.

A CLS may also be entered for clients who have not had activity within the past 30 days, but whom the designated case manager has a reasonable certainty that the client will have eligible activity within the next 30 days. This type of CLS may be used more than once, but not consecutively (e.g., all clients must have eligible activity within 60 days before the exception CLS can be used).

Homeless Services – A service that includes any of the following: Emergency Shelter, Street Outreach, the Haven for Hope Courtyard, and receiving a new or updated SAHomelink.

Inactivity Grace Period – If a client has been removed from the waitlist because of inactivity, there will be a 30-day grace period in which, in the event the client is determined to continue to need housing assistance, they may be returned to the waitlist without having to complete a new SAHomelink Assessment.

Project Exit – A feature in HMIS that represents the end of a client’s participation with SAHomelink. It coincides with the date that the client is considered inactive and no longer seeking crisis or housing assistance. Reasons to exit a client include client has found permanent housing; the client is known to have left the CoC to pursue other assistance or resources; the client is deceased; client cannot be located.

SAHomelink Enrollment – The assessment that is completed on a client experiencing homelessness to add them to the waitlist for housing.

SAHomelink Inactivity Report - A report from HMIS generated from the SAHomelink Master Waitlist that lists all clients who meet each of the following criteria: 30 days or more since Homeless Services engagement; 30 days or more since utilizing Supportive Services Only (SSO); and 30 days or more since a Current Living Situation has been entered.

SAHomelink Master Waitlist - The list of active clients experiencing homelessness in our community that have completed a SAHomelink Assessment and who will be prioritized in



order of vulnerability.

Supportive Services Only (SSO) – Services including all engagement except for housing, including outreach, food, health care, and clothing. HMIS services included are “SAHomelink CE”, “SAPD Hope SSO” and “SAPD Impact SSO”.



iii.) Policy

Every 30 days, SARAH staff will generate a SAHomelink Inactivity Report that filters the SAHomelink Master Waitlist to include clients who meet the following criteria for *Tier 1*:

- No recorded Homeless Services in HMIS for the past 30 days;
- No recorded Supportive Services Only (SSO) in HMIS for the past 30 days; and
- No recorded Current Living Situation (CLS) in HMIS for the past 30 days

All clients who meet the criteria for *Tier 1* will be presented to partner agency staff involved in the SAHomelink process to determine if the clients meet the criteria for *Tier 2*:

- No known contact with homeless service providers, including outreach workers

If a client meets the criteria for *Tier 1* and *Tier 2*, the client will be deemed inactive. It is expected that the last touch agency will exit inactive clients from their SAHomelink enrollment.

If at any time in the process a client is determined to be active, steps will be taken to enter the appropriate service (homeless service, SSO, and/or CLS) to ensure the client retains their status on the waitlist.

There will be a 30-day grace period in which a client may be returned to the waitlist without having to undergo a new SAHomelink Assessment if they are deemed to continue to need housing assistance.

Updated September 15, 2020