

## 4.4 Inactive CES Participants

### PURPOSE

The purpose of this policy is to maintain the accuracy and relevance of the CES By-Name List and HMIS records, ensuring that resources are allocated to clients who are actively engaged in the CES process. It also provides a clear process for re-engaging and reactivating clients who have become inactive, thereby supporting continuous efforts to connect individuals with the services they need.

### FORMS

There are no forms related or required for this Policy

### POLICY

Clients who have not been located, engaged, or served within 60 days of their entry into the Coordinated Entry System (CES) will be moved to a "Pending Inactive" status for a two-week period. If no further contact is made within these two weeks, the client will be transitioned to "Inactive" status on both the By-Name List and in the Homeless Management Information System (HMIS). The date of inactivity will be recorded as the last day of known contact with the client.

Should a client be re-engaged after being marked inactive, they may be reactivated in the system following verification and, if necessary, a reassessment. All relevant dates and notes regarding the client's status changes will be documented. There is no limit to how many times a client may be re-entered into CES.

### KEY TAKE AWAYS

- **Inactivity Monitoring:** Clients who have not been engaged for 60 days will be placed on a Pending Inactive list, with further action taken if no contact is made within two weeks.
- **Reactivation Process:** Clients can be reactivated upon re-engagement, verification, and reassessment, with all status changes documented.
- **No Re-Entry Limit:** Clients may be re-entered into the CES as many times as necessary to ensure they receive needed support.