

## Inactive Policy

### For Coordinated Entry Enrollments and Community Queue

For providers submitting Coordinated Entry enrollments through HMIS, a household will be considered inactive and removed from the Coordinated Entry Community Queue under the following conditions:

1. If a household has had no activity in HMIS (such as services, entry/exits, or shelter stays) for 90 days or more, the household must be removed from both the CE enrollment and the Community Queue.
2. If a household has not had at least one current living situation recorded in the past 30 days, they will be removed from the Community Queue.
3. If a household is no longer experiencing homelessness as defined by HUD under Category 1 or Category 4, or if they have discontinued services from the referring agency, the household must be removed from both the CE enrollment and the Community Queue.

Referring providers are responsible for closing out Coordinated Entry enrollments in HMIS for households they know have not been active in the Wake County CoC homeless response system for 90 days. This must be done using the appropriate workflow in HMIS. Additionally, programs are expected to regularly run data quality reports to ensure accurate and up-to-date information.

### Inactive Policy - Veterans By-Name List (BNL)

For the Veterans BNL, a Veteran will be marked as inactive and removed from the list if they have had no activity in HMIS (such as services, entry/exits, or shelter stays) for 90 days or more. If a Veteran has indicated that they have left the area or no longer require services, they will be removed from the Veterans BNL at that time.

### Draft Communication:

#### Initial Clean-Up Communication

<attachment bitfocus Wake County Auto-Exit list)

### For Coordinated Entry Enrollments and Community Queue

#### Email

**Subject:** Action Needed: Review CE Enrollments and Community Queue Activity by November 15

As part of our upcoming Coordinated Entry system updates, we will begin removing households from CE enrollments and the Community Queue if they have had no activity in HMIS for 90 days or more. Activity includes services, entry/exits, or shelter stays (please refer to the Bitfocus activity list for details).

This policy will go into effect on (Date). To ensure no active households are unintentionally removed, we kindly ask that you review your current CE enrollments and referrals to confirm that recent activity has been recorded in HMIS prior to this date.

Thank you for your continued partnership and support in maintaining accurate and up-to-date data across our system. Please don't hesitate to reach out if you have any questions or need assistance.