

 Housing Services Prioritized Access to Housing Support (PATHS) Protocol		Section #	Policy #
		Approval Date: October 2017	Revision Date: July 2018
Title:	Inactivity		
Responsibility:	Region Housing Services		
Applies to:	PATHS Process		

Background:

To end an episode of homelessness as quickly as possible, it is important to ensure that the PATHS team have the ability to connect with individuals and families on the PATHS list as soon as a vacancy is available. Without the ability to remove households that become inactive on the PATHS list, the PATHS process can experience delays in the matching, prioritization and housing support agreement processes because of the time spent searching for households in the community, and the difficulty in determining whether they are still in need of housing support. In some situations, households may have self-resolved their housing crisis or relocated to another community. The Inactivity Protocol is critical to ensuring the Prioritized Access to Housing Support list (“PATHS list”) remains up-to-date and in real-time.

Operating Details:

The PATHS Planner will generate a list of the households on the PATHS list approaching the 90 day inactivity threshold on biweekly basis, and will provide this list to the PATHS team and PATHS partners (e.g. emergency shelters, street outreach, housing resource centres). A conscious effort is made by the PATHS team to reach out to all households approaching the 90 day inactivity threshold wherever possible. Additionally, each person approaching the 90 day inactivity threshold will be searched in HIFIS to determine if contact with the Housing Stability System has been made.

Those households with no documented contact in HIFIS with Housing Resource Centres, Outreach, Emergency Shelters, the Community Housing Access Centre, the PATHS team or any other Housing Stability System access point for 90 days or more, will have their status changed to inactive – lost contact.

If a household who has had their status changed to inactive makes contact with the Housing Stability System through one of the access points listed above, they are added back onto the PATHS list for reason “returned – reengaged.”