Making a person inactive on the BNL

Why is it important to ensure that a person's BNL status is accurate?

The BNL is central to the way services collaborate and coordinate our effort to end homelessness. Being able to share accurate, reliable and updated information is critical for this work.

Therefore, it is important the homelessness statuses of people on the BNL are up to date and accurate, especially for outreach workers. This includes but is not limited to the following:

1. To ensure that services know whether a person is actively homeless and receiving support at any given time.
2. To reduce duplication of support or overservicing and ensure access to limited resources is equitable
3. To ensure there is accurate and useful data for collaborative and coordination work, particularly being able to learn how people experiencing homelessness engage with services.
4. To ensure that information is current, reliable and trusted.

What is the definition of an active v inactive status?

Active: The person still needs and wants support to achieve their housing and support goals, and the person's record has been updated by a BNL user in the past 90 days.

Inactive: refers to a person that no longer needs or wants support to achieve their housing and support goals. Reasons for a person becoming inactive include (but not limited to) becoming permanently housed, moving to another area, disengaging from the system, or passing away.

Inactive: *(no updates 90 days)* refers to a person's support to achieve their housing and support goals are no longer current due to no updates on their BNL record for a period of at least 90 days.

How do I know when I should change a person's record to be inactive?

There may be a range of variables which need to be considered when deciding if a person's record should be made inactive or not. Some of these considerations may be:

1. Is the person still being supported by another service or still requires support to achieve their housing and support goals even if you have stopped working with them? If so, keep their record active, but update it to reflect that you are no longer supporting them. If your service is not able to continue supporting the person, however they still require and are seeking support, can a referral be made to transition care to an alternative lead worker/service?

2. Has the person voiced that they no longer wish to receive support to achieve their housing and support goals? If so, make their record inactive, and select "Disengaged from SHS' in the reason.

3. Has the person been housed and does not require support to sustain their tenancy? If so, make their record inactive, and select 'Permanently Housed' as the reason.

4. Has the person been uncontactable and is unable to be located? If so, make their record inactive, and select 'Unknown' as the reason.

5. Has the person been incarcerated and is unlikely to be released for a significant period? If so, make their record inactive, and select 'Incarcerated' at the reason.

6. Has the person been admitted to an inpatient bed due to physical health, mental health or alcohol and other drugs? If so, can the provider take the lead for the person's health care and therefore their status can remain active?

7. Does the person have an established support network or another service they are engaged with? If so, the record should remain active.

Tips

- If you are making a person's record inactive, remember to take yourself off as the lead worker, your service off as the lead service provider team and update the record to ensure that the information is current.

- A key focus of the BNL is to connect the sector and ensure continuity of care for people experiencing homelessness. This means that a person's BNL record should remain active for as long as that person still requires and wants support to meet their housing and support goals. A person's BNL record does not need to align with SHS support periods.

- The share function is a quick and simple way to connect with a person's support network before you cease support for a person. If you are stepping away as a lead worker, it is important to negotiate a new lead worker wherever possible to ensure continuity of care.

Making a BNL record Inactive checklist	
To do before making a record inactive	**Completed**
1. Have I established if the person still needs and wants support to achieve their housing and support goals?	
2. Have I updated the person's record to ensure that all information is current and accurate? Remember the five key changes, Housing status and reason for change, location, supports needs, engagement tips and engagement risks. You can refer to the Updating BNL Records Guide here Updating BNL records (ESSC)	
3. Have I updated any open support needs with an end date and outcome? *(Remember that the Support worker and provider do not need to be removed from this section).*	
4. Can I share any engagement tips which can assist other services to effectively engage with the person in the future?	
5. Have I taken myself off as the lead worker and my service off as the lead service provider?	

How do I make a person's BNL record inactive? (step by step guide to updating the BNL)

Steps in the BNL

Step 2: Access the person's details record

Step 3: Choose the drop-down menu in the top right-hand corner located directly under the share function

Step 4: Choose the drop-down arrow for BNL status and change the status to inactive

Step 5: Save change to inactive status