Client State

The Client State indicates which clients are connected with service providers in the community within the timeframe of the local inactivity policy (active), which have disengaged from or exited the housing and homelessness system (inactive) and which have been archived or are deceased. Once a client becomes inactive, it is assumed that the client no longer needs or wants the services provided through Coordinated Access. For this reason, inactive clients are excluded from the Unique Identifier List.

HIFIS automatically determines if a client is active or inactive. HIFIS users can also assign two additional statuses: Deceased and Archived.

The Client States are defined in the following way:

- **Active**: The client has a transaction from the Service Table – Transactions Making Clients Active (Table 1) within the timeline specified in the HIFIS Inactivity Threshold.
- **Inactive**: The client's last transaction from Table 1 is more than the timeline specified in the HIFIS Inactivity Threshold. For example, the last transaction occurred 150 days ago, while the HIFIS Inactivity Policy is 90 days. HIFIS changes the Client State from active to inactive when the HIFIS Inactivity Threshold is exceeded.
- **Archived**: HIFIS users can change the client state to Archived. The Archived feature can be used when a service or transaction has not been made within a significant period of time as determined by the community. Communities should establish a policy or protocol to standardize when a client file should be assigned an Archived status.
- **Deceased**: HIFIS users can change the client state to Deceased.

Table 1: Service Table – Transactions Making Clients to Be or Remain Active	
Module	**Transaction**
Admissions	Client is booked into a shelter
Assessment	Assessment is conducted (SPDAT, VI-SPDAT, VAT)
Calls and Visits Log	New record (Add Log) in **Call and Visit Log** is created
Case Management	New record (Add Case) in **Client - Case Management List** is created
Case Management	New record (Add Session) under the **Sessions** tab in **Display Case Management** is created;
Case Management	New record (Add Comment) under the **Case Comments** tab in **Display Case Management** is created
Food Banks	New record (Add Food Bank Transaction) in **Client – Food Banks** is created
Goods and Services	New record (Add Goods and Services Transaction) in **Client – Goods and Services** is created
Group Activities	Client is identified as an Attendee in a Group Activity
Housing Placements	New record (Add Housing Placement) in **Housing Placement List** is created
Housing Placement	New record (Add Follow-up or Add Housing Placement Attempt) in **Housing Placement Details** is created
Housing Loss Prevention	New record in Housing Loss Prevention List is created
Medication Dispensing	Client is provided medication through Medication Dispensing in **Front Desk – Medication Dispensing**
Service Restrictions	New record (Add Service Restriction) in **Client – Service Restrictions** is created
Storage	New record (Add Storage Item) in **Client – Storage** is created
Survey	Client takes a survey in **Client Management-Survey**
Notes The following actions do not affect Client State: • Viewing and/or editing client information under Client Information • Identifying a client in a Bulletin or Message.	

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