



Quick Guide: Offline Picklist Options



Inactive vs. Offline

Units should be designated as offline if the unit will only be temporarily unavailable. The exception to that rule is the RRH offline rule (see example below).

Moving an Active unit to a status of inactive indicates that the unit should not be counted as part of the program's overall inventory, and as appropriate, your contract monitor should be alerted accordingly.

New Programs

When a program is beginning its operations, providers can choose to designate a portion of their units as inactive during that ramp-up period. Units should be updated to active statuses as the program reaches capacity to fill them.

Automatic Offline Reason

When updating a unit's status to offline, you will be prompted to select one of the offline reasons listed below. If you know when the unit will become available again, you can add a Status End Date in addition to a Start Date, and the unit will update to available on that day. Alternatively, you can wait to input an end date until the unit is ready to be inhabited again.

Additions Resources

- [Quick Guide: Unit Configuration Types](#)
- [Quick Guide: Updating Units and Buildings](#)



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Offline Options	When to use it	Example
Cleaning	Use this to indicate bed/unit is undergoing routine cleaning	Jane moves out of the unit and there is a scheduled routine cleaning of the unit to get it ready for the next move in.
Maintenance	Use this to indicate bed/unit is undergoing routine maintenance	Mike moves out of the unit and there is a broken doorknob that needs maintenance.
Held for Mobility Transfer	Use this if a unit is being held for a mobility transfer expected from the Coordinated Entry System.	Coordinated Entry team has reached out indicating there is a unique situation where Skylar needs to mobility transfer to an ADA unit in your specific building because it is closest to her doctors and the services on site are going to best support her needs. Held for Mobility Transfer is used once an ADA unit comes available so the CE team can make the referral to that unit for that client.
Staffing Capacity	Use this when program is at capacity and you cannot fill beds/units/slots	Your program has lost a staff member and your TH/RRH resource cannot support any more clients till you train the new hire. Any new beds will be marked offline with “staff capacity” till you can open them back up.
RRH offline	Use this option for RRH extra slots as capacity shifts	Your RRH capacity can always be greater depending on staff size, extra RRH slots are left offline with RRH offline reason selected so they are available in case there is more capacity at a given moment.



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Bed bugs	Use this to indicate bed/unit is undergoing bed bug remediation	Hank had bedbugs and has since moved on to another program, this bed is now offline till bedbug treatment can happen.
Meth Remediation	Use this to indicate bed/unit is undergoing Meth remediation due to production/distribution.	Evidence of methamphetamine production was found in unit. and the unit needs to be remediated, which results in a longer than expected offline timeline.
Drug Remediation	Use this to indicate bed/unit is undergoing drug remediation due to production/distribution.	The client moved out and evidence of drug production and distribution was found in the unit requiring a specialized clean up. This resulted in a longer offline status.
Fire Damage	Use this to indicate bed/unit is undergoing repairs due to fire damage	There was a fire on the third floor and units 304, 305, and 306 have been affected. All units need to be offline till fire damages can be repaired. This option is selected till the unit is available again.
Flood Damage	Use this to indicate bed/unit is undergoing repairs due to flood damage	It was a very cold winter and a pipe burst in unit 204 and 104. Both units need to be offline till the flood damages can be repaired. This option is selected till the unit is available again.
Isolation and Quarantine	Use this to indicate bed/unit is being held due to isolation/quarantine	There is a TB outbreak on floor four and all clients have been taken to the emergency room. All units on the floor are on isolation and quarantine due to the outbreak.



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Shelter Relocation	Use this for shelters that don't have a permanent location that may have to close and transition to a new location.	THV program has 1 year contract to set up on MLK Jr Blvd. After their year contract the THV program is going to move to Rainier Ave. Units are offline during the move, but expected to reopen once the move is completed.
Other	Use this if the offline reason is not encompassed in any of the other reasons.	
Held for Internal Transfer (NEW)	Use this if a unit is being held for an internal transfer within your own agency.	Flyn is in one building but due to safety concerns they need to be moved and there is an opening in another building within your agency that would be a great fit to keep them safe. The unit they will be moving to is marked Held for Internal Transfer.