OHCS COVID-19 RENT RELIEF CARES PROGRAM For 211Info

ServicePoint Handbook

CONTENTS

Questions? Contact the ServicePoint Helpline servicepoint@multco.us

http://web.multco.us/sun/servicepoint

OHCS COVID-19 Rent Relief CARES Program
ServicePoint Handbook - Revision History

- **Originally Published July 2020**
- **8/27/2020 - Removed all references to OHCS – COVID 19 Rent Relief and related data entry requirements. Removed exit questions and follow up requirements**

PROGRAM MODEL

The **COVID-19 Rent Relief CARES Program** provides funds for rent assistance to individuals and families who experienced a loss of income, have compromised health conditions and are at risk of homelessness due to the COVID-19 pandemic.

Rent assistance

- Helping households impacted by COVID 19 maintain the housing they have

DATA MILESTONES

ENTRY

- Add client to ServicePoint*
- Create household*
- Create ROI for entire HH*
- Create program entry for entire HH

SERVICES (ongoing)

- Track services and COVID 19 funding source in ServicePoint
- **All data entry is due by the 15th of the following month**

EXIT

- Exit client in ServicePoint

*Instructions for doing these items are not covered in this handbook. Go to our website to download the following materials for these instructions:

- Add client to ServicePoint and Create household
  - ServicePoint New User PowerPoint: https://multco.us/file/14855/download

PROGRAM ENTRY

1. BUILD/UPDATE HOUSEHOLD

Household Type

Head of Household

Relationship to Head of HH

HH Date Entered

2. TRANSACT ROI

Required for ALL Household Members included in Program Entry

After clients sign a *Client Consent to Release of Information for Data Sharing in Multnomah County* form for their household, transact Parent and 211 level ROI to all household members.

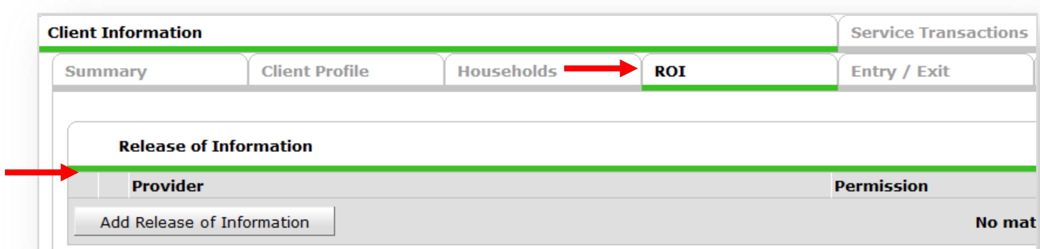
Clients only need to sign one Client Consent form per agency. Each adult must consent for their own release and a parent/guardian can consent for their children.

Only one Client Consent form needs to be signed per household if each adult signs, but it needs to be transacted in SP under multiple SP providers, including the Parent provider (also known as your Login Provider) AND **all** 211 SP providers associated with the program they are participating in.

- Download Client Consent forms here: https://multco.us/multnomah-county-servicepoint-helpline/homeless-family-system-care-hfsc
- View a Video on How to Transact an ROI here: https://www.youtube.com/watch?v=A6YYacA-sd4

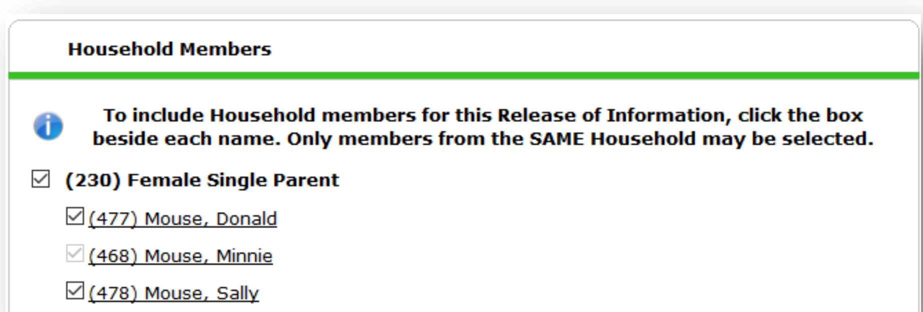
Transact ROI under Head of Household

In the client profile of the Head of Household, click on the "ROI" tab. Then, click on "Add Release of Information."

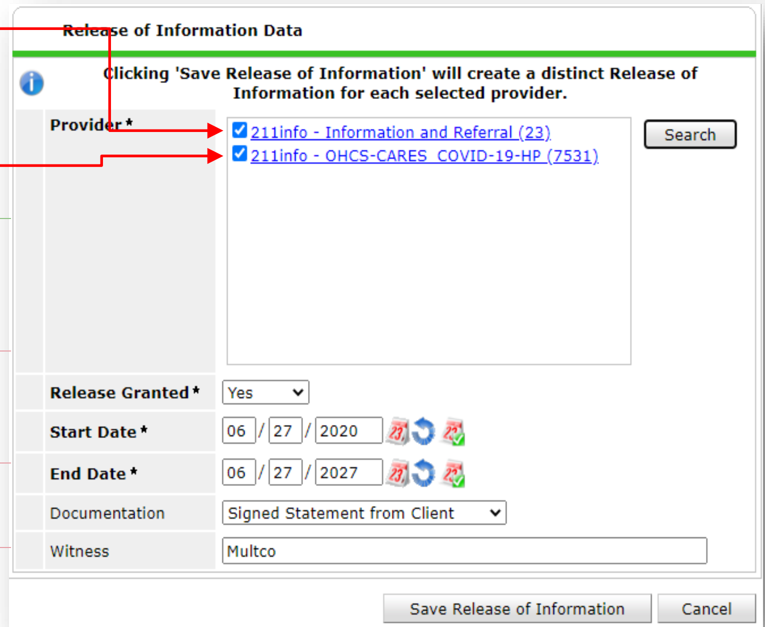


Household Members

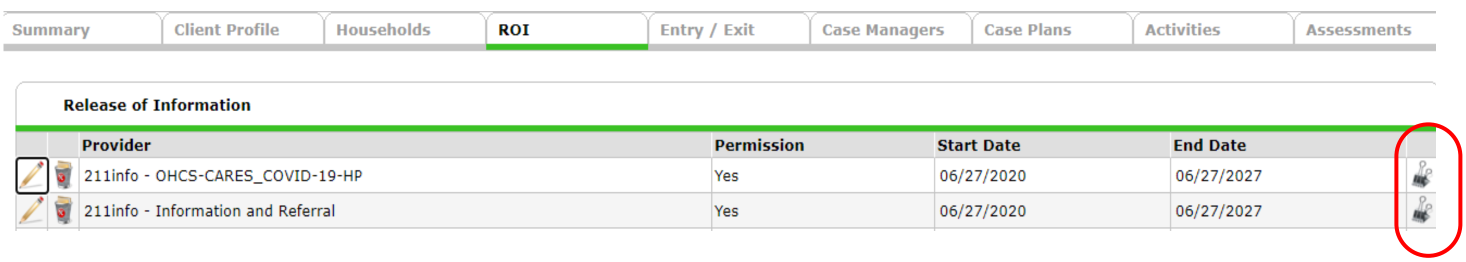
Check off all household members who were included on the *Client Consent to Release of Information for Data Sharing in Multnomah County* form.



Provider	Click 'Search' to select your PARENT provider (also known as your Login provider) AND **your 211 CARES COVID 19 provider**
Release Granted	Choose Yes or No based on the Client Consent to Share form
Start Date	Date the Client Consent to Share form was signed
End Date	7 years after Start Date
Documentation	Select "Signed Statement from Client" **Verbal consent is allowed**
Witness	Enter *Multco*



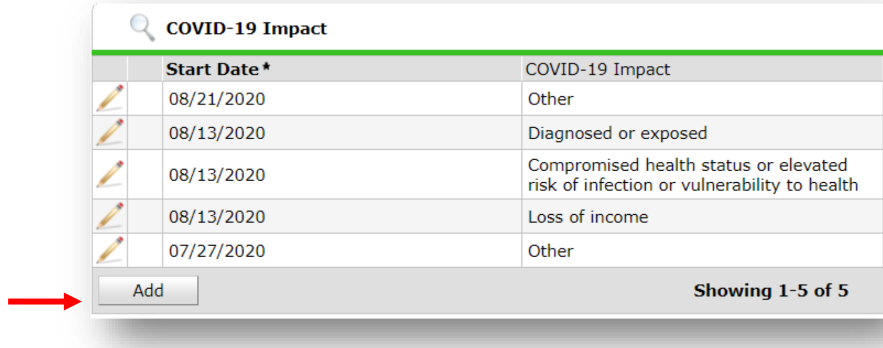
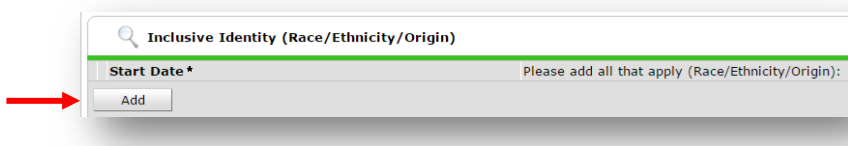
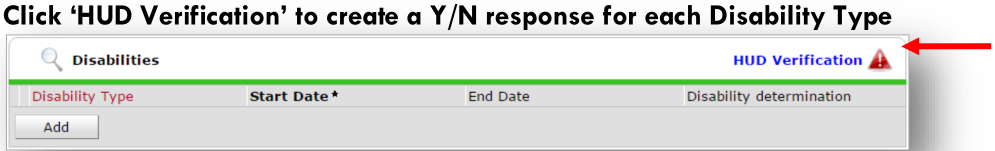
When successfully transacted, it should look like this under the ROI tab. You may choose to attach the signed Client Consent to Share form by clicking on the image of the binder clip (optional).



* Email the ServicePoint Helpline if you see there are other ROIs transacted for the household already and you are unsure what to do: servicepoint@multco.us

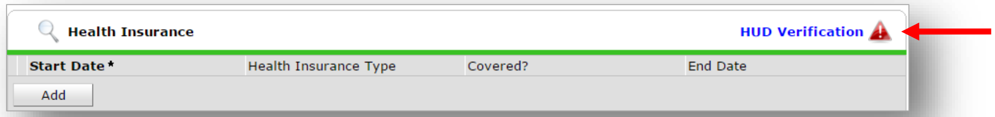
3. ADD PROGRAM ENTRY

Entry Provider	Select the **211info - OHCS-CARES_COVID-19-HP** provider
Entry Type	Always choose 'Basic'
Entry Date	Defaults to data entry date - **Change to date of intake**
Complete the following questions for EACH Household Member	
COVID-19 Related?	Required for all COVID CARES Projects

COVID-19 Impact	 **Click 'Add' to enter COVID-19 Impact. Add as many as apply**
Housing Move-in Date	Individual must be in permanent housing at the time of program entry, and Housing Move-In Date should be changed to the Entry Date.
Relationship to Head of Household	Choose "Self" if client is head of household. Make sure to designate one person as the head of household. Do NOT assign more than one person as the head of household.
Date of Birth	
Date of Birth Type	
Gender	
Race	**Required *in addition to* Inclusive Identity**
Race-Additional	(optional) Do not answer the same as 'Race'
Ethnicity	**Required *in addition to* Inclusive Identity**
Inclusive Identity	**Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.** 
Primary Language	
If Primary Language is Other, then Specify	Required if Primary Language chosen above is 'Other' - **Do <u>not</u> enter a 2nd language or a language that is part of the picklist options under "Primary Language"**
Does client have a disabling condition?	
Disabilities	**Click 'HUD Verification' to create a Y/N response for each Disability Type** 
Covered by Health Insurance?	

Health Insurance

Click ‘HUD Verification’ to create a Y/N response for each Health Insurance Type

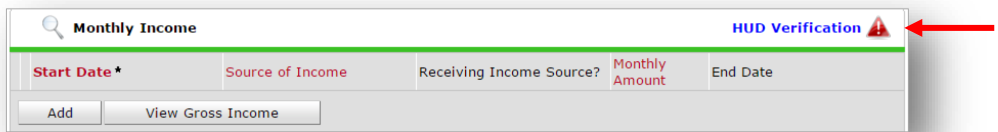


Complete the following questions for Head of Household and All Adults

Income from Any Source?

Monthly Income

Click ‘HUD Verification’ to create a Y/N response for each Income Source
* Only list income that will be **ongoing**
* Enter Household Income provided by a minor in the **Head of Household’s profile**

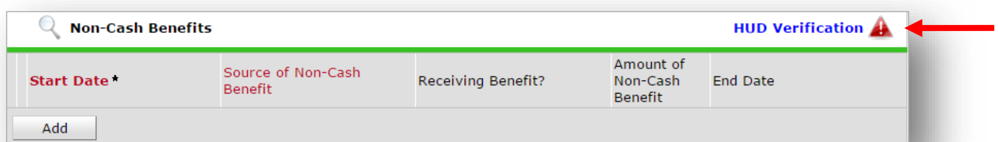


See Appendix B for additional information about recording income

Non-cash benefit from any source

Non-Cash Benefits

Click ‘HUD Verification’ to create a Y/N response for each Benefit Source
* Only list benefits that will be **ongoing**
* Enter benefits received by a minor in the **Head of Household’s profile**
* $ amounts are not required for non-cash benefits



Residence Prior to Project Entry	Residence just prior to entry (i.e. the night before entry date). Choose only ONE.
Length of Stay in Previous Place	
If response to Residence Prior to Project Entry is under TRANSITIONAL AND PERMANENT HOUSING SITUATION **and** Length of Stay in Previous Place is less than **7 days**, you will see the following questions:	
On the night before [residence prior situation], did client stay on the streets, emergency shelter or safe haven? If yes, complete the following:	
Approximate date homelessness started	
Regardless of where they stayed last night - Number of times client has been on the streets, in emergency shelter, or safe haven in the past 3 years including today	
Total number of months homeless on the street, in emergency shelter or safe haven in the past 3 years	

Client Location — Choose OR-501 Portland/Gresham/Multnomah County

Update the following questions when required by funder or administrator:

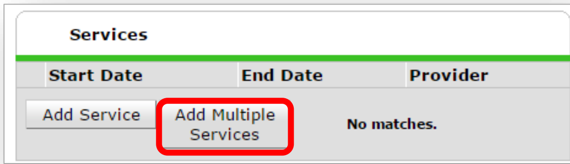
Percent of Median Family Income — REQUIRED

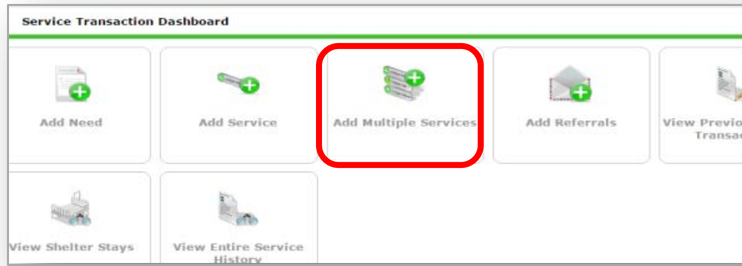
RECORDING SERVICES

Use the steps below to record services to a client/household at the same time
You must create a Service Transaction for each month of assistance provided.

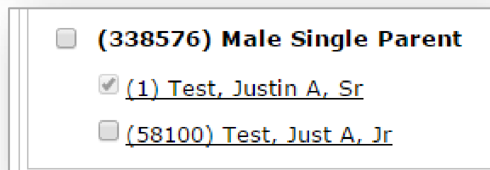
The 'Add Multiple Services' icon can be found in two locations:

On the **Client Information-Summary** tab or In the **Service Transaction** tab menu

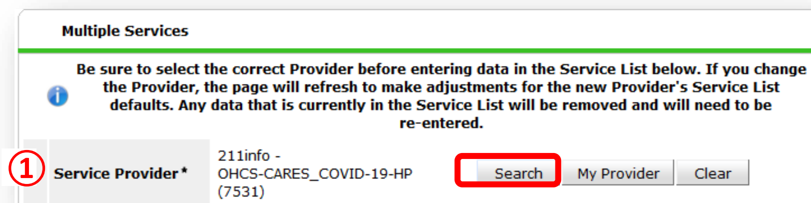




Important: Check off ALL family members. **Services will be applied to all family members that are checked off.**



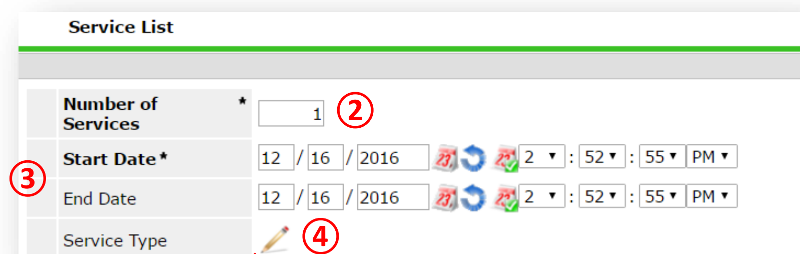
❶ Select the appropriate Provider from the dropdown (or Search). The screen will refresh, and the Service Type menus will appear. (The provider shown is just an example).

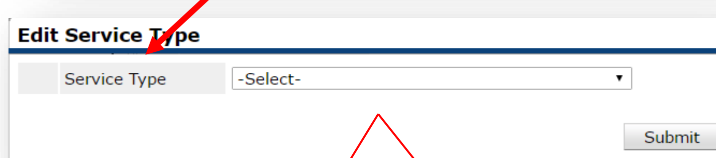


❷ The Number of Services will default to 1 and that is exactly what you want.

❸ Enter the Start Date and the End Date for each service transaction. **The Start Date should never be before the Entry Date and the End Date should never be after the Exit Date.**

Services can be provided for up to three months at a time (example: Start Date=7/1/2020 and End Date=9/30/2020.

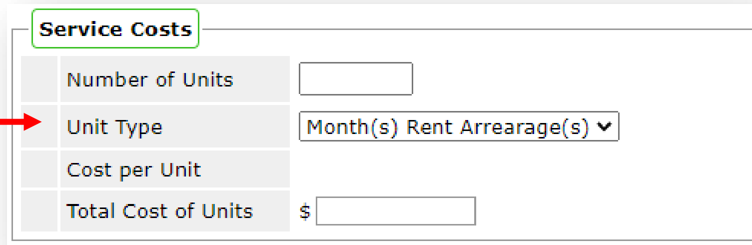




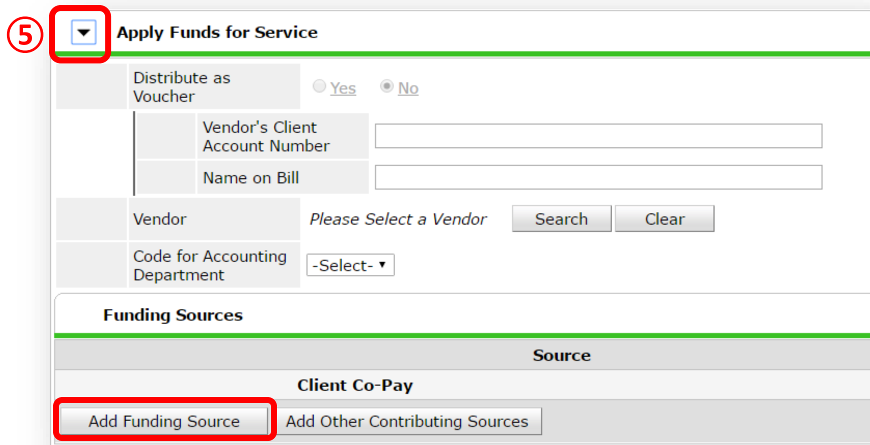
Moving Expense Assistance
Rental Application Fee Payment Assistance
Rental Deposit Assistance
Rent Payment Assistance

❹ Click on pencil to select the appropriate Service Type from the dropdown menu.

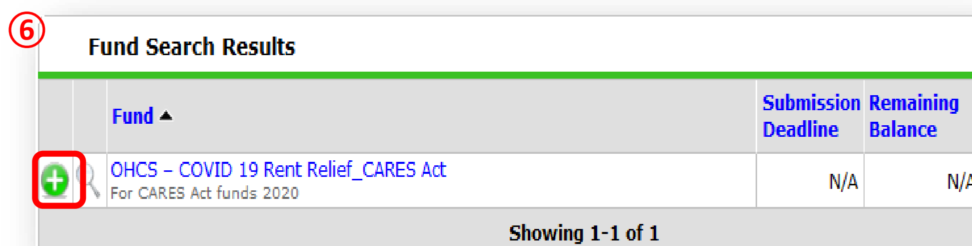
For Rent Arrears, use the Additional Unit Type question and select “Month(s) Rent Arrearage(s).”
Note: The service should start and end on the same date.



❺ Click **Apply Funds for Service** to display Add Funding Source and click on it.

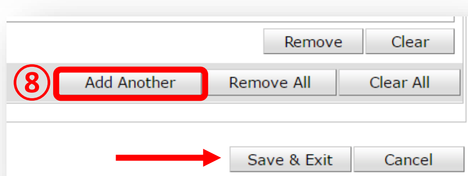


❻Click the green plus button to add **OHCS – COVID 19 Rent Relief_CARES Act** funding source.



❼ Enter the Amount of funding, how much was the check cut?

❽At the bottom of the screen, click ‘Add Another’ to add a different type of service to this client’s profile.



❾Click ‘Save & Exit’ to finish

EXITING A CLIENT

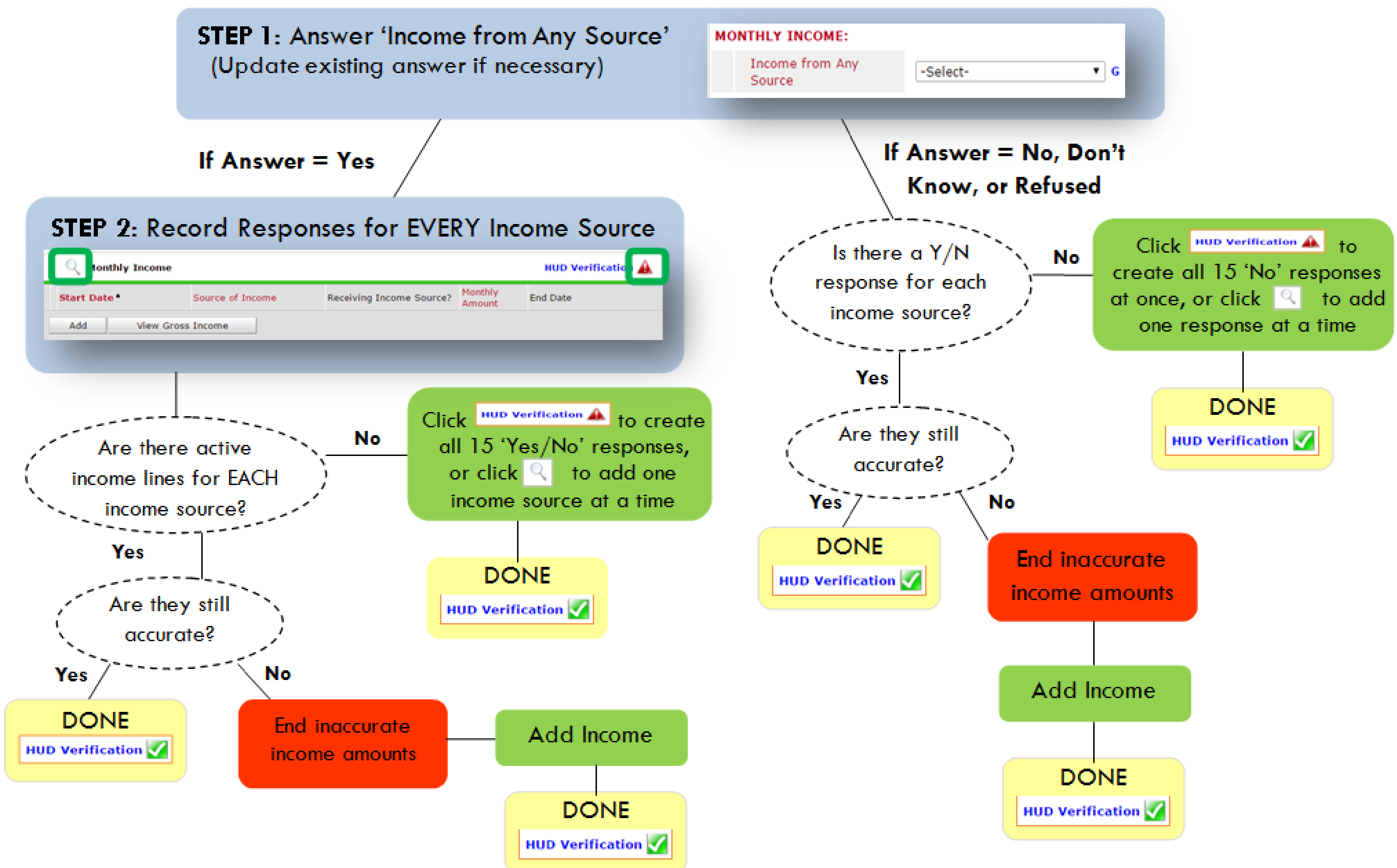
- After exiting clients, if they come back within 3 months – delete exit date and add new services. If the client comes back after 3 months or longer from program exit, create new program entry.

EXIT	**Responses from entry will populate at exit, no need to update exit questions**
Exit Date	Last day of subsidy
Reason for Leaving	
Destination	

APPENDIX A

RECORDING CLIENT INCOME

- Each client's record should store their entire income history. **Never update a client's income by deleting or writing-over the answers in an existing income record.**
- Each income source should have a Yes/No response. The same is true for Benefits, Disability and Health Insurance types.
- New program entries pre-fill with income data from previous entries. If the income data that pre-fills is not accurate for your point in time, **end date** it and **add** a new/updated income.
- When completing an Annual Review, record changes through the 'Interims' icon. Do not change answers in Program Entry.



Follow the process below to record client income at Entry and Exit

ADDING INCOME

❶ To create all 15 income responses at once for NEW clients, click the HUD V icon 

If updating clients who already have responses, click the magnifying glass 

❷ Leave Start Date as default (date of Entry, Annual Review, or Exit)
❸ Select Source of Income
❹ Monthly Amount = ($ amount from this source)
❺ Leave End Date blank
❻ Save /add another and Exit

ENDING INCOME

✪ **If updating income at Entry/Exit, enter data in client's program Entry/Exit. If updating income *during* enrollment, use appropriate interim.**

❶ Click the pencil next to outdated income
❷ Leave Start Date, Source, and Amount unchanged
❸ End Date = the **day before** Entry/Annual Review/Exit
❹ Save and Exit

NOTE: Follow the same process when recording Benefits, Disabilities and Health Insurance