

Family Shelter Waitlist ServicePoint Handbook

Contents

REVISION HISTORY	1
PROGRAM MODEL.....	2
DATA MILESTONES	2
BUILD HOUSEHOLD & TRANSACT ROI	3
PROGRAM ENTRY	5
WAITLIST MAINTENANCE AND FOLLOW-UP.....	8
EXITING FROM FAMILY SHELTER WAITLIST	9
APPENDIX I: RESIDENCE PRIOR – CONDITIONAL RESPONSE GUIDE.....	11



Questions? Contact the ServicePoint Helpline at servicepoint@multco.us
<http://multco.us/servicepoint>

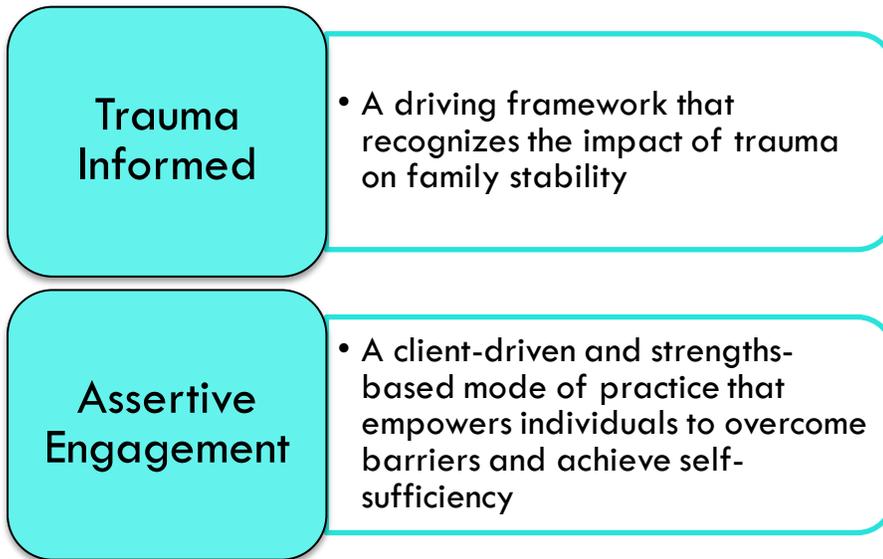
Version 1.2

FAMILY SHELTER WAITLIST REVISION HISTORY

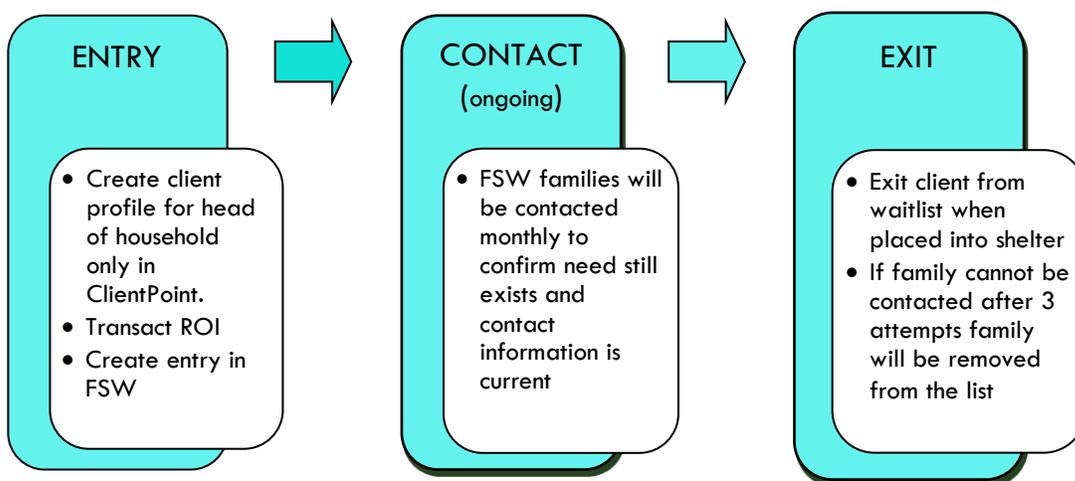
- July 2022 – v1.2 Added information on how to select more than one Gender option, warning to verify/update all data brought forward from previous entries.
- May 2021 – Added further guidance for Entry Date and Waitlist Maintenance and Follow-Up
- March 2021 – First release

PROGRAM MODEL – FAMILY SHELTER WAITLIST

Families in need of shelter will be placed on the Family Shelter Waitlist. This is a trauma-informed process collecting minimal information. Families may or may not go through the Coordinated Entry process to be placed on the housing list. To be eligible, a family must include at least one child under the age of 18 OR be pregnant in their third trimester, staying in Multnomah County, and the family is experiencing homelessness.



DATA MILESTONES – FAMILY SHELTER WAITLIST



* Reach out to families on the waitlist every **30 days**, after **three failed contact attempts**, exit client from the list.

ENTRY INTO FSW

- Search for your client in ServicePoint. If your client is already in ServicePoint, select their name to continue to their profile.
- If your client is not already in ServicePoint, select the **Add New Client with this Information.**

1. BUILD/UPDATE HOUSEHOLD

Household Type

Head of Household Only one person should be designated as head of household. ***Only add Head of Household to the waitlist.**

Relationship to Head of HH If client is head of household, this should be 'Self'

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 Program level ROI to all household members.

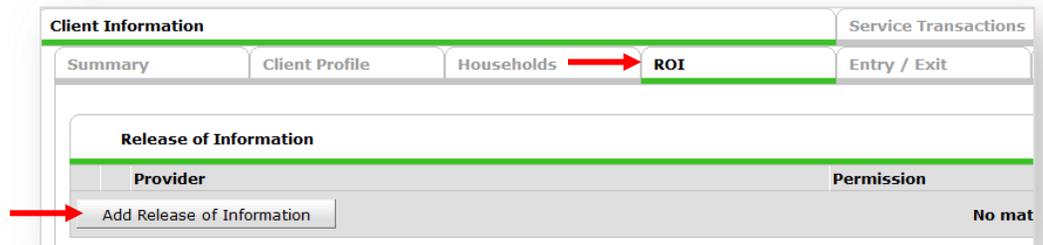
Clients only need to sign one Client Consent form per agency.

Only one Client Consent form needs to be signed per household, but it needs to be transacted in SP under multiple SP providers, including the Parent provider: 211 - SP (or other CE agency) and the Family Shelter Waitlist program provider.

- 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>

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

Transact ROI under Head of Household



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

Household Members

Household Members

i To include Household members for this Release of Information, click the box beside each name. Only members from the SAME Household may be selected.

(230) Female Single Parent

(477) Mouse, Donald

(468) Mouse, Minnie

(478) Mouse, Sally

Provider

Click 'Search' to select your PARENT provider (also known as your Login provider) AND all applicable Shelter Providers.

Release of Information Data

i Clicking 'Save Release of Information' will create a distinct Release of Information for each selected provider.

Provider *	<input checked="" type="checkbox"/> 211info - Information and Referral (23) <input checked="" type="checkbox"/> HFSOC Shelter Waitlist OR-501 (7960)	<input type="button" value="Search"/>
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Release Granted * Yes

Start Date * 05 / 06 / 2021

End Date * 05 / 06 / 2022

Documentation Verbal Consent

Witness multco

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

1 year after Start Date

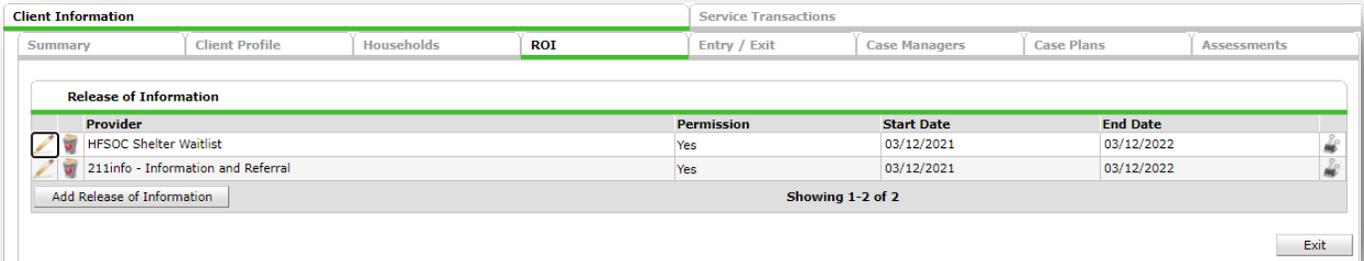
Documentation

Select "Signed Statement from Client" - **Verbal consent only if your agency has been granted permission**

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 notice there are other ROIs transacted for the household already and you are unsure what to do: servicepoint@multco.us

CLIENT PROFILE

Every Client must have 3 questions answered in the Client Profile Tab

Name Data Quality

SSN Data Quality - always answer 'Client Refused' (unless SSN is required for a particular project)

U.S. Military Veteran?

Click the pencil to answer the 3 profile questions



ADD PROGRAM ENTRY

Create a program entry for the Head of Household by clicking on "Add Entry/Exit" from the Summary or Entry/Exit tabs.

NOTE: Any answer brought forward from a previous entry needs your review. You are responsible for all data to be current.

Entry Provider	Choose the relevant provider: HFSOC Shelter Waitlist #7960
Entry Type	Always choose 'Basic'
Entry Date	Defaults to data entry date - Change to date of intake/added to the waitlist *For clients being transferred from the old list into HMIS – if the entry date is within 14 days of an existing Coordinated Access Entry then use the same entry date to auto-fill already collected assessment info.

Complete the following questions for Head of Household only

Housing Move-in Date	If this person is NOT in permanent housing at the time of program entry, make sure this field is blank (delete date if needed). When permanent housing placement is made, update this field by creating an Interim Review (see page 9).
Relationship to Head of Household	Choose "Self" since 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	Use CTRL to select more than one option

Federal Race/Ethnicity Questions: Required by HUD

Race	
Race-Additional	(optional) Do not answer the same as what was selected under 'Race' above
Ethnicity	

Inclusive Identity: Required Locally

Click 'Add' to enter a client's self-identified race/ethnicity. Add all that apply. This is in addition to the Federal Race/Ethnicity Questions above (i.e. If you entered "White" under Race above, enter "White" here as well).

Inclusive Identity

The screenshot shows a form titled "Inclusive Identity (Race/Ethnicity/Origin)". Below the title, there is a "Start Date*" field and a text prompt "Please add all that apply (Race/Ethnicity/Origin):". At the bottom of the form is an "Add" button. A red arrow points to this button from the left.

Shelter Waitlist Assessment

Primary Language
If Primary Language is Other (**ONLY**), then Specify

Pregnant

Are you in Multnomah County now?

How many people are in your household?

Of those, how many are under age 18?

Does HH have vehicle-requiring parking space?

Pets/Companion animals?

Prior Living Situation Residence just prior to entry (i.e. the night before entry). Choose only ONE.

*See **Appendix A:** Conditional Response Guide

Length of Stay in Previous Place

Approximate Date Homelessness Started

Regardless of where they stayed last night – Number of times the client has been on the streets, in ES or SH in the past 3 years.

Total number of months homeless on the street, in ES or SH in the past three years.

Contact Information:

Primary Language	English
Pregnant?	No (HUD)
Are you in Multnomah County now?	Yes
How many people are in your household?	3
Of those, how many are under age 18?	2
Does HH have vehicle requiring parking space?	No
Pets/Companion animals	No
Prior Living Situation	Place not meant for habitation (HUD)
Length of Stay in Previous Place	One week or more, but less than one month
Approximate date homelessness started:	01 / 01 / 2021
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	Two times (HUD)
Total number of months homeless on the street, in ES or SH in the past three years	4
How would you like to be contacted? Please indicate how, when, etc...	By phone, M-Fr after 4pm. Anytime Sat. and Sun.
Primary Contact Phone	971-555-2222
Email Address	daisyduke@yahoo.com
OK to leave voicemail?	Yes
OK to send texts?	Yes
Other Contacts	My friend Susan. 503-444-2222
Assessor Phone and/or Email Address	sharonvance90@yahoo.com

Save Save & Exit Exit

Save & Exit

WAITLIST MAINTENANCE AND FOLLOW-UP

Document all follow-up conversations with the family through an **Interim Review** from the **Program Entry** module:

***Add as many Interim Reviews as necessary**

Document Follow-up Conversations

Entry / Exit				
Program	Type	Project Start Date	Exit Date	Interims
HFSOC Shelter Waitlist (7832)	Basic	03/04/2021		

Add Entry / Exit Showing 1-1 of 1

Select the **Pencil** to edit an existing review or select **Add Interim Review** to log a new review – both options allow you to proceed to the client’s notes

Interim Reviews			
Interim Reviews Associated with this Entry / Exit			
	Review Date	Review Type	Client Count
	04/26/2021	Update	

Add Interim Review Showing 1-1 of 1

Interim Review Type is **Update**. Select Save & Continue

Edit or Add a New Review

Edit Interim Review Data	
Interim Review Data	
Entry / Exit Provider	HFSOC Shelter Waitlist OR-501 (7960)
Entry / Exit Type	Basic
Interim Review Type *	Update
Review Date *	04 / 26 / 2021 10 : 27 : 05 AM

Save & Continue Cancel

Select **Add**. Add as many notes as necessary

Entry / Exit Interim Review

Interim Review Data

Entry / Exit Provider	HFSOC Shelter Waitlist OR-501 (7960)
Entry / Exit Type	Basic
Interim Review Type	Update
Review Date	04/14/2021 12:46:26 PM

Interim Review Assessment

Household Members

- (18) Torres, B'Elanna
Age: 48
Veteran: No (HUD)

OR-501 Updates Interim Review Date: 04/14/2021 12:46:26 PM

OR-501 Updates

	Date of Contact	* System Reporting this Note	Results of Contact/Notes	End Date
	04/15/2021	Family CE	client called to update phone number	
	04/13/2021	Family Shelter WL	No response to email	
	04/12/2021	Family Shelter WL	Multiple failed attempts to contact client.	

← Showing 1-3 of 3

Be Sure to Select other assessments as needed

Review Type

Select **Family Shelter WL** for System Reporting this note.

Add Recordset - (18) Torres, B'Elanna

OR-501 Updates

Date of Contact *	04 / 14 / 2021
System Reporting this Note *	Family Shelter WL ←
Results of Contact/Notes	<div style="border: 1px solid gray; padding: 5px;"><ul style="list-style-type: none">-Select-Adults CEFamily CEFamily Shelter WLOther or MultipleVeterans CE</div>
End Date	

System Reporting for this Note

EXITING FROM FAMILY SHELTER WAITLIST

- Exit client from program when the family is placed in shelter, family no longer desires assistance, or a sufficient number of failed contacts have been attempted.

Exit **Answers from Entry will carry over. Remember to update all responses that have changed.**

Exit Date Defaults to data entry date – change to Exit Date

The screenshot displays a software interface with several sections: 'Entry/Exits', 'Households', 'Services', and 'Shelter Stays'. The 'Entry/Exits' table has columns for Program, Type, Project Start Date, and Exit Date. A red arrow points from the 'Exit Date' column to the 'Households' table. A modal window titled 'Edit Exit Data - (934) Duke, Daisy' is open, showing fields for 'Exit Date', 'Reason for Leaving', 'Destination', and 'Notes'. Red arrows point from the text 'Reason for Leaving' and 'Destination' to their respective fields in the modal.

Reach out to families on the waitlist every **30 days**, after **three failed contact attempts**, exit client from the list.

APPENDIX I: RESIDENCE PRIOR – CONDITIONAL RESPONSE GUIDE

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 HOMELESS SITUATION, you will see the following questions:	
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	
If response to Residence Prior to Project Entry is under INSTITUTIONAL SITUATION and Length of Stay in Previous Place is less than 90 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	
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	