

# Do Good Multnomah: Findley Commons

RLRA-SRO (PSH)

## ServicePoint Handout



Questions? Contact the ServicePoint Helpline at [servicepoint@multco.us](mailto:servicepoint@multco.us)  
<http://multco.us/servicepoint>

Version 1.1

**This handout provides step-by-step instructions for entering Veteran-By Name List Participants onto the Findley Commons PSH waitlist.**

### VERIFY COORDINATED ACCESS ROI **Required for the Member included in Program Entry**

Verify that the proper Coordinated Access ROI has been transacted in SP for the client being referred to Findley Commons and for the appropriate window of time. This ensures that the information being added will be properly shared.

**Clients should already have a properly transacted ROI from entry into Coordinated Access and/or the Veteran-By Name List.**

- For reference - a Video on How to Transact an ROI here: <https://www.youtube.com/watch?v=A6YYacA-sd4>

When successfully transacted, it should look like this under the ROI tab. At the very least, the participant needs to have a transacted ROI for the OR-501: Coordinated Access Entry Provider and the entry should fall within the period.



\* Email or call the ServicePoint Helpline if you cannot locate the proper ROIs and you are unsure what to do: 503-970-4408 or [servicepoint@multco.us](mailto:servicepoint@multco.us)

## CLIENT PROFILE

Every Client must have 3 questions answered in the Client Profile Tab. Verify the information before proceeding.

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

Client Information	
Summary	Client Profile
<b>Client Record</b>	
Name	Client, Sample
Name Data Quality	Full Name Reported
Alias	
Social Security	
SSN Data Quality	Client refused (HUD)
U.S. Military Veteran?	No (HUD)

## ADD COORDINATED ENTRY EVENT SUB-ASSESSMENT VIA INTERIM UPDATE

- Locate the open Coordinated Access program entry for the participant from the Summary or Entry/Exit tabs.

From the Entry/Exit tab, select the Interims icon next to the OR-501: Coordinated Access (7326) entry

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
OR-501: Coordinated Access (7326)	Basic	09/01/2020				

Select Add Interim Review

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
No matches.		

**Add Interim Review**

Interim Review Type: Update

Review Date: date you collected the information

Click Save & Continue

Interim Review Data

Entry / Exit Provider	OR-501: Coordinated Access (7326)
Entry / Exit Type	Basic
Interim Review Type *	Update
Review Date *	10 / 01 / 2020 11 : 22 : 12 AM

**Save & Continue** Cancel

## Select Sub-Assessment – HUD Coordinated Entry Questions

Select the OR-501: HUD Coordinated Entry Questions Assessment

**Interim Review Assessment**

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Select an Assessment

SEE INSTRUCTIONS BELOW

OR-501: HUD Coordinated Entry Questions

OR-501: Coordinated Access for Adults

OR-501: Coordinated Access for Families with minor children

OR-501: Veterans Questions

OR-501: Recovery Housing Questions

## Add New Coordinated Entry Event

Select Add under the Coordinated Entry Event

**OR-501: HUD Coordinated Entry Questions** Entry Date: 01/14/2022 10:29:03 AM

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HUD Required Coordinated Entry sub-assessments

**Current Living Situation**

Start Date *	End Date	Information Date	Current Living Situation
<input type="button" value="Add"/>			

**Coordinated Entry Assessment**

Date of Assessment *	End Date	Assessment Location	Assessment Type	Assessment Level	Prioritization Status
<input type="button" value="Add"/>					

**Coordinated Entry Event**

Start Date *	Date of Event *	Event *	Referral Result	Date of Result
<input style="border: 2px solid red;" type="button" value="Add"/>				

## Complete Coordinated Entry Event

**Start Date & Date of Event** – Use date of Findley Commons referral

**Event** – Select “Referral to PSH project resource opening”

**‘Event’ answer was Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening** – Use the Lookup feature to select Do Good – Findley Commons (PSH) (8421)

**Referral Result** – Leave blank at this stage of referral

**Date of Result** – Leave blank at this stage of referral

**Save**

### Coordinated Entry Event

<b>Start Date*</b>	01 / 14 / 2022	🗑️ ↻ 🟢 G			
<b>End Date</b>	/ /	🗑️ ↻ 🟢 G			
<b>Date of Event*</b>	01 / 14 / 2022	🗑️ ↻ 🟢 G			
<b>Event*</b>	Referral to PSH project resource opening				🟢 G

**If ‘Event’ answer was ‘Problem Solving/Diversion/Rapid Resolution intervention or service result’, please answer the following question:**

Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative -Select- 🟢 G

**If ‘Event’ answer was ‘Referral to post-placement/follow-up case management result’, please answer the following question:**

Referral to post-placement/follow-up case management result - Enrolled in Aftercare project -Select- 🟢 G

**If ‘Event’ answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Location of Crisis Housing or Permanent Housing Referral Do Good Multnomah Findley   🟢 G

**If ‘Event’ answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Referral Result -Select- 🟢 G

**If ‘Event’ answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Date of Result  / / 🗑️ ↻ 🟢 G

## Save & Exit Record Changes

**Save & Exit**

### Coordinated Entry Event

	Start Date*	Date of Event*	Event*	Referral Result	Date of Result
🗑️ 🗑️	01/14/2022	01/14/2022	Referral to PSH project resource opening		

Showing 1-1 of 1

**Interim Review Confirmation & Exit**  
 – Select exit at this prompt. This screen shows that your interim was successfully saved

**Interim Reviews**

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
01/18/2022	Update	1

Add Interim Review      Showing 1-1 of 1

**Exit**

**Interim Review Successfully Transacted** – The blue number indicator shows again that your Interim was successful. The number will grow with each interim added

Entry / Exit

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups
OR-501: Coordinated Access (7326)	Basic	01/14/2022		1	

Add Entry / Exit      Showing 1-1 of 1

**Successful Referral**

Upon successful referral to Findley Commons, access the same Coordinated Entry Event using exactly the process and instructions above. Complete the Referral Result, End Date, and Date of Result fields as identified below and save the Entry using the same process.

**Complete End Date** – Use the date of referral result

**Coordinated Entry Event**

Start Date\* 01 / 14 / 2022

End Date [ ] / [ ] / [ ]

Date of Event\* 01 / 14 / 2022

Event\* Referral to PSH project resource opening

If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:  
 Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative [-Select-]

If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:  
 Referral to post-placement/follow-up case management result - Enrolled in Aftercare project [-Select-]

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:  
 Location of Crisis Housing or Permanent Housing Referral [Do Good Multnomah Findle] [Lookup] [Clear]

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:  
 Referral Result [-Select-]

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:  
 Date of Result [ ] / [ ] / [ ]

**Save**    Save and Add Another    Cancel

**Complete Referral Result** – Use successful for client accepting referral

**Complete Date of Result** – Use date of referral result



If you come across any complications or questions that prevent you from using this process, please reach out to JOHS Staff @ [servicepoint@multco.us](mailto:servicepoint@multco.us)