HOMELESS YOUTH CONTINUUM

ServicePoint Handbook

Contents

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

Multnomah County

HOMELESS YOUTH CONTINUUM SERVICEPOINT HANDBOOK – REVISION HISTORY

- **Revised October 2021:** Added new Supportive Housing System (SHS) Expansion question regarding whether client is in Population A or B.
- **Revised August 2021:** Removed Helpline phone number; Added section IV to entry; Added sections III, IV, V, VI and VII to exit; updated housing table to remove Runaway Shelter, Horizons, Family Counseling, Pathways Housing, Unity II and Juvenile Reception Center; added Homesafe-Horizons to housing table; Updated Follow-Ups table, adding and removing the same providers as the housing table; updated exit destination and tenure list from appendices.
- **Revised November 2018:** Added information on all HYC Housing Programs to this handbook.
- **Revised April 2018**: Updated ROI section to use new HYC instructions and miscellaneous updates through out document.
- **Revised Feb 2015**: Incorporated 2014 HUD Data Standards, Removed AE Assessment, Removed AE Exit questions from HYC Program Exit.
- **Revised Oct 2015**: Incorporated 2014 HUD Data Standards update, removed Homeless and Chronically Homeless questions from HYC Program Entry, added instructions for data sharing (ROI and padlocks).
- **Revised July 2016**: Updated TAY Score Entry Assessment questions, service types, and follow up instructions.
- **Revised Oct 2016**: Updated with instructions for ROI and 2016 Data Standard updates and include NAFY and screeners.
- **Revised July 21st, 2017**:
    - Updated program model on page 1 to include Native American Youth and Family Center in "Housing".
    - Updated Data Milestones to reflect that all four agencies may now perform screenings, and that NAYA uses ClientPoint (not ShelterPoint) to record housing nights.
    - Updated Entry to include NAYA as a provider of housing, removed "Housing Status" question, removed "Janus Access Center, NAYA, and NAFY only" from Section IIIb header.
    - Moved "Recording Client Income in ServicePoint" to Appendix I, "History of Homelessness Questions" to Appendix II, "Housing Programs Available to HYC Clients" to Appendix III, "Stability and Tenure of Housing Destinations" to Appendix IV, and "Follow-up Guidelines by Housing Program" to Appendix V.
    - Updated Exit to include "Continuum Agency" question in Section V.
    - Updated Follow-ups to include Sections I, II, and III.
    - Updated "Transfer A Client to Another HYC Agency" instructions to reflect the new location of the transfer assessment (Interims icon).
    - Updated Table of Contents.
    - Various changes for readability.

HOMELESS YOUTH CONTINUUM PROGRAM MODEL

The Homeless Youth Continuum is a collaboration of four partner agencies: Janus Youth Programs, Native American Youth & Family Center, New Avenues for Youth, and Outside In. Together these agencies provide a unified system of support and services necessary to build protective factors, promote developmental outcome attainment, and achieve lasting, long-term impact in the lives of homeless youth. Through an integrated network of safety services, recovery support, Assertive Engagement, and various housing options, youth are connected to the larger community and build the skills and assets necessary for self-sufficiency.

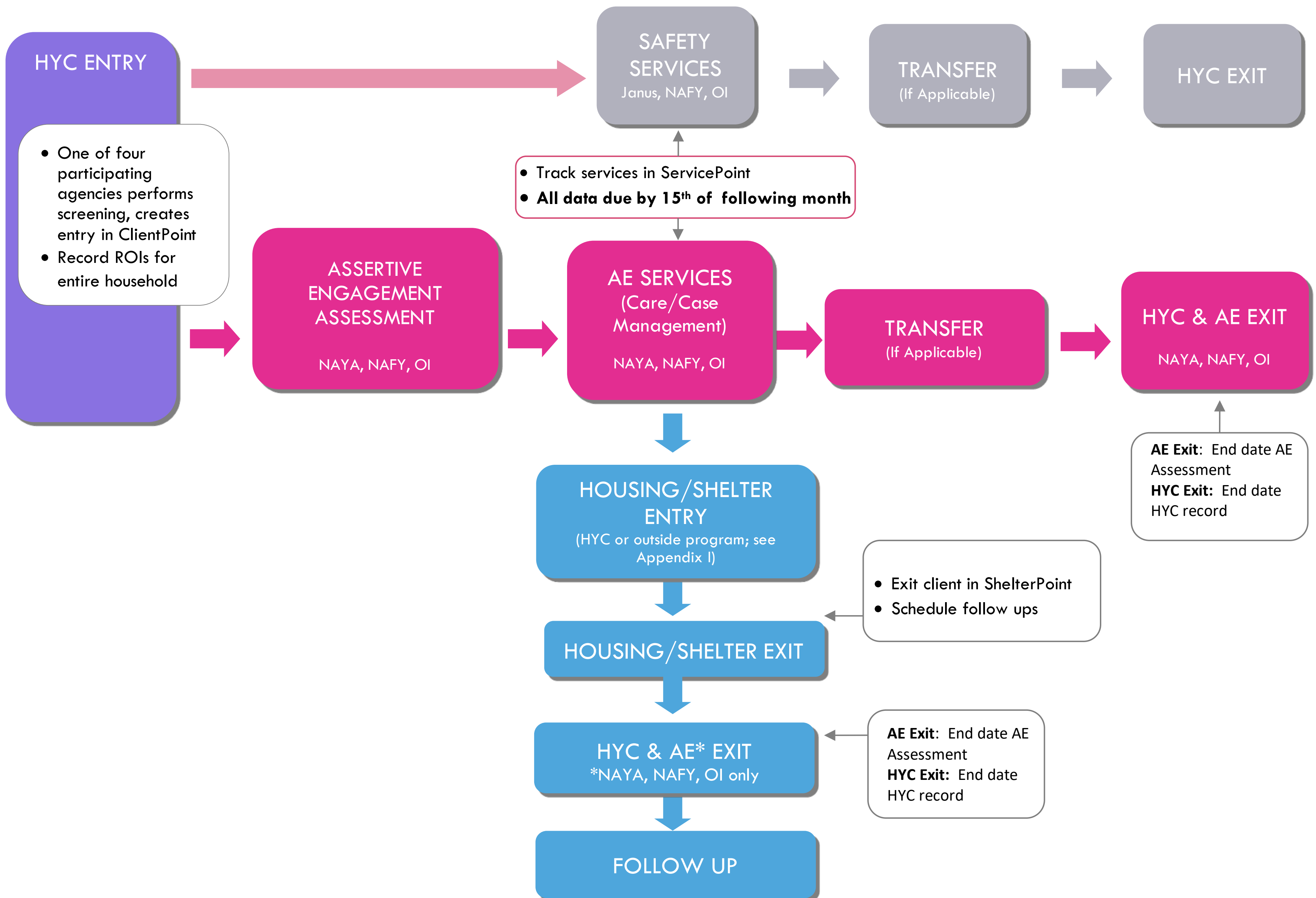
SAFETY SERVICES	RECOVERY-ORIENTED SUPPORT SERVICES	ASSERTIVE ENGAGEMENT	HOUSING
Coordinated 24-hour safety off the streets	*Recovery, treatment and aftercare support*	*Approach focused on relationship development and long-term community connection*	*Housing opportunities*
JANUS YOUTH PROGRAMS **NEW AVENUES FOR YOUTH** **OUTSIDE IN**	**JANUS YOUTH PROGRAMS** **NATIVE AMERICAN YOUTH & FAMILY CENTER** **NEW AVENUES FOR YOUTH** **OUTSIDE IN**	**NATIVE AMERICAN YOUTH & FAMILY CENTER** **NEW AVENUES FOR YOUTH** **OUTSIDE IN**	**JANUS YOUTH PROGRAMS** **NATIVE AMERICAN YOUTH & FAMILY CENTER** **NEW AVENUES FOR YOUTH** **OUTSIDE IN**
▪ Screening and access ▪ Crisis response ▪ Emergency and short-term shelter ▪ Day program services ▪ Food and hygiene ▪ Engagement opportunities	▪ Recovery-oriented supports integrated throughout the Continuum ▪ Addiction and Mental Health Specialists provide recovery engagement, treatment connection, and aftercare supports. ▪ Pro-social recreation and group recovery supports	▪ Focus on relationship development, high expectations and providing meaningful opportunities for engagement ▪ Interventions are based on youth self-determination with a focus on strengths and community connection ▪ Flexible Service Funds to meet individuals' needs ▪ Mobile to meet youth where they are	▪ Facility-based transitional housing ▪ Limited permanent housing through scattered site apartments

WRAP-AROUND/SUPPORT SERVICES

(non-County funded)

Health Services ▪ Alcohol/Drug Treatment ▪ Mental Health Treatment ▪ Education ▪ Employment
LGBTQ+ Services ▪ Cultural Services ▪ Recreation ▪ Outreach ▪ Permanent Supported Housing

DATA MILESTONES – HOMELESS YOUTH CONTINUUM



ENTERING AN HYC CLIENT IN SERVICEPOINT

- After clients sign an HYC Release and a Data Sharing release for their household, add ROIs to each household member's ServicePoint profile. Adjust visibility padlocks as indicated by the Data Sharing release.
- Each client who participates in services must have a program entry.
- Click the check box next to household members' names to include in an entry. Click on their name in the left-hand pane to add entry data for each household member.

1. BUILD/UPDATE HOUSEHOLD

Household Type	
Head of Household	Only <u>one</u> person should be designated as head of household
Relationship to Head of HH	If youth is head of household, this should be 'Self'
HH Date Entered	Required if entering client into ServicePoint for first time; same as program Entry Date

2. TRANSACT ROI

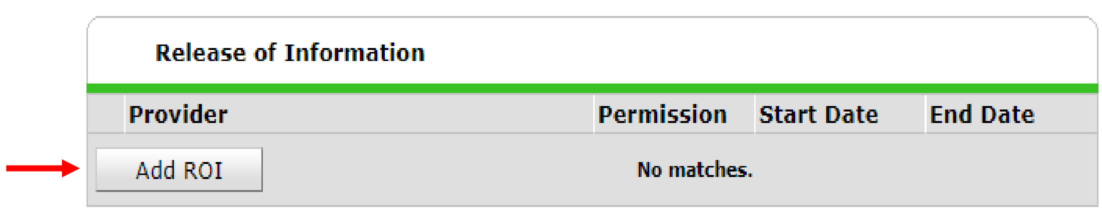
Required for ALL Household Members included in Program Entry

After clients sign a *HYC Release* for their household, add the Parent and HYC level ROI to all household members.

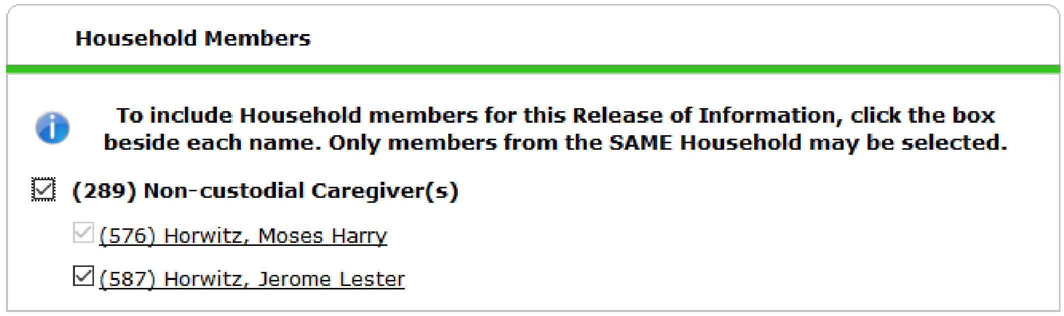
Only one HYC Release and Data Sharing Release needs to be signed per household, but it needs to be transacted in SP under multiple SP providers, including the Parent provider (also known as your Login Provider) AND all of the SP providers associated with the program they are participating in.

- Download Client Consent forms here: https://multco.us/file/65978

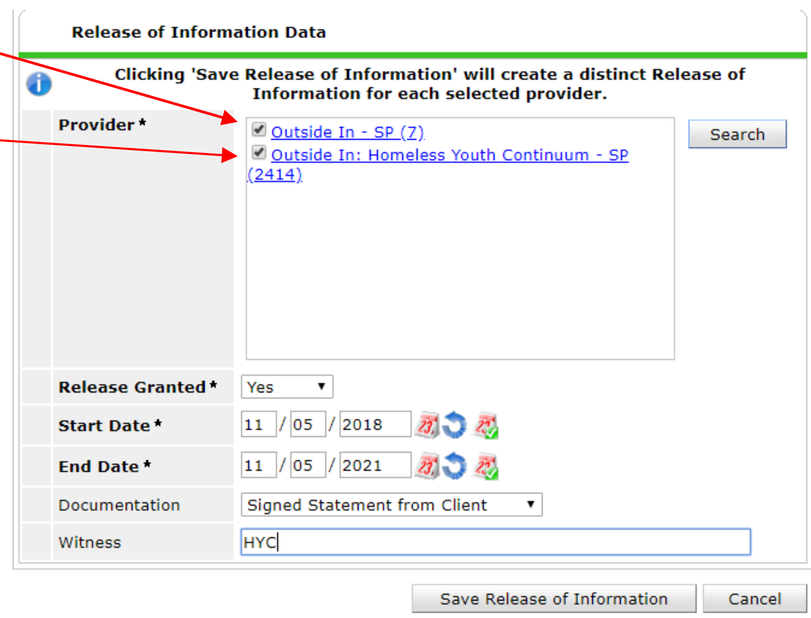
Enter HYC ROI under Head of Household	In the client profile/Summary tab of the <u>Head of Household</u>, click on the "Add ROI" button in the Release of Information dashlet



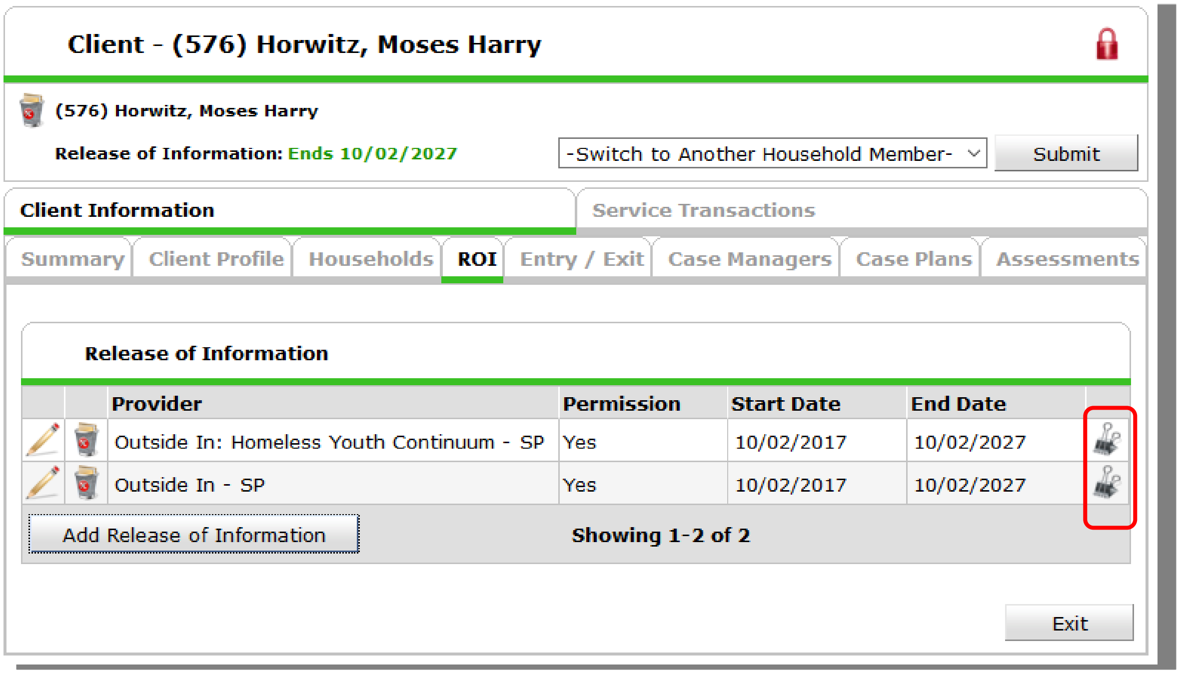
Household Members	Check off all household members who were included on the *Client Consent to Release of Information for Data Sharing in Multnomah County* form.



Provider	Click 'Search' to select your PARENT provider (also known as your Login provider) <u>AND</u> **all** of your HYC providers for your agency.
Release Granted	Choose Yes
Start Date	Date the Client Consent to Share form was signed
End Date	Date of 25th birthday
Documentation	Select "Signed Statement from Client" - **Verbal consent is not an option**
Witness	Enter *HYC*



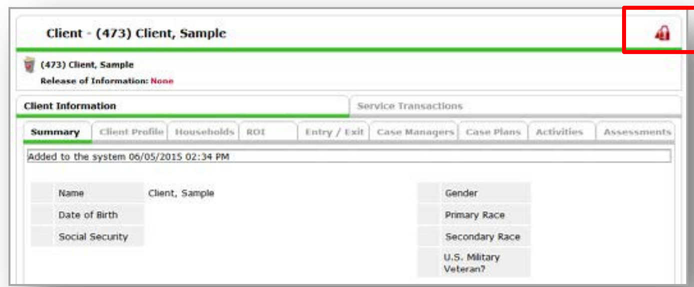
When successfully transacted, it should look like this under the ROI tab. You may choose to attach the signed HYC ROI by clicking on the image of the binder clip (optional).



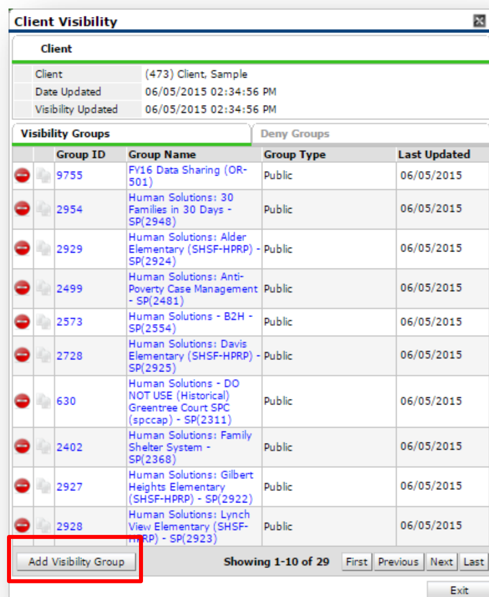
CLIENT CONSENT TO RELEASE INFORMATION FOR DATA SHARING IN MULTNOMAH COUNTY - ADDING ALL MULTNOMAH VISIBILITY TO A CLIENT'S RECORD

In addition to HYC Data sharing, if an existing/returning client signs 'Yes' to the Consent to Share Data release, the 'ALL MULTNOMAH Visibility' Group must be added to their profile. This will make their client profile visible to all participating agencies. Historical data within their profile (program entries, services, etc.) will continue to follow historical visibility settings.

Click the padlock in the upper right corner of the client's profile



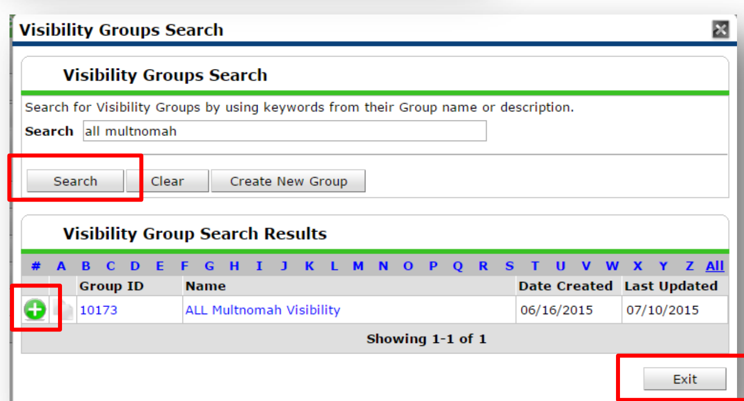
Click 'Add Visibility Group'



Search for the ALL MULTNOMAH Visibility Group

Click the green plus sign next to the ALL MULTNOMAH Visibility Group

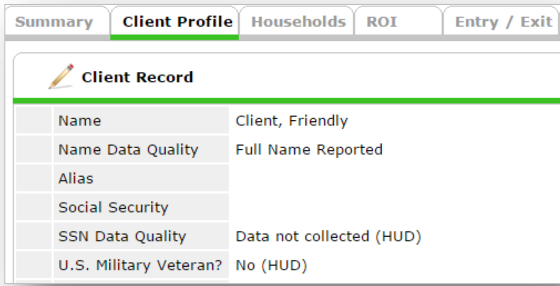
Click Exit to finish



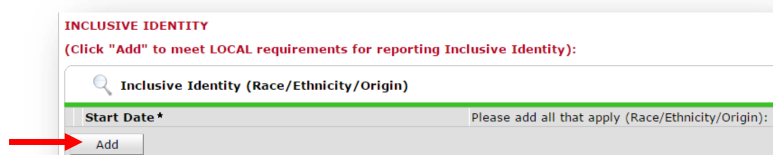
* Email or call the ServicePoint Helpline if you see there are other ROIs transacted for the household already and you are unsure what to do: 503-970-4408 or servicepoint@multco.us

3. CLIENT PROFILE — **Every Client must have 3 questions answered in the Client Profile Tab**

Name Data Quality	
SSN Data Quality	
U.S. Military Veteran?	

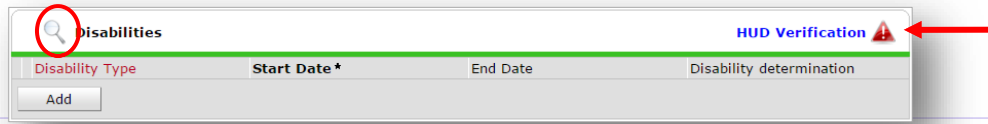


4. PROGRAM ENTRY

Entry Type	Always choose 'HUD' *(for STRA and other City-funded housing programs consult City guidelines)*
Entry Date	Date of HYC Screening ***Defaults to date of data entry - Remember to change***
Section I	**Complete for Each Household Member**
Relationship to Head of Household	
Date of Birth	
Date of Birth Type	
Gender	
If Other Gender, Specify	Only required if client chooses to identify their gender after selecting "Doesn't identify as male, female, or transgender."
Is the youth LGBTQ+ identified?	
Inclusive Identity	**Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.** 
Race	**Required *in addition to* Inclusive Identity**
Race-Additional	(optional) Do not answer the same as 'Race'
Ethnicity	**Required *in addition to* Inclusive Identity**
Primary Language	
Primary Language-Other	Only required if Primary Language is 'Other' - **Do not enter a 2nd language**
Highest Grade Completed	Do not select *current* grade
Household Size	
Does client have a disabling condition?	Must be answered for all clients.

Disabilities

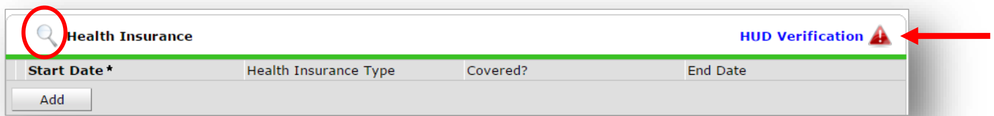
If no Disability records exist, or the red exclamation point is present, click 'HUD Verification' to create a Y/N response for each Disability; otherwise, review existing answers for accuracy.
See Income handout and HUD Verification handout in Appendices.



Covered by Health Insurance

Health Insurance

If no Health Insurance records exist, or the red exclamation point is present, click 'HUD Verification' to create a Y/N response for each Insurance Type; otherwise, review existing answers for accuracy.



Section II — Complete this section for all Adults and Unaccompanied Youth ONLY

Complete SHS Priority Pop for HOH if funded by JOHS

Identify the SHS Priority Population

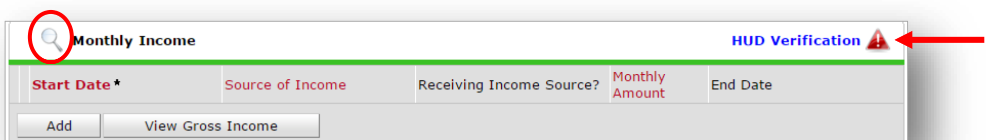
Refer to Population A/B Determination form: https://rb.gy/hfc1au

Income from Any Source

See Appendix I for detailed instructions about how to update existing income records.

Monthly Income

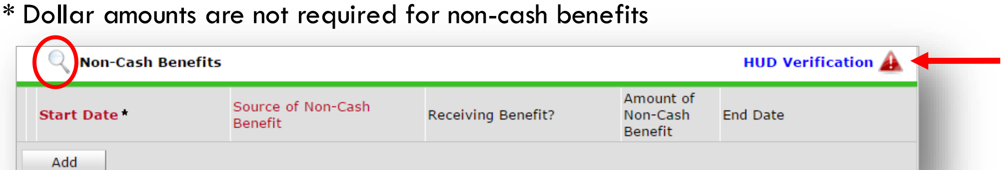
If no Income records exist, or the red exclamation point is present, click 'HUD Verification' to create a Y/N response for each Income Type; otherwise, review existing answers for accuracy.
* Only list income that will be **ongoing** (per HUD Standards)
* Enter Household Income provided by a minor in the **Head of Household's profile**



Non-cash benefit from any source

Non-Cash Benefits

If no Benefit records exist, or the red exclamation point is present, click 'HUD Verification' to create a Y/N response for each Benefit Type; otherwise, review existing answers for accuracy.
* Only list benefits that will be **ongoing**
* Enter benefits received by a minor in the **Head of Household's profile**
* Dollar amounts are not required for non-cash benefits



Domestic violence victim/survivor

If yes for Domestic Violence Victim/Survivor, are you

currently fleeing?	
If yes for Domestic violence victim/survivor, when experience occurred	Only answer if client answers yes to Domestic Violence victim/survivor.
Zip Code of Last Permanent Address	
Level of Family Income (% HHS Guidelines)	Hover over question to see guidelines
Client Location	OR-501 Portland/Gresham/Multnomah County

History of Homelessness	**See Appendix IV for instructions on answering the History of Homelessness questions.**
	The following questions refer to HOMELESS SITUATIONS ONLY:
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 including today	
Total number of months homeless on the street, in ES or SH in the past 3 years	
	The following question refer to INSTITUTIONAL SITUATIONS ONLY:
On the night before did you stay on the streets, ES or SH?	Required when a length of stay answer is less than 90 days.
	The following question refer to TRANSITIONAL AND PERMANENT SITUATIONS ONLY:
On the night before did you stay on the streets, ES or SH?	Required when a length of stay answer is less than 7 days.

Section III	**Homeless Youth Continuum ONLY (All Adults and unaccompanied youth)**
Have you ever become homeless because:	
…you ran away from your family home (or foster home)? (TAY #1)	
…there was violence at home between your family members? (TAY #2)	
…you had differences in religious beliefs with parents/guardians/caregivers? (TAY #3)	

If you have used marijuana, how old were you when you tried it for the first time? (TAY #4; Score = 1 for 12 years old or younger)	Do not enter client's age
Have you ever been pregnant, or did you get someone else pregnant? (TAY #6)	
Total TAY Score **(Each Yes=1)**	

Section IIIb	**Homeless Youth Continuum ONLY (Adults and unaccompanied youth)**
County of Last Permanent Residence	
Age Verified?	
Current Involvement with DHS?	
Past Involvement with DHS?	
Felony Warrants?	
Misdemeanor Warrants?	
Run Report?	
Primary Referral Destination	
Primary Referral Destination – Other (must specify)	Only required if Primary Referral Destination is not specified in list
Suicidal Ideation?	
Is client pregnant?	

Section IV	**Homeless Prevention, HUD Horizons, New Doors, Quint House, RRH, Unity I/II ONLY**
Housing Move-In Date	
Date Client Became Homeless	
Primary Reason for Homelessness	
Primary Reason for Homelessness-Other (specify)	
Employment Status	

RECORDING HYC SERVICE TRANSACTIONS

- Services can be summed by category and entered at the end of each month.
- To qualify as 'Assertive Engagement Services,' there must be an AE staff* working with an AE Youth (regardless of agency).
- Code the service as 'Other Supportive Services' if a *Non-AE staff* is working with an AE youth, or an AE staff is working with a *Non-AE youth*.
- **For STRA and other City-funded housing programs, consult City guidelines for how to record service transactions.**

*All agencies participating in the Homeless Youth Continuum employ staff who are certified in Assertive Engagement, except Janus.

SERVICES	**Full list of all HYC services on pgs. 22-26 of this handbook**
Start Date	First date of the month; for first month of service, use program entry date
End Date	Last date of the month.
Service Type	Select the appropriate service type.
Service Staff	Leave blank
# of Units	Total # of service hours provided, round to nearest 15 minutes (.25 hrs)
Unit Type	Select Hours

Service Type	Service Description
Care/Case Management (***Assertive Engagement Services***)	Programs that develop plans for the evaluation, treatment and/or care of individuals who, because of age, illness, disability or other difficulties, need assistance in planning and arranging for services; which assess the individual's needs; coordinate the delivery of needed services; ensure that services are obtained in accordance with the case plan; and follow up and monitor progress to ensure that services are having a beneficial impact on the individual. Case management is a collaborative process characterized by communication, advocacy and resource management to promote high quality, cost-effective interventions and outcomes.
Individual and Family Support Services (***Other Supportive Services***)	Programs that provide alternative living arrangements for children who have no birth family or whose family environment is abusive; facilitate the settlement of new residents in the community; marshal community resources on behalf of disadvantaged residents during the holidays; or offer other services that augment and expand the protection, supervision, care and support that are provided through the primary family unit, or that enhance the recipient's mobility or ability to communicate and live more comfortably.
Basic	Only use for RISE (Janus and NAYA), Only use for Parent Support Specialist, Safety Service, and ROSE (Outside In)

RECORDING AN HYC AE ASSESSMENT

During their involvement in the Continuum, clients may receive Assertive Engagement services. At that point, an Assertive Engagement Assessment must be entered in their ServicePoint profile to mark the start date of those services.

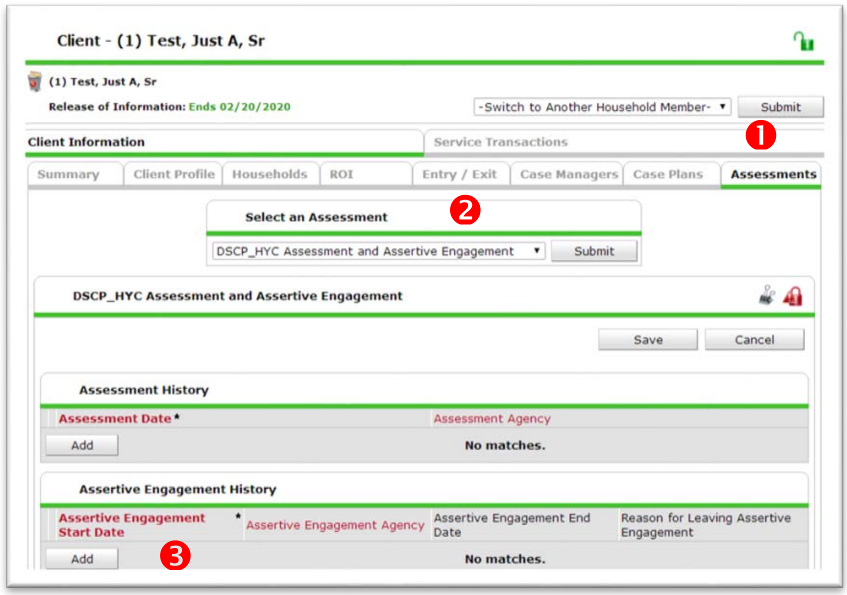
Youth may have more than one AE Assessment during their time in the Continuum. The need for a re-assessment is determined case-by-case based on how long the client has been inactive or whether significant life changes warrant a re-assessment.

To Record an AE Assessment:

❶ Go to the Assessments tab of the client's profile

❷ Select 'DSCP - HYC Assessment and Assertive Engagement' from the drop down menu, then click 'Submit'

❸ Click 'Add' under 'Assertive Engagement History'



At AE Entry:

❹ Assertive Engagement Date = AE Start date

❺ Choose AE Agency from menu

❻ Save and Exit

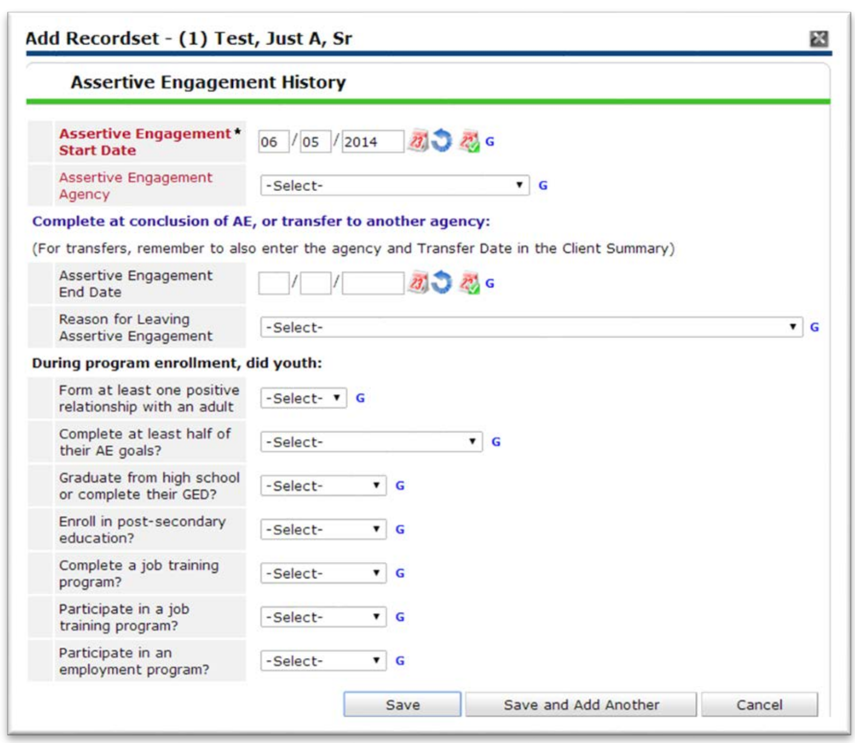
At AE Exit or Transfer: Use pencil icon to edit existing AE assessment

❹ Enter AE End date

❺ Choose Reason for Leaving from menu

❻ Answer all 7 outcome questions

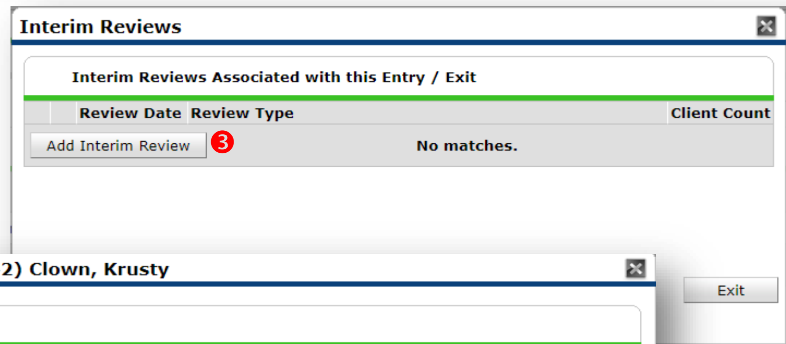
❼ Save and Exit

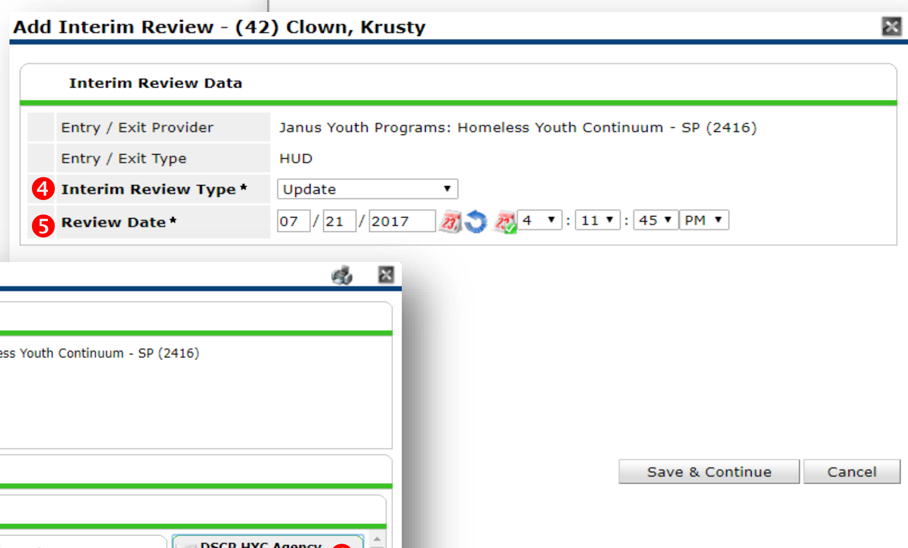


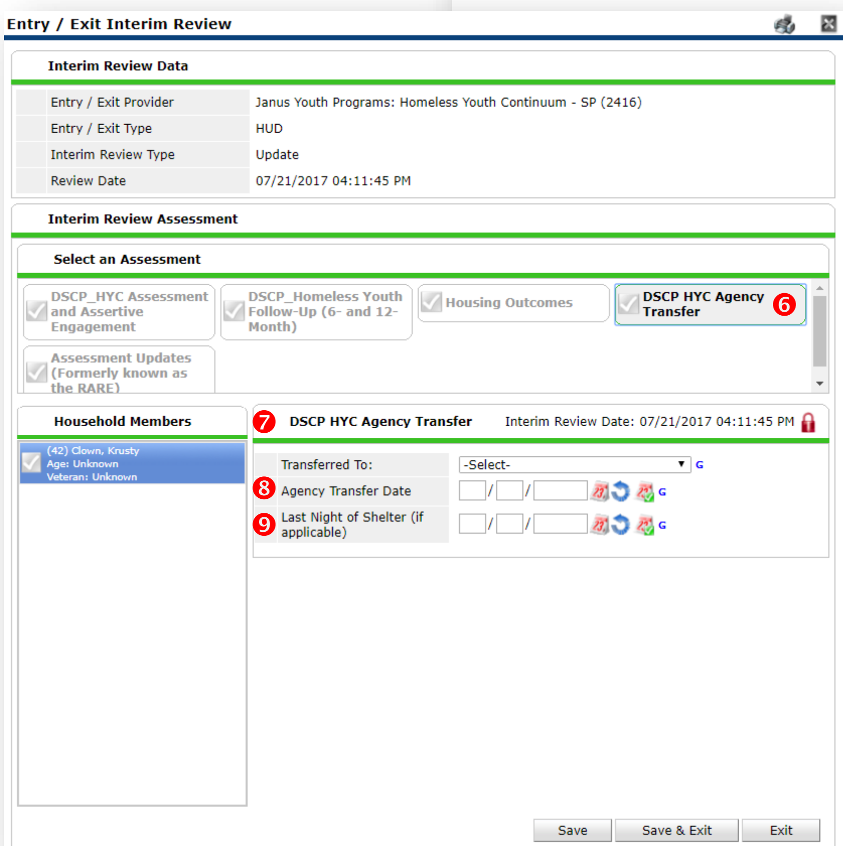
TRANSFERRING A CLIENT TO ANOTHER HYC AGENCY

THE ORIGINAL/TRANSFERRING OUT HYC AGENCY MUST:

❶ Go through the Entry/Exit tab of the client's record.
❷ Click on the **Interims** icon.
❸ Click on the **Add Interim Review** button.
❹ Choose "Update" as the Interim Review Type.
❺ Review Date is the date client was transferred to the new agency. Click **Save & Continue.**







❻ Select "DCSP HYC Agency Transfer" from the list of available assessments.
❼ Select the HYC Agency to which the Client is transferring.
❽ Enter Agency Transfer Date
❾ Enter the date of the last night client spent in shelter, if applicable. Click **Save & Exit.**

When transferring a client engaged in Assertive Engagement, don't forget to enter an end date and answer the additional seven questions at the bottom of the AE Assessment. See bottom of page 8.

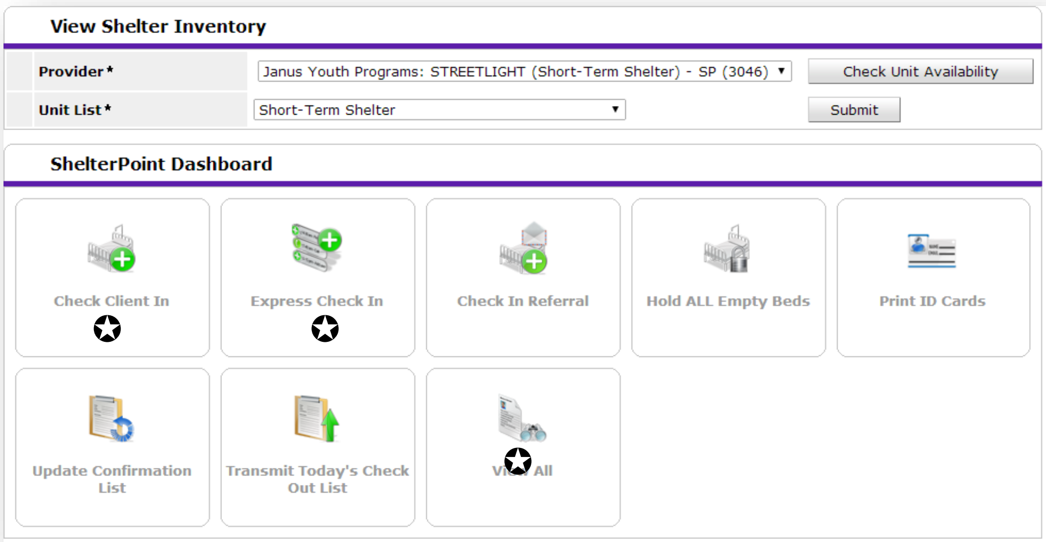
If administering Assertive Engagement services, the receiving HYC Agency should record a new AE Assessment in the Assessments tab upon transfer of client. See top of page 12.

ENTERING HYC DATA INTO SHELTERPOINT

ShelterPoint is ONLY used by Porchlight, Streetlight, Girls Transitional Housing, NAFY On-site Transitional Housing, HYC HP, HYC RRH, Pathways Mental Health and Runaway Shelter (Harry's Mother)

- Clients must be created in ClientPoint and have an entry in a main HYC provider before being entered in ShelterPoint.
- Start by clicking the ShelterPoint button on the left side of the ServicePoint screen.
- Select appropriate ShelterPoint provider from the provider list. (See Appendix III for provider guidelines.)

* NAYA uses the ClientPoint module to record housing nights, instead of ShelterPoint.*



CHECKING A CLIENT IN

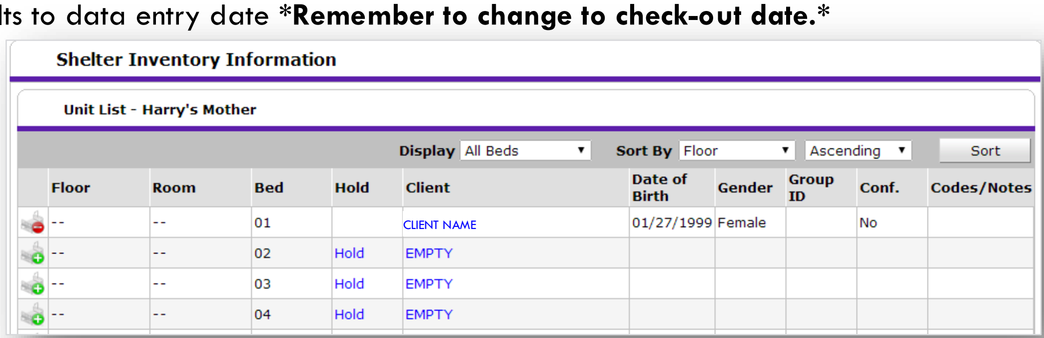
✪ Clients can be checked in through 'Client Check In,' 'Express Check In,' or 'View All'

❶ Choose an available bed, indicated with this icon:
❷ Search for client
❸ 'Date In' defaults to data entry date ***Remember to change to check-in date.***
❹ Check off all family members who will also be staying in shelter
❺ Save and exit

CHECKING A CLIENT OUT

✪ Check clients out individually through 'View All,' or check out multiple clients with the same exit date using 'Transmit Today's Check Out List'

❶ Use the red – (minus) sign next to the client name to remove them from the room/bed.
❷ Check off all family members who are also exiting shelter/housing
❸ Answer Date, Reason for Leaving, and Destination
❹ 'Date Out' defaults to data entry date ***Remember to change to check-out date.***
❺ Save and exit



Shelter Inventory Information

Unit List - Harry's Mother

Display All Beds | Sort By Floor | Ascending | Sort

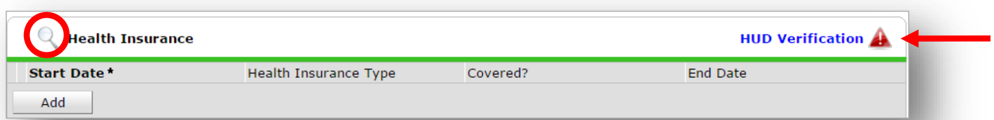
Floor	Room	Bed	Hold	Client	Date of Birth	Gender	Group ID	Conf.	Codes/Notes
--	--	01		CLIENT NAME	01/27/1999	Female		No	
--	--	02	Hold	EMPTY					
--	--	03	Hold	EMPTY					
--	--	04	Hold	EMPTY					

EXITING HYC CLIENTS FROM SERVICEPOINT

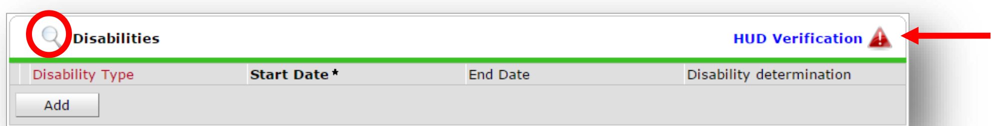
- Clients are exited from the Continuum when they are no longer receiving *any* Continuum services (support services, case management, housing or A&D).
- Janus exits clients who are General Services Only or No-Show (not Assertively Engaged).
- NAFY, NAYA & OI exit clients who have entered Assertive Engagement Services.
- NAFY, NAYA & OI exit clients who have participated in other Continuum linked services.
- **SKIP SECTIONS VI, VII, VIII, AND IX for HYC exits.**
- **COMPLETE the section that pertains to your program for housing exits.**

PROGRAM EXIT

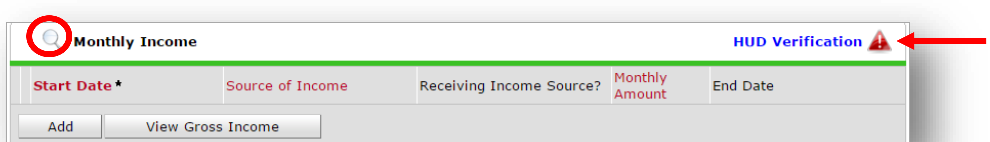
Exit Date	***Defaults to date of data entry - Remember to change***
Reason for Leaving	
Reason for Leaving - Other	Only required if Reason for Leaving is 'Other'
Destination	See Appendix IV for list of housing exit destinations.
Section I	**Complete for Each Household Member**
Covered by Health Insurance	
Health Insurance	**Check that responses are still accurate and HUD Verification is completed**



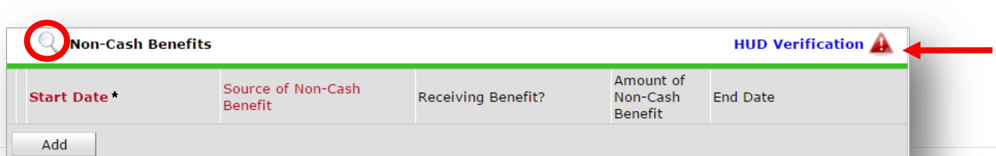
Does the client have a disabling condition?	
Disability Type	**Check that responses are still accurate and HUD Verification is completed**



Section II	**Complete for all Adults and Unaccompanied Youth**
Reason for Leaving (Homeless Youth)	
Income from Any Source	See Appendix I for detailed instructions about how to update existing income records.
Monthly Income Type	**Check that responses are still accurate and HUD Verification is completed**



Non-cash benefit from any source	
Non-cash benefit Type	**Check that responses are still accurate and HUD Verification is completed**



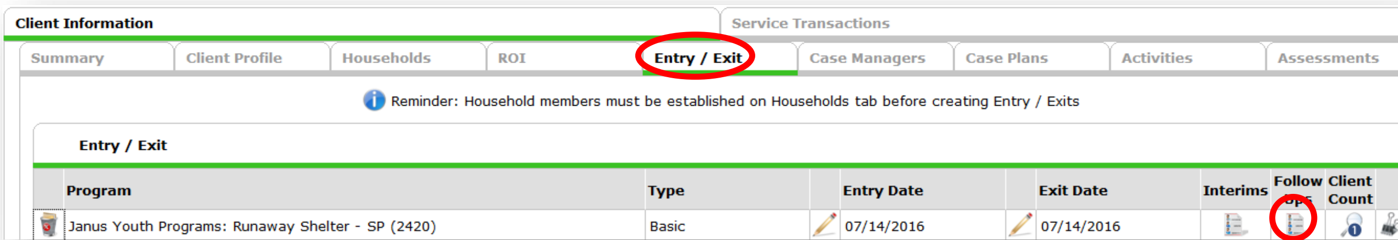
Section III	**Homeless Youth Continuum Exits ONLY**
Continuum Agency	Client's primary HYC agency
Section IV	**Homeless Prevention, HUD Horizons, New Doors, Quint House, Unity I/II ONLY**
Housing Move In Date	
Date Client Became Homeless	
Level of Self-Sufficiency at Exit	
Employment Status at Exit	
Section V	**HUD Horizons, New Doors, Quint House, Unity I/II ONLY**
Achieved Case Plan Goals	
Section VI	**HUD Pathways Mental Health ONLY**
Does client know how to access OHP and associated mental health services upon exit?	
Section VII	**Bridgehouse Girls Transitional Housing ONLY**
Client's Involvement with Juvenile Justice System	
Client's Involvement with Child Welfare System	

HYC HOUSING FOLLOW-UPs

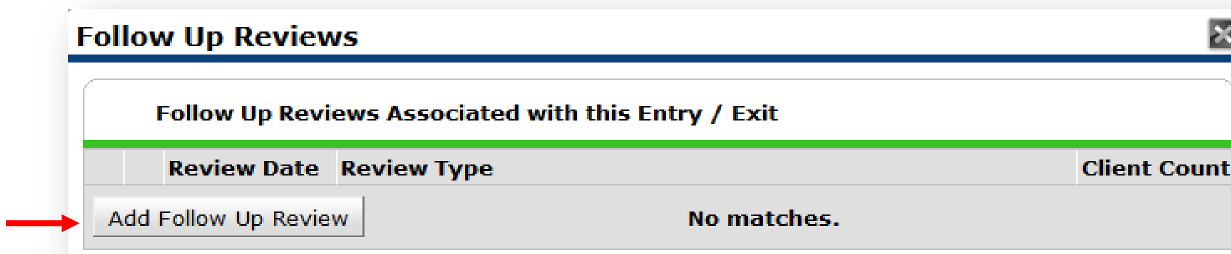
FOLLOW-UP	DSCP Homeless Youth Follow-Up (6 & 12 month) or Housing Outcomes

Follow-ups are located on the Entry/Exit tab in the client's record. Record follow-ups under the Head of Household's record only.

Pre-set 6 and 12-month follow-ups at EXIT.



Click the **Add Follow Up Review** button



Follow Up Review Type*	Select 6-Month Review or Annual Assessment (12-month review)
Review Date	Date defaults to data entry date; change to the date the review is due.

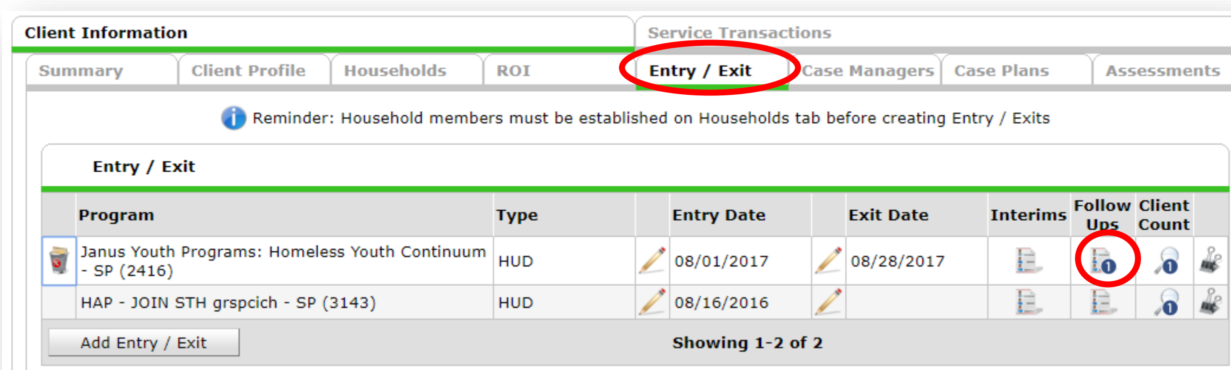
Click the **Add** button

Section I	Complete this section at or after EXIT from a housing program.

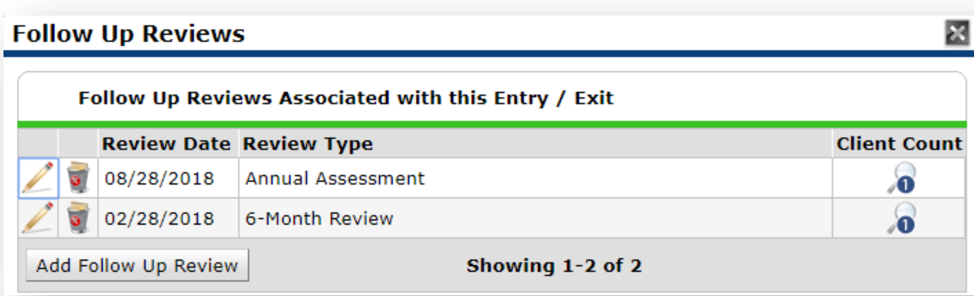
Homeless Youth Agency

Housing Outcome Intervention Type	
Reporting Program	See Appendix V for list of reporting programs by housing program
Initial Placement/Eviction Date	
Section II	**Complete this section after youth leaves on-site housing or off-site subsidy ends**
Last Date of On-Site Housing/Leasing Subsidy	
Section III	**To schedule a follow-up, enter the interval and due date below.**
Follow-Up Interval	Fill in to schedule follow-up
Follow-Up Due Date	Fill in to schedule follow-up
Follow-Up Status	Leave blank until follow-up actually occurs
Housing Status	Leave blank until follow-up actually occurs
Start Date	Leave Blank
End Date	Leave blank

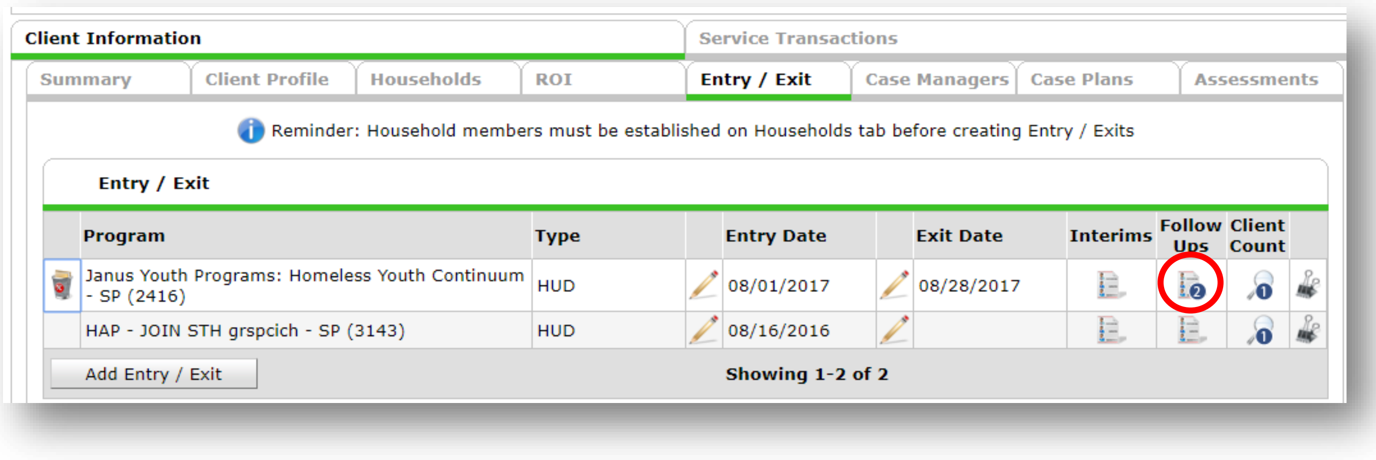
To set up 12 month follow-up, go back to the Entry/Exit tab and start from the Follow-Ups icon again.



When you're done, it should look like this:



The Entry/Exit tab will show 2 follow-ups:



RECORDING HOUSING MOVE-IN DATE (HMID) or ANNUAL ASSESSMENT

When a household has been placed in permanent housing, update the Housing Move-in Date using the following steps. Do NOT pencil back into the program entry to update this field.

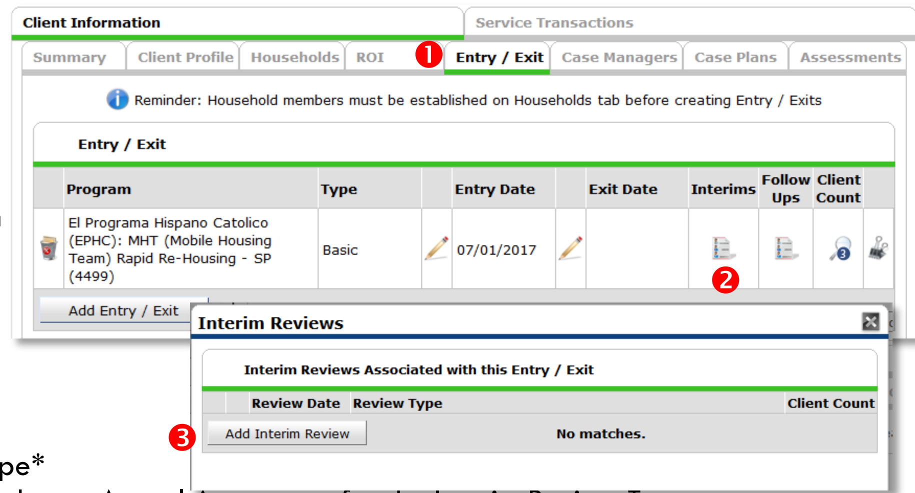
❶ Click on the Entry/Exit tab in the <u>Head of Household's</u> profile

❷ Click on the icon in the 'Interims' column

❸ Click the 'Add Interim Review' button

❹ Click to include all household members

❺ Choose 'Update' for Interim Review Type*
*When completing an Annual Assessment, choose Annual Assessment for the Interim Review Type



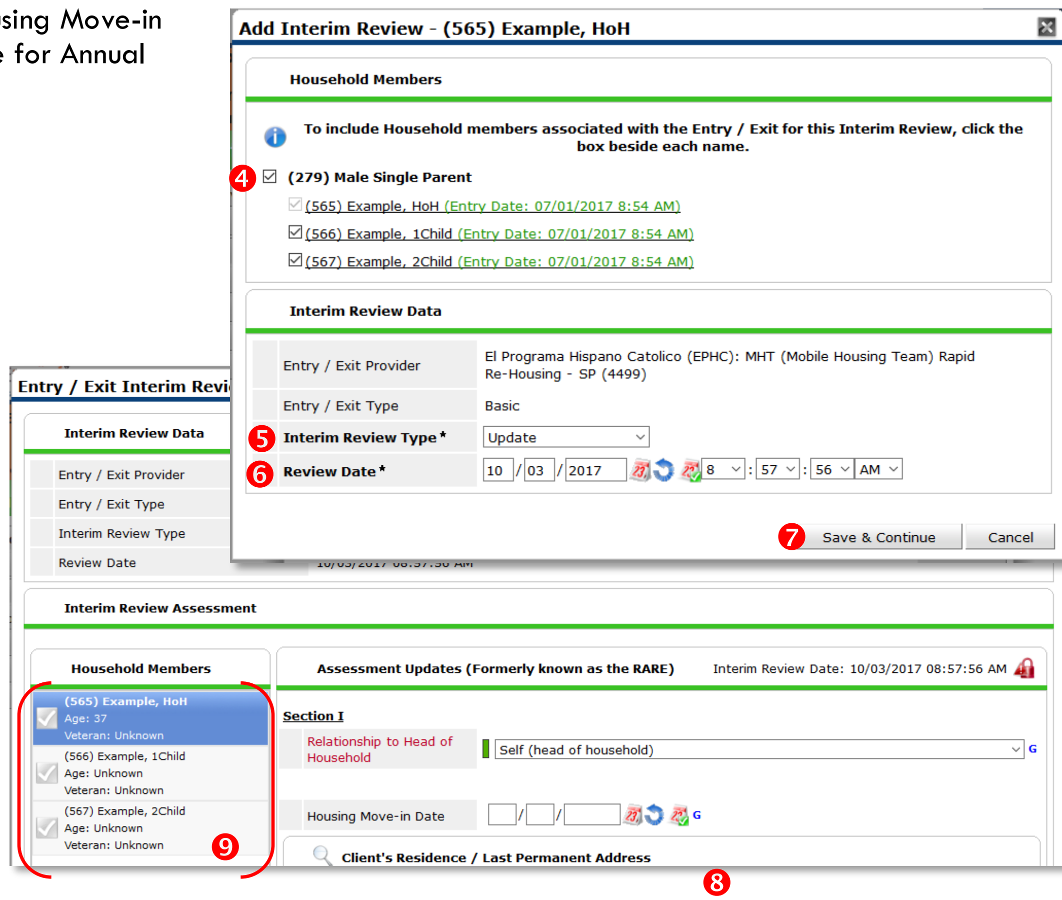
❻ Set 'Review Date' to Housing Move-in Date or to anniversary date for Annual Assessment

❼ Click 'Save & Continue'

❽ Fill in or update the 'Housing Move-in Date'

❾ Click on **each** household member and repeat step 8. HMID for children should match date for head of household

When steps above are Completed, click on 'Save & Exit.'



When completing an Annual Assessment, follow the same steps as above, but DON'T edit the Housing Move-In date, DO review and update the rest of the assessment.

APPENDIX I: HYC HOUSING PROGRAMS

There are 15-20 housing programs associated with the Homeless Youth Continuum. Each one has similar program entries, services, exits and follow up questions. The chart below shows the supplemental questions, service types and follow up schedules for all of the HYC housing programs.

- Except where otherwise noted, all housing programs use the standard HYC entry and exit assessments.
- Record an ROI row for the housing program; use the same answers that were used for the initial ROI.
- HYC entry answers should be reviewed and updated; supplemental entry questions for specific housing programs should be answered.
- Some housing programs will need to follow the Housing Move In Date (HMID) workflow.
- Some housing programs will need to complete Annual Assessments for their clients.

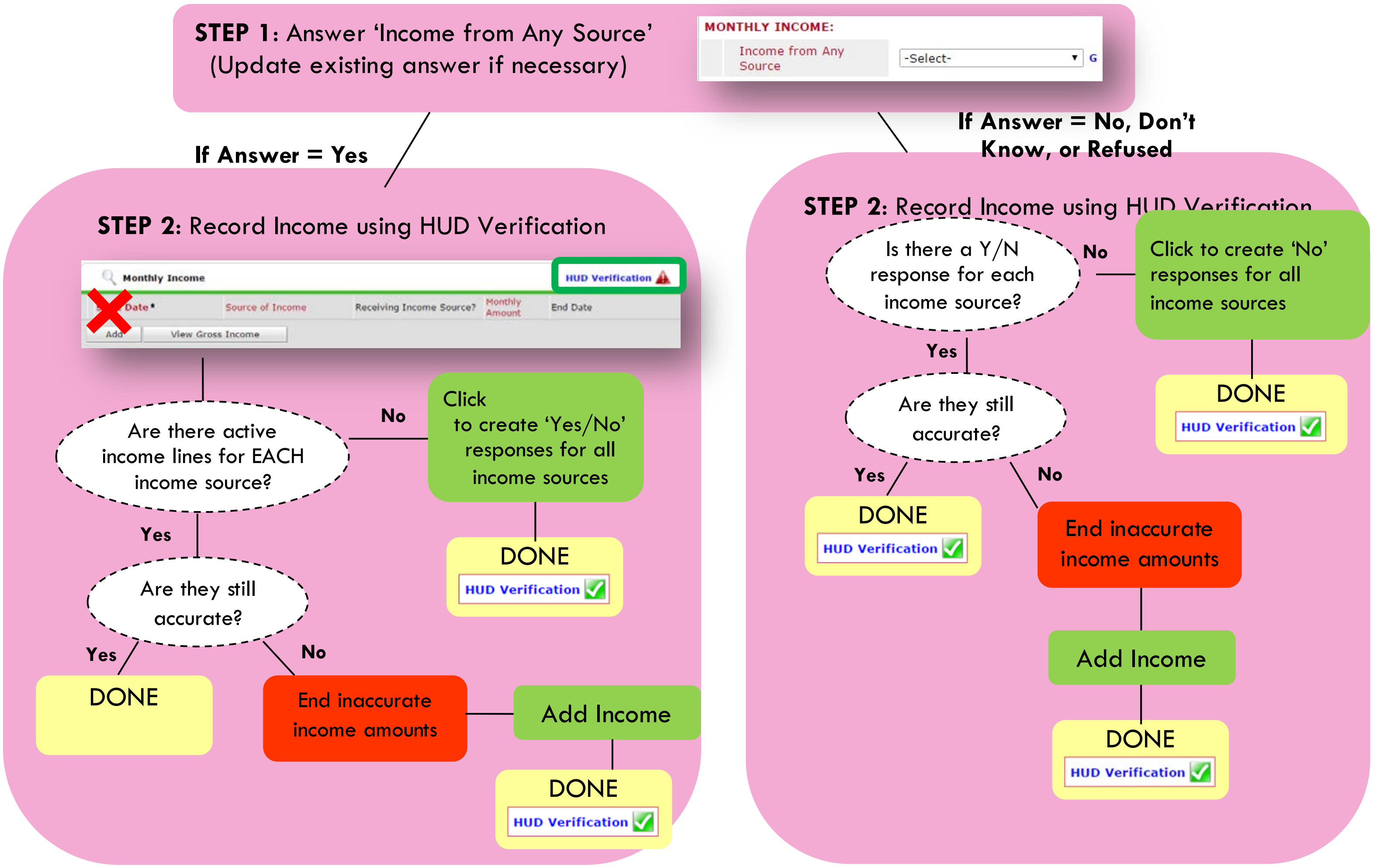
Program	Agency	ShelterPoint or ClientPoint	Entry Type	HMID Required?	Services	Annual Assessment Required?	Follow-Ups
Crisis Shelter - PORCHLIGHT / Short Term Shelter - STREETLIGHT	Janus	ShelterPoint	HUD	NO	NO	NO	NO
Family First	Janus, NAFY, OI, NAYA, Insights	ClientPoint	HUD	NO	YES	NO	NO
Girls Transitional Housing	Janus	ShelterPoint - check in through SPECIAL BEDS	HUD	NO	YES	NO	NO
HUD Collaboration	NAFY, OI	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES	YES	YES - 6 and 12 months from ***placement***; enter through Assessments
HUD Homesafe/Horizons	Janus, NAFY, OI, Insights	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES	YES	YES – 6 and 12 months from exit; enter through Follow-Ups icon
HYC - STRA – Homeless Prevention (HP)	Janus, NAFY, OI, NAYA	ClientPoint	Basic	**RRH ONLY** - Housing Move-In Date in Interim icon	YES	NO	6 and 12 months from exit; enter through Follow-Ups icon

and Rapid Re-Housing (RRH)				if after program entry			
HYC Homeless Prevention (HP) and Rapid Re-Housing (RRH)	Janus, NAFY, OI, NAYA	ClientPoint	HUD	**RRH ONLY** - Housing Move-In Date in Interim icon if after program entry	YES	NO	6 and 12 months from exit; enter through Follow-Ups icon
HYC On-Site Transitional Housing	NAFY, OI	ShelterPoint	HUD	NO	YES, but entered through other HYC providers	NO	YES - 6 and 12 months from exit; enter through Follow-Ups icon
New Doors	NAFY	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES – entered when client exits program	NO	30 day (entered as 3 months), 6 and 12 months from exit, only for clients enrolled for at least 90 days.; enter through Follow-Ups icon
Quint House	NAYA	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES	NO	6 and 12 months from exit; enter through Follow-Ups icon
Roads to Housing -	Janus, NAFY, OI, NAYA	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES	YES	YES - 6 and 12 months from ***placement***; enter through Assessments
TLP/RHY* *See RHY Handbooks	NAFY, OI, Latino Network, Janus	ShelterPoint for BCP-ES / ClientPoint for BCP-HP	RHY	NO	YES	YES	YES – at least one follow-up within 6 months of exit; enter through Follow-Ups icon
Unity House I	NAFY	ClientPoint	HUD	Housing Move-In Date in Interim icon if after program entry	YES	NO	6 and 12 months from exit; enter through Follow-Ups icon

APPENDIX II: RECORDING CLIENT INCOME IN SERVICEPOINT

- 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, Interims, and Exit:



ADDING INCOME

❶ Click HUD Verification

❷ Leave Start Date as Default (date of entry, Interim, or exit)

❸ Select Source of income

❹ Monthly Amount is $ amount from this source

❺ Leave End Date Blank

❻ Save /add another and/or Exit

ENDING INCOME

❶ Click the pencil next to outdated income

❷ Leave Start Date, Source, and Amount unchanged

❸ End Date = the **day before** Entry/Interim/Exit

❹ Save and Exit

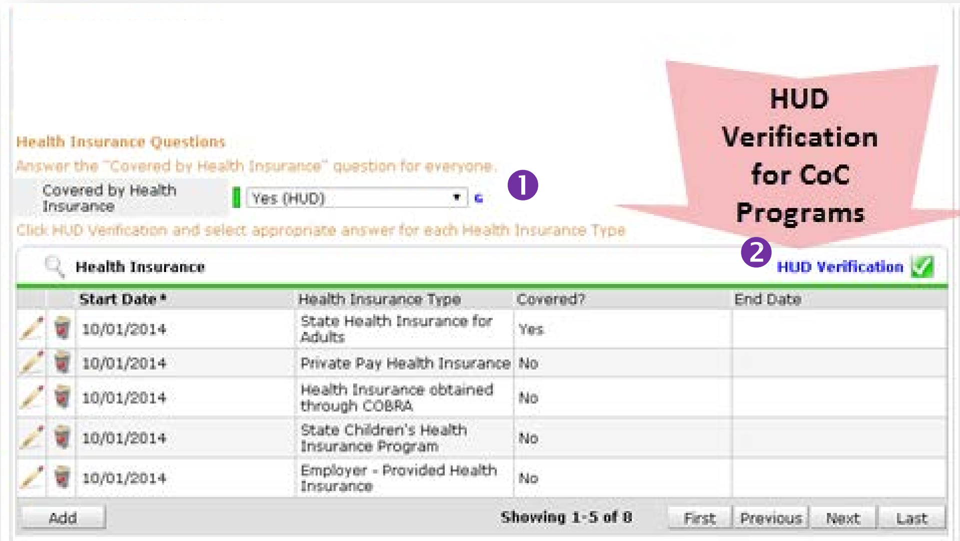
Note: Follow the same process when recording Non-cash Benefits, Disabilities and Health Insurance

APPENDIX III: HUD VERIFICATION

<u>Answering HUD Verification Questions for New Participants</u>

Your program's Entry may include the following questions:

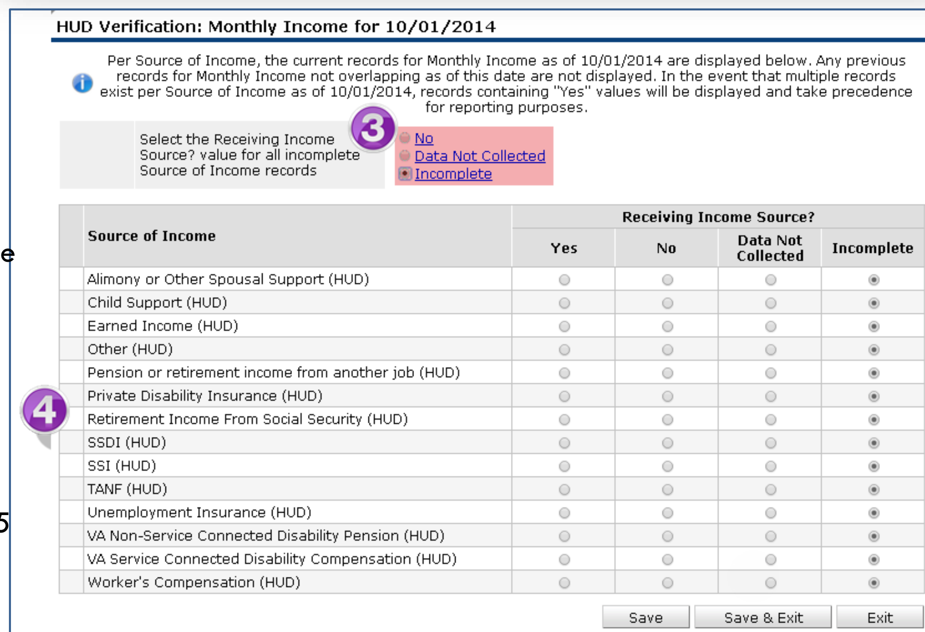
- Health Insurance
- Disabilities
- Monthly Income
- Non-Cash Benefits



Though these four questions each have different answers available to choose from, all function the same way. This type of question has two parts to answer:

1. Answer the Yes/No question that sits above the HUD Verification.

2. Click HUD Verification, which opens the next window.

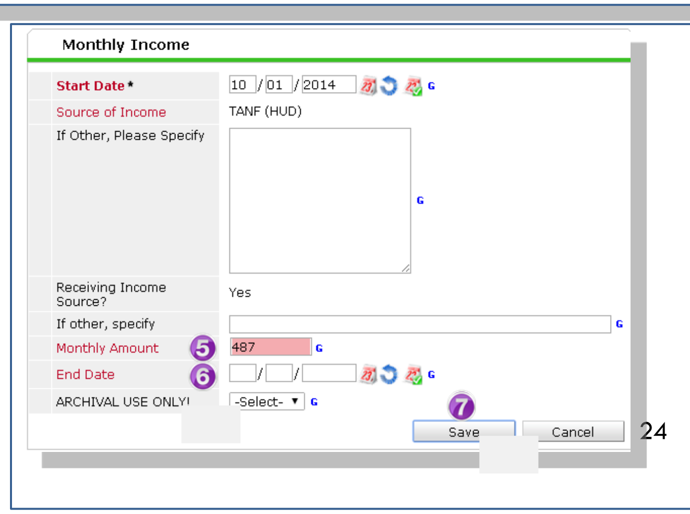


3. Select the "No" link. All of the answers in the bottom section will shift to "No".

4. Carefully review the list of answers.
   If one of the answers applies to the participant, shift the answer on that one line to a "Yes".

If you answer "Yes" to an Income Source for the Monthly Income question, an additional box will pop up. See Step 5 below.

Otherwise, click **Save & Exit.**



5. Enter the amount of that Income. Enter an approximate amount if necessary.

Record all income received in the 30 days prior to intake, but only if it that income will be continuous and ongoing.

Click **Save.**

Continue answering the remaining Entry questions.

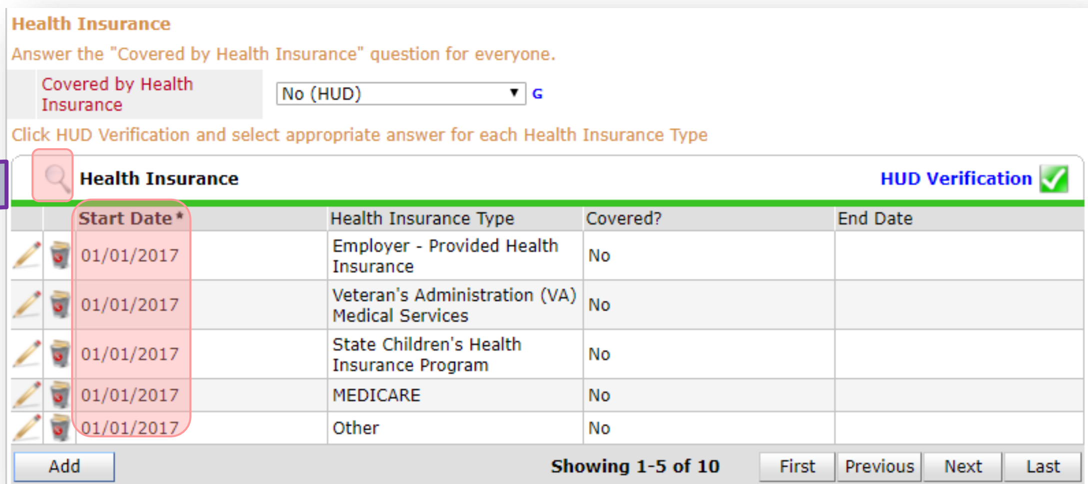
When you're done answering questions for the Head of Household, remember to click **Save**, then scroll back to the top of the entry window and click on the names of any other household members included in the entry to complete their assessments.

UPDATING HUD VERIFICATION QUESTIONS FOR EXISTING PARTICIPANTS

If you are answering the HUD Verification questions for a participant who already exists in ServicePoint, there's a good chance that these type of questions (health insurance, disability, income, non-cash benefits) have already been answered at least once. ServicePoint will display all previously recorded answers as long as they are *ongoing*. This means that no one has entered an "End Date" for the answers you are seeing.

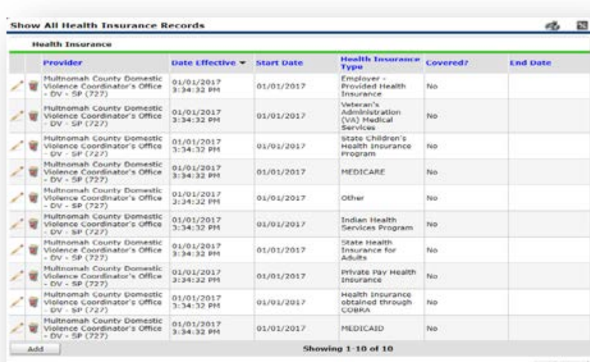
In order for you to update a HUD Verification question that has already been answered, you must enter an End Date for each previously recorded answer **that is no longer correct**. Then create a line for each **new** correct answer; new answers should be dated with the date of your new entry or annual update.

EXAMPLE: Last year, a youth and her child completed the intake process for a program on 01/01/2017. A couple days later, her advocate created a program entry in ServicePoint using the intake date as the entry date. The advocate answered all of the questions required by ServicePoint in the program entry, including all four of the HUD Verification-type questions (Health Insurance, Disability, Monthly Income, and Non-Cash Benefits). At the time the advocate completed her intake, the participant did not have health insurance.



Notice how each of the individual answers within the HUD Verification-type questions has a **Start Date** of 01/01/2017 (the same as the participants' entry date). Because the advocate recorded these answers from within the program entry dated 01/01/2017, the **Start Date** for each answer defaults to the entry date. **(Don't change it.)**

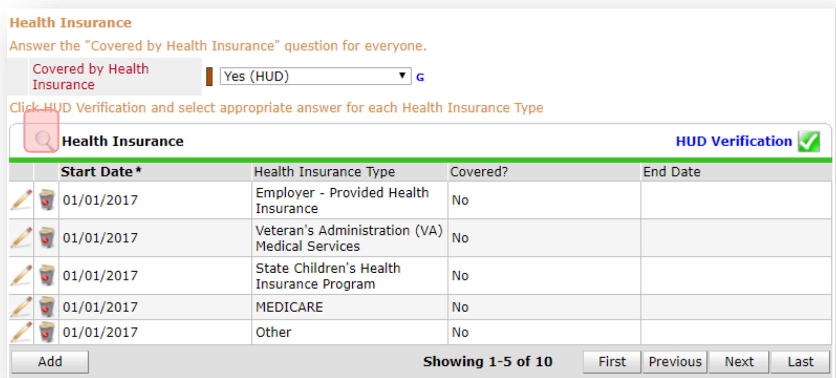
TIP: After completing a HUD Verification, click on the magnifying glass icon to expand the HUD Verification box and see all of your answers at once!



A year later, the same participant completed an intake for a new program. A couple days later, her advocate creates an entry for the new program, using the new intake date (01/01/2018) as the program entry date.

Sometime in the last year, the participant acquired health insurance through the Oregon Health Plan. Yay! The HUD Verification question about Health Insurance in the new program's entry pulls the "No" answer from the last time this question was answered, just like all other questions in ServicePoint. Flip the answer in the first part of the question from a "No" to a "Yes".

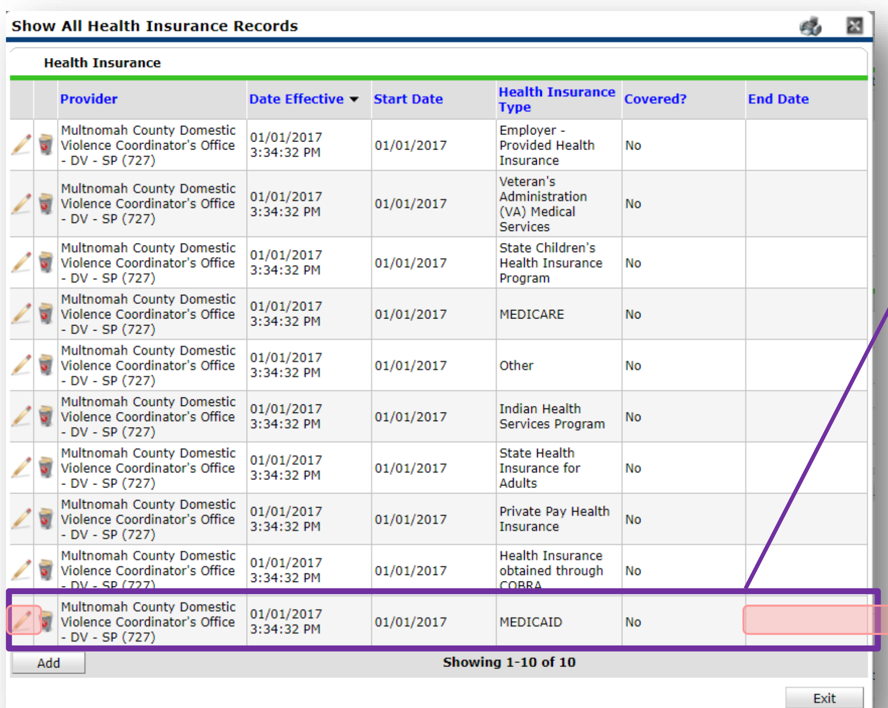
Click on the magnifying glass icon to review each of the individual answers within the HUD Verification.



Start Date *	Health Insurance Type	Covered?	End Date
01/01/2017	Employer - Provided Health Insurance	No	
01/01/2017	Veteran's Administration (VA) Medical Services	No	
01/01/2017	State Children's Health Insurance Program	No	
01/01/2017	MEDICARE	No	
01/01/2017	Other	No	

Add Showing 1-5 of 10 First Previous Next Last

Tip: The **Start Date** shows the date of the entry wherein each answer was created.



Show All Health Insurance Records

Health Insurance

Provider	Date Effective	Start Date	Health Insurance Type	Covered?	End Date
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Employer - Provided Health Insurance	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Veteran's Administration (VA) Medical Services	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	State Children's Health Insurance Program	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICARE	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Other	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Indian Health Services Program	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	State Health Insurance for Adults	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Private Pay Health Insurance	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Health Insurance obtained through COBRA	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICAID	No	

Add Showing 1-10 of 10

Exit

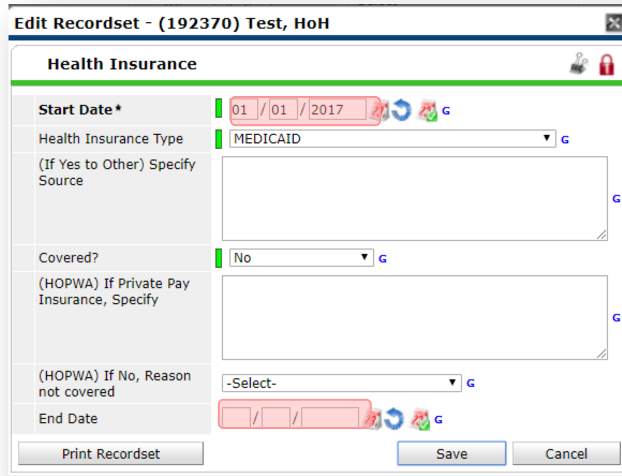
OHP is recorded in ServicePoint as "MEDICAID", so this is the line that must be updated to reflect that the participant now has health insurance.

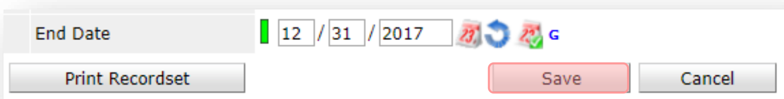
Click on the pencil icon in line with this answer to edit.

The **Start Date** tells you the date of the entry wherein this answer was created. When the answer was created on 01/01/2017, "No" *was* the correct answer to the question "Covered?" for "MEDICAID".

But as of 01/01/2018, "No" is no longer a correct answer.
Document this change by entering an **End Date** for the "No" answer. The date "No" stopped being correct is the date the participant first acquired health insurance; however, the participant isn't expected to remember that date, and the advocate is not expected to record it.

But the advocate *does* know that on the date the participant completed the intake for the new program, she had OHP. The advocate is only responsible for reporting what is true as of the **Entry Date**. So, use the date of the day before the program entry as the **End Date.**

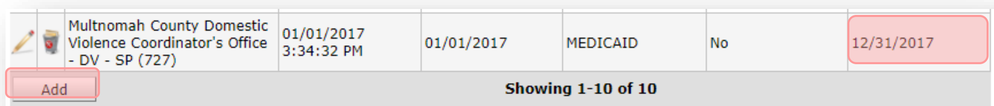




In this example, the **Entry Date** for the new program is 01/01/2018, so the **End Date** is 12/31/2017.

After entering an **End Date,** click **Save.**

The **End Date** now appears in line with the "No" for the MEDICAID answer.



The next step is to document an ongoing "Yes" for MEDICAID as of the date of the new program entry. Click the **Add** button.

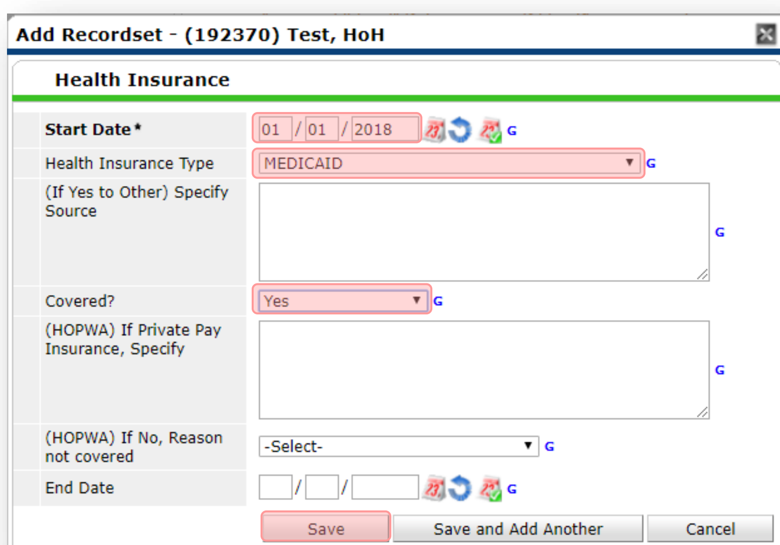
1. The **Start Date** defaults to the date of the Program entry. **(Don't change it).**

2. Health Insurance Type is MEDICAID.

3. Covered? Is "Yes".

LEAVE END DATE BLANK.

Click **Save.**



A correctly updated HUD Verification question should look something like this:

Show All Health Insurance Records

Health Insurance

		Provider	Date Effective ▼	Start Date	Health Insurance Type	Covered?	End Date
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2018 5:06:56 PM	01/01/2018	MEDICAID	Yes	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Employer - Provided Health Insurance	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Veteran's Administration (VA) Medical Services	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	State Children's Health Insurance Program	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICARE	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Other	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Indian Health Services Program	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	State Health Insurance for Adults	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Private Pay Health Insurance	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Health Insurance obtained through COBRA	No	
		Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICAID	No	12/31/2017

Add **Showing 1-11 of 11**

Exit

A HUD Verification question that correctly captures a change in a participant's circumstances may have multiple lines with **End Dates**, but should have only one *ongoing* line per answer, whether "Yes" or "No".

When you're done answering entry assessment questions for the Head of Household, remember to click **Save**, then scroll back to the top of the entry window and click on the names of any other household members included in the entry to complete their assessments.

APPENDIX IV: HISTORY OF HOMELESSNESS QUESTIONS

The Residence Prior to Project Entry question has been divided into three categories of living situations: Homeless; Institutional; and Transitional and Permanent Housing. "Interim Housing" has been added to the list of options categorized under Homeless Situation. Per HUD, Interim Housing is defined as…

"Interim housing is not a type of housing but rather a housing situation where a chronically homeless person has: applied for permanent housing, has been accepted, a unit/voucher for permanent housing has been reserved for them, but for which there is some other situation that prevents them from moving immediately into housing (e.g. apartment getting painted, old tenant moving out, has a voucher but is looking for the unit, etc.). In such cases, where it has been determined to be absolutely necessary that to keep the client engaged and moving towards housing a temporary solution must be utilized and transitional housing is used the client should then be identified upon move in to the permanent house as coming from "interim housing".

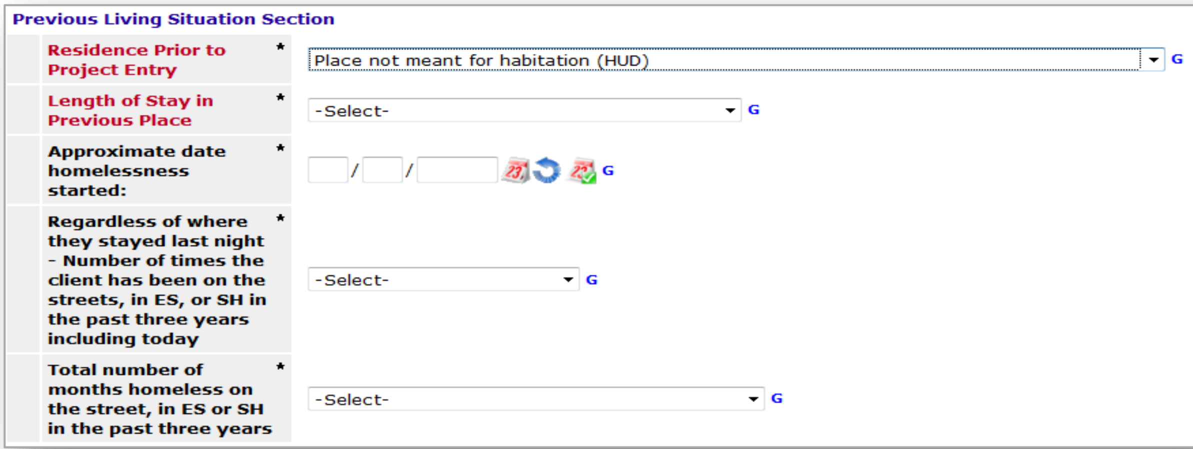
The screen shot below is a list of all the options for each living situation

-Select-
----- HOMELESS SITUATION -----
Place not meant for habitation (HUD)
Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)
Safe Haven (HUD)
Interim Housing
----- INSTITUTIONAL SITUATION -----
Foster care home or foster care group home (HUD)
Hospital or other residential non-psychiatric medical facility (HUD)
Jail, prison or juvenile detention facility (HUD)
Long-term care facility or nursing home (HUD)
Psychiatric hospital or other psychiatric facility (HUD)
Substance abuse treatment facility or detox center (HUD)
----- TRANSITIONAL AND PERMANENT HOUSING SITUATION -----
Hotel or motel paid for without emergency shelter voucher (HUD)
Owned by client, no ongoing housing subsidy (HUD)
Owned by client, with ongoing housing subsidy (HUD)
Permanent housing for formerly homeless persons (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, with VASH subsidy (HUD)
Rental by client, with GPD TIP subsidy (HUD)
Rental by client, with other ongoing housing subsidy (HUD)
Residential project or halfway house with no homeless criteria (HUD)
Staying or living in a family member's room, apartment or house (HUD)
Staying or living in a friend's room, apartment or house (HUD)
Transitional housing for homeless persons (including homeless youth) (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)

Since HYC is a coordinated assessment based continuum, this change will only affect the screening assessment and Runaway Youth's assessments. Those projects have been updated in ServicePoint to use the 3.917B Living Situation – Entering all projects (except SO, ES, or SH) assessment.

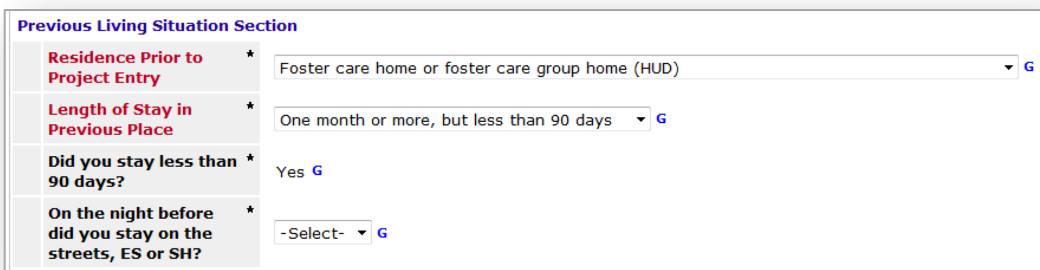
The responses to "Residence Prior to Project Entry" and "Length of Stay in Previous Place" will determine the number of required questions. The data elements have been carefully constructed to apply the logic appropriate to the client's responses in order to avoid asking for information which is irrelevant or inappropriate.

a) **Homeless Situation** - If the client came from a homeless situation, then the chronically homeless questions will appear. All questions must be answered.

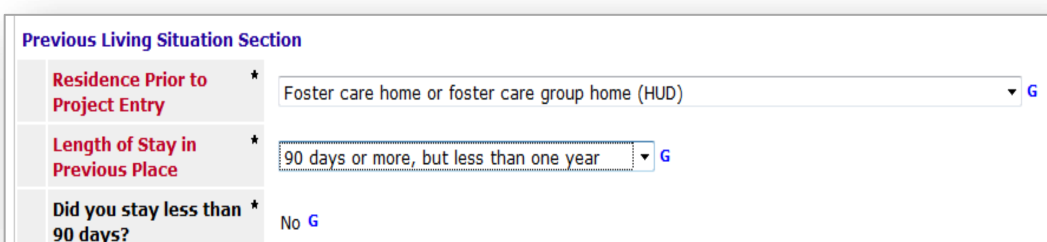


b) **Institutional Situation** – if the client came from an institutional facility, the client can be considered literally homeless if they stayed in the institution less than 90 days **AND** was previously living on the street, ES, or SH. If they stayed in the institution for more than 90 days they cannot be considered literally homeless.

If the clients stayed in an institutional location for <u>less than 90 days</u> , two additional questions, "Did you stay less than 90 days?" (pre-populated with an answer) and "On the night before did you stay on the streets, ES or SH?" will be required. The pre-populated answer is based on the response to Length of Stay in Previous Place and cannot be changed.

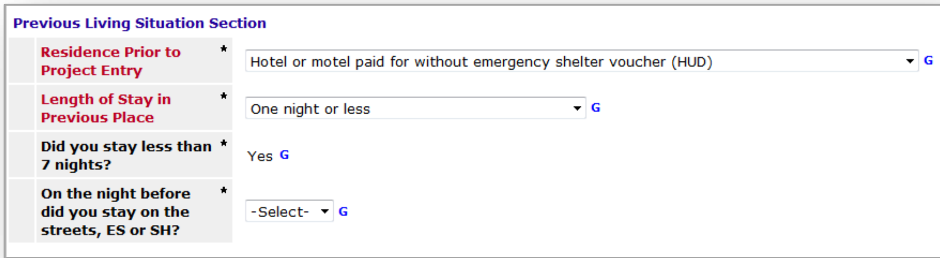


If the clients stayed in an institutional location for <u>more than 90 days,</u> an additional question, "Did you stay less than 90 days?" will be pre-populated with an answer. The pre-populated answer cannot be changed.

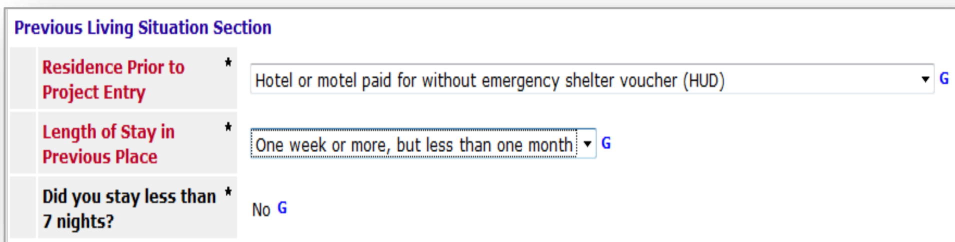


c) **TH, PH, Don't Know, Refused, or Data not collected** – if a client came from a TH or PH housing or answered Client doesn't know or Client refused then the "Length of Stay of in Previous Place will determine the additional questions.

If the client was in housing <u>less than 7 nights,</u> two additional questions, "Did you stay less than 7 nights?" (pre-populated with an answer) and "On the night before did you stay on the streets, ES or SH?" will be required. The pre-populated answer cannot be changed.



If client was in housing <u>7 nights or longer</u>, the question, "Did you stay less than 7 days?" will be pre-populated with an answer. The pre-populated answer cannot be changed.



APPENDIX V: FOLLOW-UP GUIDELINES BY HOUSING PROGRAM

Housing Program	Provider	Housing Intervention Type	Reporting Program	Follow-up Trigger	Follow-up Intervals
Girls Transitional Housing	Janus	Transitional Placement	Homeless Youth	Program Exit	6 and 12 mo.
HUD Collaboration	OI & NAFY	Permanent Placement	HUD Collaboration	Housing Placement	6 & 12 mo.
HUD Homesafe-Horizons Youth	Janus, NAFY, OI	Permanent Placement	HUD Homesafe-Horizons	End of Subsidy	6 & 12 mo.
HYC Homeless Prevention	ALL	Eviction Prevention	Homeless Youth	End of Subsidy	6 & 12 mo.
HYC Onsite Transitional Housing	NAFY, OI	Transitional Placement	Homeless Youth	Program Exit	6 & 12 mo.
HYC Rapid Re-Housing	ALL	Permanent Placement	Homeless Youth	End of Subsidy	6 & 12 mo.
New Doors	NAFY	*N/A different questions*	*N/A different questions*	*N/A different questions*	3 & 6 mo.
Porch Light	Janus	No Follow-Ups Required			
Quint House	NAYA	Transitional Placement	Homeless Youth	End of Subside	6 & 12 mo.
RHY-TLP	Janus & OI	Transitional Placement	Homeless Youth	End of Subsidy	6 & 12 mo.
Roads to Housing	ALL	Permanent Placement	Homeless Youth	Housing Placement	6 & 12 mo.
STRA – Homeless Prevention	ALL	Varies	Varies	End of Subsidy	3, 6 & 12 mo.
STRA – Rapid Re-Housing	ALL	Varies	Varies	End of Subsidy	3, 6 & 12 mo.
Street Light	Janus	No Follow-Ups Required			
Unity House	NAFY	Transitional Placement	Homeless Youth	End of Subsidy	6 & 12 mo.

APPENDIX VI: STABILITY AND TENURE OF HOUSING EXIT DESTINATIONS

EXIT DESTINATION	PERMANENT	STABLE
Client doesn't know (HUD)	Unknown	Unknown
Client refused (HUD)	Unknown	Unknown
Data not collected (HUD)	Unknown	Unknown
Deceased (HUD)	Unknown	Unknown
Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)	NO	NO
Foster care home or foster care group home (HUD)	NO	YES
Hospital or other residential non-psychiatric medical facility (HUD)	NO	NO
Host Home (HUD)	NO	YES
Hotel or motel paid for without emergency shelter voucher (HUD)	NO	NO
Jail, prison or juvenile detention facility (HUD)	NO	NO
Long-term care facility or nursing home (HUD)	NO	YES
Moved from one HOPWA funded project to HOPWA funded PH (HUD)	YES	YES
Moved from one HOPWA funded project to HOPWA funded TH (HUD)	NO	YES
No exit interview completed (HUD)	Unknown	Unknown
Other (HUD)	NO	NO
Owned by client, no ongoing housing subsidy (HUD)	YES	YES
Owned by client, with ongoing housing subsidy (HUD)	YES	YES
Permanent housing (other than RRH) for formerly homeless persons (HUD)	YES	YES
Place not meant for habitation (HUD)	NO	NO
Psychiatric hospital or other psychiatric facility (HUD)	NO	NO
Rental by client in a public housing unit (HUD)	YES	YES
Rental by client, no ongoing housing subsidy (HUD)	YES	YES
Rental by client, with GPD TIP subsidy (HUD)	YES	YES
Rental by client with HCV voucher (tenant or project based) (HUD)	YES	YES
Rental by client, with other ongoing housing subsidy (HUD)	YES	YES
Rental by client, with RRH or equivalent subsidy (HUD)	YES	YES
Rental by client, with VASH subsidy (HUD)	YES	YES
Residential project or halfway house with no homeless criteria (HUD)	NO	YES
Safe Haven (HUD)	NO	NO
Staying or living with family, permanent tenure (HUD)	YES	YES
Staying or living with family, temporary tenure (e.g., room, apartment or house)(HUD)	NO	YES
Staying or living with friends, permanent tenure (HUD)	YES	YES
Staying or living with friends, temporary tenure (e.g., room apartment or house)(HUD)	NO	YES
Substance abuse treatment facility or detox center (HUD)	NO	NO
Transitional housing for homeless persons (including homeless youth) (HUD)	NO	YES

APPENDIX VII: LEGAL NAME CHANGES, COMMUNICATION & DOCUMENTATION

Conventions Regarding Use of Participant Names in Communication and Documentation

The Homeless Youth Continuum (HYC) strives to utilize the each participant's preferred name and pronoun in all verbal communications.

For a variety of reasons, when communicating in writing we may need to use legal names as well as preferred names. This recognizes that youth present with different names (and at times pronouns) in the different HYC spaces. The HYC supports participants to access programs and resources that require use of legal names such as entitlement and benefit programs - SNAP, OHP, and Social Security Office. Each HYC agency must keep service records in a participant's legal name until a legal name change is confirmed.

Based on the complexity of our system of care and the range of uses of names in our work, we have agreed to naming conventions related to our professional, cross-agency communication regarding HYC youth participants. The e-mails to HYC partners (Continuum list serv) are for internal HYC use only.

Service Point:

- Service Point (screening and subsequent documentation) documents legal name in the name fields.
- The Alias field can be used to capture preferred name, street name(s), other aliases, and reference to 'former name' as applicable.
- Service Point name fields can only be changed after documentation of legal name change is received. Primary referral agency should update this information in Service Point. Documentation of legal name change should be retained in client record by Primary referral agency.

Emails and Incident reports in HYC:

- <u>Subject line</u> – **Only use initials.** If applicable, use preferred name initials with legal name initials in parentheses. e.g. Bruno Mars (Peter Hernandez) would be BM (PH) in subject line.
- <u>Name Fields</u> –
  - Use full preferred first and preferred last name (which may also be legal last name), with full legal first and last name in parentheses.

e.g. Katy Perry (Katheryn Hudson); Spike Lee (Shelton Lee); <u>or</u>, prior to legal name change, Kaitlyn Jenner (Bruce Jenner)

Correspondence with Youth Participants:

- Correspondence between a program / staff and a participant may include the preferred name unless there is a reason that legal name is also needed (e.g. for record filing purposes).

Legal Name Change:

- The lead agency assigned to the youth will:
  - obtain confirmation of legal name change,
  - make the change in Service Point (move former name to alias in Service Point),
  - e-mail Continuum listserv that legal name change* has occurred so each agency can assist in updating individual agency records.

* If preferred name change, be clear in indicated *preferred* versus *legal* name change in e-mail announcements.