

# HOUSING STABILIZATION PROGRAM (HSP)

## ServicePoint Handbook

### CONTENTS

HSP Program Model .....	1
Data Milestones .....	1
Entering a Client .....	2
Exiting a Client.....	4
Appendix A.....	5



Questions? Contact the ServicePoint Helpline at 503.970.4408 or [servicepoint@multco.us](mailto:servicepoint@multco.us)  
<http://web.multco.us/sun/servicepoint>

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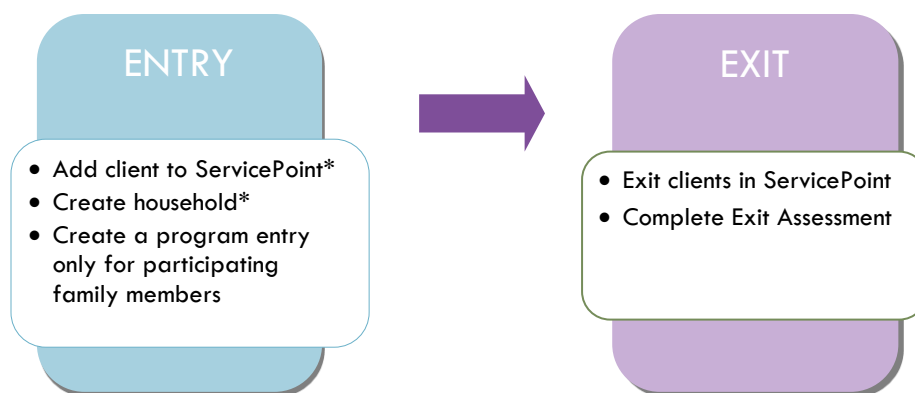
# HSP ServicePoint Handbook - Revision History

- **Originally Published April 2020**

## PROGRAM MODEL – HOUSING STABILIZATION PROGRAM

The Housing Stabilization Program (HSP) provides temporary financial assistance and support services to stabilize housing for low-income eligible families who are homeless or unstably housed and at risk of losing their housing. HSP funds are available for four program components: housing related costs, auxiliary services, case management and data collection. The program's purpose is to assist TANF eligible families with non-recurrent, short-term benefits.

## DATA MILESTONES - EMERGENCY HOUSING ASSISTANCE



\*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>

# ENTERING HSP CLIENTS IN SERVICEPOINT

## 1. HOUSEHOLD **Every client needs 1 (and only 1) household**

Head of Household Only one person should be designated as Head of Household

Relationship to Head of HH If client is Head of Household, choose 'Self'

HH Date Entered Required if entering client into ServicePoint for the first time. Same as Program Entry Date

## 2. ENTRY **Without a program entry, clients will not appear in reports**

Entry Provider May default to your Agency level - **\*Click Search and change to your HSP Provider\***

Entry Type Always choose 'Basic'

Entry Date **\*Defaults to date of data entry - Remember to change to date of program entry\***

### Section I **Complete for ALL Household Members**

Household Size Total # in household - may be different from # of people who need an entry

Relationship to Head of Household Choose one Head of Household per family

Date of Birth

Date of Birth Type

Gender

**Click 'Add' to enter clients' race/ethnicity. Add all that apply.**

Inclusive Identity



Race Required in addition to Inclusive Identity

Race-Additional (Optional) Do not answer the same as "Race"

Ethnicity (Hispanic/Latino) Required in addition to Inclusive Identity

Primary Language Select Primary Language

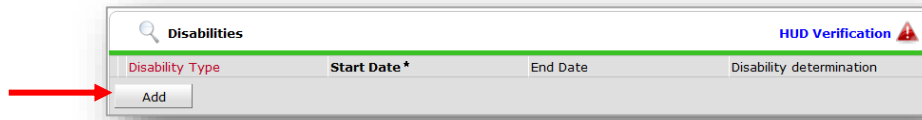
Primary Language-Other Only required if Primary Language is 'Other' - **Do not enter a second language**

### Section II **Complete for Head of Household and All Adults**

Disabling Condition If Yes, must click on the 'Add' button to specify the type

**Specify start date (same as entry date) and type**

Disability Type



Prior Living Situation

See **Appendix A** for additional information about this question

Length of Stay in Previous Place

See **Appendix A** for additional information about this question

**Section III Complete for Head of Household Only**

Client Location

OR-501 Portland/Gresham/Multnomah County

HSP Eligibility

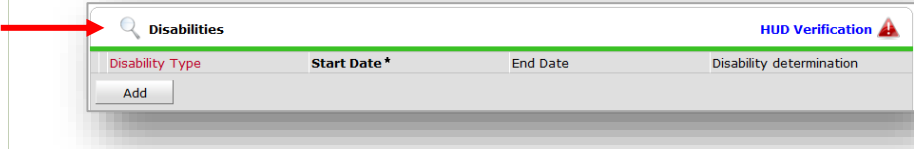
DHS Referral

Is the Head of Household a teen parent?

Refugee

# EXITING HSP CLIENTS FROM SERVICEPOINT

Answers from Entry will carry over. Be sure to update all responses that have changed.

<b>EXIT</b>	
Exit Date	<b>*Defaults to date of data entry - Remember to change*</b>
Reason for Leaving	
Destination	
Section II	Update for Head of Household and All Adults
Disabling Condition	If Yes, must click on the 'Add' button to specify the type <b>Click magnifying glass to check that all responses are still accurate</b>
Disability Type	
Section III	Complete for Head of Household Only
Client Location	
HSP Eligibility	
DHS Referral	
Is the Head of Household a teen parent?	
Refugee	

## APPENDIX A

“Prior Living Situation” now has multiple housing situations to choose from. Each housing situation (Homeless, Institutional, and Temporary & Permanent) has a list of options.

<b>Prior Living Situation</b>	Residence just prior to entry (i.e. the night before entry date). Choose only ONE.
<b>Length of Stay in Previous Place</b>	
If response to Prior Living Situation is under HOMELESS SITUATIONS, 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 SITUATIONS <b>and</b> Length of Stay in Previous Place is less than <b>90 days</b> , 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 TEMPORARY AND PERMANENT HOUSING SITUATIONS <b>and</b> Length of Stay in Previous Place is less than <b>7 days</b> , 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	