MULTNOMAH STABILITY INITIATIVE (MSI)

ServicePoint Handbook

CONTENTS

Multnomah County

Multnomah Stability Initiative ServicePoint Handbook - Revision History

- **Revised 6/2020:** Removed the requirement to check all the household members associated with the Entry/Exit for the Follow-up reviews.
- **Revised 11/2019:** Revised workflow for entering MSI Progress Updates: removed Progress Updates every 6 months and moved MSI Progress Updates Due at Entry from "Interim" to "Entry Assessment".
  Added Appendix D – MSI Household Employment Services
- **Revised 8/2018:** Added Appendix C – HUD Verification New and Existing Clients, added federal Race/Ethnicity question, Level of Family Income question and move School Age Children question within program entry.
- **Revised 6/2018:** Updated ROI section; changed end date from 'plus 10 years' to 'plus 7 years'. Added Follow-Up Interval question to follow-ups.
- **Revised 4/25/18** Revised Follow-up Status question
- **Revised 3/8/18:** Added Ethnicity (Hispanic/Latino) question to entry assessment
- **Revised 1/30/18:** Updated to reflect changes in data collection on entry/exit, Progress Updates, and Follow-Ups
- **Revised 10/10/17:** Updated ROI instructions
- **Revised 3/27/17:** Removed MSI Flex Funds from Rent Assistance Service Category pg.6
- **Revised 11/21/16:** Updated ROI instructions on pg. 4 to include adding project ROIs in addition to agency ROI, revised MSI Service Categories on pg. 7
- **Revised 11/4/16:** Added "How to Enter Multiple Services" to Appendix.
- **Revised 10/10/16:** Updated "Gender" description.
- **Revised 8/9/16:** Updated Program Model description; removed Entry question "Is Client Chronically Homeless?"; changed Residence Prior questions at Entry to be required for all adults and not just Head of Household; changed DV question at Entry to be required only for adults and not children.
- **Revised 7/13/16:** Removed Entry question "Was household referred from HFSC" and added "How was household referred to MSI?"
- **Revised 6/29/16:** New work flow for entering MSI Progress Updates and Follow-Ups; added MSI Life Domains Priorities question to program entry assessment; changed employment "hours per month" to "hours per week" on Progress Update; added "School Name" to exit assessment.
- **Revised 3/29/16:** Revised work flow for entering Progress Updates and Follow-Ups
- **Revised 1/19/16:** Revised pg. 6 to add "MSI Flex Funds – Rent Assistance" as service category
- **Original version published Jul 2015**

MULTNOMAH STABILITY INITIATIVE PROGRAM MODEL

The goal of the Multnomah Stability Initiative (MSI) is to engage households living on low incomes in ways that foster hope, leadership, and community so that they avoid crisis, achieve stability, and access opportunities to reach prosperity. By protecting and building human capital in each family served by MSI, the economic well-being of the entire community is created, grown, and maintained. MSI is an aligned partnership that provides a comprehensive package of services to help households achieve stability and prosperity. MSI partners include:

- Multnomah County Department of County Human Services (DCHS)
- Community-based, contracted partners
- WorkSource Inc. (WSI)
- Oregon Department of Human Services (DHS)

Assertive Engagement (AE) principles guide all MSI system elements. Direct services provided by staff funded by MSI are AE Services. An AE staff person works with each family, offering services and supports at a frequency, location and duration chosen by each family. AE staff provide a direct connection with each family, designed to nurture and foster the household's innate ability to envision and realize a brighter future as they choose from a menu of flexible and aligned services and supports that promote hope, leadership and community.

HOUSING
With safe, well located and affordable housing, reflective of family choice, families become stable and able to take advantage of opportunities

Safe and Healthy Children
Children are safe and successful in family, school and community

INCOME
Family income meets basic needs, reduces debt and allows for asset building

MULTNOMAH STABILITY INITIATIVE LIFE DOMAINS

WELLNESS & HEALTH
Families have the physical, spiritual, emotional and mental capacity to meets life's challenges

Family, Friends and Community
Families have relationships that build on their values and create mutual support, allowing them to be active members of their community

EDUCATION
Level of education and training meets family vocational and life aspirations

DATA MILESTONES – MULTNOMAH STABILITY INITIATIVE

ENTRY

- Add client to ServicePoint*
- Create household*
- Create ROI for entire HH*
- Create MSI program entry for entire HH
- Record MSI Progress Update under HOH only

SERVICES
(ongoing)

- Track services in ServicePoint
- **All data entry is due by 15th of following month**

EXIT

- Exit client in ServicePoint

FOLLOW-UP

- Record Follow-ups at 6 & 12 months post-exit
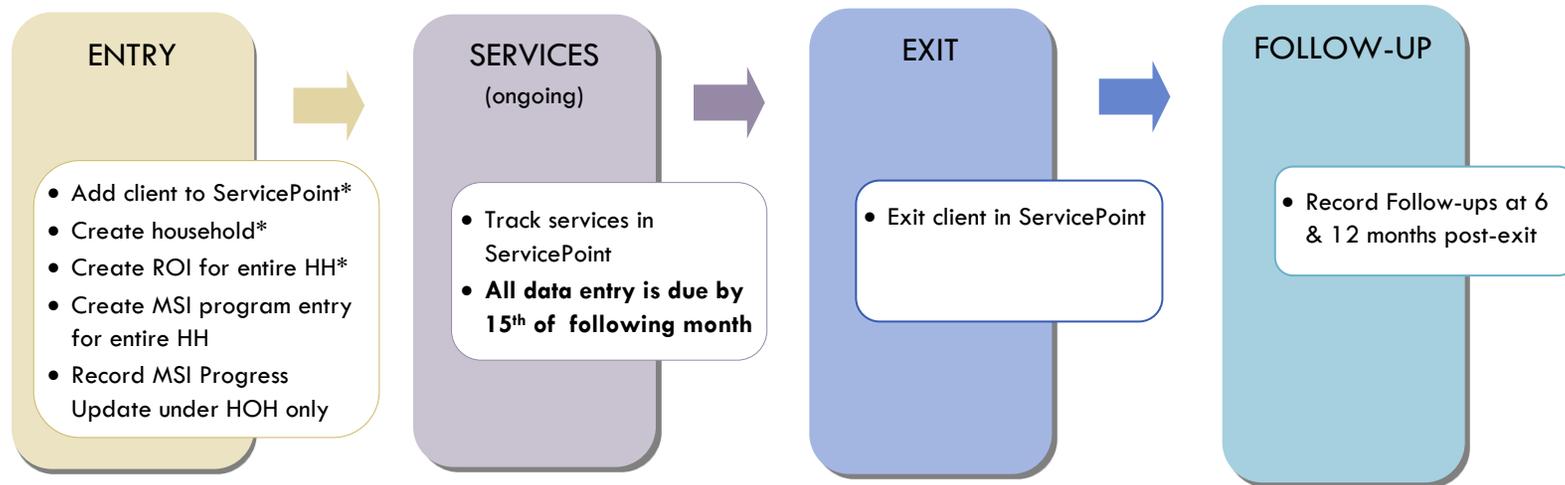
*Instructions for doing these items are not covered in this handbook. Go to our website to download the following materials for these instructions:

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

ENTERING MSI CLIENTS IN SERVICEPOINT

1. HOUSEHOLD	**Every client needs 1 (and only 1) household**
Household Type	
Head of Household	Only <u>one</u> person should be designated as head of household
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 MSI level ROI to all household members.

Clients only need to sign one Client Consent form <u>per agency</u>.

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 (also known as your Login Provider) AND your agency MSI 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

Transact ROI under Head of Household	In the "Summary" tab of the Head of Household, click on "Add ROI" in the Release of Information box.
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.
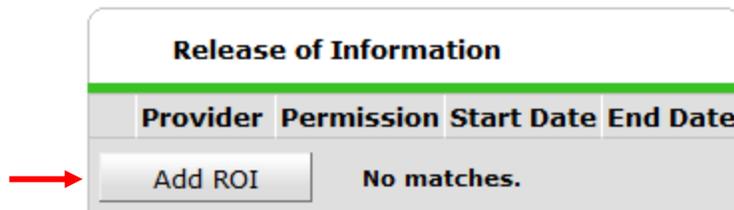
Provider	Click 'Search' to select your PARENT provider (also known as your Login provider) AND your MSI provider for your agency.	**Release of Information Data** Clicking 'Save Release of Information' will create a distinct Release of Information for each selected provider. **Provider *** ☑ Self-Enhancement, Inc. (SEI) - SP (2479) ☑ Self-Enhancement, Inc. (SEI): Multnomah Stability Initiative (MSI) - SP (5029) [Search]
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	**Release Granted *** Yes ▾ **Start Date *** 06 / 01 / 2018
End Date	7 years after Start Date	**End Date *** 06 / 01 / 2025
Documentation	Select "Signed Statement from Client" - **Verbal consent is not an option**	Documentation Signed Statement from Client ▾ Witness Multco [Save Release of Information] [Cancel]
Witness	Enter *Multco*	

When successfully transacted, it should look like this:

Release of Information

	Provider	Permission	Start Date	End Date
✎	Self-Enhancement, Inc. (SEI) - SP	Yes	01/23/2018	01/23/2028
✎	Self-Enhancement, Inc. (SEI): Multnomah Stability Initiative (MSI) - SP	Yes	01/23/2018	01/23/2028
[Add ROI]		Showing 1-2 of 2		

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

3. ENTRY	Without a program entry, clients will not appear in reports

- Create a program entry for the <u>Head of Household</u> by clicking on "Add Entry/Exit" from the Summary or Entry/Exit tabs. Click the check box next to the names of **all household member**s to include in the program entry.
- Go into the entry of **EACH** household member (adults and children) to enter program entry data

Type	Always choose 'Basic'
Entry Date	***Defaults to date of data entry – Change to date of program entry (i.e. intake date)**

Section I	Complete the following questions for EACH Household Member
SUN Service System Contract	Choose relevant contract. Missing or wrong information will impact Outputs and Outcomes.
Relationship to Head of Household	Choose "Self" if head of household. Otherwise, choose appropriate relationship to head of household. One member of the household (and no more than one) must be designated as head of household.
Date of Birth	
Date of Birth Type	
Gender	
Household Size	
Race	
Race-Additional	Only answer if client is multi-racial
Ethnicity (Hispanic/Latino)	
Inclusive Identity	**Click 'Add' to enter a client's self-identified race/ethnicity. Add all that 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 the client have a disabling condition?	
Disabilities	If no data has been previously entered, click 'HUD Verification' to create a Y/N response for each Disability Type. Otherwise, click the magnifying glass to review and update existing records.
Covered by Health Insurance?	

Health Insurance	If no data has been previously entered, click 'HUD Verification' to create a Y/N response for each Health Insurance Type. Otherwise, click the magnifying glass to review and update existing records.

Highest Grade Completed	
Current School Status	

Section II	**Complete for ADULTS Only**
Employment Status	
Income from Any Source?	See Appendix B for detailed instructions on recording and updating already existing client income.
Monthly Income	If no data has been previously entered, click 'HUD Verification' to create a Y/N response for each Income Type. Otherwise, click the magnifying glass to review and update existing records. * Enter Household Income provided by a minor in the **Head of Household's profile**

Non-cash benefit from any source	Complete HUD Verification; record benefit type, amount is no longer required
Non-Cash Benefits	If no data has been previously entered, click 'HUD Verification' to create a Y/N response for each Non-Cash Benefits Type. Otherwise, click the magnifying glass to review and update existing records. * 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 **Length of Stay in Previous Place**	Residence just prior to entry (i.e. the night before entry date). Choose only ONE.

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

| Domestic violence victim/survivor? | |

Section III	**Complete for HEAD OF HOUSEHOLD Only (within 60 Days of Entry)**
Level of Family Income	
How was household referred to MSI?	
MSI Life Domains Priorities	Add one or more life domains to identify which domains the family has chosen to work on through MSI
Zip Code of Last Permanent Address	
Is any adult in the household currently employed?	
Is Household Receiving TANF?	
Current Savings	
Total Monthly Expenses	
Monthly Housing Cost	
Is family engaged with any employment services?	

| MSI Household Employment Services | If yes to employment services, click "add" below to record each type. |
| | |

MSI Household Employment Services

Start Date *	Job Training Category	End Date
Add		

MSI Household Employment Services

Start Date *	01 / 22 / 2018 G
Employment Service Category	-Select- G
Other Employment Service (specify)	G
End Date	/ / G

Save   Save and Add Another   Cancel

Instructions for recording Employment Services can be found in Appendix D.

Do all household members receive health services appropriate to their needs?	
Do all household members receive dental services appropriate to their needs?	
My family's current housing situation meets our needs for size, health, safety, and location.	
My current level of household income meets my family's needs for expenses and savings.	
My family has relationships or social networks that provide positive supports to each other.	
My family has relationships or social networks that reinforce our culture and values.	
My family's overall education or job training meets our vocational and life aspirations.	
In the last three months, my family had enough resources for food, and no one in our family had to reduce the size of their meals or skip meals.	
All family members feel safe in our home.	
My children are able to be safe and successful in their family, school, and community.	

Section IV	**Complete for all School-Aged Children Only**

Please indicate which school client is CURRENTLY attending

ENTERING MSI SERVICES

- Services can be summed by category and entered into ServicePoint on a monthly basis.
- All services should be entered in the Head of Household's record. Check off the names of all household members to include them in the service.

SERVICES	
Start Date	Last day of the service month (if entering monthly)
End Date	Leave blank
Service Type	Leave blank - automatically fills if you select a provider-specific service
Provider Specific Service	Select service (see list below)
Service Staff	Select staff person providing services; contact the ServicePoint Helpline to have the picklist updated if staff is not listed
# of Units	Total # of service hours rounded to nearest 15 minutes (.25 hours) or Exact dollar amount
Unit Type	Select Hours or Dollars

MSI SERVICE CATEGORIES

Services are considered flex funds and should be recorded in dollars. Assertive Engagement is the only service that should be recorded in the form of *hours*.

Assertive Engagement (Hours)
Basic Needs (Dollars) - Includes: food, clothing, household goods, etc.
Childcare (Dollars)
Counseling/Therapy (Dollars)
Education Expenses (Dollars) - Includes: tuition, fees, textbooks, school supplies, tutoring, etc.
Healthcare Expenses (Dollars)
Housing Debt (Dollars) - Includes arrears or other housing-related debts that hinder clients' ability to rent
Housing Placement (Dollars) - Includes deposits, background check fees, application fees, moving costs, etc.
Identification or Other Records (Dollars)
Job Training (Dollars)
Legal Services (Dollars)
Rent Assistance (Dollars) – *NOT* STRA
Other Client Assistance (must specify)
Transportation (Dollars)
Trauma Services (Dollars)
Utilities (Dollars)

For additional information on how to enter MULTIPLE SERVICES, see Appendix A.

EXITING MSI HOUSEHOLDS IN SERVICEPOINT

- Answers in the Program Entry will carry over into the Program Exit. Be sure to update any responses that have changed.
- If receiving short-term rent assistance (STRA), households should remain open in MSI until STRA subsidies end.
- Set STRA follow-up due dates at 3, 6 & 12 mo. intervals as directed by Home Forward. STRA follow-ups should be based on the end of STRA subsidy, not the MSI Exit Date.

EXIT	Answers from Entry will carry over. Remember to update all responses that have changed, including the MSI Progress Update in Section IV
Section I	**Update for ALL Household Members**
Does the client have a disabling condition?	
Disabilities	**Click the magnifying glass to check that responses are still accurate**
Covered by Health Insurance?	
Health Insurance	**Click magnifying glass to check that all responses are still accurate**
Current School Status at Exit	
Highest Grade Completed at Exit	
Section II	**Update for Adults ONLY**
Employment Status	
Income from Any Source?	
Monthly Income	**Click magnifying glass to check that all responses are still accurate**
Non-cash benefit from any source?	
Non-Cash Benefits	**Click magnifying glass to check that all responses are still accurate**
Section III	**Update for all School-Aged Children Only**
Please indicate which school client is CURRENTLY attending at Exit	
Section IV	**Update for Head of Household ONLY**
Level of Family Income	
Was household screened for benefits eligibility and referred as appropriate?	
MSI Progress Update	The MSI Progress Update is integrated into the Exit assessment and will be pre-filled with the most recent responses. Be sure to update the responses to reflect any changes at exit.

RECORDING MSI FOLLOW-UPS IN SERVICEPOINT

- MSI follow-ups are due for **ALL HOUSEHOLDS** (regardless of housing status at exit) enrolled in MSI for 90 days or more (3 months).
- Follow-ups are due at 6 and 12 months post-exit, based on the MSI exit date.
- Record follow-ups under the Head of Household ONLY.

❶ Click on the Follow Ups icon associated with the program entry under the "Entry/Exit" tab. Then, click on "Add Follow Up Review."

❷ Choose the appropriate "Follow Up Review Type." The two you will be using are "6-Month Review" and "Annual Assessment." Click "Save & Continue."

It should look like this when you click on the Follow Ups icon after you have recorded the 6-Month and 12-Month Follow-Ups

Record follow-ups under the Head of Household ONLY

Follow Up

Follow-Up Interval (6- and 12-Month)	Choose the appropriate interval
Follow Up Status	Choose one. If "Attempted, Unable to Contact Client" or "Client re-entered - New Entry/Exit," skip the rest and click "Save & Exit." If "Other Verifiable Source Contacted," choose appropriate response for "Is Client Still in Housing?" and then skip the rest and click "Save & Exit."
Is Client Still in Housing?	
Monthly Household Income	

ENTERING MULTIPLE SERVICES

Use the steps below to record *multiple* services to a client/household at the same time

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

On the **Client Information-Summary** tab   or   In the **Service Transaction** tab menu
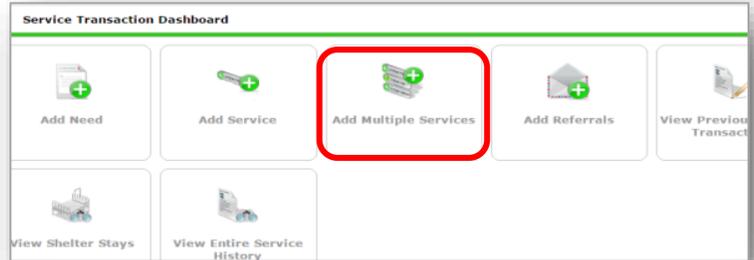
❶ Check off any family members you want to include in the service transaction.
Services will be applied to all family members that are checked off.
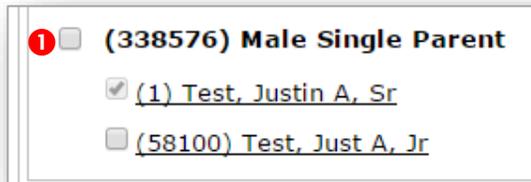
❷ Enter the **number** of services you'd like to generate in **both** places
(this will typically be 1)

❸ Set Start Date as the last day of the month that the services took place

❹ Choose Provider Specific Service

❺ Choose Service Staff

❻ Enter the Number of Units rounding to nearest 15 minutes (.25 hours)

❼ Enter the Unit Type

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

❾ Click 'Save & Exit' to finish

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.

STEP 1: Answer 'Income from Any Source' (Update existing answer if necessary)

MONTHLY INCOME:
Income from Any Source   -Select-   ▼ G

If Answer = Yes

STEP 2: Record Responses for EVERY Income Source

Monthly Income   HUD Verification ⚠

Start Date *	Source of Income	Receiving Income Source?	Monthly Amount	End Date

Add   View Gross Income

Are there active income lines for EACH income source?

No → Click HUD Verification ⚠ to create all 15 'Yes/No' responses, or click 🔍 to add one income source at a time

DONE
HUD Verification ✅

Yes

Are they still accurate?

Yes → DONE
HUD Verification ✅

No → End inaccurate income amounts → Add Income → DONE
HUD Verification ✅

If Answer = No, Don't Know, or Refused

Is there a Y/N response for each income source?

No → Click HUD Verification ⚠ to create all 15 'No' responses at once, or click 🔍 to add one response at a time → DONE
HUD Verification ✅

Yes

Are they still accurate?

Yes → DONE
HUD Verification ✅

No → End inaccurate income amounts → Add Income → DONE
HUD Verification ✅

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

ADDING INCOME

1. To create all 15 income responses at once for NEW clients, click the HUD V icon **HUD Verification ⚠** If updating clients who already have responses, click the magnifying glass 🔍
2. Leave Start Date as default (date of Entry, Annual Review, or Exit)
3. Select Source of Income
4. Monthly Amount = ($ amount from this source)
5. Leave End Date blank
6. Save / add another Exit

ENDING INCOME

When updating income at Entry/Exit, enter data in client's program Entry/Exit.

1. Click the pencil next to outdated income
2. Leave Start Date, Source, and Amount unchanged
3. End Date = the day before Entry/Exit
4. Save and Exit

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

Answering HUD Verification Questions for New Participants

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, or for the Disability types, an additional box will pop up. See Step 5 and/or 6 below.

Otherwise, click **Save & Exit**.

5. **INCOME**: 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.

6. **DISABILITIES**: Enter "Yes"* in the 2 fields below the Note on Disability box.

*If the project requires an official documentation of disability, you must have that in the client file in order to enter "Yes".

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 survivor 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.
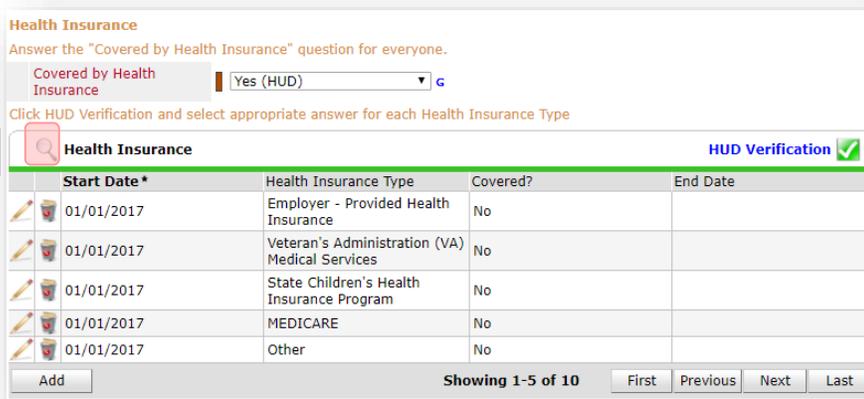
Tip: The **Start Date** shows the date of the entry wherein each answer was created.
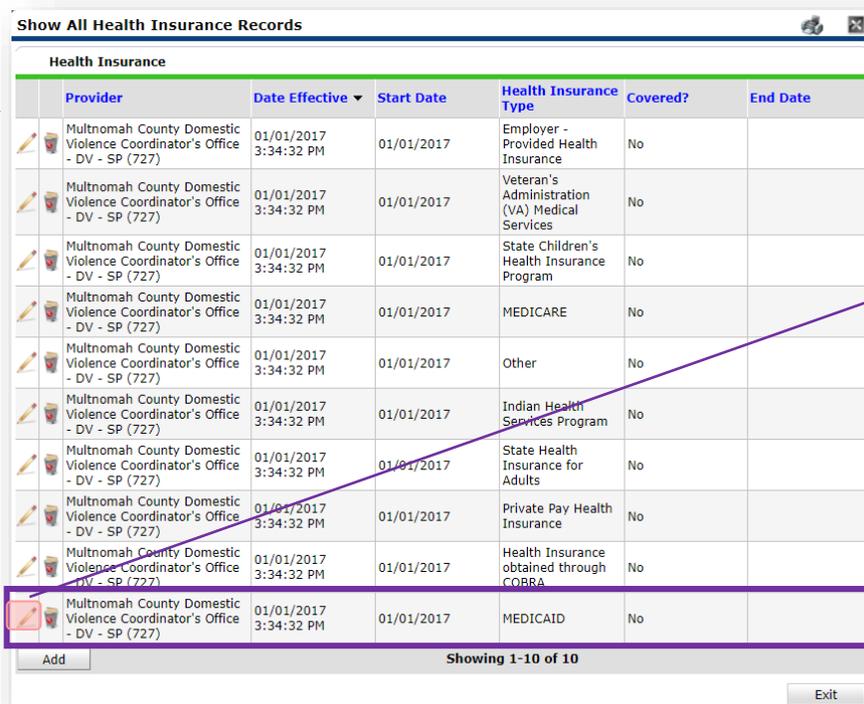
OHP is recorded in ServicePoint as "MEDICAID", so this is the line that must be updated to reflect that the participant now has health insurance.

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:

	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

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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.

MSI HOUSEHOLD EMPLOYMENT SERVICES

ENTERING NEW HOUSEHOLD EMPLOYMENT SERVICES INFORMATION

- If any ADULT in the household is participating in an employment service, enter the information in the MSI Household Employment Services section.

❶ Click "Add"

❷ Leave the **Start Date** as the default

❸ Choose the relevant Employment Service Category

❹ Leave the **End Date** blank.

❺ Click "Save" or "Save and Add Another" if you have more than one employment service category to enter.

UPDATING HOUSEHOLD EMPLOYMENT SERVICES INFORMATION

When completing the Exit assessment, update the MSI Household Employment Services if there are any changes.

Add a new employment service by following the instructions above. If a previous employment service listed is no longer valid, follow these steps:

❶ Click on the pencil next to the employment service category that is no longer valid

❷ Fill in the **End Date**. The End Date = the day before the Exit/Follow-Up date
  - Ex 1: if you are updating the record at the 12-Month Follow-up interval and the 12-Month Review Date is 1/2/2016, the End Date would be 1/1/2016.
  - Ex 2: if you are updating the record at Exit and the Exit Date is 2/2/2016, the End Date would be 2/1/2016.

❸ Click "Save"