MULTNOMAH STABILITY INITIATIVE - ENHANCED FAMILY UNIFICATION PROJECT ServicePoint Handbook

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Questions? Contact the ServicePoint Helpline at 503.970.4408 or servicepoint@multco.us http://multco.us/servicepoint

Revision History

- 7/2020 Removed Progress Updates at 6-month intervals and left 12-month intervals only. Added 4 questions to the "Family Unification and Section 8" section of the Progress Updates (Extension requested?, Extension granted?, Did child return within 90 days of lease-up?, Date DHS case closed). Removed Employment related questions from the Progress Updates under the "Housing and Employment" section. Removed "Monthly Income" section from the Progress Updates. Removed Follow-ups at 12 months post-exit.
- 8/2018 added Appendix C HUD Verification for New and Existing Clients
- 6/2018 updated ROI section, changed end date from 'plus 10 years' to 'plus 7 years'.
- 3/22/2017 changed project name to MSI Enhanced; updated progress update and follow-up instructions.

PROGRAM MODEL

The Multnomah Stability Initiative – Enhanced Family Unification Project is a comprehensive package of services intended to foster the reunification of households involved in Oregon Department of Human Services Child Welfare (DHS). MSI-ES FUP supports long term family unity, self-sufficiency and economic prosperity for households by aligning employment, education, housing, and support services in an efficient and effective manner.



A service approach based on the beliefs that:

- Clients are the experts, with power over their own choices and lives
- Families are capable of choosing the solutions to their own problems
- Hope is a source of motivation and strength for finding solutions
- Persistence, creativity and active listening are essential tools for service providers
- Flexible funds are available to support client case plan goals
- Funds can be used for healthcare services, household supplies, utility assistance, food, childcare, transportation, rent, deposit, etc.
- Families increase self-sufficiency and income through development of soft employment skills
- Employment trainings and educational resources are provided through WorkSystems, Inc. or other partners

DATA MILESTONES



ENTRY

- Create a program entry in the profile of the Head of Household. Click the check box next to the names of all household members to include them in the entry.
- Go into each client's entry (adults and children) to enter data.

1. HOUSEHOLD						
Head of Household	Only choose one h	Only choose one head of household				
Relationship to Head of HH	If client is head of	client is head of household, this should be 'Self'				
HH Date Entered	Same as Program Entry Date					
2. ROI	Required for AL	L clients				
	Create one ROI fo PROVIDER Release of Informa	r your AGENCY PRO	VIDER and a	one ROI for γ	our MSI-ES Fl	JP
	Provider		Permission	Start Date	End Date	
	🥖 🧋 Impact Northwest	- SP	Yes	03/24/2017	03/24/2027	i kan
	V impact Northwest: Unification Program	Action for Prosperity-Family n (FUP) - SP	Yes	03/24/2017	03/24/2020	<i></i>
	Add Release of Informat	ion	Showing 1-2	2 of 2		
Provider Use Search button to add MSI-ES FUP provider to the ROI	Clicking 'Sav Provider *	 Release of Information' will of Information for each selecte Self-Enhancement, Inc. (SEI) Self-Enhancement, Inc. (SEI) Prosperity-Family Unification Pro (3399) 	reate a distinct R d provider. <u>- SP (2479)</u> : Action for :gram (FUP) - SP	Search		
	Release Granted*	Yes T				
	Start Date *	06 / 01 / 2018 🧖 🔿 🦉				
	End Date *	06 / 01 / 2025 🧖 💸				
	Documentation	Signed Statement from Client	¥			
	Witness	Multco				
		Save Re	lease of Informatior	n Cancel		
	Choose Yes /No b	ased on the Client Co	onsent to She	are form		

Release Granted *Clients only need to sign one "Consent to Share" form per agency. If they respond 'Yes,' create a 'Yes' ROI for your agency and 'Yes' ROIs for any project they participate in at your agency.

	Date the Consent to Data Sharing form was signed
Start Date	*If you're creating a new program entry for a client who has already been served by another project at your agency, check for the ROI they already have on file. If they already have a 'Yes' ROI, add a new 'Yes' ROI for PCDS and give it the same start date as their original ROI.
End Date	7 years after ROI Start Date
Documentation	Select "Signed Consent" - Verbal consent is not an option for this ROI
Witness	Enter Multco
3. ENTRY	Without a program entry, clients will not appear in reports
Entry Type	Always choose 'Basic'
Entry Date	*Defaults to date of data entry - Remember to change*
Section I	Complete for ALL Household Members
Relationship to Head of Household	
Date of Birth	
Date of Birth Type	
Gender	
If Other Gender, specify	Only required if Gender is 'Other'
	Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.
	All participants with an Entry Date on or after 7/1/13 must have at least one Inclusive Identity recorded (click Add below)
Inclusive Identity	Inclusive Identity (Race/Ethnicity/Origin)
	Start Date * Please add all that apply (Race/Ethnicity/Origin): Add
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	
Primary Language-Other	Only required if Primary Language is 'Other' - Do not enter a second language
Highest Grade Completed	Do not select current grade
Household Size	
Does the client have a disabling condition?	

	Click 'HUD Veri	fication' to crec	ite a Y/N respo	nse for ea	ch Disability Type	9
Disabilition	Q Disabilities				HUD Verification 🔏	
Disabilities	Disability Type	Start Date *	End Date		Disability determination	
Covered by Health Insurance		<i></i>				
	Click 'HUD Veri	fication' to crec	ite a Y/N respo	nse for ea	ich Health Insuran	ce Type
Health Insurance	Health Insurance	Health Insurance T	vne Covered?		HUD Verification	
	Add		,,-	_		
Section IIa	Complete for c	II ADULTS (18	8+ yrs of age))		
Income from Any Source						
	Click 'HUD Veri * Only list incom * Enter Househol	fication' to crec e that will be o Id Income provid	ite a Y/N respo ngoing ded by a minor	nse for ea in the Hea	ich Income Source id of Household's	profile
Monthly Income	Q Monthly Income				HUD Verification 🔬	•
	Start Date*	Source of Income	Receiving Income Sou	Irce? Monthly Amount	End Date	
Total Monthly Income	Sum of all types	of income in the	e Monthly Incom	e box		
Non-cash Benefit from any source						
	Click 'HUD Veri * Only list benef * Enter benefits	fication' to crec fits that will be o received by a r	nte a Y/N respo ongoing ninor in the Hea	nse for ea d of Hous	ich Benefit Source ehold's profile	
Non-cash Benefits	🔍 Non-Cash Benefit	ts			HUD Verification 🔬 🕇	_
	Start Date*	Source of Non-Cash Benefit	Receiving Benefit?	Amount of Non-Cash Benefit	End Date	
	Add			benent		
Employment Status						
U.S. Military Veteran? (Moved to Profile)	This question has	s been relocated	d to the Client R	ecord, ple	ase answer it there	Э.
Domestic Violence Victim/Survivor						
Zip Code of Last Permanent Address						
Residence Prior to Project Entry	See Appendix A	A for additional	information al	pout this q	juestion	
Length of Stay in Previous Place	See Appendix A	A for additional	information at	pout this q	juestion	

6

Section IIb	Complete this section for Head of Household ONLY
Client Location	OR-501 Portland/Gresham/Multnomah County
Level of Family Income (%HHS Guideline)	
Section VI	Complete for all School-Aged Household Members
Current School Status	
Please indicate which school client is CURRENTLY attending	

ENTERING 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	Always Basic Needs - 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 Helpline to have the picklist updated
# of Units	Total # of service hours rounded to nearest 15 minutes (.25 hours) or Exact dollar amount
Unit Type	Select Hours or Dollars

MSI-ES FUP PROVIDER-SPECIFIC SERVICES

Case Management (Hours) Child Care (Dollars) Clothing (Dollars) Food (Dollars) Furniture (Dollars) Household Supplies (Dollars) Housing Arrears Payment (Dollars) Housing Background Check (Dollars) Housing Deposit (Dollars) Identification or Other Records (Dollars) Language Interpretation (Dollars) Other Client Assistance (Dollars) Transportation (Dollars) Utilities (Dollars)

RECORDING PROGRESS UPDATES AND FOLLOW-UPS

Progress Update and Follow-up are recorded under the Head of Household ONLY.

Progress Update and	Where do I record the Progress Update in SP?							
Entry (within 60 days), enrollment and Exit	Use the "Interims" icon and add a new interim review EACH time							
Follow-Ups (6 months)	Use the "Follow Ups" icon and add a new follow-up EACH time							
ntry/Exit Data								<i>i</i>
	Impact Northwest:	Action for						
Provider * Type * Household Members Associat	Impact Northwest: Prosperity-Family U Program (FUP) - SP Basic Update	Action for Jnification P (3397)	~	Search	My	Provider Clear		
Provider * Type * Household Members Associat	Impact Northwest: Prosperity-Family U Program (FUP) - SP Basic Update ted with this Entry / Exit Head of Household	Action for Jnification P (3397) Entry	∽ Date Exit	Search	My I Follow Ups	Provider Clear	Destination	Notes
Provider * Type * Household Members Associat Name (1) Test, Just A	Impact Northwest: Prosperity-Family U Program (FUP) - SF Basic Update ted with this Entry / Exit Head of Household Yes	Action for Jnification P (3397) Entry 03/27,	→ Date Exit Dat	Search	My I Follow Ups	Provider Clear	Destination	Notes
Provider * Type * Name (1) Test, Just A (760840) test, Justin, Jr.	ted with this Entry / Exit Head of Household Yes No	Action for Jnification P (3397) Entry	 ✓ Date /2017 ✓ ✓ 	Search	My I	Provider Clear	Destination	Notes

screen under the Head of Household, click the **Interims Icon** if you are recording a Progress Update.

Note: The process is the same for recording **Follow-ups** with the exception that the client needs to be Exited from the program first.

- In the next window that appears, click 'Add Interim Review'
- Eave all household members' names checked
- Set <u>Interim Review Type</u> to 'Scheduled Review'
- Review Date = Date Progress Update/Follow-up was completed (this is not necessarily the same as the date you are entering the data into ServicePoint)
- **6** Click Save & Continue

	ssociated with this Entry / Exit	
Review Date Revi	еw Туре	Client Coun
Add Interim Review	No matches.	
ld Interim Review - (553) Client, Mother	E
Household Members		
 To include Househol ✓ (240) Female Single F ✓ (553) Client, Mother (d members associated with the Entry / Exit for this Inter the box beside each name. Parent Entry Date: 06/22/2015 9:07 AM)	im Review, click
(556) Client, Child 1 ((557) Client, Child 2 ()	Entry Date: 06/22/2015 9:07 AM <u>)</u> Entry Date: 06/22/2015 9:07 AM <u>)</u>	
Interim Review Data		
Interim Review Data		
Interim Review Data Interim Review Data Entry / Exit Provider	Impact Northwest: Action for Prosperity-Family Unification Pr (3397)	ogram (FUP) - SP
Interim Review Data Interim Review Data Entry / Exit Provider Entry / Exit Type	Impact Northwest: Action for Prosperity-Family Unification Pr (3397) Basic	ogram (FUP) - SP
Interim Review Data Interim Review Data Entry / Exit Provider Entry / Exit Type Interim Review Type *	Impact Northwest: Action for Prosperity-Family Unification Pr (3397) Basic Scheduled Review	ogram (FUP) - SP
Interim Review Data Interim Review Data Entry / Exit Provider Entry / Exit Type Interim Review Type * Review Date *	Impact Northwest: Action for Prosperity-Family Unification Pr (3397) Basic Scheduled Review 03 /29 /29 /2017 203 2017	ogram (FUP) - SP

FAMILY UNIFICATION AND SECTION 8 QUESTIONS

• Answer the questions in this section for every interval period.

	Data Entry Date	Progress and Follow- Up Interval	Is at least one child currently living with client?	Are any children currently living in a DHS out- of-home placement (kinship, foster, residential, etc.)?	Extension requested?	Extension granted?	Did child return within 90 days of lease- up?	Date DHS case closed	Date client attended Home Forward Section 8 orientation	Date of FUP- supported Section 8 lease agreement
-	12/04/2014	Entry	Yes	Yes						
1	08/10/2012	Entry	Yes	No						

Click 'Add' to record responses	Family Unification	and Section 8
	2 Data Entry Date	03 / 29 / 2017 🔊 🖏 G
PEnter 'Data Entry Date'	SECTION I.	
	3 Matrix Interval	-Select- V G
Select the appropriate	Is at least one child currently living with client?	-Select- V G
Answer both cuestions 'Yes /No'	Are any children currently living in a DHS out-of-home placement (kinship, foster, residential, etc.)?	-Select- V G
	SECTION II.	
	Enter dates in this section O	NCE for the interval in which each occurred:
 Enter date only ONCE for the interval in which 	Date client attended Home Forward Section 8 orientation	// 🧖 💐 🧟 G
each event occurred	Date of FUP-supported Section 8 lease agreement	// Z Z G
Olick 'Save'	DO NOT USE!	// 🧖 🦉 🦉 G
	6	Save Save and Add Another Cancel

HOUSING AND EMPLOYMENT

- The Housing and Employment questions must be completed at each progress update and follow-up interval.
- The employment questions must be answered for each job the Participant holds during that interval period (e.g. if a Participant has two jobs at their 6 month interval you must complete this section twice. Click 'Save and Add Another' to complete this for additional jobs).

		Q Housing	and Employment								
Click 'Add' to record resp	onses			Has the client's							
Enter 'Data Entry Date'		Data Entry Date	✤ Progress and Follow-Up Follow-Up Status Interval	housing or employment Client's information Living changed Situation since the last	Employment Status	Employer	Date of Hire	Job Title	Average Hours Worked Per Week	urly Employer- ge Benefit?	·Paid e
An interval must be selected for each housing and employm	l ent	Add	0	interval?		No mate	ches.				
assessment completed	_										
	ŀ	lousing and Em	ployment								i 🔒
 Follow-up status *Only applicable if selecting Follow-Up (6-month) 	2 Da	ta Entry Date*	03/29/2	017 🛛 🔊 🖏 G							
Interval	B Pro Int	ogress and Follow-Up erval	-Select-	∨ G							
6 Answer questions 'Yes/No'	4 Fol	low-Up Status	-Select-	¥ 6							
G Soloct the Participant's	S Ha or inf	s the client's housing employment ormation changed	-Select-	v](6						
housing type for the interval	sin If the	ce the last interval?	(as' or if this is th	o Entry interval a	ncwor All	questio	nc holow:				
being entered; this must be	6 cli	ent's Living Situation	-Select-	e Entry Interval, a	IISWEI ALI	L questio	iis Delow.				V G
for each interval.	E Em	informent Status	-Select-		V G						
	DO	NOT USE!		27, 💙 27, G							
Select Employment Status		Print Recordset			8	Save	Save	and Ac	d <mark>d Anothe</mark> r	Can	icel
Click (Sauce)							-				

EXIT

EXIT /	Answers from Entry will carry over. <u>Remember to update all responses that have changed</u> .
Exit Date	Last day of subsidy
Reason for Leaving	
Destination	
Section I	Update for EACH household member if needed
Covered by Health Insurance?	
	Click magnifying glass to check that all responses are still accurate
Health Insurance	Health Insurance HUD Verification Start Date * Health Insurance Type Covered? Add Add
Does client have a disabling Condition?	
Disabilities	Usabilities HUD Verification Disability Type Start Date* End Date Disability determination
Section II	Complete for All Adults (18+ yrs of age)
Income from Any Sou	rce?
Monthly Income	Click magnifying glass to check that all responses are still accurate
Total Monthly Income	
Non-Cash Benefits fro any source	om
Non-Cash Benefits	Click magnifying glass to check that all responses are still accurate

Employment Status at Exit

Section III

School-Age clients in Action for Prosperity II and FUP, APCM, Family Futures, Mobile Housing Team, and MultCo Rapid Re-Housing ONLY

Current School Status at Exit

APPENDIX A

"Residence Prior to Project Entry" now has multiple housing situations to choose from. Each housing situation (Homeless, Institutional, and Transitional & Permanent) has a list of options.

Residence Prior to Project Entry	Residence just prior to entry (i.e. the night before entry date). Choose only ONE.
Length of Stay in Previous Place	
If response to Residence Prior to	o Project Entry is under HOMELESS SITUATION, you will see the following questions:
Approximate date homelessnes	s started
Regardless of where they staye haven in the past 3 years includ	ed last night - Number of times client has been on the streets, in emergency shelter, or safe ling today
Total number of months homeles	ss on the street, in emergency shelter or safe haven in the past 3 years
If response to Residence Prior to less than 90 days , you will see	o Project Entry is under INSTITUTIONAL SITUATION <u>and</u> Length of Stay in Previous Place is the following questions:
On the night before [residence complete the following:	prior situation], did client stay on the streets, emergency shelter or safe haven? If yes,
Approximate date homelessnes	s started
Regardless of where they staye haven in the past 3 years includ	ed last night - Number of times client has been on the streets, in emergency shelter, or safe ling today
Total number of months homeles	ss on the street, in emergency shelter or safe haven in the past 3 years
If response to Residence Prior to Length of Stay in Previous Place	o Project Entry is under TRANSITIONAL AND PERMANENT HOUSING SITUATION <u>and</u> is less than 7 days , you will see the following questions:
On the night before [residence complete the following:	prior situation], did client stay on the streets, emergency shelter or safe haven? If yes,
Approximate date homelessnes	s started
Regardless of where they staye haven in the past 3 years includ	ed last night - Number of times client has been on the streets, in emergency shelter, or safe ling today
Total number of months homeles	ss on the street, in emergency shelter or safe haven in the past 3 years

APPENDIX B

RECORDING CLIENT INCOME

- Each client's record should store their entire income history. Never update a client's income by deleting or writingover 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

- To create all 15 income responses at once for NEW clients, click the HUD V icon HUD verification A If updating clients who already have responses, click the magnifying glass
- Leave Start Date as default (date of Entry, Annual Review, or Exit)
- Select Source of Income
- Monthly Amount = (\$ amount from this source)
- S Leave End Date blank
- G Save / add another and Exit

ENDING INCOME

- If updating income at Entry/Exit, enter data in client's program Entry/Exit. If updating income during enrollment, use appropriate interim.
- O Click the pencil next to outdated income
- **2** Leave Start Date, Source, and Amount unchanged
- End Date = the day before Entry/Annual Review/Exit
- Save and Exit

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

APPENDIX C

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.

alth Insurance Questions swer the "Covered by Health Covered by Health Insurance		HUD Verification for CoC Programs	
CHOD Verification and sele	ct appropriate answer for each reach	Insurance Type	2 HUD Verification
Start Date *	Health Insurance Type	Covered?	End Date
10/01/2014	State Health Insurance for Adults	Yes	
10/01/2014	Private Pay Health Insurance	No	
10/01/2014	Health Insurance obtained through COBRA	No	
10/01/2014	State Children's Health Insurance Program	No	
10/01/2014	Employer - Provided Health Insurance	No	
10/01/2014	Employer - Provided Health Insurance	No	

HUD Verification: Monthly Income for 10/01/2014

Per Source of Income, the current records for Monthly Income as of 10/01/2014 are displayed below. Any previous records for Monthly Income not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Income as of 10/01/2014, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Income

		Receiving I		
Source of Income	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	0	0	۲	۲
Child Support (HVD)	0	0	0	۲
Earned Income (HUD)	0	0	•	۲
Other (HUD)	0	0	0	۲
Pension or retirement income from another job (HUD)	0	0	•	۲
Private Disability Insurance (HUD)	0	0	0	۲
Retirement Income From Social Security (HUD)	0	0	۲	۲
SSDI (HUD)	0	0	0	۲
SSI (HUD)	0	0	•	۲
TANF (HUD)	0	0	0	۲
Unemployment Insurance (HUD)	0	0	0	۲
VA Non-Service Connected Disability Pension (HUD)	0	0	0	۲
VA Service Connected Disability Compensation (HUD)	0	0	0	۲
Worker's Compensation (HUD)	0	0	0	۲

 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.

Monthly Income	
Start Date *	10 / 01 / 2014 🛛 🔊 🧔 🖕 🛛
Source of Income	TANF (HUD)
If Other, Please Specify	G
Receiving Income Source?	Yes
If other, specify	G
Monthly Amount 5	487 G
End Date	// 🥂 🧖 🖏 😋 🗸 G
ARCHIVAL USE ONLY!	-Select- 🔻 G
	Save Cancel

 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.

Disabilities	
Disability Type	Mental Health Problem (HUD)
Start Date *	07 / 30 / 2018 🧖 💙 🧟 G
Note on Disability	G
Above condition is going to be long term? (Retired)	Yes T
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	Yes (HUD)
Disability determination	Yes (HUD)
End Date	// 🧖 🦣 🧟 🖓 G
	Save Cancel



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.

Covered by Health Insurance	No (HUD) V G		
Click HUD Verification and s	elect appropriate answer for each Health	Insurance Type	
lealth Insurance			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	

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!

	н	ealth Insurance					
		Provider	Date Effective 👻	Start Date	Health Insurance Type	Covered?	End Date
/	ij	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	
2	ij	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	
/	Ţ	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	
1	T.	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICARE	No	
1	ij	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Other	No	
1	T	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	
1	7	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	
1	1	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	
1	ij	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	
1	ij	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICAID	No	
	Ade	4		Sho	wing 1-10 of 10		

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".

wer the "Covered by Health Insurance" question for everyone.	N	Answer the "Covered by Health Insurance" question for every
Covered by Health Insurance No (HUD) T G		Covered by Health Insurance Yes (HUD)

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

Covered by Health Insurance	Yes (HUD) • G		
Click HUD Verification and sel	ect appropriate answer for each Health	Insurance Type	
Health Insurance			HUD Verification
Start Date *	Health Insurance Type	Covered?	End Date
2 🗑 01/01/2017	Employer - Provided Health Insurance	No	
2 🗑 01/01/2017	Veteran's Administration (VA) Medical Services	No	
2 🗑 01/01/2017	State Children's Health Insurance Program	No	
2 🗑 01/01/2017	MEDICARE	No	
/ 🗑 01/01/2017	Other	No	

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

		Provider	Date Effective 🔻	Start Date	Health Insurance Type	Covered?	End Date
•	Ţ	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	
/	1	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	
/	đ	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	
/	Ì	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICARE	No	
-	1	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Other	No	
/	ij	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	
1	Ţ	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	
1	1	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	
	Ţ	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	
1	đ	Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICAID	No	
	Ado	d		Show	ving 1-10 of 10		

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

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.

Health Insurance		🎉 🔒
Start Date *	01 / 01 / 2017 🐹 💙 🥂 G	
lealth Insurance Type	MEDICAID	▼ G
If Yes to Other) Specify Source		G
Covered?	No	
(HOPWA) If Private Pay Insurance, Specify		G
(HOPWA) If No, Reason not covered	-Select- G	
End Date	/ / / 🧖 🔿 🦓 G	
Print Recordset	Save	Cancel

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**.

End Date	12 / 31 / 2017 🛛 💐 💙 🦓 G	In this example, the Entry Date for the new
Print Recordset	Save Cancel	12/31/2017.

After entering an End Date, click Save.

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

Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	MEDICAID	No	12/31/2017				
Add Showing 1-10 of 10									

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.

dd Recordset - (1923	70) Test, HoH	х
Health Insurance		
Start Date *	01 / 01 / 2018 🔊 🧖 c	
Health Insurance Type	MEDICAID	
(If Yes to Other) Specify Source	G	
Covered?	Yes T G	
(HOPWA) If Private Pay Insurance, Specify	G	
(HOPWA) If No, Reason not covered	-Select- 🔻 G	
End Date	// 🧖 🦣 🦓 G	
	Save Save and Add Another Cancel	

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

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	
Ad	ld		Sho	wing 1-11 of 11			

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.