

SCHOOL HOUSING STABILITY FUNDS

ServicePoint Handbook

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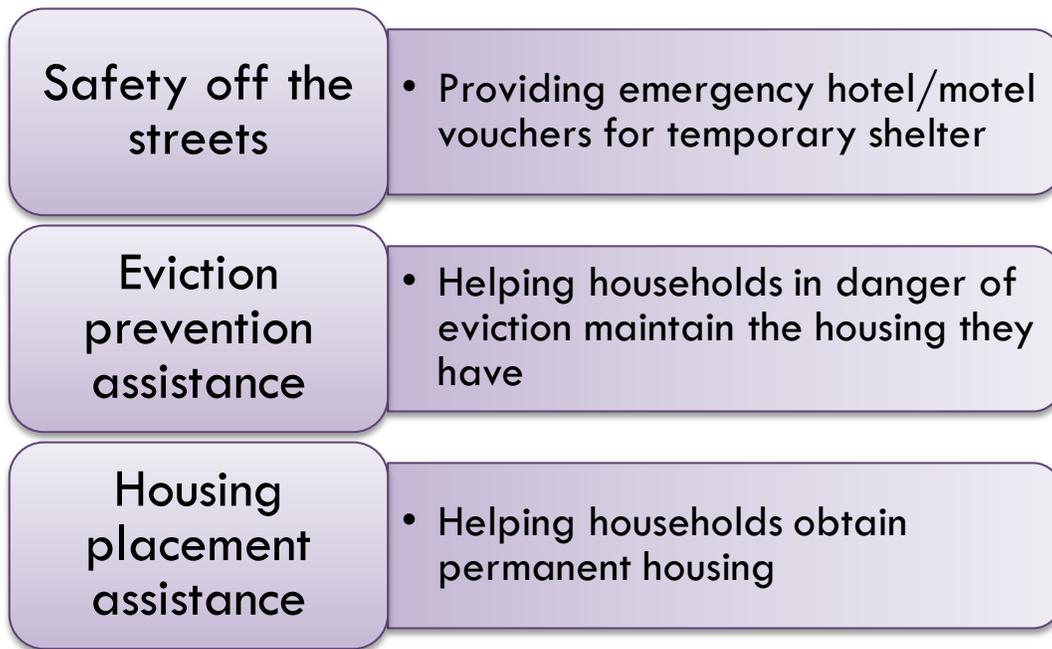


Questions? Contact the ServicePoint Helpline servicepoint@multco.us
<http://multco.us/servicepoint>

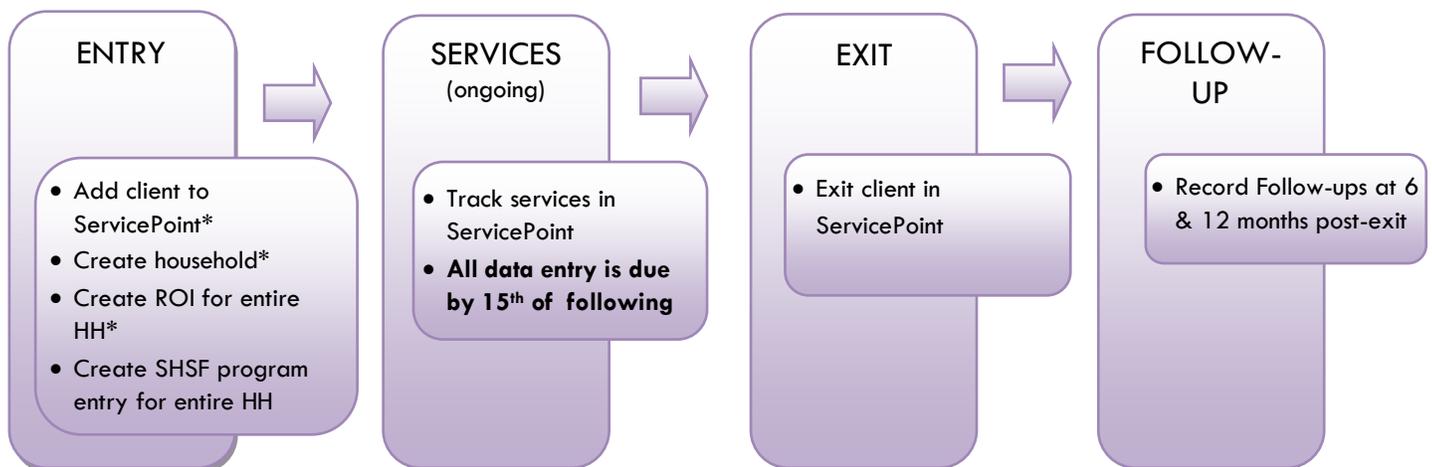
SCHOOL HOUSING STABILITY FUNDS PROGRAM MODEL

School Housing Stability Funds (SHSF) is a program that provides limited housing assistance (up to 24 months) to households with children enrolled at certain Multnomah County schools that are experiencing homelessness or at risk of homelessness. Assistance can include rent or mortgage payment, deposits and application fees, move-in costs, and support services. These services are provided through 4 non-profit agencies that are selected based on demonstrated expertise and results with similar service delivery.

SHSF is designed to respond quickly when homelessness threatens an individual or family. It does this in three ways:



DATA MILESTONES



ENTRY

- After clients sign a *Client Consent to Share* form for their household, add agency- AND SHSF-level ROIs to each HH member's ServicePoint profile. Instructions can be found at: <https://multco.us/servicepoint/manualsguides>
- Create a program entry for 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.

BUILD HOUSEHOLD AND TRANSACT ROI

1. BUILD/UPDATE HOUSEHOLD

Household Type

Head of Household Only one 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 SHSF level ROI to all household members.

Clients only need to sign one Client Consent form per agency.

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 all of the SP providers associated with the program they are participating in.

- 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>

In the client profile of the Head of Household, click on the "ROI" tab. Then, click on "Add Release of Information."

Transact ROI under Head of Household

The screenshot shows a web interface for 'Client Information'. At the top, there are two tabs: 'Client Information' (active) and 'Service Transactions'. Below these are four sub-tabs: 'Summary', 'Client Profile', 'Households', and 'ROI'. A red arrow points to the 'ROI' tab. Below the sub-tabs is a section titled 'Release of Information'. It contains a table with two columns: 'Provider' and 'Permission'. The 'Permission' column has a value of 'No mat'. A red arrow points to a button labeled 'Add Release of Information' located below the table.

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

Household Members

Household Members

i To include Household members for this Release of Information, click the box beside each name. Only members from the SAME Household may be selected.

(230) Female Single Parent

(477) Mouse, Donald

(468) Mouse, Minnie

(478) Mouse, Sally

BUILD HOUSEHOLD AND TRANSACT ROI

Provider

Click 'Search' to select your **PARENT** provider (also known as your Login provider) **AND** your SHSF provider.

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

End Date

10 years after Start Date

Documentation

Select "Signed Statement from Client" - **Verbal consent is not an option**

Witness

Enter *Multco*

Release of Information Data

i Clicking 'Save Release of Information' will create a distinct Release of Information for each selected provider.

Provider *	<input checked="" type="checkbox"/> IRCO - SHSF - Harrison Park - Homeless Prevention (5974) <input checked="" type="checkbox"/> Immigrant & Refugee Community Organization (IRCO) - SP (2355)	<input type="button" value="Search"/>
Release Granted *	Yes ▾	
Start Date *	07 / 01 / 2017	
End Date *	07 / 01 / 2027	
Documentation	Signed Statement from Client ▾	
Witness	<input type="text" value="Multco"/>	

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

Client - (278) Cooper, Alice

(278) Cooper, Alice
Release of Information: None

-Switch to Another Household Member- Submit

Client Information | Service Transactions

Summary | Client Profile | Households | **ROI** | Entry / Exit | Case Managers | Case Plans | Activities | Assessments

Release of Information

Provider	Permission	Start Date	End Date
IRCO - SHSF - Harrison Park - Homeless Prevention	Yes	07/01/2017	07/01/2027
Immigrant & Refugee Community Organization (IRCO) - SP	Yes	07/01/2017	07/01/2027

Add Release of Information

Showing 1-2 of 2

* 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. ENTRY

Entry Provider Choose your SHSF provider

Entry Type Always choose 'Basic'

Entry Date Defaults to data entry date - **Change to date of intake**

Required for ALL Household Members (Note: there is no section header on the assessment to indicate this)

Relationship to Head of Household

Date of Birth

Date of Birth Type

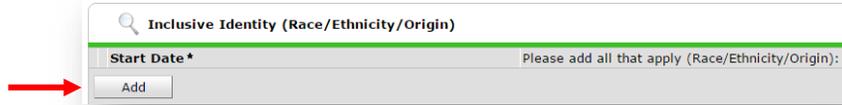
Race **Required in addition to Inclusive Identity**

Race-Additional (optional) Do not answer the same as 'Race'

Ethnicity **Required in addition to Inclusive Identity**

Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.

Inclusive Identity



Gender

Use CTRL to select more than one option

Residence Prior to Project Entry*

See Appendix A for additional information about this question

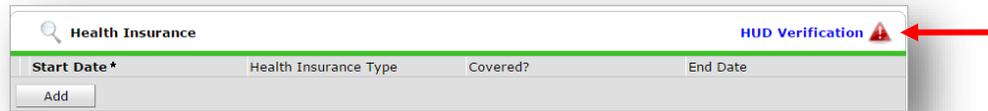
Length of Stay in Previous Place*

See Appendix A for additional information about this question

Covered by Health Insurance?

Click 'HUD Verification' to create a Y/N response for each Health Insurance Type

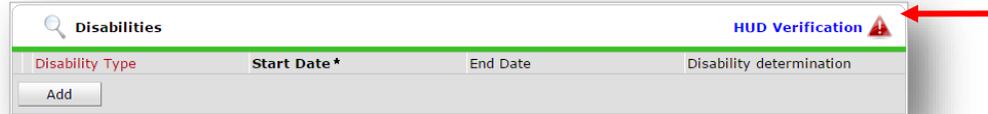
Health Insurance



Does client have a disabling condition?

Click 'HUD Verification' to create a Y/N response for each Disability Type

Disabilities



Required for ADULTS ONLY (Note: there is no section header on the assessment to indicate this)

Non-cash benefit from any source

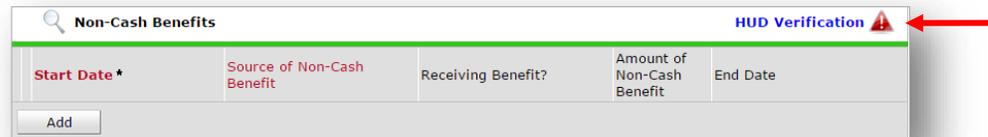
Click 'HUD Verification' to create a Y/N response for each Benefit Source

* Only list benefits that will be **ongoing**

* Enter benefits received by a minor in the **Head of Household's** profile

* \$ amounts are not required for non-cash benefits

Non-Cash Benefits



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?

Monthly Income

Click 'HUD Verification' to create a Y/N response for each Income Source

- * Only list income that will be **ongoing**
- * Enter Household Income provided by a minor in the **Head of Household's profile**

Start Date *	Source of Income	Receiving Income Source?	Monthly Amount	End Date
<input type="button" value="Add"/> <input type="button" value="View Gross Income"/>				

HUD Verification

Percent of Median Family Income

Client Location

Residential Move-in Date

Client's Residence / Last Permanent Address

Click "Add" to enter a client's residence or last permanent address

Placement Date *	Client's Street Address	Apt. #	Client's ZIP	Housing Type
<input type="button" value="Add"/>				

Domestic violence victim/survivor

If yes for Domestic violence victim/survivor, when experience occurred

If yes for Domestic Violence victim/survivor, are you currently fleeing?

Primary Language

ENTERING SHSF SERVICES

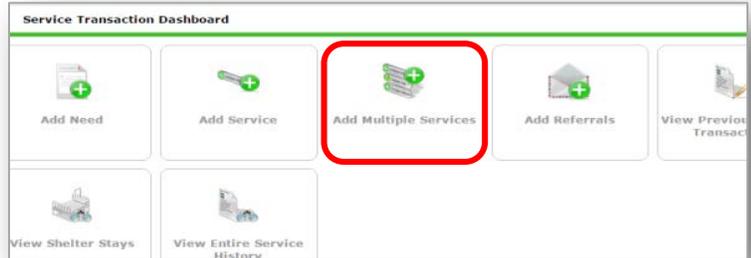
Use the steps below to record *multiple* services to a client/household at the same time
 You must create a Service Transaction for each month of assistance provided.

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

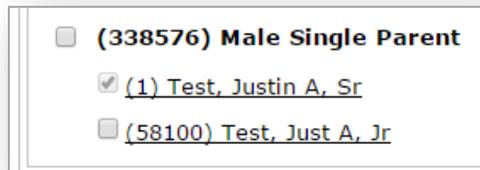
On the **Client Information-Summary** tab or



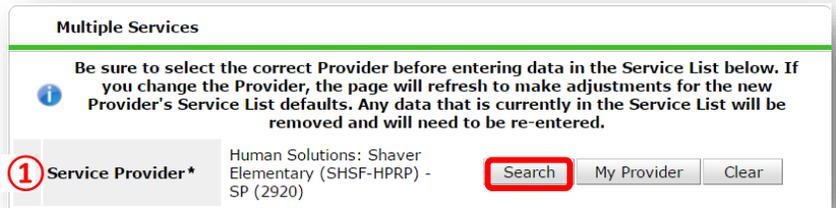
In the **Service Transaction** tab menu



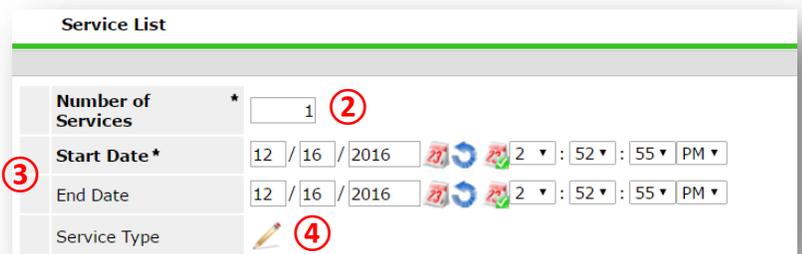
Important: Check off ALL family members.
 Services will be applied to all family members that are checked off.



1 Select the appropriate Provider from the dropdown (or Search). The screen will refresh, and the SHSF service type menus will appear.

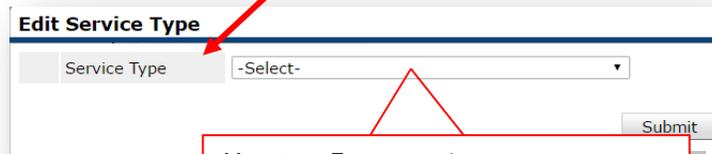


2 The Number of Services will default to 1 and that is exactly what you want.



3 Enter the Start Date and the End Date for each service transaction. **The Start Date should never be before the Entry Date and the End Date should never be after the Exit Date.**

4 Click on pencil to select the appropriate Service Type from the dropdown menu.



- Housing Expense Assistance
- Rent Payment Assistance
- Rental Deposit Assistance
- Utility Assistance
- Eviction Prevention Legal Assistance
- Debt Reduction Funds

5 Click Apply Funds Icon to display Funding Sources. Click on Add Funding Source.

Apply Funds for Service

Distribute as Voucher Yes No

Vendor's Client Account Number

Name on Bill

Vendor Please Select a Vendor

Code for Accounting Department -Select-

Funding Sources	
	Source
Client Co-Pay	
<input type="button" value="Add Funding Source"/>	<input type="button" value="Add Other Contributing Sources"/>

6 Type in the SHSF fund source you are using and click Search. Click the green plus button to add source.

Fund Search

Search for Funds by using keywords for Fund Name, Category, or Description.

Search

Show Matching Funds ONLY

Fund Search Results

	Fund ▲	Submission Deadline	Remaining Balance
<input type="button" value="+"/>	STRA- HOME SHSF	N/A	N/A
<input type="button" value="+"/>	STRA- SHSF Updated to restrict providers with access	N/A	N/A

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7 Enter the Amount of funding, how much was the check cut?

STRA- HOME SHSF

Save Submission Completed

Total: \$0.00

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

9 Click 'Save & Exit' to finish

EXIT

- After exiting clients from SHSF, if they come back within 3 months – delete exit and add new services. If the client comes back after 3 months or longer from program exit, create new program entry.

EXIT

Answers from Entry will carry over. **Remember to update all responses that have changed.**

Exit Date Last day of subsidy

Reason for Leaving

Destination

Update for EACH household member if needed

Relationship to Head of Household

Covered by Health Insurance?

Click magnifying glass to check that all responses are still accurate

Health Insurance

Start Date *	Health Insurance Type	Covered?	End Date
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Does client have a disabling condition?

Click magnifying glass to check that all responses are still accurate

Disabilities

Disability Type	Start Date *	End Date	Disability determination
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Non-cash benefit from any source?

Click magnifying glass to check that all responses are still accurate

Non-Cash Benefits

Start Date *	Source of Non-Cash Benefit	Receiving Benefit?	Amount of Non-Cash Benefit	End Date
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Income from Any Source?

Click magnifying glass to check that all responses are still accurate

Monthly Income

Start Date *	Source of Income	Receiving Income Source?	Monthly Amount	End Date
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Percent of Median Family Income

Residential Move-in Date

Add Client's Residence / Last Permanent Address

Client's Residence / Last Permanent Address

PRE-SETTING SHSF FOLLOW-UPS

At the time of Exit from SHSF, go to the Assessments tab of the Head of Household's profile. Select 'DSCP 3, 6, and 12-Month Follow-Up' from the drop-down menu and click 'Submit.'

1 Click 'Add'

2 Reporting Program = SHSF'

3 Select the appropriate Housing Outcome Intervention type from the dropdown menu

4 **Housing Placement Information:**
Initial Placement... = SHSF entry date
End of Subsidy Date = SHSF exit date

5 **Follow-Up Schedule:**
What triggered...? = End of Subsidy/Exit
Follow-Up Interval = 6 months
Follow-Up Due Date = set based on exit date

6 Answer question 'Student Enrolled at same school as at SHSF entry?'

7 Click 'Save and Add Another' and repeat Steps 1-5 for 12 mo. follow-up

RECORDING SHSF FOLLOW-UPS

Follow-ups that were pre-set at the time of SHSF Exit can be found in the Assessments tab of the Head of Household's profile. Select 'DSCP 3, 6, & 12-Month Follow-Up' and click 'Submit.'

1 Click the pencil next to the follow-up interval you'd like to record

Client Information | Service Transactions

Summary | Client Profile | Households | ROI | Entry / Exit | Case Managers | Case Plans | Activities | **Assessments**

Select an Assessment

DSCP 3, 6, 9, and 12-Month Follow-Up | Submit

DSCP 3, 6, 9, and 12-Month Follow-Up

Follow-Up required 3, 6, 9, and 12 months after Exit

Housing Placement & Retention Outcomes

	Reporting Program	Housing Outcome Intervention Type	Initial Placement/Eviction Prevention Date	End of Subsidy Date	Follow Up Interval	Follow Up Due Date	Actual Follow Up Date	Is Client Still in Housing?
	STRA / SHSF / ESGP	Eviction Prevention	07/01/2016	12/31/2016	12-Months	12/31/2017		
	STRA / SHSF / ESGP	Eviction Prevention	07/01/2016	12/31/2016	6-Months	06/30/2017		

Add | Showing 1-2 of 2

Print Assessment | Save | Cancel

2 Record Actual Follow-up responses

Housing Placement & Retention Outcomes

Reporting Program: STRA / SHSF / ESGP G

Housing Outcome Intervention Type: -Select- G

Housing Placement Information:

Initial Placement/Eviction Prevention Date: 07 / 01 / 2016 G

End of Subsidy Date: 12 / 31 / 2016 G

Follow-Up Schedule:

What event triggered this follow-up?: End of Subsidy/Exit G

Follow Up Interval: 6-Months G

Follow Up Due Date: 06 / 30 / 2017 G

Actual Follow-Up Outcome:

Actual Follow Up Date: 07 / 02 / 2017 G

Follow-Up Status: Client contacted G

Is Client Still in Housing?: Yes (HUD) G

SHSF Clients Only...

Student enrolled at same school as at SHSF entry?: -Select- G

Leave Blank: / / G

Print Recordset | 3 Save | Save and Add Another | Cancel

3 Click 'Save'

Repeat same process for the 12th mo. follow-up.

APPENDIX A

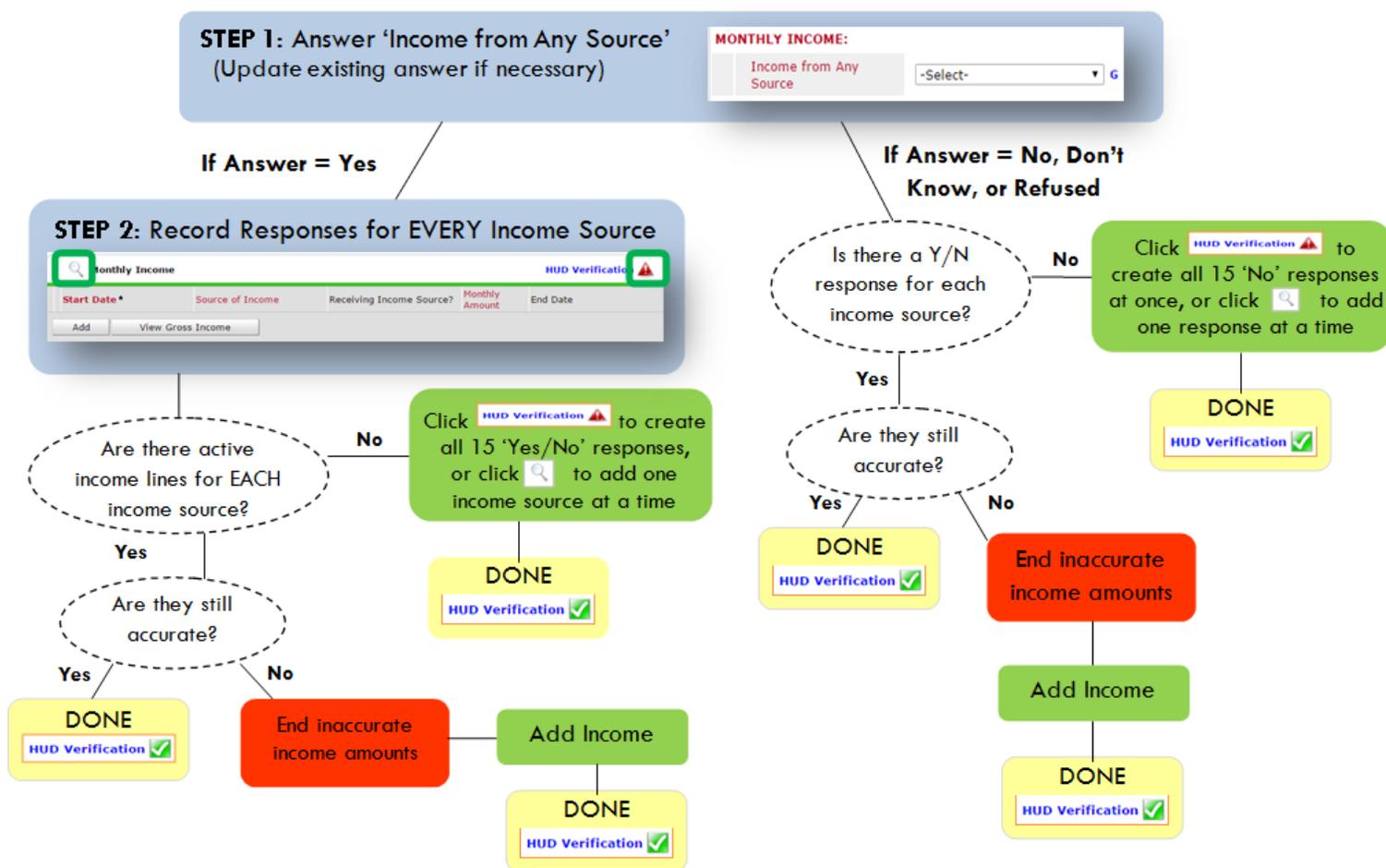
“Residence Prior to Project Entry” now has multiple housing situations to choose from. Each housing situation (Homeless, Institutional, and Transitional & Permanent) has a list of options.

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 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	

APPENDIX B

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.
- 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

- 1 To create all 15 income responses at once for NEW clients, click the HUD V icon . 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 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.
- 1 Click the pencil next to outdated income
 - 2 Leave Start Date, Source, and Amount unchanged
 - 3 End Date = the **day before** Entry/Annual Review/Exit
 - 4 Save and Exit

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