FAMILY SHELTER DIVERSION

ServicePoint Handbook

CONTENTS

Questions? Contact the ServicePoint Helpline at servicepoint@multco.us

http://multco.us/servicepoint

Version 3.1

Shelter Diversion ServicePoint Handbook - Revision History

- **November 2021 (Version 3.1)** Added information on how to select more than one Gender option; added new JOHS Population A/B question to program entry.

- **November 2020: (Version 3.0*)*** Revised process for removing families from Coordinated Entry Waitlist (formerly called the Family Queue).

- **July 2020:** Remove sections on Service Transactions; Services are not required for Shelter Diversion

- **November 2019**: **(Version 2.5)** Update queue removal process.

- **March 2019**: Added sections on updating the Referral to Family Queue and recording 6- and 12-month follow-ups. Eliminated service entries unless tied to a funding stream.

- **August 2018**: **(Version 2.4**) Added Appendix II: HUD Verification New & Existing Clients.

- **June 2018:** Updated ROI section, changed end date from plus 10 years to plus 7 years.

- **December 21, 2017 (Version 2.3):** Updated Program Entry and Exit instructions to reflect changes to the order and layout of questions in SP.

- **September 12, 2017 (Version 2.2):** Changed start date instructions for services to be the same for both Homelessness Prevention and Rapid Re-Housing. Updated ROI instructions to reflect additional diversion provider.

- **August 23, 2017 (Version 2.0):** Updated instructions to reflect change from one ServicePoint *Shelter Diversion* provider per agency to two ServicePoint *Shelter Diversion* providers per agency (Homelessness Prevention and Rapid Re-Housing). Removed "Rental Application Fee Payment Assistance" and "Rental Deposit Assistance" from service list for Homelessness Prevention provider; a Rapid Re-Housing program entry should be opened if funds expended are in these service categories. Updated entry/exit assessments to collect all HUD required elements.

- **November 15, 2016:** Added ROI instructions and updated with 2016 HUD Standards Changes (Gender options, Disabling Condition question required for all, History of Homelessness/Living Situation questions)

- **Original version published July 8, 2016**

DATA MILESTONES – SHELTER DIVERSION

ENTRY

- Add client to ServicePoint
- Create household (HH)
- Transact ROI for entire HH
- Create appropriate Shelter Diversion program entry (Homelessness Prevention or Rapid Re-Housing) for household
- Send email to JOHS to remove family from waitlist

UPDATES

- Add Housing Move In Dates (HMIDs) when clients are housed in RRH
- HMIDs entered through the Interim icon on the Entry/Exit tab, if they don't occur on the same day as the Entry Date

EXIT

- Exit household in ServicePoint
- Pre-set 6 & 12 month follow-ups

FOLLOW-UPS

- Record follow-ups at 6 & 12 months after exit

ENTERING SHELTER DIVERSION CLIENTS IN SERVICEPOINT

1. BUILD/UPDATE HOUSEHOLD

Household Type	
Head of Household	Only <u>one</u> 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 Program level (Rapid Re-Housing <u>**and**</u> Homelessness Prevention) ROI to all household members.

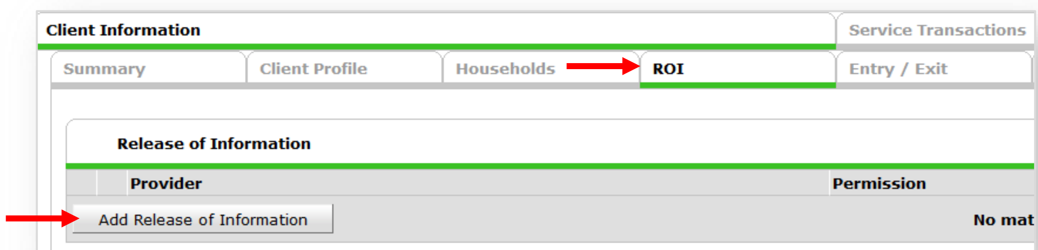
Clients only need to sign one Client Consent form <u>per agency</u>.

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 all of the SP providers associated with the program they are participating in. For Shelter Diversion, this would be *Shelter Diversion: Rapid Re-Housing* and *Shelter Diversion: Homelessness Prevention* providers.

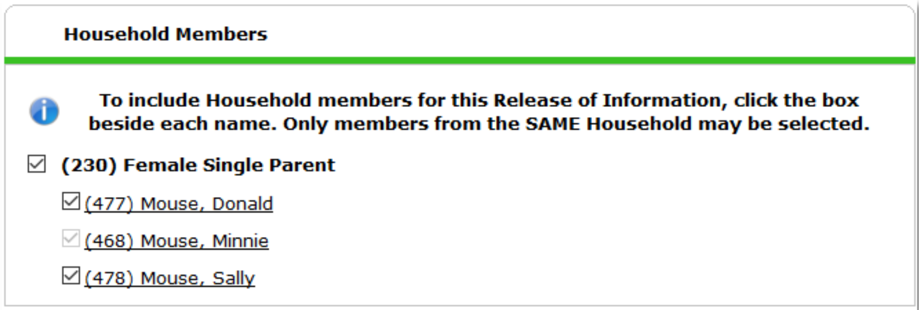
- Download Client Consent forms here: https://multco.us/multnomah-county-servicepoint-helpline/homeless-family-system-care-hfsc
- View a Video on How to Transact an ROI here: https://www.youtube.com/watch?v=A6YYacA-sd4

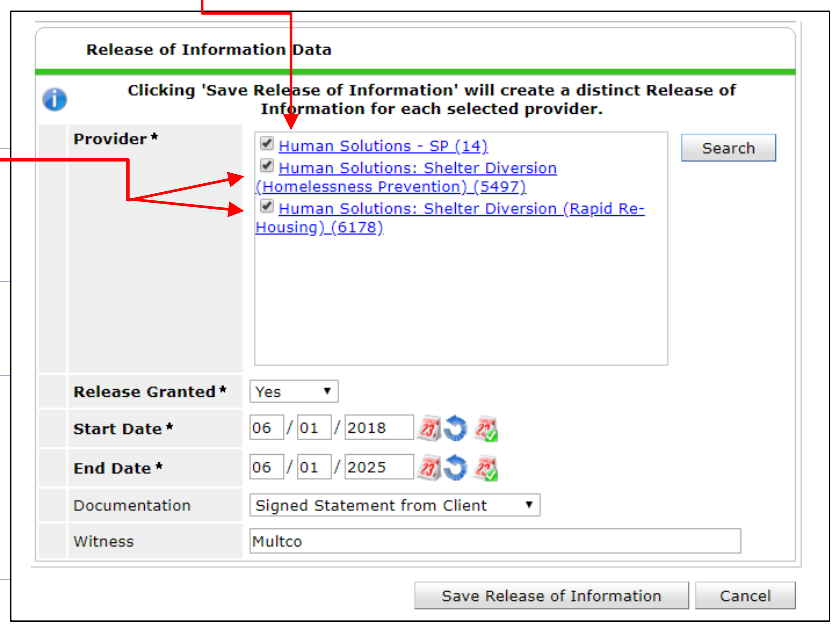
Transact ROI under Head of Household

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

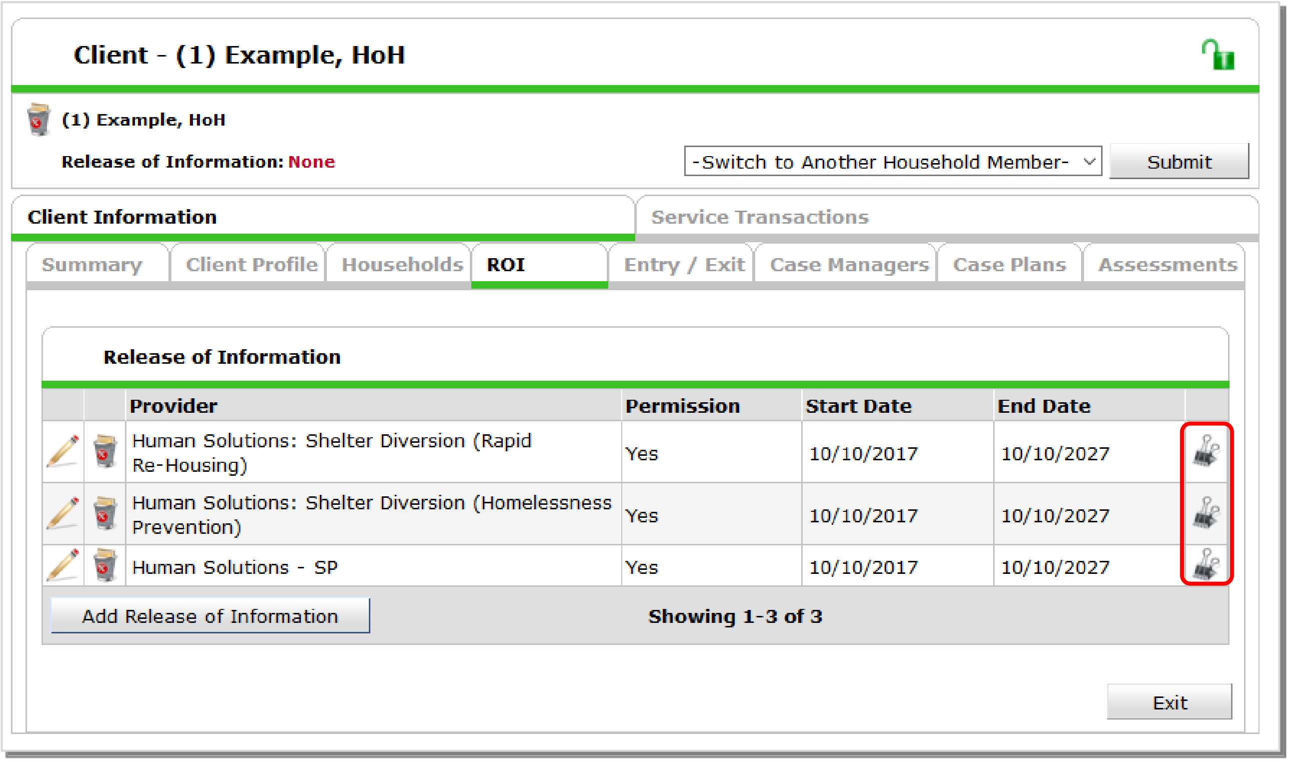


Household Members	Check off all household members who were included on the *Client Consent to Release of Information for Data Sharing in Multnomah County* form.
Provider	Click 'Search' to select your PARENT provider (also known as your Login provider) AND **all** of your Shelter Diversion providers (RRH and HP) for your agency.
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	7 years after Start Date
Documentation	Select "Signed Statement from Client" **Verbal consent is not an option**
Witness	Enter *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).



* 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. CLIENT PROFILE

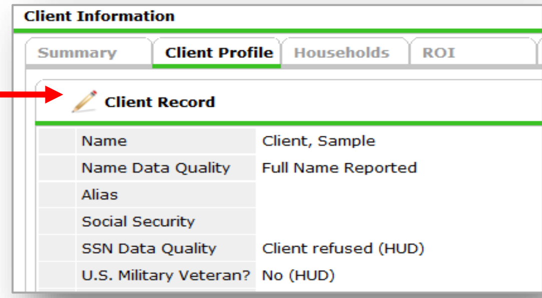
Every Client must have 3 questions answered in the Client Profile Tab

Name Data Quality

SSN Data Quality - always answer ‘**Client Refused**’ (unless SSN is required for a particular project)

U.S. Military Veteran? (Required for adults 18+)

Click the pencil to answer the 3 profile questions



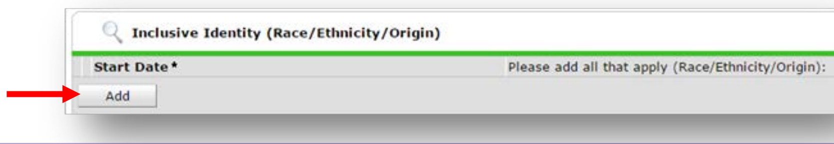
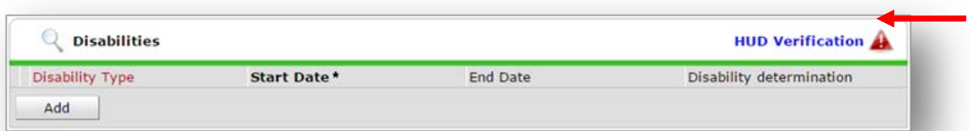
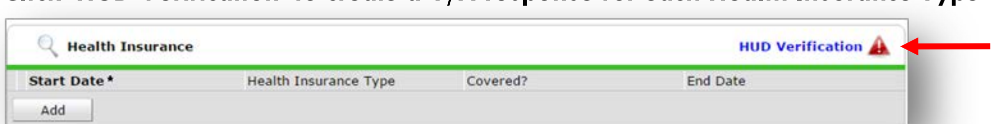
4. ADD PROGRAM ENTRY

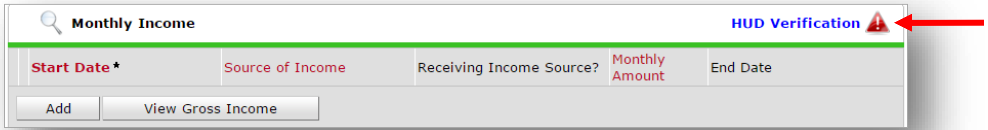
There are two Shelter Diversion SP providers per agency. Follow the following guidelines to determine whether you will need to add a Homelessness Prevention or Rapid Re-Housing Program Entry.

HUD Project Type	Intention/Purpose	Residence Prior/Homeless Status
Homelessness Prevention	To keep the household in existing housing	Housed
Rapid Re-Housing	To prevent a household from entering shelter by providing new housing placement	Literally Homeless – Unsheltered (including Fleeing)
Rapid Re-Housing	To move households who are already in shelter into new housing placement	Literally Homeless – Emergency Shelter

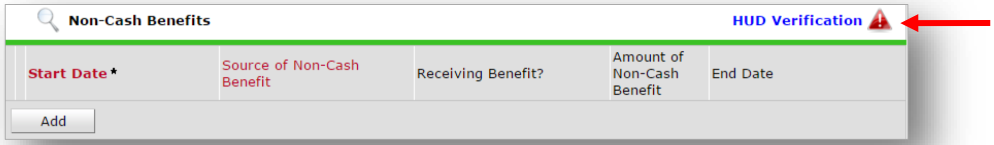
- Create a program entry for the Head of Household by clicking on “Add Entry/Exit” from the Summary or Entry/Exit tabs. Click the check box next to the names of **all household members** to include in the program entry.
- Go into the entry of **EACH** household member (adults and children) to enter program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

Entry Provider	Choose your relevant Shelter Diversion provider. Pay attention to whether you are choosing “Homelessness Prevention” or “Rapid Re-Housing.”
Entry Type	Always choose ‘Basic’
Entry Date	Defaults to data entry date - **Change to date of intake/service**
Complete the following questions for EACH Household Member	
Housing Move-in Date	If this person is NOT in permanent housing at the time of program entry, make sure this field is **blank** (delete date if needed). For Rapid Re-Housing, when permanent housing placement is made, update this field by creating an Interim Review (see page 11).
Relationship to Head of Household	Choose “Self” if client is head of household. Make sure to designate one person as the head of household. Do NOT assign more than one person as the head of household.
Client Location	Correct answer is: OR-501 Portland/Gresham/Multnomah County
Date of Birth	

Date of Birth Type	
Gender	Use CTRL to select more than one option
Federal Race/Ethnicity Questions: Required by HUD	
Race	
Race-Additional	(optional) Do not answer the same as ‘Race’ above
Ethnicity	
Inclusive Identity: Required Locally	
Inclusive Identity	**Click ‘Add’ to enter a client’s self-identified race/ethnicity. Add all that apply.** This is <u>in addition to</u> the Federal Race/Ethnicity Questions above (i.e. If you entered “White” under Race above, enter “White” here as well). 
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 client have a disabling condition?	
Disabilities	**Click ‘HUD Verification’ to create a Y/N response for each Disability Type** 
Covered by Health Insurance?	
Health Insurance	**Click ‘HUD Verification’ to create a Y/N response for each Health Insurance Type** 
Complete the following questions for Head of Household and All Adults	
Identify JOHS priority population	Refer to Population A/B Determination form: https://rb.gy/hfc1au
Income from Any Source?	See Appendix I for detailed instructions on recording and updating already existing client income.

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** 
Non-cash benefit from any source	Complete HUD Verification; record benefit type, amount is no longer required

Non-Cash Benefits	**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



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

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, 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, 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?	If response is "Yes," also provide a response to the two follow-up questions: *When did the experience occur?* and *Are you currently fleeing?*

Update the following questions when required by funder or administrator:

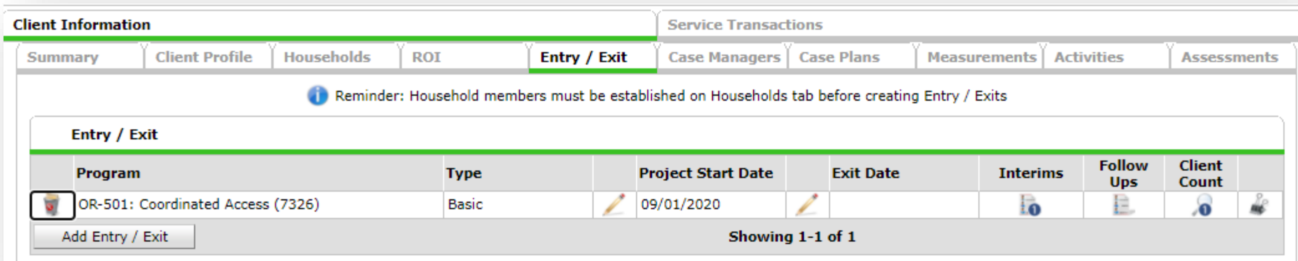
Household Size	Required for EACH Household Member
Percent of Median Family Income	NOT required
Level of Family Income (% HHS Guidelines)	NOT required

Employment Status	Required for Head of Household and ALL Adults
Zip Code of Last Permanent Address	Required for Head of Household and ALL Adults
Client's Residence/Last Permanent Address	NOT required

UPDATING WAITLIST FOR COORDINATED ACCESS (RRH ONLY)

Most Shelter Families go through Coordinated Access and are on the Family Housing Waitlist (formerly called the Family Queue). On October 1, 2020 Coordinated Entry was changed from a referral process to an Entry/Exit process.

The Entry looks like this:



To keep this waitlist clean, it is important to notify JOHS so the family can be removed.

Send an email to Yesenia Delgado - yesenia.delgado@multco.us. Your email should include the ServicePoint client number and date family has been enrolled into a Shelter Diversion RRH program.

If Housing wasn't successful:

Send an email to Yesenia Delgado - yesenia.delgado@multco.us. Include the ServicePoint client number and date family was exited from the Shelter Diversion RRH program.

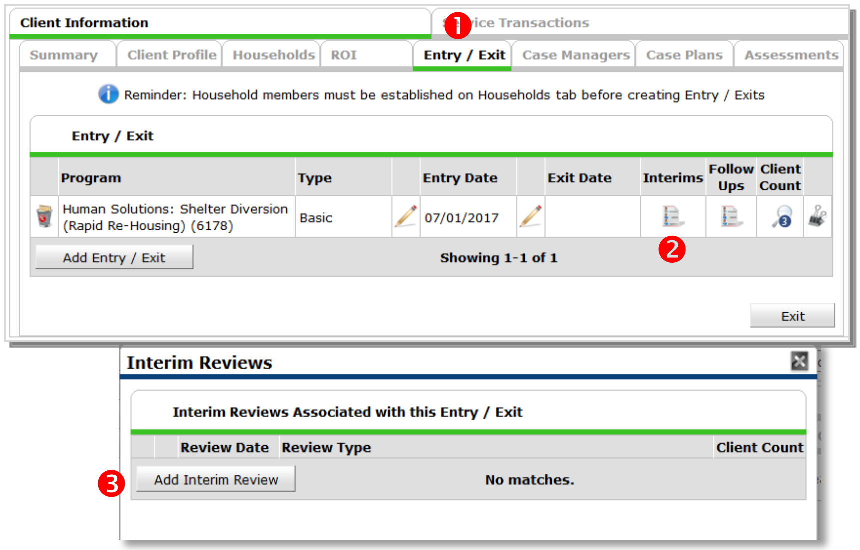
HOUSING PLACEMENT for SHELTER DIVERSION: RAPID RE-HOUSING

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

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

❷ Click on the icon in the 'Interims' column

❸ Click the 'Add Interim Review' button

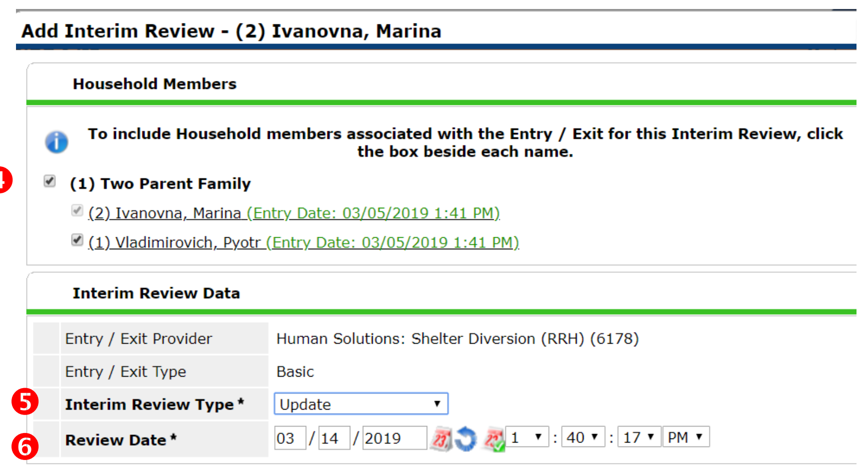


❹ Click to include all household members

❺ Choose 'Update' for Interim Review Type

❻ Set 'Review Date' to Housing Move-in Date

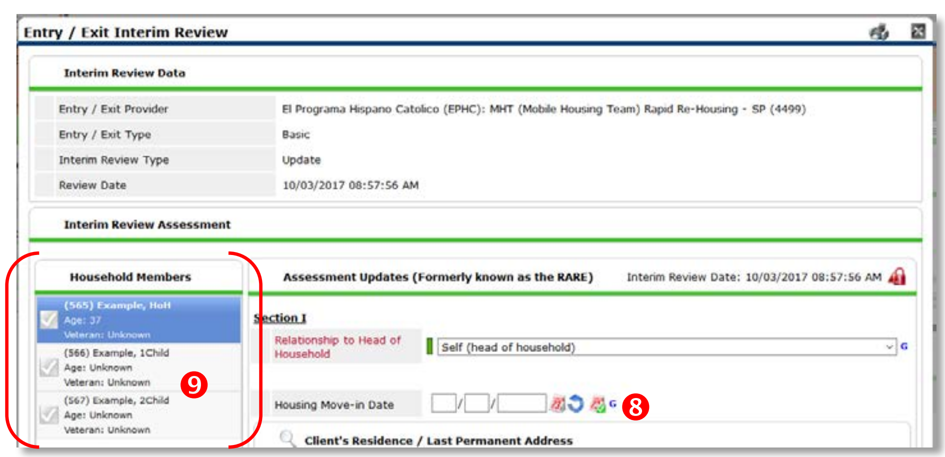
❼ Click 'Save & Continue'



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

❾ Click on **each** household member and repeat step 8.

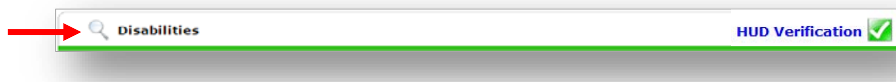
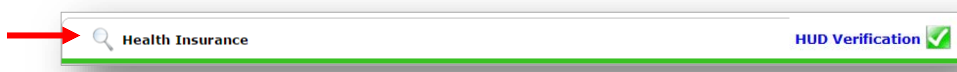
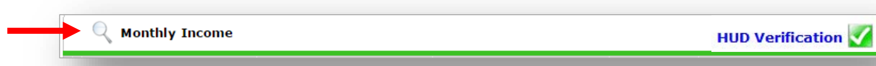
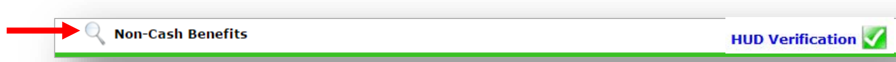
When steps above are Completed, click on 'Save & Exit.'



EXITING SHELTER DIVERSION HOUSEHOLDS IN SERVICEPOINT

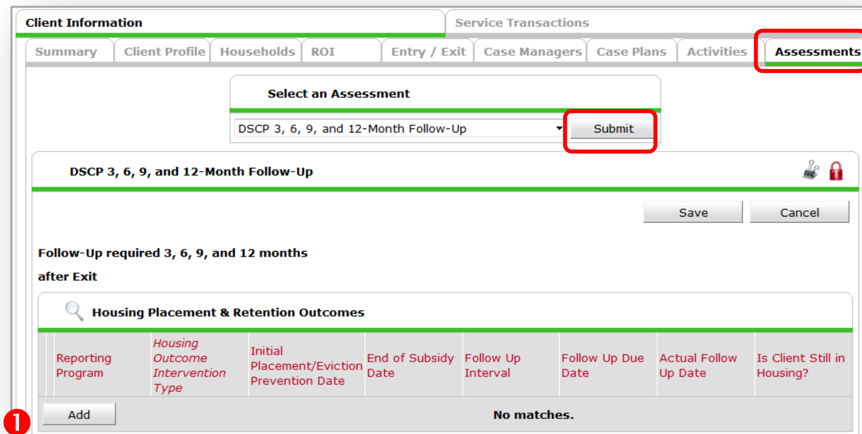
Note: Due to the nature of shelter diversion services, it's possible that the Entry, Exit, and Service dates are all on the same dates.

See income instructions on pg. 14 on how to **end date** income and benefits records and **add** new ones.

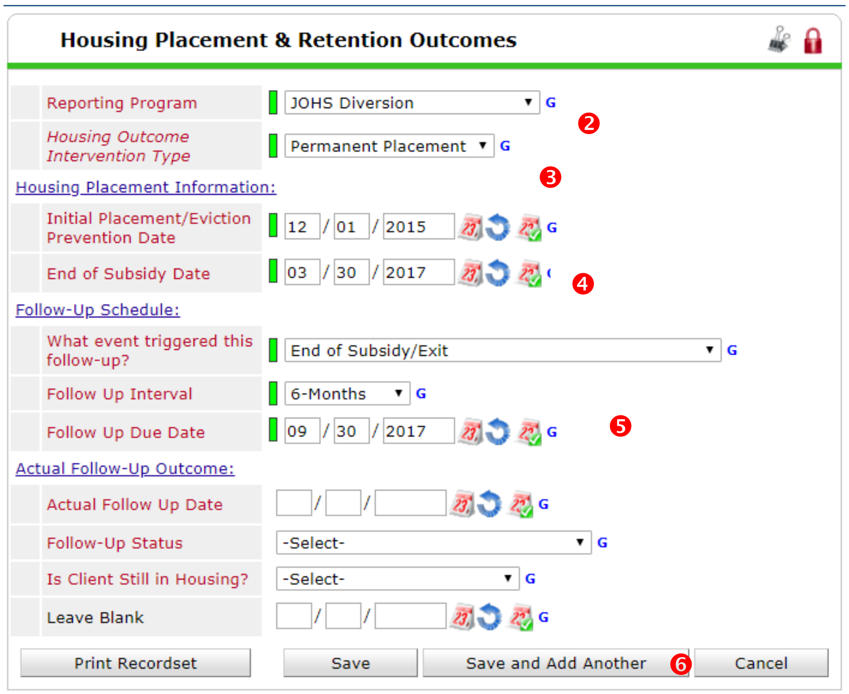
EXIT	**Answers from Entry will carry over. Remember to update all responses that have changed.**
Exit Date	Defaults to data entry date – change to Exit Date
Reason for Leaving	
Destination	
Verify, and if applicable, update the following questions for EACH Household Member	
Housing Move-in Date	Review. Leave blank or delete only if client is NOT in permanent housing at exit.
Relationship to Head of Household	
Does client have a disabling condition?	
Disabilities	**Click magnifying glass to check that all responses are still accurate** 
Covered by Health Insurance?	
Health Insurance	**Click magnifying glass to check that all responses are still accurate** 
Verify, and if applicable, update the following questions for Head of Household and All Adults	
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** 
Update the following questions when required by funder or administrator:	
Percent of Median Family Income	NOT required
Achieved case plan goals	NOT required
Client's Residence/Last Permanent Address	NOT required

PRE-SETTING SHELTER DIVERSION FOLLOW-UPS FOR RAPID RE-HOUSING

- 6 and 12 month follow-ups are required after exit from Shelter Diversion
- At the time of Exit from Shelter Diversion Rapid Re-Housing, go to the Assessments tab of the Head of Household's profile. Select **'DSCP 3, 6, 9, and 12-Month Follow-Up'** from the drop-down menu and click 'Submit.'



❶ Click 'Add'



❷ Reporting Program = 'JOHS Diversion'

❸ Housing Outcome Intervention Type = 'Permanent Placement'

❹ **Housing Placement Information:**

Initial Placement… = RRH **entry** date

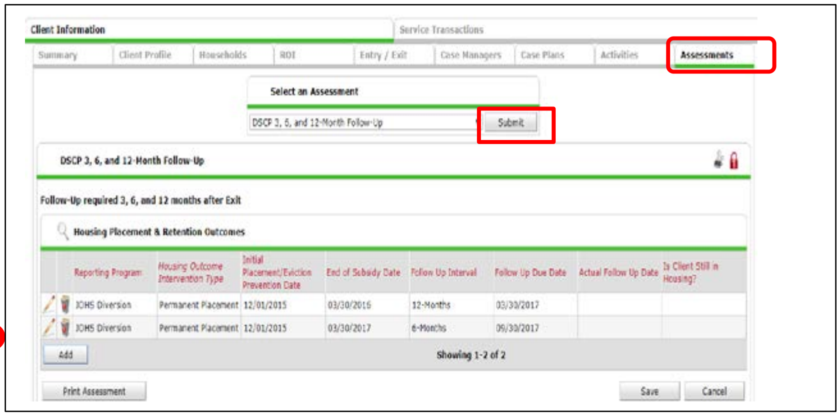
End of Subsidy Date = RRH **exit** date

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

❻ Click 'Save and Add Another' and **repeat Steps 1-5 for 12 mo. follow-up, changing The 'Follow-Up Interval'.**

RECORDING SHELTER DIVERSION FOLLOW-UPS FOR RAPID RE-HOUSING

Follow-ups that were pre-set at the time of RRH Exit can be found in the Assessments tab of the Head of Household's profile. Select **'DSCP 3, 6, 9, and 12-Month Follow-Up'** and click 'Submit.



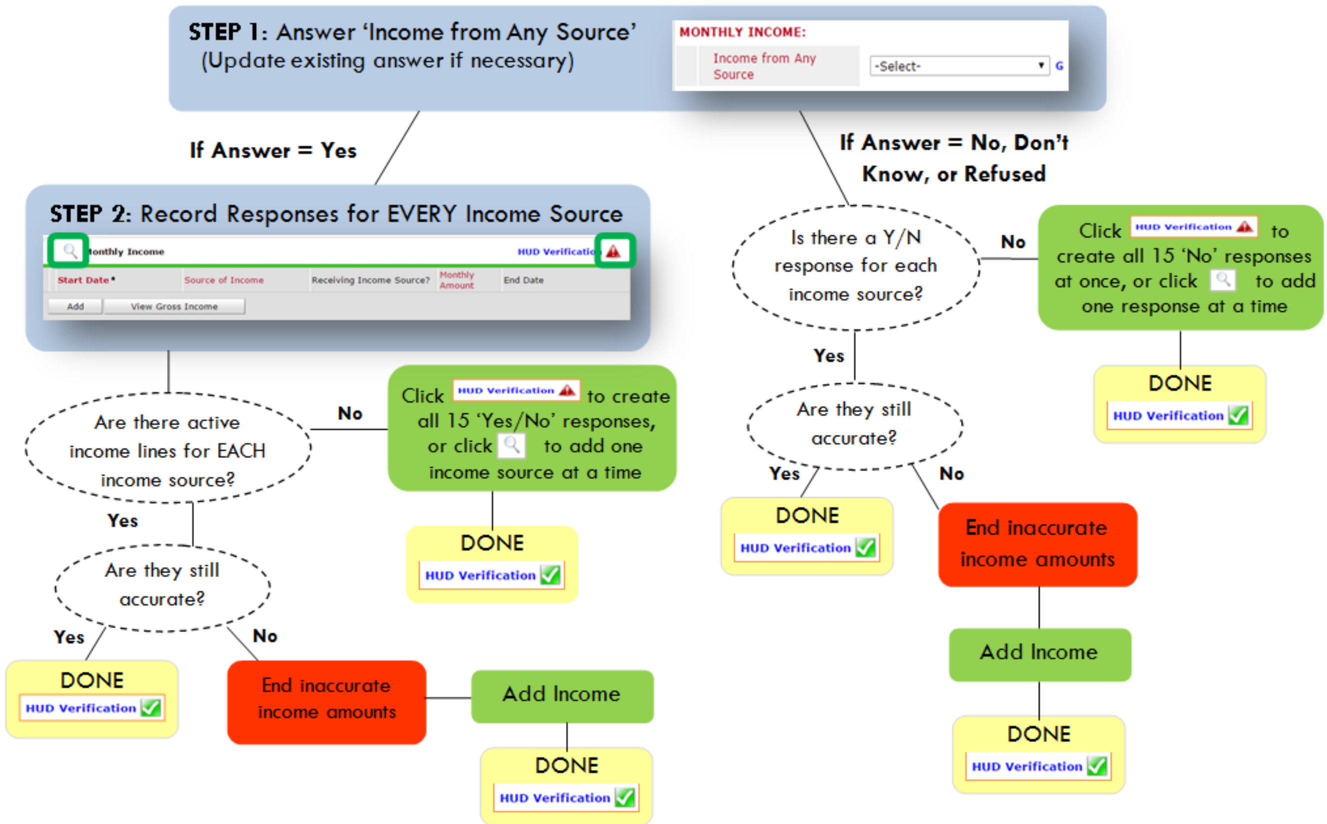
❶ Click the pencil next to the follow-up interval you'd like to record

❷ Record Actual Follow-up responses

❸ Click 'Save

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

➊ 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

➋ Leave Start Date as default (date of Entry, Annual Review, or Exit)

➌ Select Source of Income

➍ Monthly Amount = ($ amount from this source)

➎ Leave End Date blank

➏ 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.**

➊ Click the pencil next to outdated income

➋ Leave Start Date, Source, and Amount unchanged

➌ End Date = the **day before** Entry/Annual Review/Exit

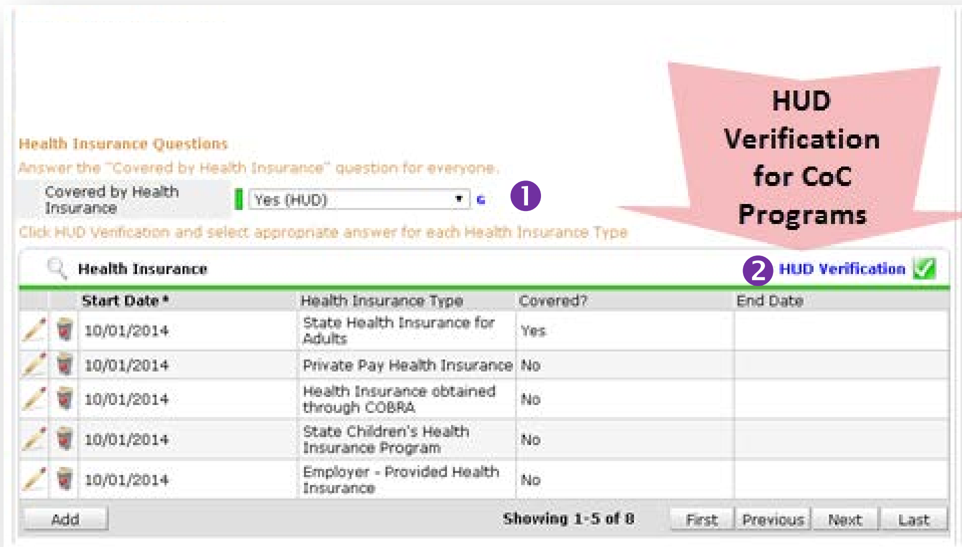
➍ Save and Exit

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:

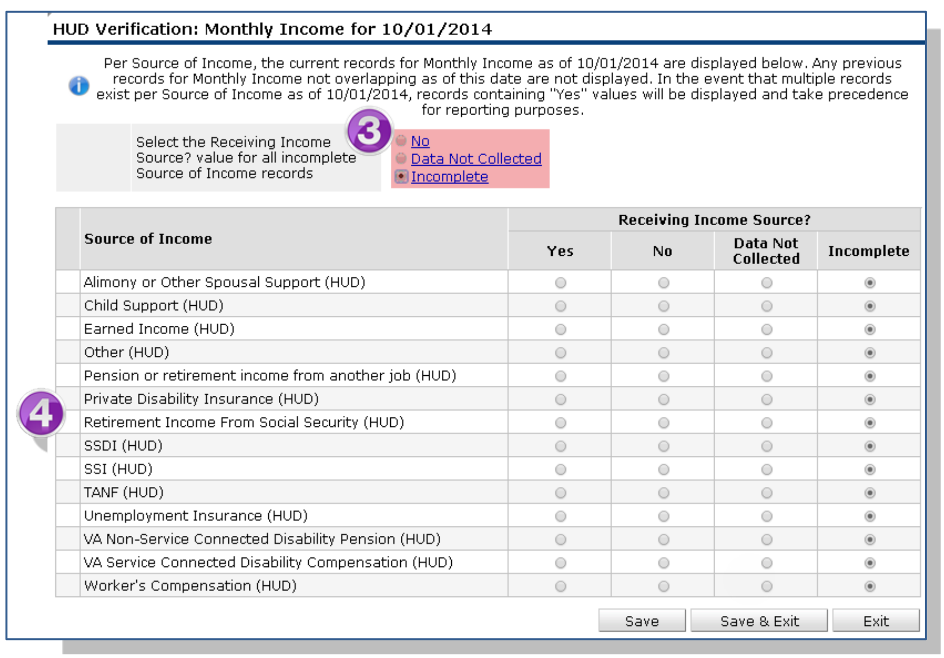
- Health Insurance
- Disabilities
- Monthly Income
- Non-Cash Benefits



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".

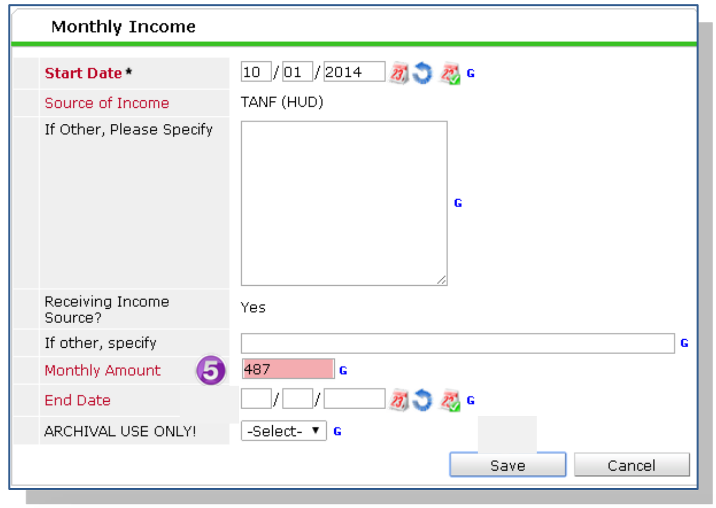
4. Carefully review the list of answers. If one of the answers applies to the participant, shift the answer on that one line to a "Yes".

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.

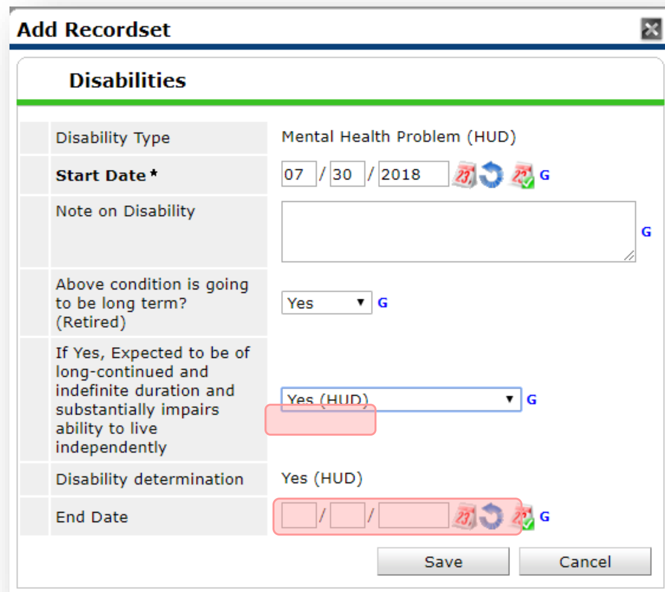
Record all income received in the 30 days prior to intake, but only if it that income will be continuous and ongoing.



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.

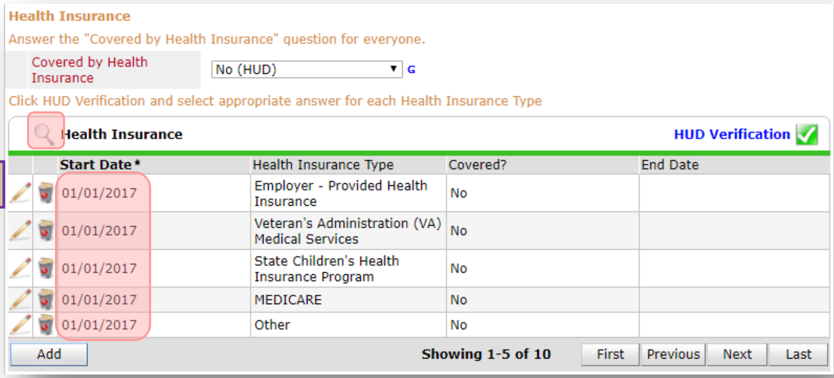
When you're done answering questions for the Head of Household, remember to click **Save**, then scroll back to the top of the entry window and click on the names of any other household members included in the entry to complete their assessments.

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.


Health Insurance

Answer the "Covered by Health Insurance" question for everyone.

Covered by Health Insurance: No (HUD)

Click HUD Verification and select appropriate answer for each Health Insurance Type

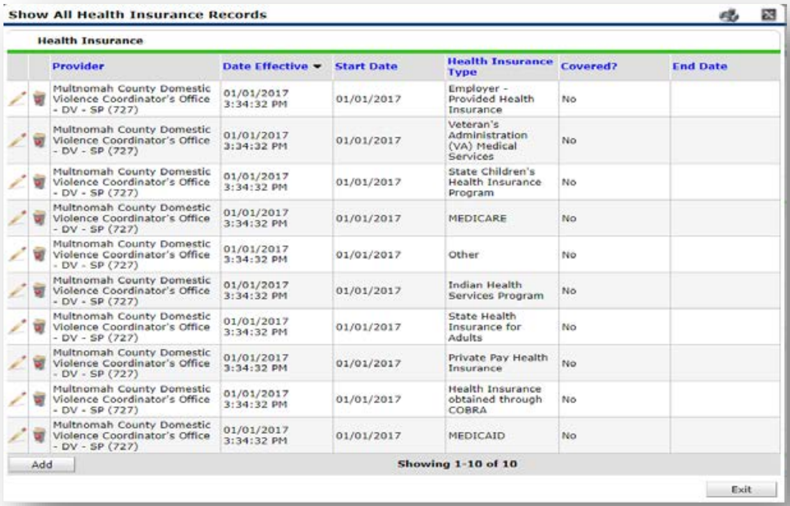
Health Insurance — HUD Verification

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	

Add — Showing 1-5 of 10 — First | Previous | Next | Last

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!


Show All Health Insurance Records

Health Insurance

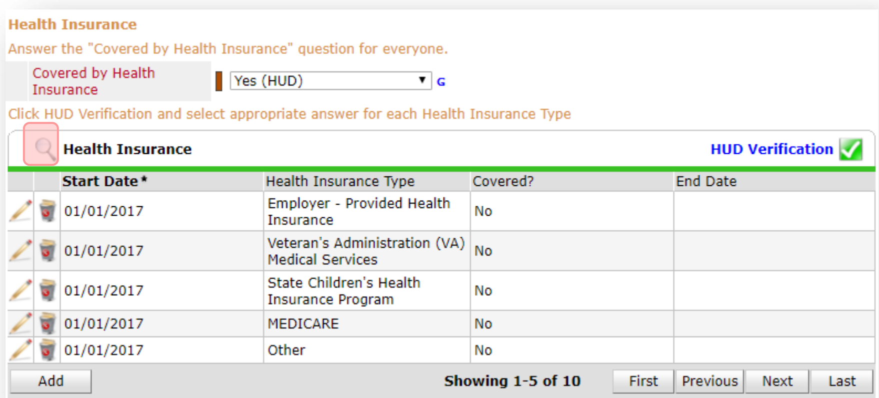
Provider	Date Effective	Start Date	Health Insurance Type	Covered?	End Date
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Employer - Provided Health Insurance	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017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

Add — Showing 1-10 of 10 — Exit

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.



Health Insurance

Answer the "Covered by Health Insurance" question for everyone.

Covered by Health Insurance: Yes (HUD)

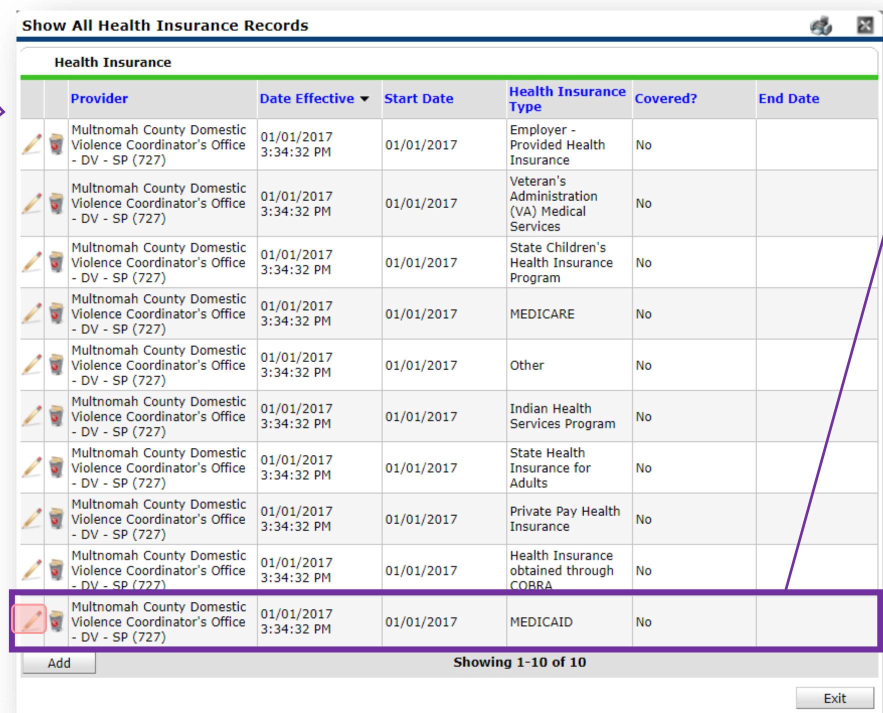
Click HUD Verification and select appropriate answer for each Health Insurance Type

Health 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	

Add — Showing 1-5 of 10 — First Previous Next Last

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



Show All Health Insurance Records

Health Insurance

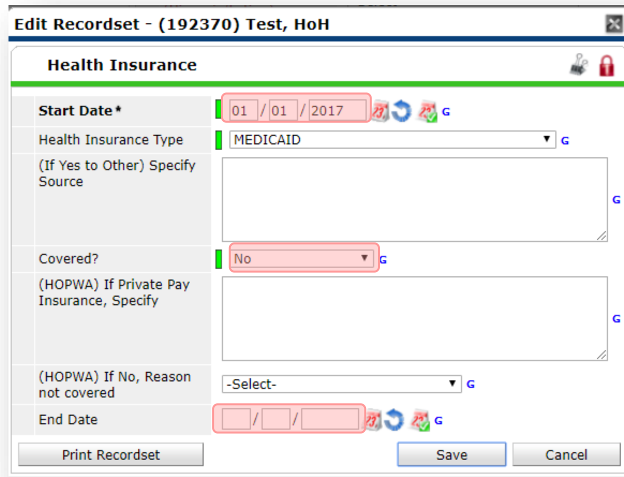
Provider	Date Effective	Start Date	Health Insurance Type	Covered?	End Date
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017 3:34:32 PM	01/01/2017	Employer - Provided Health Insurance	No	
Multnomah County Domestic Violence Coordinator's Office - DV - SP (727)	01/01/2017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

Add — Showing 1-10 of 10 — Exit

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

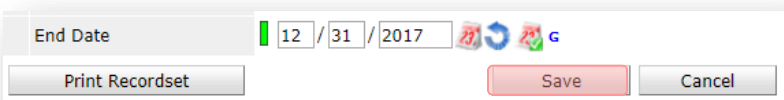
Click on the pencil icon in line with this answer to edit.

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



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

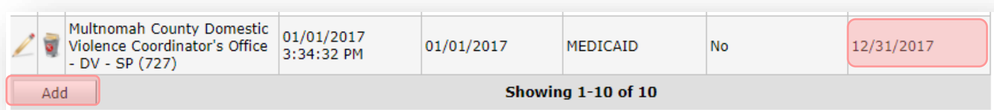
But the advocate *does* know that on the date the participant completed the intake for the new program, she had OHP. The advocate is only responsible for reporting what is true as of the **Entry Date**. So, use the date of the day before the program entry as the **End Date.**



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

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

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



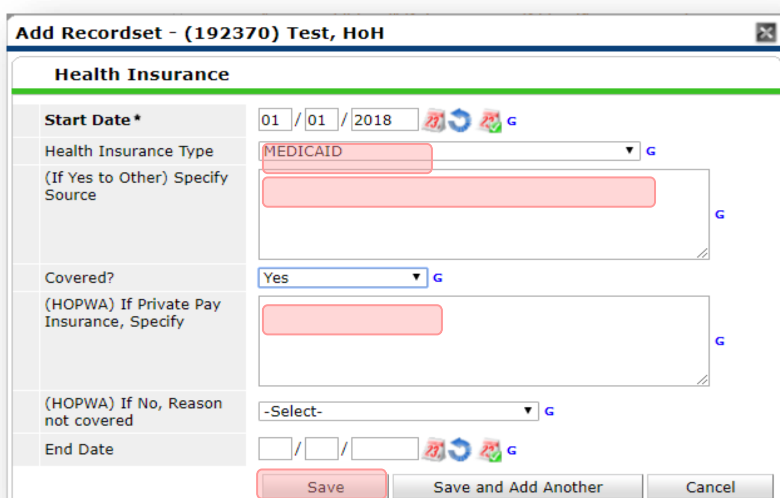
The next step is to document an ongoing “Yes” for MEDICAID as of the date of the new program entry. Click the **Add** button.

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

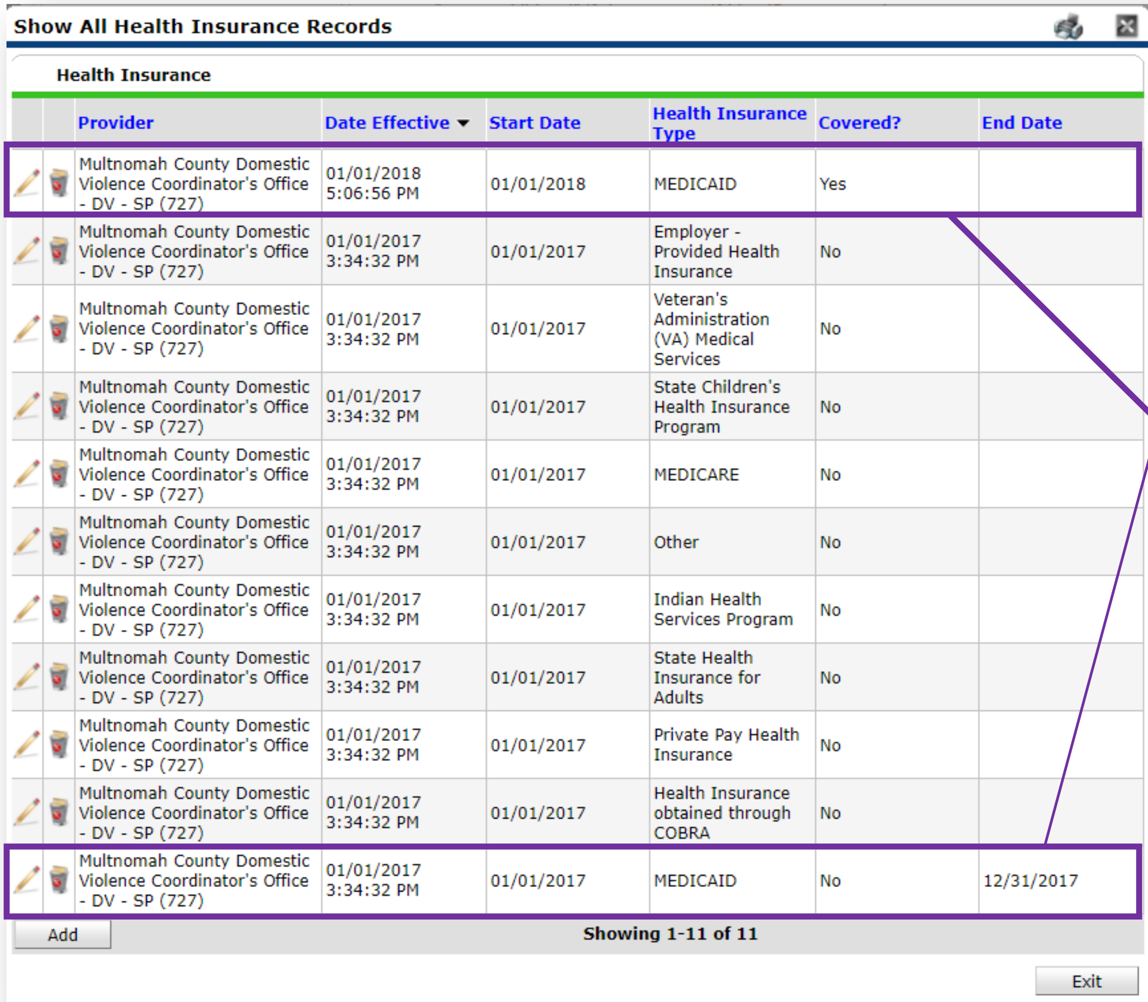
2. Health Insurance Type is MEDICAID.

3. Covered? Is “Yes”.

LEAVE END DATE BLANK.
Click **Save.**



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



Show All Health Insurance Records

Health Insurance

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

Add **Showing 1-11 of 11**

Exit

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

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