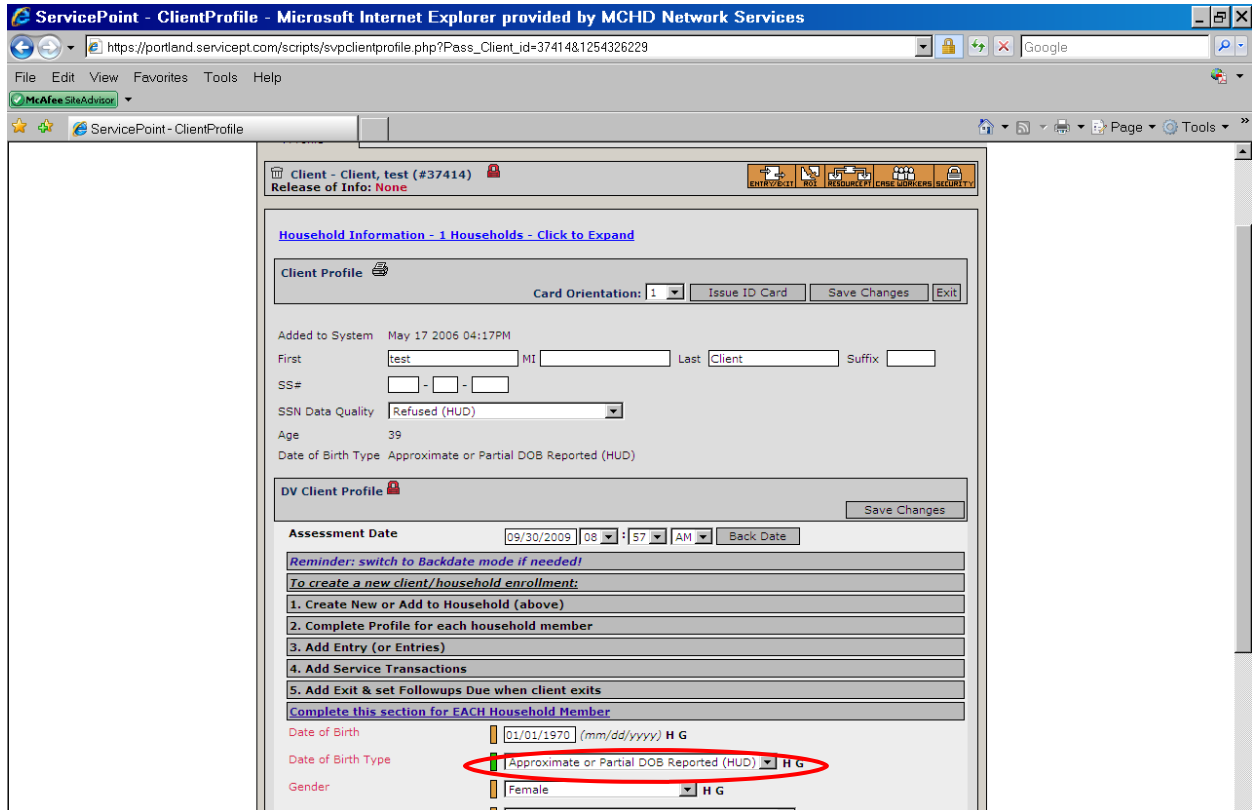


HPRP & Other Changes in ServicePoint—updated 2/2010

Date of Birth Type:

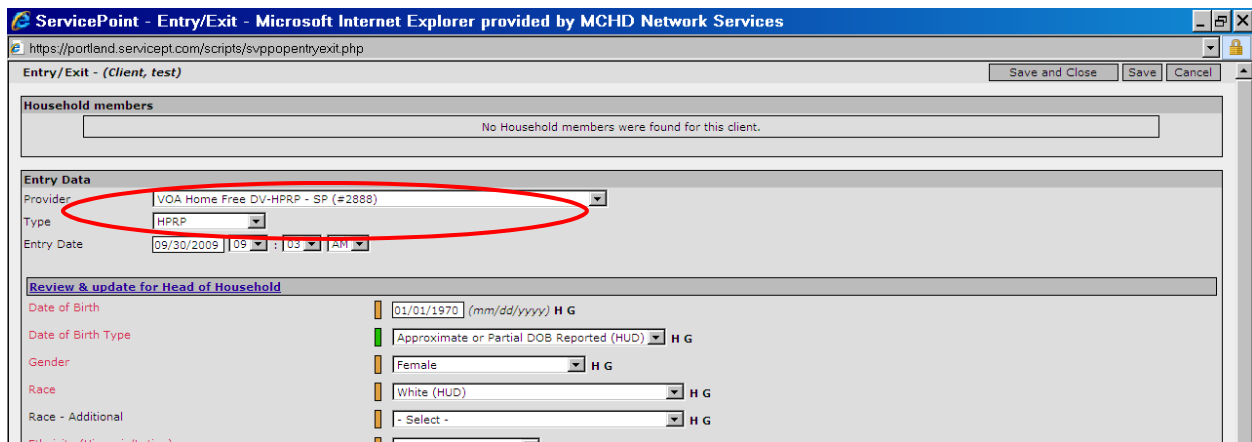
This allows you to identify partial or approximate date of birth.

Please continue to use the 01 (month) / 01 (day) / YEAR pattern instead of the client's actual date of birth, then fill in this field.



HPRP Provider & HPRP Entry/Exit Type:

Each agency now has an HPRP Provider in the list of entry/exit choices. All HPRP clients should get an entry and exit in this program.



Housing Status:

This is a new “universal” question in the entry and exit screens. A response to this question is mandatory for all HUD and HPRP funds. Although it's similar to the Residence Prior to Entry, Length of Stay in Previous Place, and Homeless & Chronically Homeless questions, those too are still mandatory. Yes, they're redundant, but they have to each be answered separately to fit into rather complicated federal definitions and reporting requirements.

The screenshot shows a web browser window titled "ServicePoint - Entry/Exit - Microsoft Internet Explorer provided by MCHD Network Services". The address bar shows "https://portland.servicept.com/scripts/svppopentryexit.php". The page content is a form titled "Household Information". The "Housing Status" dropdown menu is circled in red. Below it are several other dropdown menus and text input fields, each with "H G" next to it. The fields are: "Last County of Residence" (Multnomah), "Zip data quality" (Refused (HUD)), "Residence Prior to Program Entry" (Rental by client, no housing subsidy (HUD)), "Length of Stay in Previous Place" (One year or longer (HUD)), "Is Client Homeless?" (- Select -), "Is Client a Chronically Homeless Single?" (No), and "High Resource-Using Family?" (- Select -). At the bottom of the form, there is a link that says "Complete this section for Head of Household ONLY".

Housing Status Definitions:

Literally homeless means people who at program entry or exit are:

- Victims of domestic violence (fleeing domestic violence);
- Sleeping in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or the street;
- Sleeping in an emergency shelter;
- Staying in a hospital or other institution, if the person was sleeping in an emergency shelter or other place not meant for human habitation (cars, parks, streets, etc.) immediately prior to entry into the hospital or institution;
- Graduating from or timing out of a transitional housing program for homeless persons;

Housed and at imminent risk of losing housing means people who at program entry or program exit are:

- Being evicted from a private dwelling unit (including housing provided by family or friends);
- Being discharged from a hospital or other institution;
- Living in housing that has been condemned by housing officials and is no longer considered meant for human habitation;
- **AND** have no appropriate subsequent housing options identified **AND** lack the financial resources and support networks needed to obtain immediate housing or remain in existing housing.

Housed and at-risk of losing housing means people who at program entry or exit: 1) are in their own housing or doubled up with friends or relatives and are at-risk of losing their housing due to high housing costs, conflict, or other conditions negatively impacting their ability to remain housed; and 2) lack the resources and support networks needed to maintain or obtain housing . However, such persons are not in *immediate* danger of becoming homeless.

Stably housed means people who at program entry or exit are in a stable housing situation and not at risk of losing this housing.

Other mandatory questions related to housing status or homelessness:

- **Residence Prior to Program Entry & Length of Stay:** Identify the type of residence and length of stay at that residence just prior to (i.e., the night before) program admission.
- **Homeless:** Identify whether the individual or family is literally homeless just prior to program entry (this includes clients who are currently fleeing domestic violence).
- **Chronically Homeless Single:** This must be an unaccompanied homeless *individual* (not *family*) who has a disabling condition AND has either been continuously homeless for a year or more, or has had at least 4 episodes of homelessness within the past 3 years. The individual must have been on the streets or in an emergency shelter (not transitional housing) during these episodes.

Income & Non-cash Benefits

Income has been broken into two separate categories for cash income (including TANF) and non-cash benefits.

- **Income:** If you can answer “NO” to the first question regarding income received in the past 30 days, you do not need to enter any other information in the income sub-assessment. You must update this at exit or at least once per year for long-term clients. Remember to “end” old values (don’t delete them!) and “add” new.
- **Total monthly income:** Total monthly income is mandatory. Make sure you update the total monthly income every time to add or end income.
- **Noncash Benefits:** Noncash benefits includes Oregon Health Plan/Medicaid/Medicare, TANF childcare subsidies, food stamps (SNAP), and other non-cash benefits. You must update this at exit or at least once per year for long-term clients. Remember to “end” old benefits (don’t delete them!) and “add” new.

Update Income & benefits ("end" old & "add" new)

Income received from any source in past 30 days? - Select - H G

Start Date	Source of Income	Last 30 Day Income	End Date
No Record Sets			

Total Monthly Income [] H G

Non-cash benefit received in past 30 days? - Select - H G

Start Date	Source of Non-Cash Benefit	Amount of Non-Cash Benefit	End Date
05/18/2006	MEDICAID (HUD)		

Showing Rows 1-1 of 1

STRA Clients Only

Employment Status:

This is a new mandatory question for the new OVW-MOBIS program. Complete it at entry and update it at exit. It must be also completed once a year for clients in long-term programs.

High Resource-Using Family? - Select - H G

Complete this section for Head of Household ONLY

[Also complete for all HUD clients 18 and older.]

Domestic violence victim/survivor? - Select - H G

Extent of Domestic Violence - Select - H G

Immigrant/refugee/asylee victim/survivor? - Select - H G

U.S. Military Veteran? - Select - H G

Primary Language - Select - H G

Limited English Proficiency? - Select - H G

Abuser Relationship - Select - H G

Abuser Gender - Select - H G

Employment Status - Select - H G

Exit Reason:

- **Completed program:** use this when the client moves to safe transitional or permanent housing, or (for non-residential programs) when the client completes services and is no longer in a domestic violence situation.
- **Criminal activity/violence:** use this when you ask a client to leave your program for violence or criminal activity.
- **Noncompliance with program:** use this when you ask the client to leave your because they disagree or are noncompliant with program rules.
- **Disagreement with rules/persons:** use this when the client chooses to leave your program because they disagree with your rules or have a disagreement with a person.
- **Left for housing opportunity before completing program:** this would almost never be used in the DV programs. If a client leaves your program for a safe housing opportunity, this should be counted as “completing” the program.
- **Needs could not be met:** use this when the client moves to a different type of program because your program could not meet their needs. For example, a substance abuse treatment program, or another shelter when the client has to move for safety reasons.
- **Reached maximum time allowed:** use this when your client reaches the time limit in your programs.
- **Unknown/Disappeared:** use this when the client leaves/disappears for an unknown reason.
- **Nonpayment of rent:** use this when you ask the client to leave for nonpayment of rent.
- **Other:** Use this when the client returns to the abusive relationship or when no other category seems to fit. If you use this, you must provide details in the space allowed for this.
- **Do not use the following options:** They are specific to the federally funded “HOPWA” (Housing For People With AIDS) programs and should not be used by domestic violence programs. **Transfer out of service area (HOPWA); Transfer to Another Program (HOPWA); and Voluntary Departure (HOPWA).**

The screenshot shows a web browser window titled "ServicePoint - Entry/Exit - Microsoft Internet Explorer provided by MCHD Network Services". The address bar shows "https://portland.servicept.com/scripts/svppopentryexit.php". The main content area is a form titled "Exit Data".

The form includes the following fields and options:

- Exit Date:** 05/22/2006, 10:45 AM
- Reason for Leaving:** A dropdown menu with "Completed program" selected. A list of options is visible: "Completed program", "Criminal activity / violence", "Death", "Disagreement with rules/persons", "Left for housing opp. before completing program", "Needs could not be met", "Non-compliance with program", "Non-payment of rent", "Other", "Reached maximum time allowed", "Transfer out of service area (HOPWA)", "Transfer to another program (HOPWA)", "Unknown/Disappeared", and "Voluntary Departure (HOPWA)".
- Destination:** A dropdown menu.
- Notes:** A text input field.
- EXIT OUTCOMES:** A section with a blue header.
- Housing Status:** A dropdown menu with "H G" next to it.
- Employment Status:** A dropdown menu with "H G" next to it.
- Returned to abuser?:** A dropdown menu with "H G" next to it.
- Case plan goals completed?:** A dropdown menu with "H G" next to it.

There is a checkbox labeled "Household members are included in this Entry/Exit." which is currently unchecked.

Exit Destination:

Exit destination now combines the exit destination with tenure (permanent or temporary stay) and subsidy information. It is sorted alphabetically. Destination options you are likely to use include:

- Emergency shelter including hotel or motel paid for with emergency voucher.
- Owned by the client, no housing subsidy.
- Owned by the client, with subsidy.
- Rental by client, no housing subsidy.
- Rental by client, other (non-VASH) housing subsidy.
- Staying or living with family, permanent tenure.
- Staying or living with family, temporary tenure.
- Staying or living with friends, permanent tenure.
- Staying or living with friends, transitional tenure.
- Transitional housing for homeless persons.
- Do not use categories that include acronyms you are unfamiliar with—for example, “VASH” subsidy (VASH stands for Veterans Affairs Supportive Housing and is a program for certain military veterans).

Exit Date: 05/22/2006 10:45 AM

Reason for Leaving: Completed program

If other, specify:

Destination: **-Select-**

If other, specify:

Notes:

- Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)
- Foster care home or foster care group home (HUD)
- Hospital (non-psychiatric) (HUD)
- Hotel or motel paid for without emergency shelter voucher (HUD)
- Jail, prison or juvenile detention facility (HUD)
- Owned by client, no housing subsidy (HUD)
- Owned by client, with housing subsidy (HUD)
- Permanent supportive housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)(HUD)
- Place not meant for habitation (e.g., a vehicle or anywhere outside) (HUD)
- Psychiatric hospital or other psychiatric facility (HUD)
- Rental by client, VASH Subsidy (HUD)
- Rental by client, no housing subsidy (HUD)
- Rental by client, other (non-VASH) housing subsidy (HUD)
- Rental room/house/apartment
- Safe Haven (HUD)
- Staying or living with family, permanent tenure (HUD)
- Staying or living with family, temporary tenure (e.g., room, apartment or house)(HUD)
- Staying or living with friends, permanent tenure (HUD)
- Staying or living with friends, temporary tenure (e.g., room apartment or house)(HUD)
- Substance abuse treatment facility or detox center (HUD)
- Transitional housing for homeless persons (including homeless youth) (HUD)
- Deceased (HUD)
- Don't know (HUD)
- Other (HUD)
- Refused (HUD)

EXIT OUTCOMES

Housing Status: H G

Employment Status:

Returned to abuser?:

Case plan goals completed?:

Participant's Perception of R:

Adult safety plan developed?:

Children's safety plan develo:

Received co-advocacy serv:

[Update income & benefits \("end" old & "add" new\)](#)

Income received from any source in past 30 days? H G

Start Date	Source of Income	Last 30 Day Income	End Date
No Record Sets			

Service Transactions:

Service transactions still must include service type, dates, costs and fund sources, as before. In addition, *all* HPRP-funded service transactions must also answer *one* of the two additional questions:

- **HPRP Housing Relocation & Stabilization Service Provided:** You must complete this if you are providing an advocacy or case management type service in your HPRP program or with HPRP funds. Options include case management; outreach & engagement; housing search and placement; legal services; and credit repair.
- **HPRP Financial Assistance Provided:** You must complete this if you are providing housing related financial assistance in your HPRP program or with HPRP funds. Options include rental assistance, security deposits, utility deposits, utility assistance, and moving cost assistance. Hotel/motel voucher is listed as an option but DV-HPRP funds will not be spent on this category of service.

Yes, some of this information is redundant. Again it has to do meeting some very specific federal definitions and reporting requirements.

New feature added to Multiple Services option:

When you click on “Add Services” under the “Multiple Services” heading, you must choose the correct program providing the services. The specific questions required for HPRP funds will appear at the top “admin” level and also when you select the HPRP provider. Be sure you select the correct provider for all service transactions.

The screenshot shows a web-based form titled "Multiple Services". At the top, a warning message states: "Warning: Be sure to select the correct provider before entering data in the Service List below. If you change the Provider, the page will refresh to make adjustments for the new provider's Service List defaults. Any data that is currently in the Service List will be removed and will need to be reentered." Below the warning, the "Provider" dropdown menu is set to "N/OA Home Free DV-HPRP - SP (#2888)", which is circled in red. The "Service List" section contains the following fields: "# of Services" (set to 1), "Service" (set to "Rent Payment Assistance"), "Provider Specific Service" (set to "-Select-"), "Start Date" (set to 10/01/2009 11:28 AM), "End Date" (set to 10/31/2009), "HPRP Housing Relocation & Stabilization Service Provided" (set to "-Select-"), and "HPRP Financial Assistance Type" (set to "Rental assistance"). Below these are fields for "Source 1" (set to "HPRP Source 1"), "Source 2" (set to "-Select-"), "# of Units", "Unit Type" (set to "-Select-"), "Status" (set to "Identified"), "Cost of Service 1" (set to 425.00), "Cost of Service 2", and "Cost of Unit". At the bottom of the form, there are buttons for "Cancel", "Clear", "Add Another", "Cancel All", "Clear All", "Save And Exit", and "Exit". Red arrows point to the "# of Services", "Service", "Start Date", "End Date", "HPRP Housing Relocation & Stabilization Service Provided", and "HPRP Financial Assistance Type" fields.