




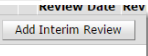
RAPID RE-HOUSING PROJECT

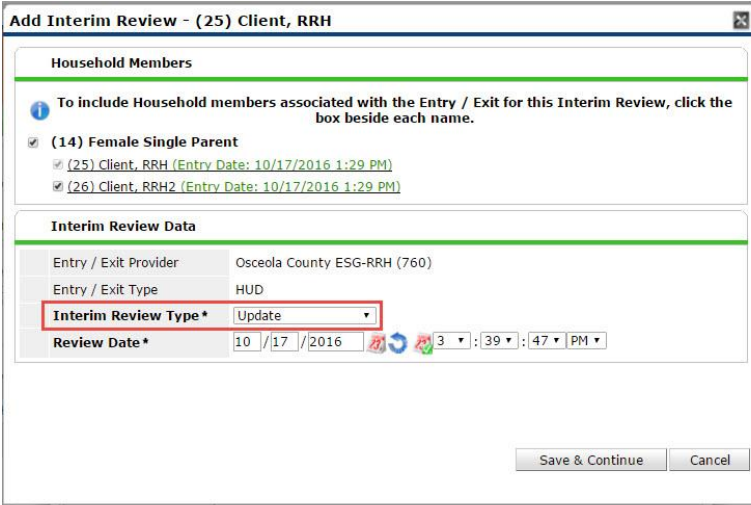
THE INTERIM AND UPDATE PROCESS

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INTERIM REVIEW

For RRH, when a client moves into Permanent Housing (PH), the Residential Move-In Date must be updated with the date that they client physically moves into PH via Interim or at Exit from the RRH project. To update information for the Client via Interim in ServicePoint, do the following:

- » Click on the Entry/Exit Tab
- » Click the Interims icon: 
- » Click Add Interim Review 
- » Select Interim Review Type (See Figure 1)
 - » Note that for the Annual Assessment the user MUST select Annual Assessment review type in order for it to count. For all others, pick whichever applies (i.e. Update, 30-Day, etc.). Click Save & Continue.



Add Interim Review - (25) Client, RRH

Household Members

To include Household members associated with the Entry / Exit for this Interim Review, click the box beside each name.

(14) Female Single Parent

- (25) Client, RRH (Entry Date: 10/17/2016 1:29 PM)
- (26) Client, RRH2 (Entry Date: 10/17/2016 1:29 PM)

Interim Review Data

Entry / Exit Provider: Osceola County ESG-RRH (760)

Entry / Exit Type: HUD

Interim Review Type*: Update

Review Date*: 10 / 17 / 2016 3 : 39 : 47 PM

Save & Continue Cancel

Figure 1

- » Once in the Interim Screen, if any of the following fields change, update accordingly:
 - » Client CoC Location
 - » Residential Move-In Date (**to be updated ONLY when the client physically moves into RRH**)

IMPORTANT: The following question must be answered the day that the RRH Client moves into Permanent Housing.

Click on the "Residential Move-In Date" question to read more information and instructions.

Residential Move-in Date: 10 / 17 / 2016 3 : 39 : 47 PM

- » Income from any source last 30 days?
- » Monthly Income (Sub-Assessment)
- » Total Monthly Income
- » Non-Cash benefit from any source?
- » Non-Cash Benefits (Sub-Assessment)

- ▶ Covered by Health Insurance?
- ▶ Health Insurance (Sub-Assessment)
- ▶ Disabilities Assessment (Sub-Assessment)

How to update benefits and income sources

Should a user have to update benefits and income sources for clients, follow these steps do capture these changes appropriately. In the example below, we'll go over "Income", however, all other sources are updated similarly by following these steps:

- » Income from any source last 30 days? –
 - ▶ Leave at "Yes" if the Client continues to receive income
 - ▶ Change to "No" if the Client no longer receives income AT ALL
 - ▶ Change to "Yes" if the Client began receiving income and answer was set to "No"
- » Click the magnifying glass on the left-hand side of the sub assessment (See Figure 2)

INCOME INFORMATION (MUST BE VALIDATED)

Income from Any Source Last 30 days? G

Monthly Income HUD Verification

	Source of Income	Receiving Income Source?	Monthly Amount	Start Date *	End Date
	Worker's Compensation (HUD)	No		10/17/2016	
	VA Service Connected Disability Compensation (HUD)	No		10/17/2016	
	VA Non-Service Connected Disability Pension (HUD)	No		10/17/2016	
	TANF (HUD)	No		10/17/2016	
	Unemployment Insurance (HUD)	No		10/17/2016	

Add View Gross Income Showing 1-5 of 15 First Previous Next Last

Total Monthly Income (MUST BE VALIDATED) G

Figure 2

- » Click the Receiving Income Source? Question link (1) to sort all "Yes" answers and bring to the top. Then, click on the pencil (2) to the left of the income source that needs to change. (See Figure 3)

Show All Monthly Income Records								
Monthly Income								
	Provider	Date Effective	Source of Income	Receiving Income Source?	Monthly Amount	Start Date	End Date	
	Osceola County ESG-RRH (760)	10/17/2016 1:29:12 PM	Child Support (HUD)	Yes	US\$150.00	10/01/2016		
	Osceola County ESG-RRH (760)	10/17/2016 1:29:12 PM	Alimony or Other Spousal Support (HUD)	No		10/17/2016		
	Osceola County ESG-RRH (760)	10/17/2016 1:29:12 PM	Earned Income (HUD)	No		10/17/2016		
	Osceola County ESG-	10/17/2016	General					

Figure 3

- » On the End Date Calendar field enter the date PRIOR to the effective date of the new income. Example: If the new income is effective 10/17/2016, the End Date field for the “previous” income should be 10/16/2016. DO NOT change the “Receiving Income Source”. The previous income should be left at “Yes”.
- » Click Save (See Figure 4)

Edit Recordset - (25) Client, RRH

Monthly Income

Source of Income:

If Other, Please Specify:

Receiving Income Source?:

Monthly Amount:

Start Date*:

End Date:

Print Recordset Save Cancel

If the income was true, leave at "Yes" even if the income even after adding an end date. Date should be the day PRIOR to the new income effective date

Figure 4

- » Click Add at the bottom of the Monthly Income popup
- » A new popup will display
- » Select the Source of income within the Monthly Income Recordset popup

- » Answer Receiving Income Source – if they are receiving the income, it should be set to Yes.
- » Monthly Amount
- » Start Date – Should be the day AFTER the prior income was changed (if income ended 10/16/2016, the new income should be 10/17/2016)
- » Leave End Date blank
- » Click Save (See Figure 5)

The screenshot shows a software interface for managing monthly income records. The main window is titled "Show All Monthly Income Records" and contains a table with the following columns: Provider, Date Effective, Source of Income, Receiving Income Source?, Monthly Amount, Start Date, and End Date. The table lists several records from "Osceola County ESG-RRH (760)". An "Add Recordset" dialog box is open, allowing for the entry of a new record. The dialog box has a "Monthly Income" section with a "Source of Income" dropdown menu set to "Child Support (HUD)". Below this is a text area for "If Other, Please Specify". There are also dropdown menus for "Receiving Income Source?" (set to "Yes") and "Monthly Amount" (set to "300"). The "Start Date" is set to "10/17/2016" and the "End Date" is blank. At the bottom of the dialog box, there are "Save" and "Cancel" buttons, with a red arrow pointing to the "Save" button.

Figure 5

- » The rest of the sub-assessments must be updated in the exact same way. Whether the benefit or income is increasing, ending or starting – the original answer must be ended prior to adding the new source.

VERY IMPORTANT: If a client comes to your project with an already established income that was entered at another agency and the income is still correct, DO NOT CHANGE! This income should remain the same even if it was entered by another entity. ONLY change if the income is no longer true.

On the same note, if a client comes with answers to benefits as “No” (another went through the HUD Verification process and all sources were set to “No”), and now some of these benefits or income sources are true, the “No” answer MUST BE ENDED (add an End Date to within the Date Field – remember, day before the new income starts) then the new source, with “Yes” answer must be added following the same process as above.