Rapid Re-Housing Project

The Interim and Update Process

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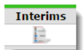
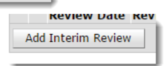
Interim Review

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.

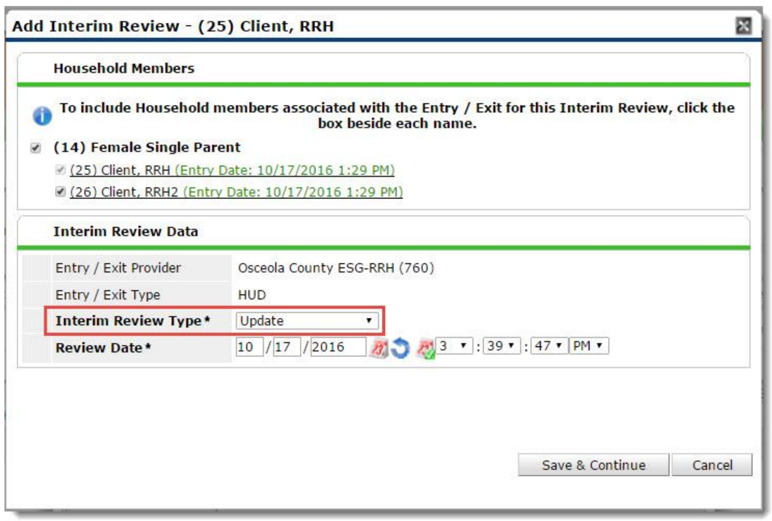
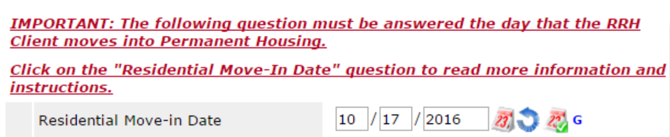


Figure 1

- 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***)



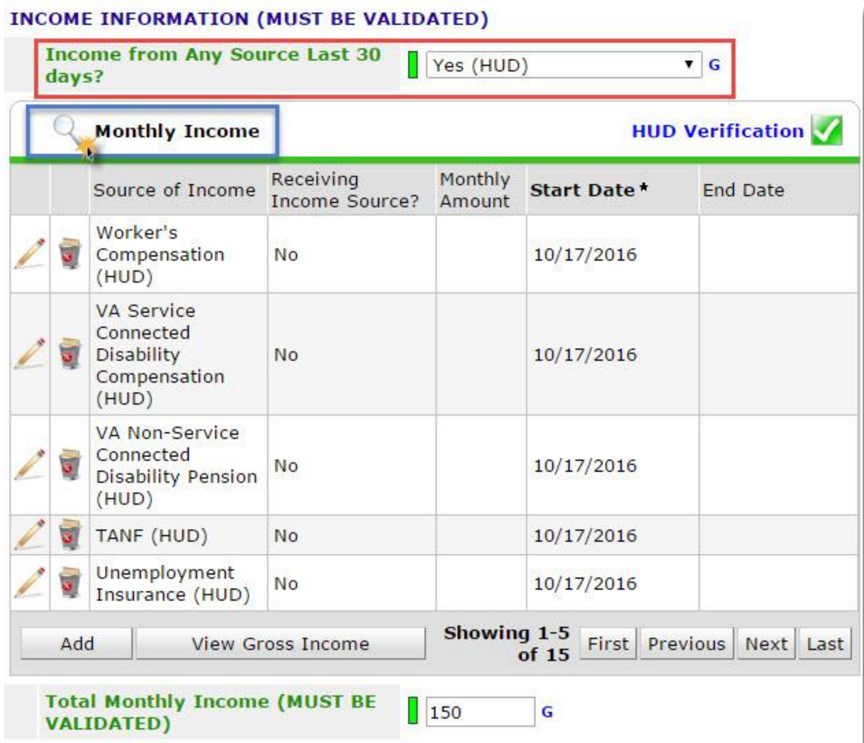
  - Income from any source last 30 days?
  - Monthly Income (Sub-Assessment)
  - Total Monthly Income
  - Non-Cash benefit from any source?
  - Non-Cash Benefits (Sub-Assessment)

- 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? Yes (HUD) 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) 150 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)

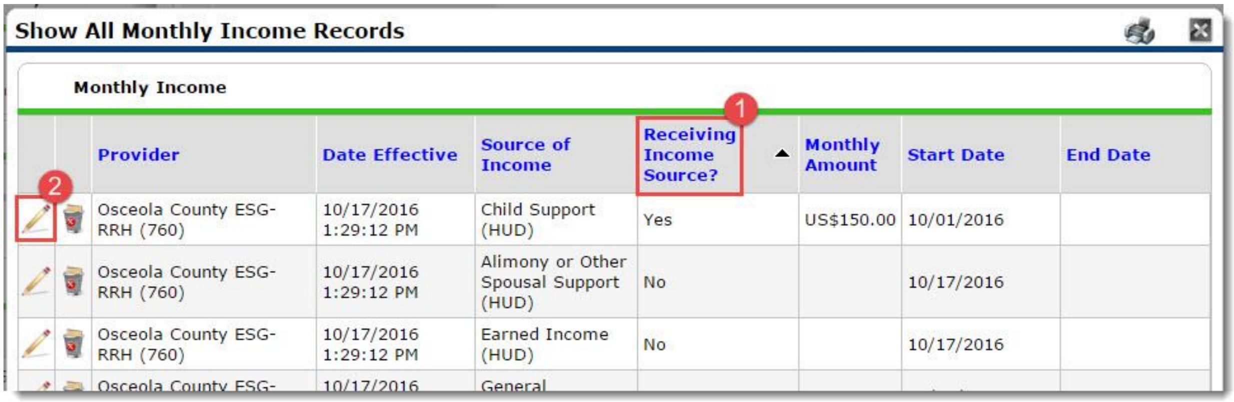


Figure 3

- 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)

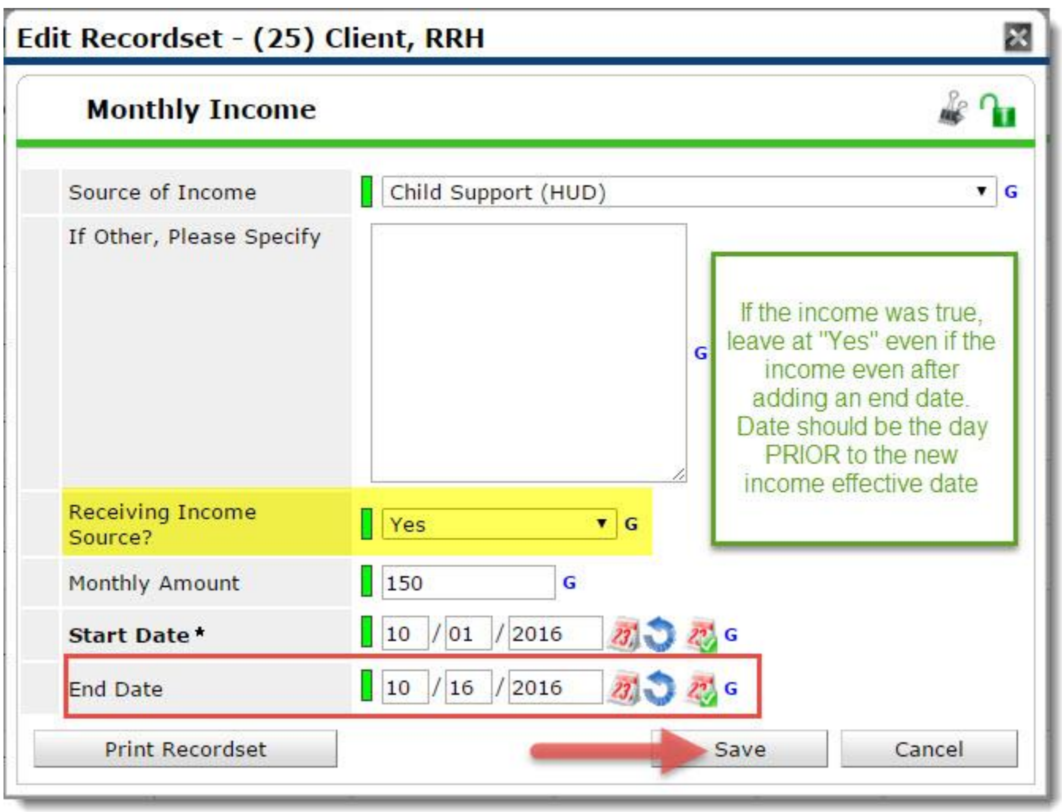


Figure 4

- 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)

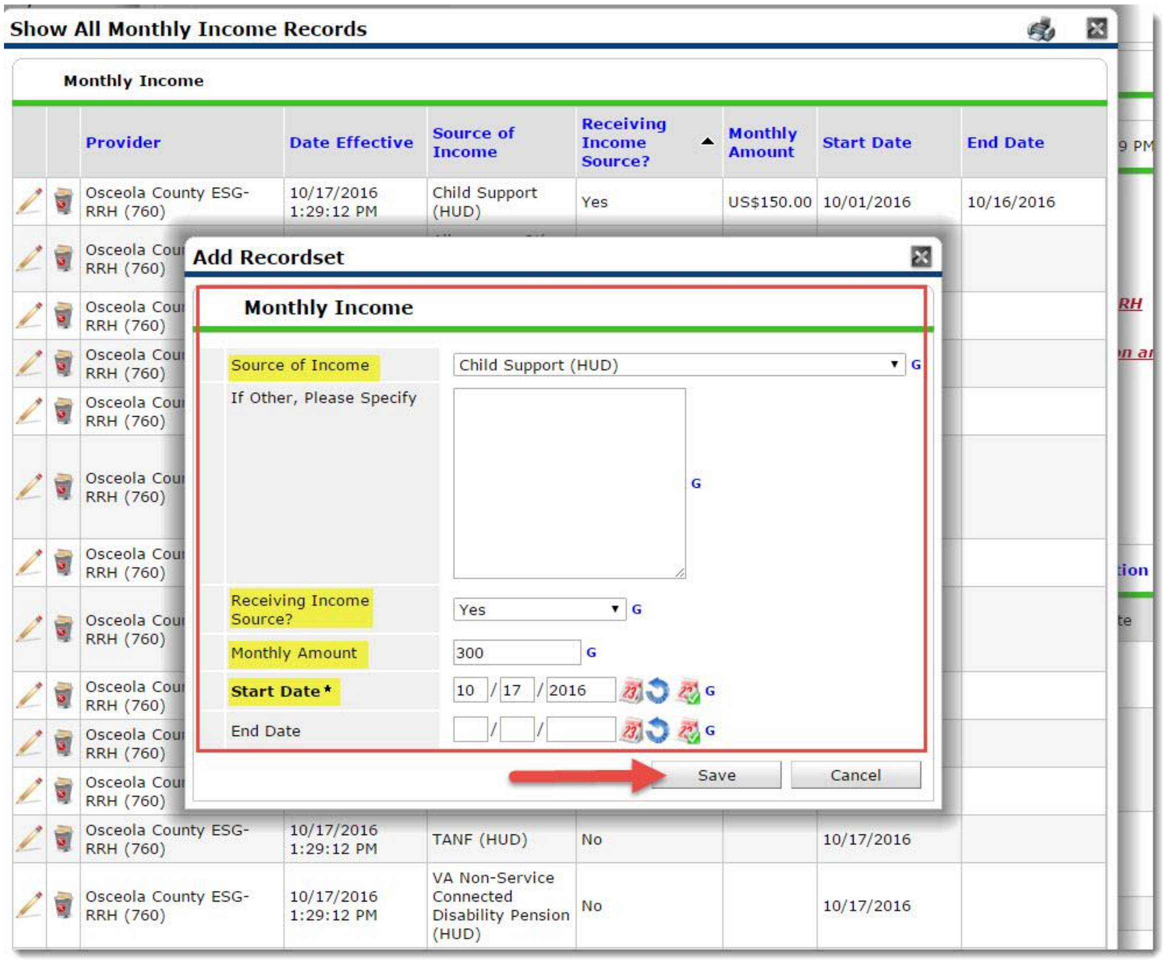


Figure 5

- 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.