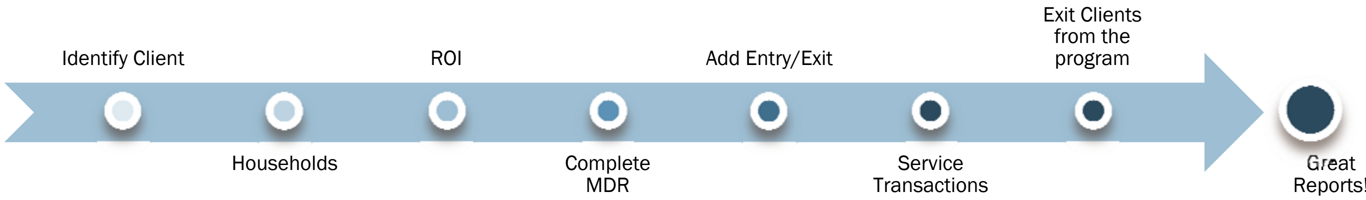
HPRP: Workflow and Data Quality

Peggy: 708-345-4035 x02 peggy@suburbancook.org Jeremy: 708-345-4035 x03 jeremy@suburbancook.org

A report's quality is completely dependent on the accuracy of the data entered. Wrong data ***or*** *the right data entered incorrectly will result in inaccurate reports, wasted time, and frustration. Please follow this workflow to ensure accurate reports Continuum-wide.*



INTAKE WORKFLOW

IDENTIFY CLIENT

- Search for Client using the shortest version of first and last name that will give you the most reasonable results (e.g. instead of Samuel search for Sam).
  - If client is found verify all identifying data matches and proceed as if it's your own.
  - If Client is not found type in name and SSN and Click "Add Client with this Information."

If you are Backdating: be sure to enter backdate mode before entering household members and other information or it might not show up when you run your reports.

HOUSEHOLDS

- Click on the "Household Information" link to expand the household assessment.
- Click on "Start New Household"
- Complete Household Data starting with the Head of Household (HoH) entering "Self" as relationship to HoH.
  - All clients including singles must have a household.
  - Enter all members of the household with their demographic information.
  - Click on "Exit and Refresh"

RELEASE OF INFORMATION (ROI)

- Under client's name Click on **None** or the Orange ROI Icon next to the name.
- Quick Notes:
  - Usually ROI's last 3 years but this is agency specific so check with your program directors.
  - The Case Manager who had them sign the Consent Forms is the Witness.
  - Unless the client is a victim of domestic violence, HPRP clients are ***required to share*** the following:

    Profile | SubCook Shared MDR | HPRP Service Transactions

    (1) Make sure they have selected the appropriate option on the client consent form.
    (2) Click on the red lock at the top left of each section.
    (3) Click on "To OPEN this record click here."
    (4) Choose "Apply to historical and future answers"
    (5) Click "Save and Exit" and the lock will now be green.
    (6) Steps 2-5 should be ***repeated*** for each of the 3 required sections.

Complete SubCook Shared MDR (Minimum Data Required)

- ⇨ Use back-date mode if entering data after the clients “Entry/Exit Entry” date.
- ⇨ Check to make sure “SSN Data Quality” and “Date of Birth data quality’ have been selected.
- ⇨ Enter all required data according to the labels **and** 🖱 **Click on “Save Changes.”**

Assessments (optional)

An HPRP Eligibility Assessment has been created and is available when you go to the “Assessments” tab in ClientPoint (it is the link next to the “Profile” link underneath the green menu). You may want to complete this assessment before entering the client into an HPRP program and giving them an HPRP Service Transaction. **Note: YOU still have to make the determination of eligibility, this assessment simply helps record the data used to make that determination.**

Entry/Exit (EE)

- ⇨ All HPRP clients must be entered into an HPRP Program of the Provider.
- ⇨ 🖱 Click on the Orange Entry/Exit (EE) icon next to the Client’s Name.
- ⇨ Check all the household members that will also be with the HoH in the Program.
- ⇨ Complete parts 1 and 2A of the SubCook HUD-40118 Assessment that is attached to your EE *(just follow the labels on screen)*.

IMPORTANT

- If **“Don’t Know”** or **“Refused”** are selected as the **Housing Status** response, **the client will not be reported** in the HPRP report!
- At a minimum, the HOUSING Status Question **must be answered for *every client in the household*** at entry.

Any client with HOUSING Status of “Literally Homeless” will be reported as a Rapid Re-Housing Client.

Keys to Entry/Exits

- **The Provider must be an HPRP program**
- **Entry Type must be “ HPRP”**
- **Entry Date is when they started your program. Be consistent if in backdate mode!**
- ***Entry date must come on or before the Service Transaction start date.***

If the Entry Date and the Service Transaction Date are the same:

The Entry Date’s Time of Day must be *EARLIER* than the Service Transaction’s Time of Day.

Service Transactions (see attached)

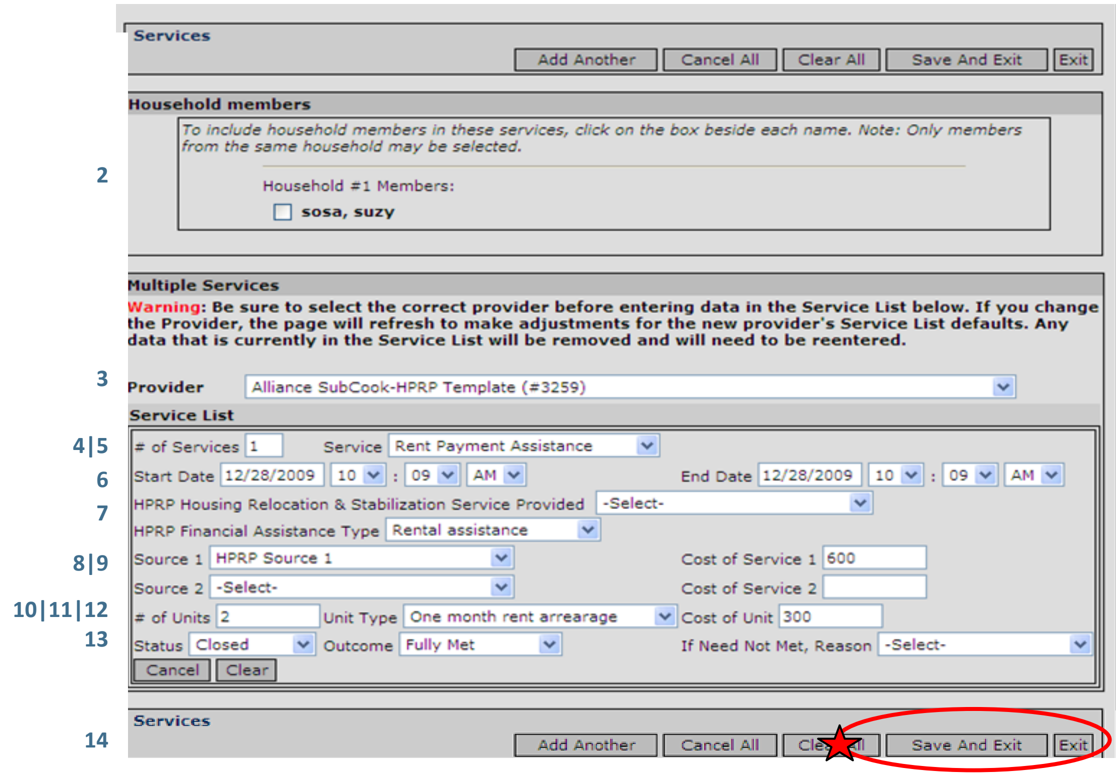
- ⇨ All clients must be entered into an HPRP program before adding HPRP Service Transactions
- ⇨ To Complete Service Transaction please see attached guide (page 3).

Exit Clients from the program when they exit the program!

- ⇨ 🖱 Click on Entry/Exit
- ⇨ 🖱 Click on ✏ Under “Exit Date”
- ⇨ Fill in Exit Data and make sure household members are checked
- ⇨ Update housing status and income data
- ⇨ 🖱 **Click on “Save and Close”**

HPRP Service Transaction Guide

1. On the Services Transaction tab, choose "**Multiple Services**"
2. Check all household members to be included in the HPRP Service
3. Choose HPRP Service Provider:
   - Must be the same as the Entry/Exit Provider.
   - Let page refresh to give you HPRP choices.
4. # of services must = 1 or more.
5. Choose Service (should correspond to HPRP Activity--see #7 and chart below)
6. Enter Start Date and End Date. They can be the same date. If End Date is more than 3 months after Start Date, you will get an error message you CAN bypass.
7. Choose HPRP activity under Housing Relocation OR Financial Assistance. This should correspond to service chosen in step #5 (see chart below).
8. "Source 1" = **HPRP Source 1**
9. "Cost of Service 1" = **Total Amount of Check or Service**
10. Enter Number of Units (e.g. Monthly payments)
11. Enter Unit Type (e.g. arrearages, current, hour)
12. Enter cost of unit
13. Choose Status and Outcome.
14. **Click Save and Exit**



Number of Services and the number of Units are two different counts. (e.g. For rent payment, # of Services should be viewed as the number of checks for payment of rent, usually one, and the # of Units would be the number of months)
Cost of Service = Total Payment. Cost of Unit = The cost of 1 unit (corresponding to what unit type you choose e.g. the cost of 1 month's rent or the cost of 1 hour case management).

HPRP Housing Relocation & Stabilization Service Provided	=	Service Quicklist
Case Management	=	Case/Care Management
Outreach and Engagement	=	Street Outreach Programs
Housing Search and Placement	=	Housing Search Assistance
Legal Services	=	Legal Services
Credit Repair	=	Credit Rating Assistance

OR

HPRP Financial Assistance Type:	=	Service Quicklist
Rental Assistance	=	Rent Payment Assistance
Security Deposit	=	Rental Deposit Assistance
Utility Deposit	=	Utility Deposit Assistance
Utility Payments	=	Utility Bill Payment Assistance
Moving costs assistance	=	Moving Expense Assistance
Motel or Hotel Vouchers	=	Homeless Motel Vouchers

HPRP HMIS Data Entry Integrity Checklist
☐ Did you unlock the Client's Profile, SubCook Shared MDR, and HPRP Service Transaction?
☐ Did you complete the **Sub Cook Shared MDR** and Backdate when necessary?
☐ Did you create an **Entry/Exit** Entry where Entry type = HPRP?
☐ Did you answer **Housing Status** on **ENTRY** worksheet for each client in household?
☐ Did you choose the **same HPRP Program** for your Entry/Exit Entry and your Service Transaction?
☐ Is your Entry/Exit start date ***BEFORE*** than your Service Transaction start date including **TIME OF DAY**?
☐ Does your Service Transaction include both service type and HPRP activity type?
☐ Did you choose **HPRP Source 1** as the Source and enter the cost of service?
☐ When exiting client, did you update assessment information and complete **Destination** and **Reason for Leaving?**
☐ Did you save your changes?