

Rapid Re-Housing Workflow in Flash

Recorded in Q1 2018

Overview of workflow

Reflects the current workflow as of
Q1 2018

Goals of this video:

- Quick overview of the Rapid Re-Housing workflow
- Gain clarity on assessments that need to be completed
- Mental checklist

Overview of workflow

Reflects the current workflow as of Q1 2018

What you should know coming in:

- Be familiar with ServicePoint
- Know how to document your client's consent form and lock their record when necessary
- Know the general RRH assessment process
 - Will not be breaking down question by question

Overview of workflow

Reflects the current workflow as of Q1 2018

What we'll do:

- Entering your client
 - Rapid Re-housing (RRH) Program Service Assessment
 - HUD CoC & ESG Entry All Other Projects (2017 Chicago)
 - Documenting your Service Transaction
- Documenting the Housing Move-in Date
- Tracking Rental Assistance
- Recertification
- Exiting your client
 - HUD CoC & ESG Exit (2017 Chicago)
 - RRH Exit Summary Sheet

Entering Your Clients

- What should already be done
 - [Documenting your client's consent form in the ROI tab](#)
 - There should be 2-3 ROI recrods created
 - [Locking your client's record when necessary](#)
 - E.G. When a client selections to share their record as a locked file

The screenshot shows a web application interface for client management. At the top right, there is a lock icon, which is highlighted by a red arrow. Below this, there is a dropdown menu labeled '-Switch to Another Household Member-' and a 'Submit' button. The main content area is divided into two tabs: 'Client Information' and 'Service Transactions'. Under 'Client Information', there are several sub-tabs: 'Summary', 'Client Profile', 'Households', 'ROI' (which is selected and highlighted in green), 'Entry / Exit', 'Case Managers', 'Case Plans', 'Measurements', and 'Assessments'. The 'ROI' tab contains a table titled 'Release of Information' with the following data:

Provider	Permission	Start Date	End Date
All Chicago	Yes	02/18/2018	02/18/2018
All Chicago	Yes	02/18/2018	02/18/2018
All Chicago	Yes	02/18/2018	02/18/2018

Below the table, there is a button labeled 'Add Release of Information' and a status indicator 'Showing 1-3 of 3'. An 'Exit' button is located at the bottom right of the interface.

Entering Your Clients

Entry Assessments

- 2 kinds of assessments required at entry
 - **Rapid Re-housing (RRH) Program Service Assessment**
 - The two questions at the top of this assessment should be “**No**”, otherwise the client is ineligible
 - **HUD CoC & ESG Entry All Other Projects (2017 Chicago)**
 - Given there are two, we need to switch assessments as we enter the client

Entering Your Clients

Include Additional Household Members Showing 1-2 of 2

Entry Assessment Exit Assessment

Select an Assessment

<input checked="" type="checkbox"/> DFSS and IDHS Supplemental Assessment	<input checked="" type="checkbox"/> Rapid Re-housing (RRH) - Initial Assessment	<input checked="" type="checkbox"/> Rapid Re-housing (RRH) Program Service Assessment	<input type="checkbox"/> Rapid Re-housing (RRH) Recertification Assessment
<input checked="" type="checkbox"/> RRH Exit Summary Sheet	<input checked="" type="checkbox"/> HUD CoC & ESG Entry All Other Projects (2017 Chicago)	<input checked="" type="checkbox"/> HUD CoC & ESG Exit (2017 Chicago)	<input checked="" type="checkbox"/> HUD CoC & ESG Update (2017 Chicago)

Household Members

<input checked="" type="checkbox"/> (24) Scorpio, Hank Age: Unknown Veteran: No (HUD)
<input checked="" type="checkbox"/> (25) Scorpio, Milhouse Age: Unknown Veteran: No (HUD)

Household Data Sharing

Client: (24) Scorpio, Hank

Rapid Re-housing (RRH) Program Service Assessment

Does the household have other housing options identified? G

G

General Household Information

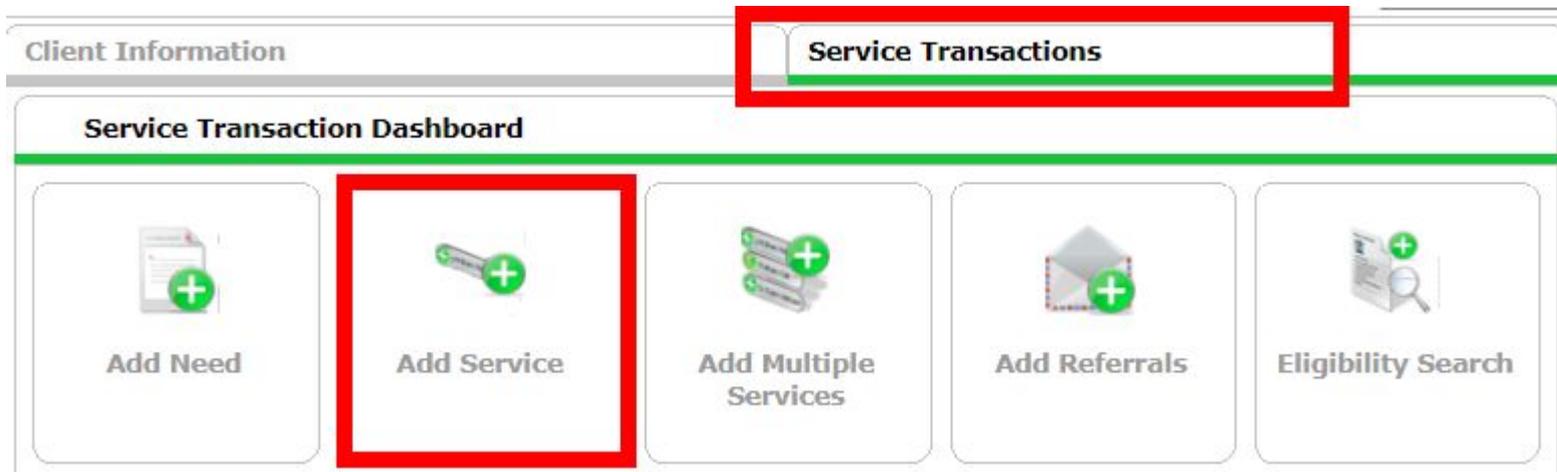
Click on the name of each assessment in order to switch.

The name of the assessment you are currently editing will be here

Entering Your Clients

Service Transaction

- A service transaction has to occur every time the case manager engages with client

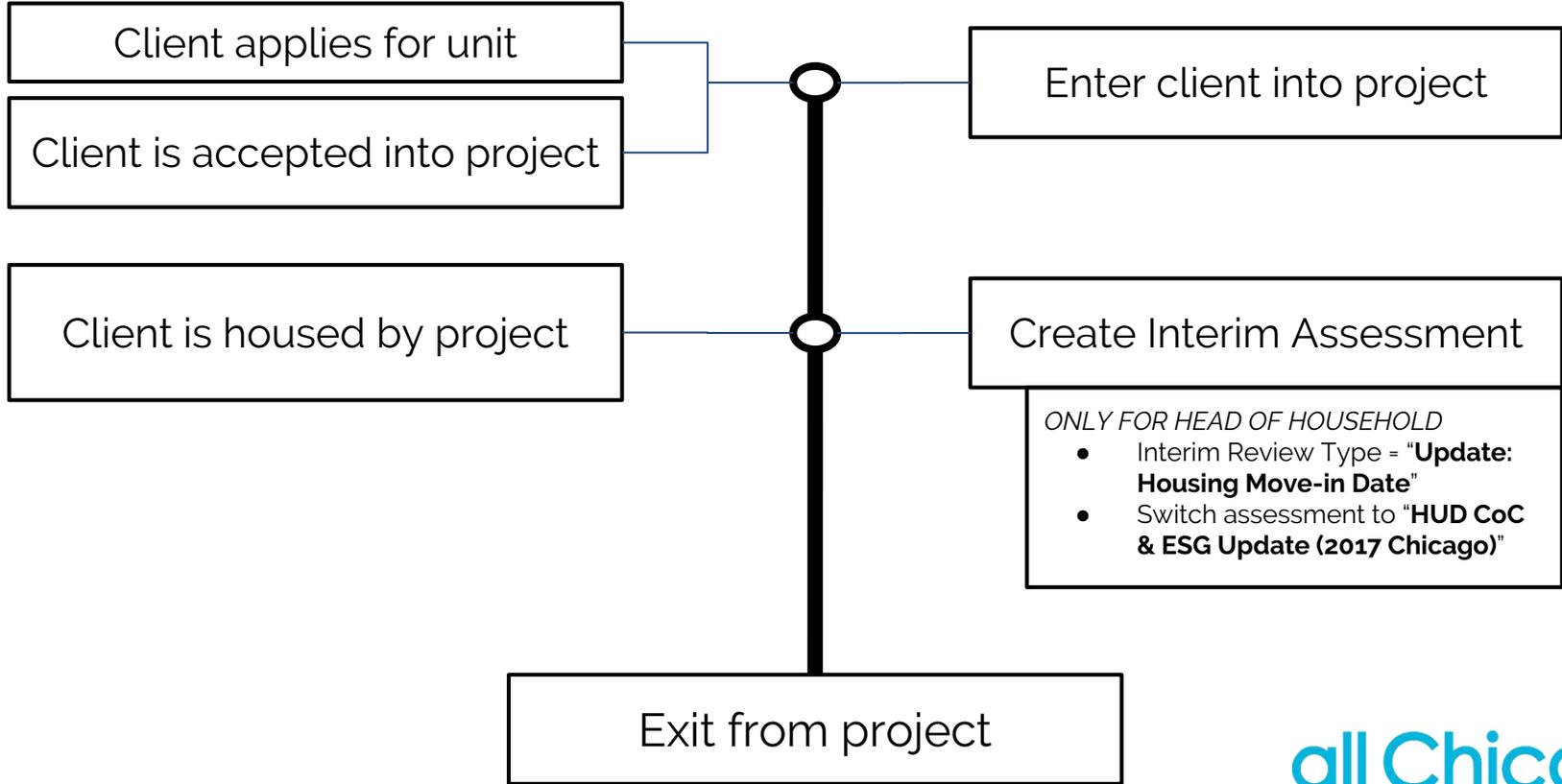


Documenting the Move-In Date

Rapid Re-Housing programs must indicate a [Housing Move-In Date](#)

- This date is different from when the client enters your program

Documenting the Move-In Date



Documenting the Move-In Date

From the “Entry/Exit” tab of the client’s record

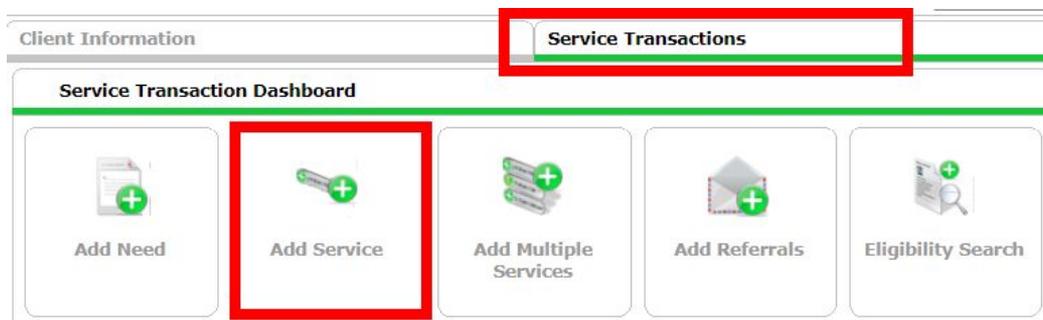
- Add **Interim Review**
- Interim Review Type will be **“Update: Housing Move-In Date”**
- Immediately switch your assessment to **“HUD CoC & ESG Update (2017 Chicago)”**
- Fill in Housing Date
- Fill in **“Client’s Current Housing Type/Location”** as
 - **Rental by client, with RRH or equivalent subsidy**

We also have an [extensive guide](#) on how to document the Housing Move-In Date.

Tracking Rental Assistance

It is important to track rental assistance in ServicePoint to see what kinds of funds have been dispersed to your clients.

Everytime a check is cut for rental assistance, a Service Transaction should be created.



Tracking Rental Assistance

After starting a Service Transaction, you will be taken to a screen to designate what your Service Type is.

- You can designate the month you paid for with the assistance through the **Start Date** and **End Date**
- The **Service Type** might depend, but if you are helping provide rent payment assistance, you would indicate that in the Service Type
- **Provider Specific** Service allows you to further define the service type provided

Tracking Rental Assistance

Client - (24) Scorpio, Hank 

(24) Scorpio, Hank
Release of Information: **None** -Switch to Another Household Member- ▾

Client Information Service Transactions

Add Service

▼ **Household Members**

 To include Household members for this Service, click the box beside each name. Only members from the SAME Household may be selected.

(20) Male w/ child

(24) Scorpio, Hank (Primary Client)

(25) Scorpio, Milhouse

Service Provider* All Chicago - Rapid Re-housing (RRH) Expansion Project (1376) ▾

Creating User Sal Munoz

Start Date* 01 / 23 / 2018   11 ▾ : 43 ▾ : 55 ▾ AM ▾

End Date 01 / 23 / 2018   11 ▾ : 43 ▾ : 55 ▾ AM ▾

Service Type* Rent Payment Assistance (BH-3800.7000) ▾

Provider Specific Service Short-term rental assistance ▾

From this point, click “Save and Continue”.

Tracking Rental Assistance

After clicking Save & Continue, the Service Costs section will appear.

Service Costs	
Number of Units	<input type="text"/>
Unit Type	-Select- ▼
Cost per Unit	\$ <input type="text"/>
Total Cost of Units	\$ <input type="text"/>

Under Service Costs, you will indicate the following:

- **Number of Units** will be only 1
- **Unit Type** allows you to list what kind of financial assistance it was
- **Cost per Unit** is the cost of the rental/utility assistance paid out for the client

Recertification

- Recertification also done through an **Interim Review**
 - The Interim Review Type will be **“Rapid Re-housing Recertification Assessment”**
 - It will be the first assessment to show, so no switching is necessary

Add Interim Review - (24) Scorpio, Hank

Household Members

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

- (20) Male w/ child
 - (24) Scorpio, Hank (Entry Date: 02/22/2018 7:38 PM)
 - (25) Scorpio, Milhouse (Entry Date: 02/22/2018 7:38 PM)

Interim Review Data

Entry / Exit Provider	All Chicago - Rapid Re-housing (RRH) Expansion Project (1376)
Entry / Exit Type	HUD
Interim Review Type *	-Select-
Review Date *	-Select- AM

Update: Housing Move-in Date
Update Assessment: FIT Questions
Annual Assessment
CES Transfer Request Form
CES New Contact Information
CES Observational Assessment Request Form
EVHI: Housing Barrier Update
Rapid Re-housing Initial Assessment and Referral
Rapid Re-housing Recertification Assessment
Rapid Re-housing Exit Summary

Save & Continue Cancel

Exit Exit

Exiting Your Clients

Exit Assessments

- 2 kinds of assessments required at Exit
 - **HUD CoC & ESG Exit (2017 Chicago)**
 - **RRH Exit Summary Sheet**
 - Again, we need to switch assessments

Include Additional Household Members | Showing 1-2 of 2

Entry Assessment | **Exit Assessment**

Select an Assessment

<input checked="" type="checkbox"/> DFSS and IDHS Supplemental Assessment	<input checked="" type="checkbox"/> Rapid Re-housing (RRH) - Initial Assessment	<input checked="" type="checkbox"/> Rapid Re-housing (RRH) Program Service Assessment	<input checked="" type="checkbox"/> Rapid Re-housing (RRH) Recertification Assessment
<input checked="" type="checkbox"/> RRH Exit Summary Sheet	<input checked="" type="checkbox"/> HUD CoC & ESG Entry All Other Projects (2017 Chicago)	<input checked="" type="checkbox"/> HUD CoC & ESG Exit (2017 Chicago)	<input checked="" type="checkbox"/> HUD CoC & ESG Update (2017 Chicago)

Household Members

(24) Scorpio, Hank
Age: Unknown
Veteran: No (HUD)

HUD CoC & ESG Exit (2017 Chicago) Exit Date: 02/22/2018 08:33:53 PM

Housing Status: G

Income from Any Source: G

Monthly Income

HUD Verification