# Rapid Re-Housing Workflow in Flash

Recorded in Q1 2018

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# 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 quesiton

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# 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

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# 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

# 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

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Service Transaction

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



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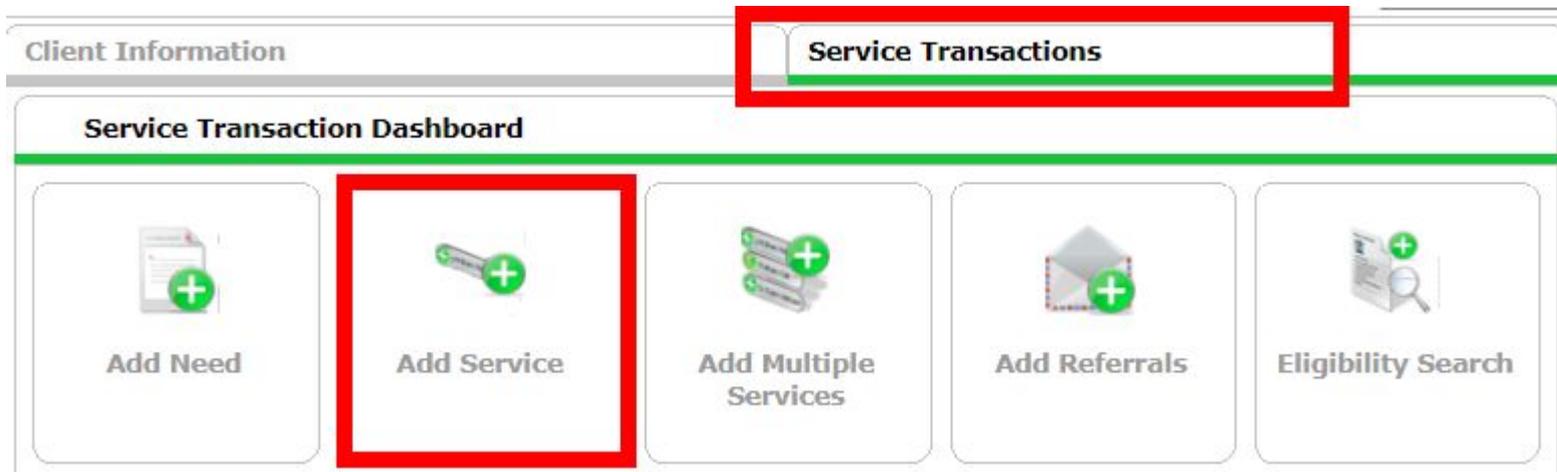
# Documenting the Move-In Date

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

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

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# Documenting the Move-In Date

| Client applies for unit | → | Enter client into project |
| Client is accepted into project | | |

| Client is housed by project | → | Create Interim Assessment |

*ONLY FOR HEAD OF HOUSEHOLD*
- Interim Review Type = "**Update: Housing Move-in Date**"
- Switch assessment to "**HUD CoC & ESG Update (2017 Chicago)**"

Exit from project

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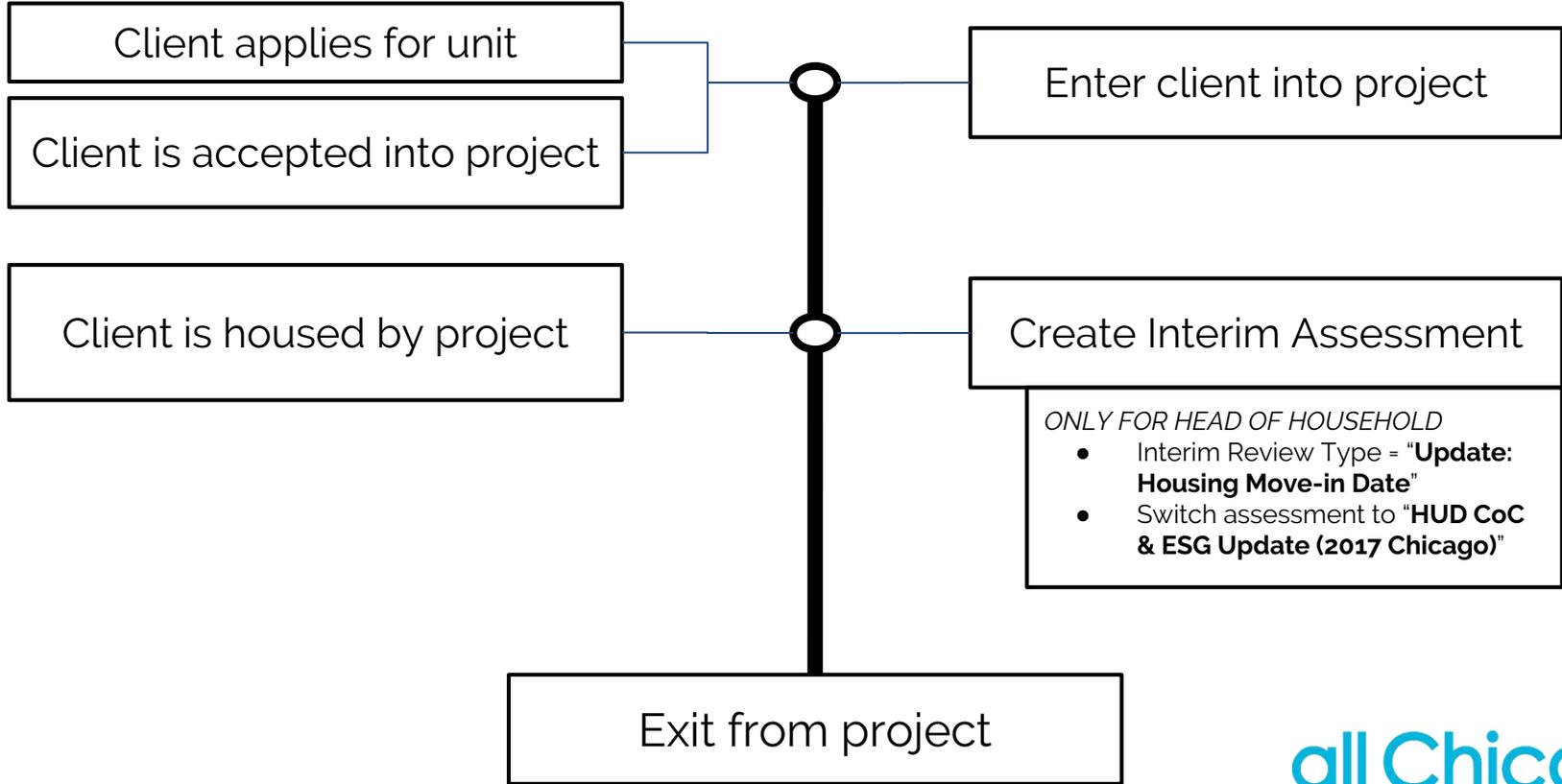
# Documenting the Move-In Date

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.

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# 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.



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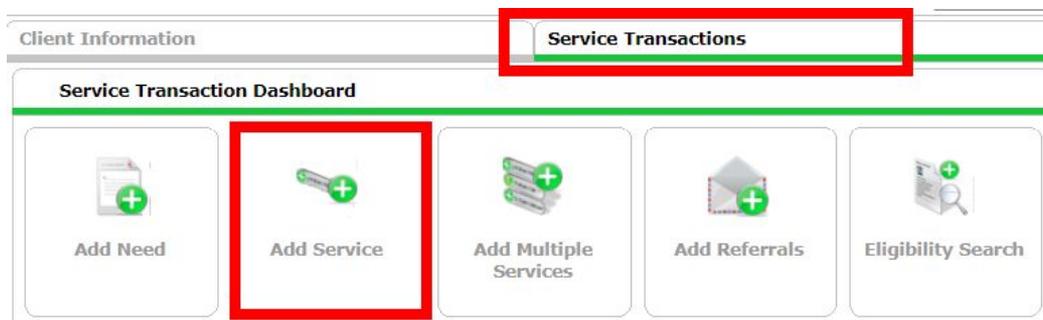
# Tracking Rental Assistance

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

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# Tracking Rental Assistance



From this point, click "Save and Continue".

# Tracking Rental Assistance

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



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

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# 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

# 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