

ServicePoint - Summary of Requirements for STRA

HIGHLIGHTS:

- All services funded through the HAP-administered “Short-term Rent Assistance” (including motel vouchers) must be entered into your agency’s STRA provider in ServicePoint. This includes adding an entry/exit and entering service transactions. Please note that ONLY STRA-funded services should be included under your STRA program. In other words, rent assistance or motel vouchers from other funding sources should continue to be recorded with entry/exits in your other ServicePoint programs, and those service transactions also entered the other ServicePoint programs.
- In most cases, STRA clients will have more than one entry/exit record with different dates – one entry/exit for the dates they are enrolled in your other programs; one for the period they are also receiving STRA-funded services.

Steps for EXISTING CLIENTS who receive STRA-funded services:

1. Log-in (You should be logged in at the top level for your agency)



2. Search for/select the correct client (use the 5-digit SkanPoint code or enter the first/last name codes)
3. Add an additional ENTRY using your STRA provider in ServicePoint

- Click on orange Entry/Exit icon in upper right corner 
- Select Provider=your STRA provider (visible in drop-down list)

Entry Data	
Provider	Bradley Angle House Emergency Shelter - SP (#747)
Type	Bradley Angle House Programs - SP (#728) Bradley Angle House Andrea Lee - SP (#751)
Entry Date	Bradley Angle House DV-STRA - SP (#2493)
	Bradley Angle House Emergency Shelter - SP (#747)
	Bradley Angle House Family Strengths Program - SP (#2492)
	Bradley Angle House Healing Roots Center - SP (#754)
	Bradley Angle House HUD Horizons Program - SP (#750)
	Bradley Angle House Nonresidential Services - SP (#749)
	Bradley Angle House Sexual & Gender Minority Services - SP (#753)
	Bradley Angle House Support Groups - SP (#752)
	Bradley Angle House Transition Services - SP (#748)

- Entry Type=basic entry/exit
- Entry Date:
 - Vouchers= first NIGHT of assistance
 - Rent/mortgage: 1st day for which assistance is applied (ie April rent start date = 4/1)
 - Application fee, security deposit: date payment made
- On Entry under “STRA Clients Only”, click Add button

STRA Clients Only								
Housing Outcomes (July 2006 forward)								Add
Housing Outcome Intervention Type	Reporting Program	Initial Placement/Eviction Prevention Date	End of Subsidy Date	Follow Up Interval	Follow Up Due Date	Actual Follow Up Date	Is Client Still in Housing?	End Date
No Record Sets								

Client ID: 78800

Housing Outcomes 

Save & Add Another

Save & Exit

Exit

9/16/2009

Assessment Date	04/12/2007 04:02 PM
Housing Outcomes Intervention Type	- Select - H G
Reporting Program	- Select - H G
Initial Placement/Eviction Prevention Date	<input type="text"/> (mm/dd/yyyy) H G
End of Subsidy Date	<input type="text"/> (mm/dd/yyyy) H G
Follow Up Interval	- Select - H G
What event triggered this follow-up?	- Select - H G
Follow Up Due Date	04/12/2007 (mm/dd/yyyy) H G
Actual Follow Up Date	<input type="text"/> (mm/dd/yyyy) H G
Follow-Up Status	- Select - H G
Is Client Still in Housing?	- Select - H G
Is Client Deceased?	- Select - H G
If deceased, was client housed at time of death?	- Select - H G

- a. Select the appropriate "Housing Outcomes Intervention Type" from the drop down menu
- b. Select the "Reporting Program" from the drop down menu (choose your STRA provider)
- c. You will be able to add the actual follow up due dates in this same subassessment when the client actually exits. You may let the "Follow-up-due Date" default to the data entry date.

4. Identify the Need & Add Services

- Click on Service Transactions



- Click on Add Need/Service
- Add Need – select the need from quicklist and click SAVE
- Add Service:
 - Select the provider providing the service (it must be your STRA program)
 - Set the Service Start and End dates (same as entry dates)
 - Select Service from quicklist
 - List the cost of service
 - List the fund source. The following are possible fund sources under the STRA Program (and you do need to know which one you are spending for the Service Transaction): FEMA, PILOT, HOME, LIRHF, HOME, City of Portland General Fund, and Multnomah County General Fund.
 - Add service note if required (vouchers must have the name of hotel in this area)
- FYI, once the need has been entered, and then additional services can be added to that same need, so only identify and enter a need one time and add services to the same need. Just click on "view past needs," select the need and follow the above steps again to add the same service with new dates/costs/etc.

5. Add Exit using your STRA provider & set follow-up due dates when the **STRA-funded** services end



- Click on Entry/Exit icon
- Select the pencil icon under the Exit column that corresponds with the STRA entry:
- Add exit date
 - Vouchers=last NIGHT of assistance (not the check-out date!)
 - Rent Assistance: last date for which payment is applied
 - Application fee, security deposit: same as entry date
 - Complete exit questions

6. Make follow-up contacts as required
 - When: 3,6 and 12 months after exit
 - Required for rent assistance and motel vouchers 28 nights or longer
 - Not required for vouchers 27 nights or less.

Steps for new clients (not yet in ServicePoint):

1. Log-in (You should be logged in at the top level for your agency)
2. Create Client Profile
3. Add Household Members
4. Add Entry or Entries (you probably will want to create separate 2 entries – one for your main program and one for the period they are receiving STRA funded services.)
 - Click on orange Entry/Exit icon in upper right corner
 - Select Provider=your STRA provider (visible in drop-down list)
 - Entry Type=basic entry/exit
 - Entry Date:
 - Vouchers= first NIGHT of assistance
 - Rent/mortgage: 1st day for which assistance is applied (ie April rent start date = 4/1)
 - Application fee, security deposit: date payment made
 - On Entry under “STRA Clients Only”, click Add button
 - Select the appropriate “Housing Outcome Intervention Type” from the drop down menu
 - Select the “Reporting Program” from the drop down menu (choose your STRA provider)
 - You will be able to add the actual follow up due dates in this same subassessment when the client actually exits. You may let the “Follow-up-due Date” default to the data entry date.
5. Identify Need & Add Services
 - Click on Service Transactions
 - Click on Add Need/Service
 - Add Needs – select the need from quicklist (or look-up icon) and click SAVE
 - The screen will refresh & you can scroll down to click on a small gray box labeled “Add Service”. In the new pop-up screen:
 - select the provider providing the service (it must be your STRA program)
 - Set the service Start and End dates (see above)
 - Select Service from quicklist
 - List the cost of service
 - List the fund source. The following are possible fund sources under the STRA Program: FEMA, PILOT, HOME, LIRHF, HOME, City of Portland General Fund, and Multnomah County General Fund.
 - Add service note if required (vouchers must have the name of hotel in this area)
 - FYI, once the need has been entered; additional services can be added to that same need, so only identify and enter a need one time and add services to the same need. Just click on “view past needs,” select the need and follow the above steps again to add the same service with new dates/costs/etc.
6. Add Exit using your STRA provider & set follow-up due dates when the client’s STRA-funded services end
 - Click on Entry/Exit icon
 - Select the pencil icon under the Exit column that corresponds with the STRA entry:
 - Add exit date
 - Vouchers=last NIGHT of assistance (not check-out date!)
 - Rent Assistance: last date for which payment is applied
 - Application fee, security deposit: same as entry date
 - Complete exit questions
7. Make follow-up contacts as required
 - When: 3,6 and 12 months after exit
 - Required for rent assistance and motel vouchers 28 nights or longer
 - Not required for vouchers 27 nights or less.

Service Transaction Terms for Short-term Rent Assistance	
<p><i>The following terms must be used for STRA service transactions. Anything paid with STRA funds must be entered as a Service Transaction (in addition to the entry/exit dates). Include the service start and end date, cost, fund source. All voucher service transactions must list name the hotel in Service Notes.</i></p>	
Leasing or housing-related expenses:	Non-housing related expenses:
<ul style="list-style-type: none"> • Motel vouchers (<i>you must identify the hotel in Service Notes</i>) • Rent Payment Assistance (for current rent) • Rental Deposit Assistance (for refundable fees) • Housing Expense Assistance (for application fees, etc) • Debt Reduction Funds (for back rent) • Bad Weather Shelter (for severe weather vouchers – you must identify the hotel in Service Notes) 	<ul style="list-style-type: none"> • Identification Cards • Utility Assistance • Moving Expense Assistance • Household Goods Storage • Cleaning Products • ADA Accessibility Compliance (for costs related to accessibility modifications) • Undesignated Financial Aid (only use this for “other” expenses when approved in advance by HAP)