



Homeless Prevention Rapid Re-Housing (HPRP) User Guide

Table of Contents

I.	Required HPRP Agency Configurations
a.	Site Setup
b.	HPRP Program Setup
c.	HPRP Preferred Service Need Codes
II.	Verify/Update the Client's Demographics and Housing Status
III.	Verify/Update the Client's Household List
IV.	Enroll the Client in one HPRP Program
V.	Enter an HPRP Service Transaction
VI.	Discharge the Client from the HPRP Program

© Copyright 2006 by Pathways Community Network, Inc.

This document is for the sole use of Pathways members and may contain confidential and privileged information.
Any unauthorized review, use, disclosure, or distribution is prohibited.

Procedure: Setting up a Site

This function requires access to the **My Agency** command.

Note: Complete the steps below once for EACH Grantee from which your agency receives HPRP funding. For example, if your agency receives funds from two Grantees, you must perform the steps two times, creating two Sites and two Programs. The Program Name, Site Name and Grantee Name must all match within each Program.

1. Click on **My Agency** in the **Main** menu.
2. Click on the **Sites** command in the **My Agency** menu. (If you receive funding from multiple Grantees, set up one Site for each Grantee and include one of the Grantee names in the Site **Name**.)

Agency Sites	
New Site	
Site Type:	<input type="checkbox"/> Admin <input type="checkbox"/> Beds <input type="checkbox"/> Services <input type="checkbox"/> Special Needs Only
Site Name:	<input type="text"/>
Site Description:	<input type="text"/>
Continuum of Care	(Select) <input type="button" value="v"/>
Site Configuration Type	(Select) <input type="button" value="v"/>
Housing Type	(Select) <input type="button" value="v"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	(None) <input type="button" value="v"/>
Zip:	<input type="text"/>
Phone:	<input type="text"/>
Hours:	<input type="text"/>
Contact Name:	<input type="text"/>
Contact Phone:	<input type="text"/>
Contact Email:	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Procedure: Setting up a an HPRP Program

This function requires access to the **My Agency** command.

1. Click on **My Agency** in the **Main** menu.
2. Click on the **Programs** command. Click on **New** to create a new Program or the Edit icon to update a current Program as shown below.

Agency Program Maintenance	
New Program	
Program Type	Homelessness Prevention and Rapid Re-Housing
Program Name	HPRP
Program Description	
Expected Length(days)	
Site	None
HPRP Program:	<input checked="" type="checkbox"/>
Funding Source:	<input checked="" type="checkbox"/> Fulton HPRP {Grantee - Fulton County (excluding Atlanta) }
Gender Served:	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> TRANSGENDER
Household Type:	<input type="checkbox"/> SM Single Males (18 years and older) <input type="checkbox"/> SF Single Females (18 years and older) <input type="checkbox"/> SMF Single Males and Females (18 years and older) <input type="checkbox"/> CO Couples Only, No Children <input type="checkbox"/> SM+HC Single Males and Households with Chil

3. Select **Program Type**: Homelessness Prevention and Rapid Re-Housing.
4. Enter *HPRP* for the **Program Name**. (If there are multiple Grantees add one of the Grantee Names to the end of the Program Name. For example: HPRP-Augusta, and HPRP-GA State Program)
5. Select the **Site** (If there are multiple Grantees, select the Site Name that matches the Program Name.)
6. Select the **HPRP Program** check box. Then select the name of a single **Grantee** associated with this Program. (For multiple Grantees, you must choose the Grantee Name that matches the Site and Program names.)
7. Enter values for the other required fields (they are in bold).
8. Click on **Save**.
9. Complete any proceeding pages and click Save.

Procedure: HPRP Preferred Services Need Codes

The eleven (11) HPRP Service Need Codes shown below have been *automatically* added to the Preferred Services List for all HPRP Sub-grantees.





1. *Do not* edit these Need Codes.
2. *Do not* delete these Need Codes.
3. *Do not* add any of these Need Codes to your Preferred Services List yourself. (If necessary, contact the Pathways Support Team and we will add them for you.)

The eleven (11) HPRP Service Need Codes:

Financial Assistance Need Codes	
BR-300.700	Rent Payment Assistance
BR-300.725	Rental Deposit Assistance
BR-900.915	Utility Deposit Assistance
BR-900.910	Utility Bill Payment Assistance
BH-500	Moving Assistance
BH-180.850-53	Homeless Motel Vouchers

Housing Assistance Need Codes	
Ph-100	Case Management
TJ-650.630	Outreach Programs
BH-390.310	Housing Search Assistance
FT	Legal Services
DD-500.150	Credit Counseling

Below is a sample of how the codes are shown on the Agency Preferred Services Page.

Agency Preferred Services								
New								
<input type="button" value="Save"/>								
Service Details			Defaults					
Delete	Site	Service Code	Service Description	Outcome	Disbursement Flag	Referral Flag	Reservation Flag	Program Flag
 	ATL Headquarters	PH-100	Case/Care Management	Services Provided	No	No	No	No
 	ATL Headquarters	DD-500.150	Credit Counseling	Services Provided	No	No	No	No

Note: Do not edit these Need Codes, Do not delete these Need Codes and Do not add any of these Need Codes to your Preferred Services List yourself (If necessary, contact the Pathways Support Team and we will add them for you.)

Procedure: Verify/Update the Client's Demographics and Housing Status

1. Search for the Client to verify that the client is in the database.

Client Search

Client Key Search

Client Key

Include Household Members

Advanced Search

First Middle Last

Identification Date of Birth Gender

Street Address

City State Zip County

Program (Name - Type - Site)

2. Perform an Intake for the Client if necessary. Do NOT enroll the client in a Program yet.
3. Activate the Client if necessary by clicking the **General** link in the Results list for the Client.

Client Information				Go To ...					
Key	ID	Name	Age	Last service date	Authorization Expiration	General page	Process this client	Add new household member	Discharge this client
864302	*****	mover, 0713	29	10/21/2009	07/12/2013	General	Process	Add	Discharge
529812	*****2323	mover, AA	17	10/28/2009	05/15/2012	General	Process	Add	Discharge
253400	*****4213	MOVER, AAA	23	10/26/2009	06/22/2013	General	Process	Add	Discharge

- On the **Client General Information** page, verify/enter demographic information for the Client.

Client General Information				
Client	864302-mover, 0713	ID	Age 29	Mail (None)
	First Name	Middle Name	Last Name	Suffix
Current	0713		mover	
Previous				
Comprehensive Client Report		<input type="button" value="Save"/>		Updated 10/01/2009
ID Type	Full SSN	Identification	000 00 0000	Date of Birth/Age 02/29/1980 29
Gender	Female	Marital Status	(None)	
Veteran	Don't know	Ethnicity	Non-Hispanic	
Race	[check all that apply]			
	<input checked="" type="checkbox"/> Asian	<input type="checkbox"/> Black or African American		
	<input type="checkbox"/> Amer-Indian or Alaskan	<input type="checkbox"/> White		
	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> Other		
Housing Status Information				
As Of	07/13/2009	Housing Status	Literally homeless	
Disabling Condition	No	Chronically Homeless	No	<input style="border: 1px solid black;" type="button" value="?"/>
ZIP Code (last permanent address)		Don't know		
Prior Night's Residence		Staying/living with friends		
Length Of Stay (in Prior Night's Residence)		one to three months		

- Verify or update the **Housing Status** and the **As Of** date. Click **Save**. (Note: The **As Of** date must be the same as or earlier than the **Program Entry Date**.)

Procedure: Update Household Information

- On the **Client** menu, click the **Household** command.
- Verify that the Household list is correct. Move clients into and out of the Client's Household as needed.

Household List						
Client	864302-mover, 0713	ID	Age 29	Mail (None)		
Client Key	Name	Age	Relationship	Anonymous	Select	New Relationship
864302	mover, 0713	29	Head	N	<input type="checkbox"/>	Head
902559	Mover, Baby	12	Child	N	<input type="checkbox"/>	Child
<input type="button" value="Move To New Household"/>		<input type="button" value="Move To Existing Household"/>		<input type="button" value="Update Relationships"/>		

3. Perform an Intake for Household members that are not already in the database by clicking the **Add** link for the Client on the Search Page Results List as displayed below.

Client Information				Go To ...					
Key	ID	Name	Age	Last service date	Authorization Expiration	General page	Process this client	Add new household member	Discharge this client
864302	*****	mover, 0713	29	10/21/2009	07/12/2013	General	Process	Add	Discharge
529812	*****2323	mover, AA	17	10/28/2009	05/15/2012	General	Process	Add	
253400	*****4213	MOVER, AAA	23	10/26/2009	06/22/2013	General	Process	Add	Discharge

4. Follow the prompts and complete the necessary pages.

Procedure: Enroll the Client in one HPRP Program

Note: Enter this transaction once, before entering any HPRP Service transactions.

1. On the **Main** menu, click **Search**. Search for the Client if necessary.
2. In the Results list, click on the **Process** link under the **Process this Client** column for the Client.

Client Information				Go To ...					
Key	ID	Name	Age	Last service date	Authorization Expiration	General page	Process this client	Add new household member	Discharge this client
864302	*****	mover, 0713	29	10/21/2009	07/12/2013	General	Process	Add	Discharge
529812	*****2323	mover, AA	17	10/28/2009	05/15/2012	General	Process	Add	
253400	*****4213	MOVER, AAA	23	10/26/2009	06/22/2013	General	Process	Add	Discharge

3. On the Processing Options page, select the Program Information check box. Clear all other check boxes. Click Next.

Processing Options

Client 529812-mover, AA ID *****2323 Age 17

General Information (Name & Demographics)

Contact Information

Residence Information

Special Needs

Income Information (Employment & Benefits)

Program Information (Name & Entry Info)

4. Enroll the Client in one, and only one, HPRP Program, as shown below
Note: The Program **Entry Date** must not be earlier than the **As Of** date for the Client's **Housing Status**.)
5. Select the County, click Next.

Process Program Enrollment Information	
Client	529812-mover, AA ID *****2323 Age 17
New Program Enrollment	
Program Name	(None)
Program Entry Date	11/04/2009
County	Bibb
<input type="button" value="Back"/> <input type="button" value="Skip"/> <input type="button" value="Next"/>	

6. Click Finish on the Processing Complete Page.

Procedure: Enter an HPRP Service Transaction

Note: Repeat this transaction as often as needed.

1. On the **Main** menu, click **Search**. Search for the Client if necessary.
2. Activate the Client by clicking the **Last Service Date** link in the Results list. If the Client is already activated, then on the **Client Visit** menu, click the **Services** command.

Client Information				Go To ...					
Key	ID	Name	Age	Last service date	Authorization Expiration	General page	Process this client	Add new household member	Discharge this client
864302	*****	mover, 0713	29	10/21/2009	07/12/2013	General	Process	Add	Discharge
529812	*****2323	mover, AA	17	10/28/2009	05/15/2012	General	Process	Add	
253400	*****4213	MOVER, AAA	23	10/26/2009	06/22/2013	General	Process	Add	Discharge

3. Click on the **HPRP Services** link.


Client Services Information									
Client	529812-mover, AA	ID	*****2323	Age	17	Mail			
New Services HPRP Services									
Service Date	Agcy	Need	Outcome	Note	HPRP Type	Refer To	Disb Amt		
10/28/2009 Add HPRP Need	F6E	BH-180.850-53 Homeless Motel Vouchers	Services Provided		F		400.00		
09/24/2009 Add HPRP Need	F6E	PH-100 Case/Care Management	Services Provided		H				

4. Edit the **Service Begin** and **Service End** dates (if necessary).

Update Services Information

Client ID Age Mail

Service Information	
Service Begin Date	<input type="text" value="11/04/2009"/>
Service End Date	<input type="text" value="11/04/2009"/>

Need Information	
Need	<input type="text"/> 
Financial Amount	\$ <input type="text"/>
HPRP Case Management Time	<input type="text"/>
HPRP Funding	<input type="text" value="Fulton HPRP"/>
Note	<input type="text"/>
Outcome	<input type="text" value="Services Provided"/> <input type="checkbox"/> Disbursement <input type="checkbox"/> Referral

Preferred Services		
Code	Description	HPRP Type
PH-100	Case/Care Management	Housing
DD-500.150	Credit Counseling	Housing
BH-180.850-53	Homeless Motel Vouchers	Financial
BH-390	Housing Search and Information	Housing
FT	Legal Services	Housing
BH-500	Moving Assistance	Financial
BR-550	Moving Expense Assistance	Financial
TJ-650.630	Outreach Programs	Housing
BR-300.700	Rent Payment Assistance	Financial
BR-300.725	Rental Deposit Assistance	Financial
BR-900	Utility Assistance	Financial
BR-900.910	Utility Bill Payment Assistance	Financial
BR-900.915	Utility Deposit Assistance	Financial

5. Select the appropriate HPRP Service Need Code the Client will be receiving.
6. If the Service is for Financial Assistance, enter the **Financial Amount** given.
7. Enter any additional information needed. Click **Save**.

Procedure: Discharge the Client from an HPRP Program

Note: Enter this transaction once, after entering all HPRP Service transactions for the Client.

1. On the **Main** menu, click **Search**. Search for the Client if necessary.
2. In the Results list, click the **Discharge** link for the Client.

Client Information				Go To ...					
Key	ID	Name	Age	Last service date	Authorization Expiration	General page	Process this client	Add new household member	Discharge this client
864302	*****	mover, 0713	29	10/21/2009	07/12/2013	General	Process	Add	Discharge
529812	*****2323	mover, AA	17	10/28/2009	05/15/2012	General	Process	Add	
253400	*****4213	MOVER, AAA	23	10/26/2009	06/22/2013	General	Process	Add	Discharge

3. Enter information into the **Client Information** and **Discharge Income Information** pages as needed, or navigate past these pages.
4. On the **Program Discharge** page, select the radio button for the HPRP program.

Program Discharge					
Client	253400-MOVER, AAA	ID	*****4213	Age	23
Program Name	Bed Information	Entry Date	Expected Exit Date	Discharge	
HPRP Re-Housing		09/10/2009	12/04/2009	<input type="radio"/>	
Discharge Information					
Exit Date	Reason For Leaving				
11/04/2009	(None)				
Destination	(None)				
					<input type="button" value="Back"/> <input type="button" value="Finish"/>

5. Enter the **Exit Date**, **Reason for Leaving**, and **Destination**.
6. Click **Finish**.