Rental Assistance Workflow w/o Referral

Assess Eligibility Outside of ServicePoint

Client Signs Consent Form

Log In #1 (Client Accepted Into Program)

Create/Find Client in ServicePoint

Create/Find Household (Skip if HH Size = 1)

Create Entry

Log In #2 (After Payment has Been Made)

Find Client

Add Services

Create Exit

CHRP Workflow – Rental Assistance

Without Referral

Assess Client's Eligibility Outside of ServicePoint

Client Signs SP Consent

If Eligible, Create/Find Client in ServicePoint

When you log in, go to ClientPoint. Enter the client's information and click search. Check the search results to see if the client is already in the database. If not, click Add New Client with this Information.

Create/Find HH (if HH size is >1)

If household size = 1 skip to create entry. On the Client Summary page check to see if the client is already in a household and if that household matches the client's current situation. If yes, continue to create entry. If no, click create a new household. Select Household Type at the top of the page. Search for clients in the client's household if they don't exist, Add New Client with this Information. Continue until the entire household is entered in ServicePoint. Click Continue. Identify head of household and each person's relationship to head of household. Click Save and Exit.

Create Entry

On the Client Summary page click Add Entry/Exit. At the top be sure to select the household or the members of the household individually. The Entry/Exit Type will always be Basic. The entry date should be the date the client was accepted into the program. Click Save and Continue. Fill Out Entry #1 and Entry #2.

LOG IN #2 (After payment has been arranged)

Find Client

Go to ClientPoint search for the client's name or ServicePoint ID number.

Add Service

On the Client Summary page, find the Services dashlet. Click Add Service. Select the Household. The service start date should be the same as the service end date. The start date should also be the date the payment was made to the landlord. From the dropdown menu select Service Type. Click Save and Continue.

There should be one service for each month of payment. For example, if the client receives 2 months of arrears and 1 month of rent, there should be 3 services in ServicePoint. Skip Service Cost/Number of units. Add Funding Source. Select COVID-19 Housing Relief Fund. Under amount enter amount paid for that month for that service. Under Need Information set the need status to closed and the outcome of Need to Fully Met (if service prevents loss of housing).

Create Exit

On the Client Summary page, find the entry/exit that was created earlier. Click the pencil under exit date. Exit date should be the same as the service date. Select a Reason for Leaving and a Destination. What was the client's housing situation after receiving CHRP assistance?