

HUD Continuum of Care Programs

Training Handbook: Veteran Survey for Housing Services

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Questions? Contact Hunter Belgard at 503-823-2381 or hunter.belgard@portlandoregon.gov



Veteran Survey for Housing Services:

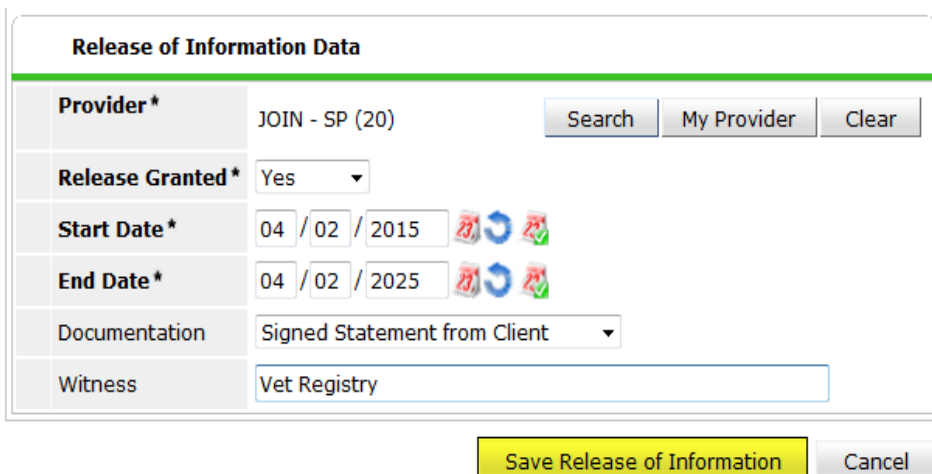
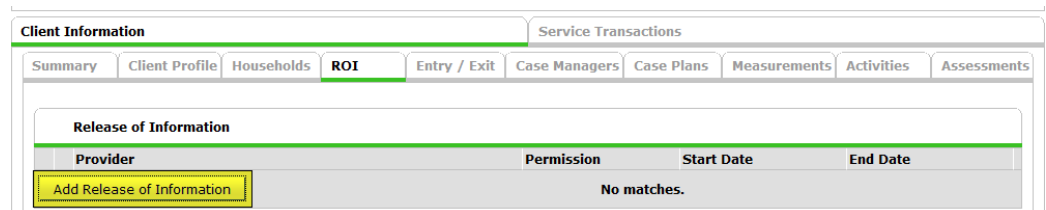
The guide provides instructions for four things.

1. Record the Disclosure Form was signed
2. Enter data from the Veteran Survey for Housing Services form
3. Share a Veterans ServicePoint record with other providers and contribute to the Veteran's Name Registry
4. Run Reports

Record the Disclosure form was signed?

From the ROI Tab:

1. Click "Add Release of Information"



Provider = Your Agency

Release Granted = Yes

Start Date = Day ROI was signed

End Date = 10 Years from date signed

Documentation = Signed Statement from client (or appropriate response)

Witness = Vet Registry

2. Click "Save Release of Information"

**Make sure you type in "Vet Registry" for Witness! That will be used for reporting.*

Enter Data from the Veteran Survey for Housing Services Form?

From the Assessment Tab:

1. Select the “Portland Veteran Registry”
2. Click “Submit”
3. Answer questions and Click “Save”

Client Information | Service Transactions

Summary | Client Profile | Households | ROI | Entry / Exit | Case Managers | Case Plans | Measurements | **Assessments**

Select an Assessment

- Housing Outcomes
- Select-
- Entry - Housing
- Exit - Housing
- Housing Outcomes
- Outreach
- Assessment Updates (Formerly known as the RARE)
- PATH (with Outreach)
- Entry - Housing (Diversion)
- Portland Veteran Registry**

Submit

Housing Outcomes

Save | Cancel

Reporting Program	Housing Outcome Intervention Type	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?
Add							

Portland Veteran Registry

Save | Cancel

Section 1: Veteran Status

Have you ever served on active duty in the U.S. Armed Forces (e.g. served in full-time capacity in the Army, Navy, Air Force, Marine Corps, or Coast Guard)? G

Were you ever called into active duty as a member of the National Guard or as a reservist? G

Are you receiving any type of benefit through Department of Veteran Affairs? G

Veteran Information

Year entered military service* Year separated from military service

Add

Section 2: General Information

Residence Prior to Project Entry G

Number of Times the Client has been Homeless in the Past Three Years G

Do you think that you will be living on the street or in your car within 14 days? G

Total number of months continuously homeless immediately prior to project entry G

Family size G

How many people in your household are under age 18? G

If you have children, what percent of the time are they in your custody? G

Are you planning to reside in Multnomah County? G

Does the client have a disabling condition? G

Convicted Sex Offender? G

Section 3: Contact Information

Primary Contact Phone G

How would you like to be contacted? Please indicate how, when, etc...

What other agencies are you or your family working with?

Staff Name G

Share a Veterans ServicePoint record with other providers and contribute to the Veteran's Name Registry?

From the Assessment Tab:

New Client to ServicePoint = Lock #1 ONLY
Existing Clients already in ServicePoint = Lock #1 AND #2

Client - (21970) Test, Antoinette

(21970) Test, Antoinette
Release of Information: None

-Switch to Another Household Member- Submit

Client Information Service Transactions

Summary Client Profile Households ROI Entry / Exit Case Managers Case Plans Measurements Assessments

Select an Assessment
Portland Veteran Registry Submit

Portland Veteran Registry Save Cancel

Section 1: Veteran Status

Have you ever served on active duty in the U.S. Armed Forces (e.g. served in full-time capacity in the Army, Navy, Air Force, Marine Corps, or Coast Guard)? -Select- G

Were you ever called into active duty as a member of the National Guard or as a reservist? -Select- G

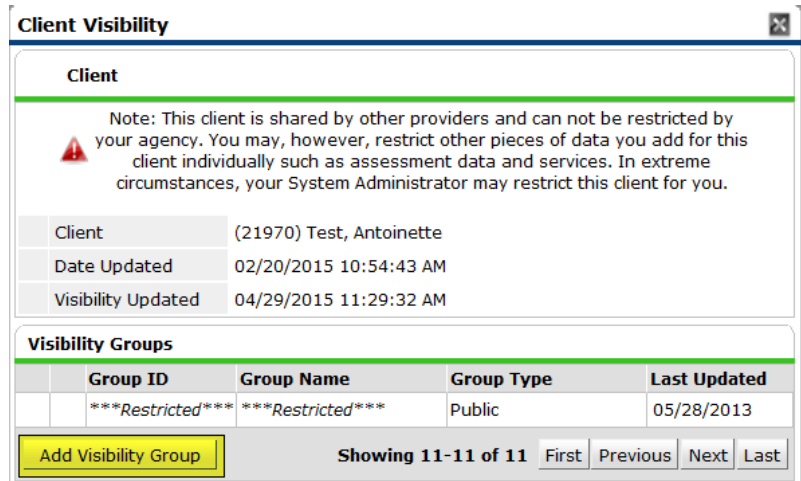
Are you receiving any type of benefit through Department of Veteran Affairs? -Select- G

Lock #1 = Client

Lock #2 (Existing folks) = Data Entered

Lock #1:

1. Click the Red lock
2. Click “Add Visibility Group”



The screenshot shows a window titled "Client Visibility". At the top, there is a "Client" section with a red warning triangle icon and a note: "Note: This client is shared by other providers and can not be restricted by your agency. You may, however, restrict other pieces of data you add for this client individually such as assessment data and services. In extreme circumstances, your System Administrator may restrict this client for you." Below the note is a table with the following data:

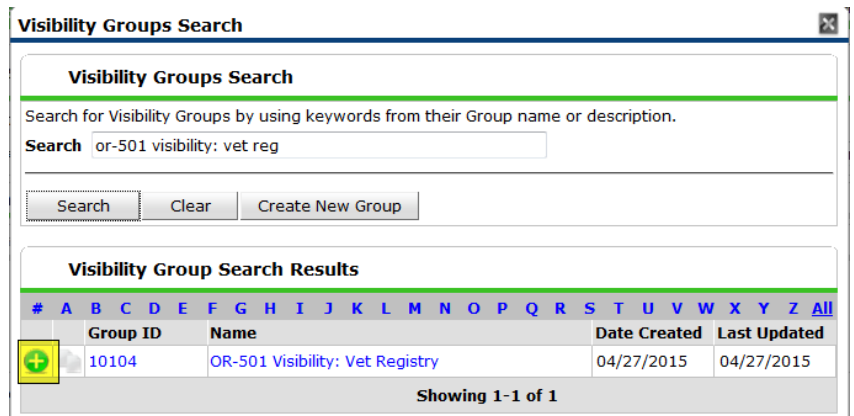
Client	(21970) Test, Antoinette
Date Updated	02/20/2015 10:54:43 AM
Visibility Updated	04/29/2015 11:29:32 AM

Below the table is a "Visibility Groups" section with a table:


Group ID	Group Name	Group Type	Last Updated
Restricted	***Restricted***	Public	05/28/2013

At the bottom of the "Visibility Groups" section, there is a yellow button labeled "Add Visibility Group" and a status bar that says "Showing 11-11 of 11" with navigation buttons for "First", "Previous", "Next", and "Last".

3. Search for “OR-501 Visibility: Vet Registry”
4. Click the Green Circle with the plus sign to add the group
5. Click “Exit”



The screenshot shows a window titled "Visibility Groups Search". It has a search bar with the text "or-501 visibility: vet reg" and buttons for "Search", "Clear", and "Create New Group". Below the search bar is a section titled "Visibility Group Search Results" with a table:

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
Group ID	Name																								Date Created	Last Updated	
	10104	OR-501 Visibility: Vet Registry																								04/27/2015	04/27/2015

At the bottom of the "Visibility Group Search Results" section, there is a status bar that says "Showing 1-1 of 1".

Lock #2: (Only needed on existing folks)

1. Click the Red Lock
2. Click “Add Visibility Group”

Assessment Visibility

Client Assessment

Client	(21970)
Assessment	Portland Veteran Registry

Future Answers only
 Future and Historical Answers

Visibility Groups | **Deny Groups**

Group ID	Group Name	Group Type	Last Updated
Add Visibility Group			

Reset to Provider Defaults | Save | Exit

3. Search for “OR-501 Visibility: Vet Registry”
4. Click the Green Circle with the plus sign to add the group

Visibility Groups Search

Search for Visibility Groups by using keywords from their Group name or description.

Search

Search | Clear | Create New Group

Visibility Group Search Results

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
	Group ID	Name																									
	10104	OR-501 Visibility: Vet Registry																									

Showing 1-1 of 1

5. Check “Future and Historical Answers”
6. Click “Save”

Assessment Visibility

Client Assessment

Client	(21970)
Assessment	Portland Veteran Registry

Future Answers only
 Future and Historical Answers

Visibility Groups | **Deny Groups**

Group ID	Group Name	Group Type	Last Updated	
	10104	OR-501 Visibility: Vet Registry	Public	04/27/2015

Add Visibility Group

Reset to Provider Defaults | **Save** | Exit

**Some folks created a long time ago may need some additional locks updated.*

Run Reports?

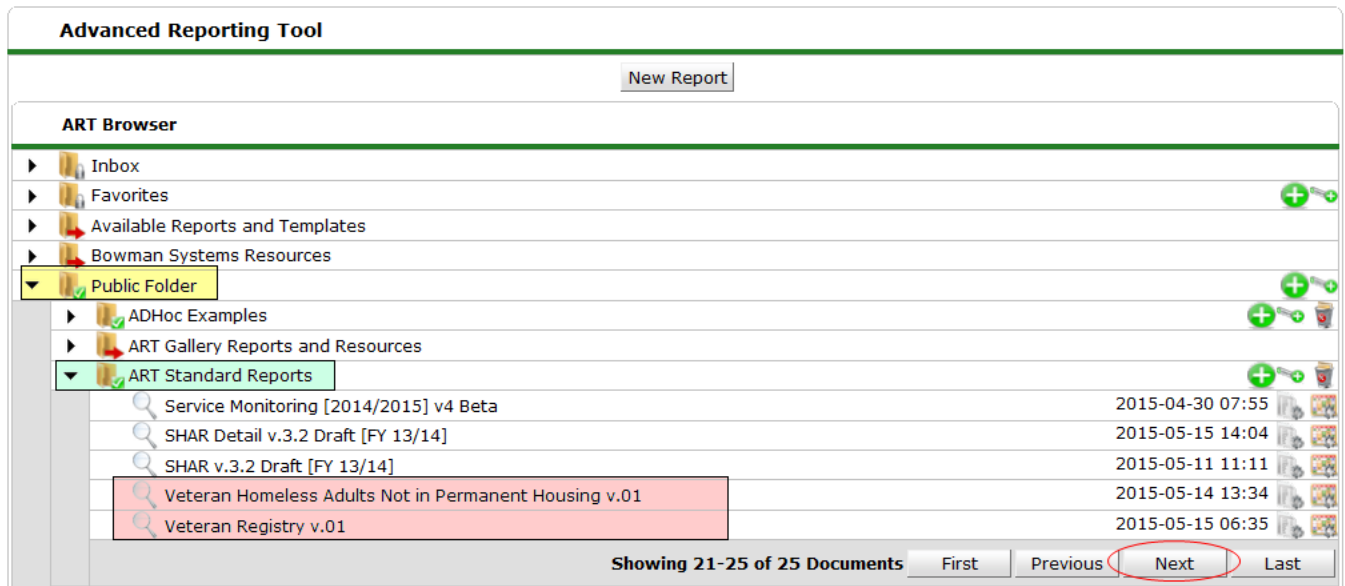
You have two reports available:

- Veteran Homeless Adults Not in Permanent Housing – this report is designed to help you find vets that are not in permanent housing and could benefit from the survey and being placed on the vet registry.
- Veteran Registry – this report is designed to display vets that have gone through the survey and signed a consent form. This report will be used for the weekly 424 team meetings.

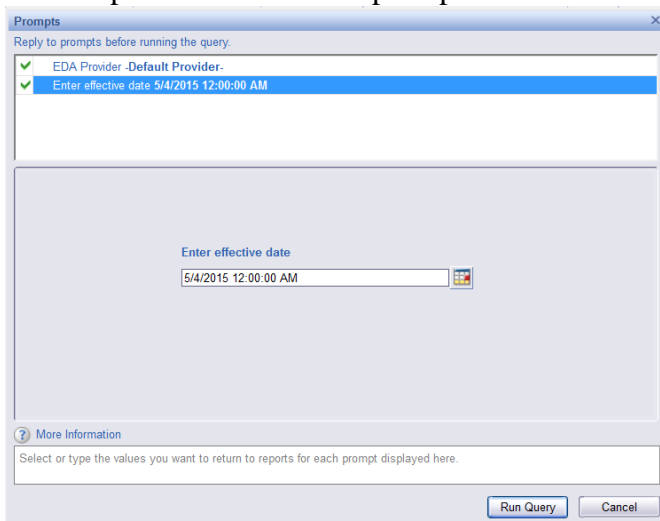
Both Reports are located in ART:

Public Folder

→ ART Standard Reports (Make sure you click "Next" to get to the reports)



Both Reports have the same prompt:



EDA Provider = Default Provider

Enter effective date = day you run the report

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