

Guide to entering HPRP service transactions

General Reminders

HPRP service entry is more specific than regular service entry. First, there are HPRP-specific service options to select. Second, back payments follow different processes than real-time service entry. Third, all clients must be re-evaluated for eligibility every 3 months. As you enter HPRP services, keep these reminders in mind:

- ✓ Make sure your screen is set to “Display Services” (a button located beneath the “Display Options” section of the screen). If you do not see this box, you are already in the correct display setting.
- ✓ Always use the “Multiple Services” button, even if you are only recording one service.
- ✓ Make sure to select your specific HPRP program as the service provider.
- ✓ The “service” field should be set to “Basic Needs.” For most programs, this will be the first or only option on the drop-down list and is selected automatically if left blank.
- ✓ Only record one **type** of HPRP service transaction at a time—if the client received both case management and rental assistance, each would be recorded as a separate service transaction.

Entering Case Management and other HPRP Housing Relocation & Stabilization Services

Start Date: Start date **must** be on or after the program entry date. Any services with start dates before the program entry date will not appear on your reports.

End Date: End date can be left blank until the service ends or the client exits the program.

- Keep in mind that clients still must be evaluated for program eligibility every 3 months.
- *Note:* If your service transaction lasts longer than 3 months, you will get pop-up when you click “save” or “save and add another.” Click OK. The warning applies to financial assistance services only.

HPRP Housing Relocation & Stabilization Service Provided: Select from the drop-down list.

Source, Cost, Unit Information: Not required.

- See reverse for information on HPRP Financial Assistance services and entering back payments -

Entering HPRP Financial Assistance Services

Start Date: Start date **must** be on or after the program entry date. Any services with start dates before the program entry date will not appear on your reports.

- Rent or utility payment start dates should begin on the first day of the month the payment is for. For example, a \$500 payment for November rent assistance should have a start date of 11/1, even if the payment was issued in mid-November. This way, the system will help you track the length of service.
- One exception to the guideline above is if the client enters the program mid-month. In that case, the start date for the rent or utility payment would be the program entry date.

End Date: Financial assistance service transactions **cannot last longer than 3 months**. If the client is still receiving the same type of rental assistance after 3 months, begin a new service transaction.

- End dates for rental assistance payments should cover the last date of the month the assistance is for. For example, a \$500 rent assistance payment for November should have an end date of 11/30.

HPRP Financial Assistance Type: Select from the drop-down list.

Sources 1 and 2: These fields are optional.

Cost of service 1: Enter the **entire** cost of the financial assistance provided. Remember, do not enter more than 3 months' worth of payments at a time.

Entering Back Payments (rent or utility payments issued for months prior to the client's program entry date)

Start Date: Back payments should never have a start date prior to the program entry date. The start date for back payments should be the date the payment was issued.

- Back payments can be one-day services, with the same start and end dates.

End Date: The end date for a back payment can be the same as the start date.

HPRP Financial Assistance Type: Select from the drop-down list.

Sources 1 and 2: These fields are optional

Cost of service 1: Enter the **entire** cost of the financial assistance provided.

of units: # of units = # of months of back payment

- For example, 3 months' worth of back rent payment equals 3 units

Unit Type: Select either "months of utility back payment" or "months of rent back payment."

Cost of Unit: This field is optional.