

HPRP Service Recording Basics – *see next page for detailed instructions*

For all service types it is important to track length of service using the services section. Each service can be given for up to 18 months. HUD would like detailed information on length of each HPRP service, especially rent assistance. Even though length of service currently isn't used on the QPR, it is an important HPRP requirement.

- **HPRP Financial Assistance: Rent and Utility Assistance should always be monthly services.** You can choose to record these services in one-month, two-month or three-month increments. No service should be entered without an end date. Tracking the accurate length of rent assistance is especially important.
 - Enter all service transactions from the **head of household's record** and include all household members.
 - **Rental Assistance** (For current month and ongoing – not backpayments):
 - Record Start Date on or after HPRP program entry date.
 - Financial Services Start Date should always be beginning of month of service (may be before HPRP program entry date). Financial Services Start Date is only used for tracking rent assistance, but it is required to accurately track total months of rent assistance. Service End Date should always be the end of the month of rent assistance paid for. Service End dates should not come after HPRP program exit dates.
 - Record total amount of rent check for service period in Cost of Service.
 - **Utility Assistance** (For current month and ongoing – not back payments):
 - Record start date on or after HPRP program entry date.
 - Service end date should be the end of the month utility assistance is paid for. Service End dates should not come after HPRP program exit dates.
 - Record total amount of rent check in Cost of Service.
 - **Security Deposits, Utility Deposits, and Moving Cost Assistance** are one-day payments. Start and end date can be the same date, but always must be after the HPRP program entry date. Don't leave end date open if payment has been made.
 - **Motel and Hotel Vouchers** should include start and end dates to track the number of nights. Service start date must always be after the HPRP program entry date.
 - **Back Payments for Rental Assistance and Utility Payments**
 - Make sure to select the Unit Type as either rent or utility back payment.
 - Record as one day payments. Service start and end date are the same date. Service start date should always be on or after the HPRP program entry date.
 - Record number of months the payment covers in # of Units field.
 - Record total amount paid to client in Cost of Service field (not cost of units field).
- **HPRP Housing Relocation & Stabilization Service Provided**
 - *All clients should have a **Case Management** (Required for OEO) or **Outreach and Engagement** (other grantees may choose one).* This is how you record the initial assessment for your client/household which all should receive. Clients may also receive additional Case Management Service through the program. Clients don't need more than one record of case management or outreach and engagement while they are in the program unless it is helpful for you for your own data entry or record keeping.
 - If the service is ongoing you can leave the end date open until the client exits HPRP. Record actual start and end dates for all services. The service start date can't come before the HPRP program entry date. The same rules apply to entering all the Housing Relocation and Stabilization Services. Record **Housing Search and Placement, Legal Services, and Credit Repair** as provided.
 - Make sure to record a service end date when service is complete or client exits the program. Service End dates should not come after program exit dates and should cover the length of service provided.

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. Apartment application fees should be considered “rental assistance.”

HPRP Financial Assistance Start Date: Applies to rental assistance **ONLY**. Enter the first date of the month the payment is for (for example, November’s rent would have a start date of 11/1). This date can be before the client’s program entry date.

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.