APR Webinar February 2008
Questions and Answers

1. Do we need to go back to July 1 and reenter or add information? (Referring to anything that has changed on the APR regarding clients entered since July 1)

    The information you enter hasn't changed; the way it's reported is what's really changed.

Anonymous Clients

2. For an anonymous client would you enter the birth date or leave this field blank?

    Enter the year if possible AND use January 1 as the month and day.

3. I have entered anonymous clients with no dates or years. Do I need to go back and re-enter this or either way would work correct?

    Yes, you should go back into their record and enter an estimated birth date to get an accurate APR. The APR will not group households correctly without the birth date, and also cannot group the client into the correct age category.

Households

4. If someone is pregnant when they enter, what do I do? Do I enter the mother as a single person then wait until she has the child to record a household?

    Correct. Don't add any children into the system until they are actually born and put in their correct demographics.

5. What entry date do we use when adding an adult to an existing household?

    The date the client actually enters the household, or an estimate if you don't know the exact date.

6. When someone leaves the household (death, divorce, etc) do I go in and exit them from the household in the entry/exit screen or just enter the date they left the household in the household information screen?

    You do both steps - exit the client from the program and also add a date removed from the household in the household section.

7. Will youth under 18 who is sole head of household be reported in questions 6-10?

    No, at this point they don't show up in the 2007 version as participants.

8. How do we show a client living with mom, who is 18, and has a baby, still living with head of household?

    Enter the family as a household - grandma is head of household.

Entry/Exit

9. For program entry and exit, is HUD 40118 the ONLY option? Does that apply to all programs, Transitional, Perm and services only?

    To show up on the APR, the entry type must be HUD. This is true for all types of HUD programs.

10. You indicated that HUD 40118 must be entered as the entry type to pull the data for APR's. Are there other options on the entry/exit drop down screen?

    Another option is "Basic", which should be chosen for state funded programs. Always use the HUD option for HUD-funded programs.

11. At one point we were trained to sync the entry dates, even for new babies, so they were the same for all household members. Is this no longer the case?

    Yes, this is a change. For the old APR this is how it worked. For the 2007 APR, you can now use the new babies' birthdates as their entry date.

12. Would this also be true if, for example, a child or other member moves back into the household after the family had already entered a program?

    Yes.

13. Are the changes to how we enter entry dates applicable to programs that use ART or just programs that use APR?

    You now can enter and exit everyone according to their actual start and end dates and all reports should work correctly, both the APR and report run in ART.

14. In regards to the change to entering the birth of the child. At this time, we can serve a pregnant woman without other children if she is due within 30 days. Being that she would now show up as single until the child was born--we would not be able to serve her until after the child is born. Would this be correct?

    You should talk this over with your HUD representative.

15. In our emergency shelter, people often enter and exit multiple times during a reporting period. How are they counted in the APR report?

    Clients should only show up once based on their first entry exit.

Household Data Sharing

16. I would like to know more about the Household data sharing function. We should only click the children who are over 18 for this function right?

    That’s right. The questions in the Household Data Sharing Assessment are the questions from the Universal Assessment that would usually be answered the same for all adults in a household. Remember to check off which members of the household should be included before you complete the assessment.

17. Are the questions in household sharing the only ones that need to be answered for all adults or is it necessary to get disabilities and income for other adults.

    It is necessary to record disability and income information separately for all adults. The household sharing assessment only contains questions that can usually be answered the same for all clients in a household.

Disabilities

18. From the Disabilities sub-assessment, “Other” doesn't show up on the APR-- for example MICD, so how do we list this info on the report? In the past I just hand wrote it in.

    It is important to list MI and either alcohol abuse or drug abuse separately in the disabilities sub-assessment. If you list them separately, they will be included in the APR.

19. When entering disabilities start date, should we record the actual start date of diagnosis?

    In the system, a start date is required, although it can just be the program start date for disabilities. You don't need to ask clients when their disability started.

Income

20. Where do you recommend we enter the income-- at the assessment or the exit screen?

    It doesn’t matter which screen you use to enter the income; the data is collected the same way. The income sub-assessment was added to the exit screen for your convenience.

21. It does get confusing when you record income in the exit screen, but when you go into the assessment session it won't show until you refresh the screen.

    That’s true; you must refresh the screen to see the data you just entered.

22. When we enter Monthly income we are using the entry date for the start date of (for example employment start date). Is this correct?

    For income at entry, this is correct. When you update income, and the client receives new income, use the actual start date of the income. This will show that the income has increased while the client was in the program.

23. Don't you want to put $1 for food stamp to show that they received that income?

    That has been our practice in the past. Using the old APR we were required to record a dollar amount to pull the source of income into the APR. This is no longer true. We do not have to record $1 for noncash income to be included in the APR. However, you MAY still enter $1 and do NOT have to change old records.

24. Where is a child's SSI income entered?

    In the record of the parent who received the check.

25. Do I need to seperate each child's/parent SSI amount. Such as child A recieves 400, child B 440, and mom 900. That would be three different entries in the income section?

    One total amount of SSI would be recorded in the parent's record.

26. Do cost of living adjustments need to be updated for clients still in the program or only at exit?

    Updates are only required at entry and exit for HUD, be we recommend that you update occasionally to make it easier to update at exit.

27. In the past it was my understanding that we do not need to enter income changes during the participation of S+C households but rather their income at entry and at exit. Should we now be entering income changes at each annual and interim re-certifications?

    Income is still required only at entry and exit. HUD staff suggests that you check in from time to time to make sure income is recorded if someone leaves the program suddenly.

Service Transactions

28. When I ended services previously then it would show up that I should follow up, so I was told to delete end service dates. Is this correct?

    You DO need to enter service end dates, or the services will continue to show past the client's exit date. We don't use the follow-up information in services, which is what you would have entered to have the service show up as needing follow-up. You can delete any follow-up dates you enter, but not a service end date.

29. Are services required for the clients to appear on the report or is entry/exit into the program enough to allow them to appear?

    The client will appear on the report with only an entry/exit, but no services will be recorded unless you enter those separately. You should record both entry/exit and services for the report to pull all the needed information.

Housing Type

30. The HUD assessment does not ask about housing type helped at, but defaults to SRO?

    There is a question built into the report (#4) that is for SRO only programs. It is always on the APR in ServicePoint, but applies to very few programs. Both you and HUD skip over this question if you are not an SRO program. The HUD offices know not to review this data if you send in a copy of the APR from ServicePoint. Please just ignore this question.