

HPRP/HMIS Tip of the Week #13

Recertifications

As you probably know, after a client has been in your HPRP program for three months, a recertification must be done to reassess the client's situation and determine continued eligibility based on the most current situation. How does this fit in with your HMIS? How can HMIS help you comply with this regulation?

When a client remains in your program past the 3-month mark, there are certain parts of that client's record that must be updated to reflect the current situation. I want to emphasize without using caps, but it's hard: Housing Status is *not* one of those parts that should be updated in HMIS during a recertification. The parts in ServicePoint that should be updated are:

1. Income/Non-Cash Benefits Subassessments for each household member (if anything has changed)
2. Household (if anything has changed)
3. Add a second Case Management service transaction. (The first one would refer to the original assessment done on the household.)

The ServicePoint database currently lacks a way of indicating that an unchanged income has been reverified. The way your recertifications will be tracked is through those Case Management services. For a client who has been in your program for over three months, s/he should have at least four services: two case managements: one for the initial intake, the other for the recertification, and two other services.

How To Update Income and Non-Cash Subassessment:

When your client returns with new pay stubs and updated income data, you will need to update their income subassessment to reflect their new situation. Follow these scenarios:

Scenario 1: In Figure 1, you see the client's original income subassessment that was saved 3 months ago. Your client has brought in a recent pay stub that indicates she is now being paid \$1000 per month because of an increase in her pay rate (not just a minor fluctuation in hours).

Monthly Income		Add
Last 30 Day Income	Source of Income	
\$450.00	A Veteran's Disability Payment (HUD)	
	Pension From a Former Job (HUD)	
	General Assistance (HUD)	
	Alimony or Other Spousal Support (HUD)	
\$800.00	Earned Income (HUD)	

Figure 1: Income Subassessment list

Ohio Balance of State HPRP HMIS

Once you have clicked the pencil next to the relevant income source, you will notice the familiar form you used to enter the income source. Enter an end date into the End Date field, then Save and Exit. This end date should correspond to the last day the client was getting paid at the old rate. Next, click “Add” (as seen in Figure 1) and enter another “Earned Income” income source which reflects the new rate of \$1000 per month. Make the start date on this one correspond to the first day the client was getting paid at the new rate. (If they don’t know an exact date, estimate.)

Scenario 2: Look at Figure 1 again. Your client has brought in a letter stating her veteran’s disability payments have been halted. In this case, you will click the pencil next to Veteran’s Disability Payment, and enter an end date that corresponds to the date on the letter. No further action is required because this income has merely ended. (Do *not* just delete the income source.)

How to Update Households:

When a household comes back for recertification (or for any visit while in your program), the household configuration may have changed. It is important to recognize the difference between the household configuration changing *during* a program stay and a household changing *between* program stays. It is certainly more common to see changes in household configurations between stays than it is during a stay, but since we are talking about a recertification situation, let’s discuss how to treat households when they change *during* a program stay first. Scenario 2 will quickly cover how to handle changes between stays.

Scenario 1: In Figure 2, you can see this household was, three months ago, a two-parent family with two children. Since then, Mom has left the household, but Dad and children are going to remain in the program. In this case, you would click the pencil next to Karen’s name and in the Date Removed field, enter the date she left the household. The Household Type does not need to be edited to reflect the change, so leave it as Two Parent Family.

Households Overview - Click to Collapse						
		Add Client to Existing Household		Start New Household		
Type	Count	Relationship	Date Entered	Date Removed	Head of Household	Monthly Income
Two Parent Family	H 4					
Waters, Muddy		Self	06/15/2010		Yes	
Waters, Karen		Wife and Mother	06/15/2010		No	
Waters, Meredith		Daughter	06/15/2010		No	
Waters, Monte		Son	06/15/2010		No	

Figure 2: Two Parent Household

Scenario 2: (Admittedly, this scenario is unrelated to recertifications, but important to put forth when discussing household changes.) While you would edit a household that changes *during* a program stay as described in Scenario 1, you would do the complete opposite for a household that changes *between* program stays. So if this same family in Figure 2 had exited your program still intact, and then months (or years) later, just Dad and kids came back, you would NOT follow the instructions given in Scenario 1. You would instead click Start New Household, select “Male Single Parent” for the Household Type, then find Meredith and Monte in the database, adding them each to the new household. Your client would then have two households- one for one program entry/exit, one for the other program entry/exit.

Since HPRP has been in full force for a year now, you will most likely have some experience with completing recertifications on clients who stay in your HPRP program for longer than 3 months. Hopefully this guide will help you with reflecting the changing (improving!?!?) circumstances of your clients!