BUFFALO AREA SERVICES NETWORK

HPRP Basic 13 Steps

1. **Search for/Add Client***
2. **Add Household Members to establish Household (If Applicable)***
3. **Complete ROI***
   - ⇨ This must be done before information for any household member is recorded in order for information to be visible to outside agencies
4. **Complete Basic Client Profile for all members of Household***
   - ⇨ For a household, remember to complete the Household Data Sharing sub-assessment in the client profile for each member of the household
5. **Complete the Entry Worksheet***
   - ⇨ Entry Type: **HPRP**
   - ⇨ Include all family members at the top of the Entry worksheet
6. Complete Case Worker Information
7. Scan and upload necessary documents
   - ⇨ For complete list please see Policies and Procedures Manual
8. Complete the HPRP Eligibility, Client Income & Expenses, NLS Program Screening Sheet, HUD Required Data Elements, HUD-40118 and Residential Assessments
9. Complete Benefits Analysis Service Transaction and refer the client to NLS for Determination of Benefits
10. Record Case Goals, Case Notes and Action Steps in Case Plan tab
11. Record all non-financial services provided to client
    - ⇨ Include all family members in **each** service transaction
12. Record Financial Service Transactions
    a. Scan and upload signed affidavit from Agency Administrator into HMIS
    b. Complete HPRP Check Request Assessment
    c. Complete Financial Need/Service Transaction and refer to CFA
13. Exit Client after all financial and non-financial services are complete
    - ⇨ Record service end dates and set service status to "closed" in all service transactions

***<u>must be done in order listed</u> or client information will not report properly!**

landseadel@wnyhomeless.org
kexinma@wnyhomeless.org
(716) 853-1101
v. 03.16.2010