**To:** Gatekeepers
**From:** Homeless Services Section Staff
**Date:** 4/7/2020

**Please distribute to:** ☒Executive Directors ☒Fiscal Staff ☒Homeless Services Program Staff
☒Rental Assistance Program Staff

**Category:** Action Required

**Update For:**
☒Reporting: Requirement

**Message:**

Guidance on how to enter information into ServicePoint for OHCS funds.
***For 19-20 funds ALREADY allocated***

1. I want to count folks served "Due to COVID".
   *Using my already allocated funds, this household is being served DUE TO COVID*

# Enter one Service Transaction with a Service Type = COVID-19 Control *(in addition to your normal work flow)*

   > *Service Start and End Date are one day. That date must be 'inside' the Entry/Exit Dates*
   > *No Cost or Fund Source*

| | Provider of Service | Service Start Date | Service End Date | Service Type | Cost of Service | Funding Sources |
|---|---|---|---|---|---|---|
| | CAPECO - EHA - HP (5618) [ROCC] | 04/01/2020 | 04/01/2020 | COVID-19 Control | | |

Add Service    Add Multiple Services    Showing 1-1 of 1

2. I want to count folks served "Due to COVID" AND I am reallocating some funds.
   *Example- I am shifting EHA General Fund prevention dollars to hotel/motel vouchers to assist folks Due to COVID*

# Follow your normal Entry/Exit work flow. When you enter your Service, adjust your "Service Type" to match the reallocation.

   > *Service Start and End Dates follow your normal flow*
   > *Cost and Funding source, in this example, still equals OHCS-EHA General Fund*

| | Provider of Service | Service Start Date | Service End Date | Service Type | Cost of Service | Funding Sources |
|---|---|---|---|---|---|---|
| | CAPECO - EHA - RRH (6391) [ROCC] | 04/03/2020 | 04/03/2020 | COVID-19 Control | | |
| | CAPECO - EHA - RRH (6391) [ROCC] | 04/02/2020 | 04/12/2020 | Homeless Motel Vouchers | $379.00 | |

Add Service    Add Multiple Services    Showing 1-2 of 2

**ALSO**

## Enter one Service Transaction with a Service Type = COVID-19 Control
*\*Start and End Date are one day. That date must be 'inside' the Entry/Exit Date*
*\*No Cost or Fund Source*

3. I want to count folks served "<u>Due to COVID</u>" AND I am <u>shifting some funds from rent assistance to a service only.</u>
*Example – I am shifting some rent funds to provider In-home services to better serve folks due to COVID*
> *Do you have an EHA-Services Only provider?*
> *Yes, continue*
> *No, reach out to Hunter immediately for an EHA-Services Only Provider*

## Follow your normal Entry/Exit work flow, using a Services Only provider. Enter a Service Transaction, using a "Service Type" to match the reallocation.
*\*Service Start and End date are the day service was provided.*
*\*No Cost or Fund Source*
*\*Case Management service is not required*

| | Service Start Date | Service End Date | Provider of Service | Service Type | Cost of Service |
|---|---|---|---|---|---|
| | 04/03/2020 | 04/03/2020 | ORCCA - EHA - SSO (3667) | In Home Assistance | |
| | 04/03/2020 | 04/03/2020 | ORCCA - EHA - SSO (3667) | COVID-19 Control | |

Add Service    Add Multiple Services    Showing 1-2 of 2

**Previous Services**

Select Dates    Start Date    End Date    Search

**ALSO**

## Enter one Service Transaction with a Service Type = COVID-19 Control
*\*Start and End Date are one day. That date must be 'inside' the Entry/Exit Date*
*\*No Cost or Fund Source*

**For More Information Contact:**
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