



Multnomah Screening Services Tool (MSST) Date Entry Handbook

This handbook offers guidance on enrolling a participant in the new Coordinated Access (MSST) assessment. The process starts with obtaining the Release of Information (ROI) and then conducting the main MSST assessment. If you need to review how to search for existing participants or create new participant profiles along with their households, please refer to the link provided below.

Questions? Contact hmishelp@multco.us

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If you need to review how to search for existing participants or create new participant profiles along with their households, please visit our [Shelter handbook](#).

Release of Information

- Click **ROI** from main menu bar, then click **Add Release of Information**

Client Information			
Summary	Client Profile	Households	ROI

Release of Information	
Provider	Permissions
Add Release of Information	

- Check the box to include household members who will be included on this entry.
- **Provider** – Defaults to your login provider (your agency). Add the MSST provider by clicking **Search** to look up the MSST provider by entering “MSST” in the search box and hitting **Search**; or entering **9066** in the provider ID box and hitting **Submit**. Click the **green plus sign** to add the provider. Hit **Exit**.

Provider Search

Provider Search

Search for Providers by using keywords from the Provider Name or Description.

Search MSST

Show Advanced Options

Search

Clear

Provider Number

Enter or scan a Provider ID number to search for that Provider.

Provider ID # 9066

Submit

Provider Search Results

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
	Provider										Level	Phone					Location		
	MultiCare Services and Screening Tool (MSST) (9066)										Level 5	503-823-2386					Portland		

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- **Release Granted:** Choose Yes or No to data sharing agreement accordingly.
- **Start Date:** defaults to today date, backdate to the Entry date if needed.
- **End Date:** 7 years from the Start Date
- **Documentation:** choose an appropriate method to gather ROI consent
- **Witness:** enter your name.
- Click **Save Release of Information**, then click **Exit**.

The correct ROI should look like this.

Provider	Permission	Start Date	End Date	
Portland/Gresham/Multnomah County (OR-501)	Yes	09/10/2024	09/10/2031	
Multnomah Services and Screening Tool (MSST)	Yes	09/10/2024	09/10/2031	

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Exit

Entry/Exit

- Click **Entry/Exit** tab, then click **Add Entry/Exit**.

Client Information

Summary Client Profile Households ROI **Entry / Exit** Case

Reminder: Household members must be established on Households tab before creating Entry / Exit

Entry / Exit

Program Type

Add Entry / Exit No matches

- Provider** – Defaults to your login provider (your agency). Replace it with the MSST, **do not enter data in the login provider**. Click **Search** to look up the MSST provider by entering “MSST” in the provider search box and hit **Search** or entering 9066 in the provider ID box and hitting **Submit**. Click [the green plus sign](#) to the left of the provider, click **Exit**. Now the provider should say MSST.
- Type**: select Basic.
- Project start date**: defaults to today date, backdate to the entry date if necessary.
- Click **Save & Continue**.

Provider * Multnomah Services and Screening Tool (MSST) (9066)

Type * Basic

Project Start Date * 09 / 10 / 2024

Under Entry/Exit, do not place the login provider (agency) here.

- If the household includes other members, check the box next to the Head of Household only. Do not include other members.

A. Multnomah Services and Screening Tool (MSST) tab.

Select an Assessment

☒ Multnomah Services and Screening Tool (MSST) Instructions	☒ Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access)	☒ Referral Events & Problem Solving (MultCo Coordinated Access)	☒ Housing Preferences & Matching (MultCo Coordinated Access)
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- Review the formatting key to understand how to interpret the different text formulas.

Formatting Key (Read to learn how to interpret the different text formats below.)

Text that is bold, black and underlined indicates a section header.

Text that is indented, blue and in italics indicates an instruction for you (the assessor). You should not read this kind of text to the participant.

Text that is black and in italics is helper text that you should read to the participant.

1. Screening Questions

- Ask and collect answers from participants, **do not assume the answers.**
- Stop the assessment and exit participants from the MSST in one of the following scenarios.
 - Participants are unable to complete the assessment for health or safety reasons.
 - Participants refuse to complete the assessment.
 - Participants are ineligible for Coordinated Access.
- [Click here for exiting a participant instruction. \[insert link\] \(available soon\)](#)

Screening Questions

Ask this: "If possible, would you prefer to talk in a language other than English?" If yes:

Preferred Language: -Select- G

Other (Please Specify):

(Phone only): Are you in a place where you feel like you can speak freely and openly? -Select- G

Do you have any immediate physical, medical, or safety needs that need to get addressed right away, before we talk about anything else? (Common needs are medical care, food, or clothing) -Select- G

2. Pronoun

Click **Add** and answer questions, then hit **Save**.

3. Domestic Violence

If the answer to Survivor of Domestic Violence is a yes, then continue with the two questions.

Otherwise, skip them.

Ask this: "Are you or anyone in your household a survivor of domestic violence?"

Survivor of Domestic Violence Yes (HUD) G

Ask this: "When was the last time someone engaged in any patterns of domestic violence?"

If Yes for Survivor of Domestic Violence, When experience occurred -Select- G

Ask this: "Are you or anyone in your household currently fleeing or trying to escape domestic violence?"

If Yes for Survivor of Domestic Violence Victim/Survivor, Are you currently fleeing? -Select- G

4. Household Size and Composition

Relationship to Head of Household is a required question and shouldn't be left unanswered.

5. Prior/Current Living Situation

Below is how data is entered for participant Diane who experienced the following events.

- Became homeless for the first time on July 1.
- Stayed with a friend for the last three nights, but otherwise has been on the street or in a shelter.
- Asked to leave her friend's apartment tomorrow.
- Completed the MSST on Sept 10.

Prior/Current Living Situation

Where did you sleep last night? at a friend's house G

Make one selection in Prior Living Situation below based on participant's response to the prior question. DO

Prior Living Situation Staying or living in a friend's room, apartment, or house (HUD)

Ask this: "How long have you been sleeping there?"

Length of Stay in Previous Place Two to six nights G

Did you stay less than 7 nights? Yes G

6. Coordinated Entry Assessment

Click **Add** and answer the following, hit **Save**.

- End date: leave blank
- Assessment location: select one
- Assessment type: select one
- Assessment level: housing needs assessment
- Prioritization status: leave blank

Coordinated Entry Assessment

Date of Assessment *	09 / 10 / 2024	G
End Date	/ /	G
Assessment Location	Walk-in/Service Provider	G
Assessment Type	In Person	G
Assessment Level	Housing Needs Assessment	G
Prioritization Status	-Select-	G

7. Housing History/Prior Living Situation

This is how data is entered for participant Diane (see example above).

Leave **Approximate date this episode of homelessness started** blank if participants don't know or prefer not to answer.

The screenshot shows a form titled "Housing History / Prior Living Situation". It contains three questions with corresponding answers:

- Question: "Ask this (Q only visible if person is unhoused): 'What is the approximate date you became homeless m...'" (truncated). Answer: "Approximate date this episode of homelessness started" is set to "07 / 01 / 2024".
- Question: "Ask this (Q only visible if person is unhoused): 'Regardless of where you stayed last night, how many ti...'" (truncated). Answer: "Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today" is set to "One time (HUD)".
- Question: "Ask this (Q only visible if person is unhoused): 'What is the total number of months you have been on t...'" (truncated). Answer: "Total number of months homeless on the street, in ES or SH in the past three years" is set to "2".

8. Income

Income = incomes of **all** household members.

To calculate the Household Area Median Income (HH AMI), visit

www.homeforward.org/eligibility

9. Demographic Information

Leave DOB blank if participants prefer not to answer and select a self-reported age range.

10. Gender and Race

Hold the "Ctrl" on PC or "Cmd" key on Mac and select multiple options if necessary.

To learn more about the Gender and Race write-in fields, visit the websites.

https://johs.us/wp-content/uploads/2024/08/Gender-Write-Ins-in-HMIS_Mar2024.pdf

https://johs.us/wp-content/uploads/2024/08/Race-Write-Ins-in-HMIS_Mar2024.pdf

11. Other sub-assessments

The following sub-assessments are simple. Please read the questions to participants and collect their answers. **Do not assume answers based on observations.**

- Health
- Eviction history
- Documentation Accessibility
- Legal Challenges

- Culturally Specific Services
- Contact Information
- Participant Feedback Survey

Once done, click **Save & Exit**.

! Interims

Assessors should update a MSST as an interim review under the following circumstances:

- *More than six (6) months have passed since the household's last MSST assessment*
- OR
- *The household composition has changed (e.g. a single adult now has additional household members, minor children are no longer a part of the household, etc.)*

Go to the **Entry/Exit** tab, look for the MSST entry (as participants may have several entries). Click the book icon under **Interims**.

The screenshot shows the 'Entry / Exit' tab in the HMIS system. A reminder message states: 'Reminder: Household members must be established on Households tab before creating Entry / Exits'. Below this, a table lists the 'Multnomah Services and Screening Tool (MSST) (9066)' with a 'Basic' type and a 'Project Start Date' of '09/10/2024'. In the 'Interims' column, a book icon is highlighted with a red box. Other icons in the same row include a magnifying glass, a plus sign, and a minus sign. The bottom of the table shows 'Showing 1-1 of 1'.

Click **Add Interim Review**.

Interim Review Type: select 6-month review.

Review Date: enter the date of the new intake.

The screenshot shows the 'Interim Review Data' form. It contains the following fields:

- Entry / Exit Provider:** Multnomah Services and Screening Tool (MSST) (9066)
- Entry / Exit Type:** Basic
- Interim Review Type *:** Update (with a dropdown arrow)
- Review Date *:** 10 / 01 / 2024 (with a calendar icon and time selection dropdowns for 11:17:11)

Click **Save & Continue**.

Click Multnomah Services and Screening Tool (MSST) tab and enter new data.

Note: If you believe that participants already have a MSST entry in HMIS but are unable to view it, please reach out to our team at hmishelp@multco.us immediately to confirm whether the issue is related to visibility before proceeding to create a new MSST.

B. Referral Events & Problem Solving tab.

Select an Assessment

Multnomah Services and Screening Tool (MSST) Instructions

Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access)

Referral Events & Problem Solving (MultCo Coordinated Access)

Housing Preferences & Matching (MultCo Coordinated Access)

Housing Problem Solving (HPS) should be recorded throughout participants' Coordinated Access journey. All assessors *except 211 staff* are expected to conduct Housing Problem Solving Conversations with participants only **after** the MSST assessment tool is completed.

If HPS happens on the same day as the MSST, enter HPS data through the Referral Events & Problem Solving tab *at entry*.

If HPS happens after the MSST is completed, enter the HPS data *through an Interim* (see next section).

Note: If you provide ongoing case management to a household, you only need to enter HPS data once at entry, as collected from their MSST assessment.

How to enter HPS data through Interims

Go to the **Entry/Exit** tab, look for the MSST entry (as participants may have several entries). Click the book icon under **Interims**.

Client Information

Service Transactions

Summary Client Profile Households ROI **Entry / Exit** Case Managers Measurements Assessments

Reminder: Household members must be established on Households tab before creating Entry / Exits

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
Multnomah Services and Screening Tool (MSST) (9066)	Basic	09/10/2024				

Add Entry / Exit

Showing 1-1 of 1

Click **Add Interim Review**.

Interim Review Type: select Update.

Review Date: enter the date of HPS Conversation.

Click **Save & Continue**.

Interim Review Data	
Entry / Exit Provider	Multnomah Services and Screening Tool (MSST) (9066)
Entry / Exit Type	Basic
Interim Review Type *	Update
Review Date *	10 / 01 / 2024

Click **Referral Events & Problem Solving** tab.

Enter data into the Referral Events & Problem Solving assessment as needed.

1. Coordinated Entry Event

Coordinated Entry Event tracks important events related to Coordinated Access that includes HPS conversations with participants.

Click **Add**.

Date of Event = enter the date accordingly to reflect the timeliness of the event. In this example, date of event = 09/10/2024 if the HPS happens on the same day of the MSST assessment or a later date if it happens after.

Event: select an event and its corresponding outcome.

Hit **Save**.

Coordinated Entry Event	
Start Date *	09 / 10 / 2024
End Date	/ /
Date of Event *	09 / 20 / 2024
Event *	Problem Solving/Diversion/Rapid Resolution intervention or service
If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:	
Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative	Yes
If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:	
Referral to post-placement/follow-up case management result - Enrolled in Aftercare project	-Select-
If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:	
Location of Crisis Housing or Permanent Housing Referral	Please choose a provider. Search My Provider Clear
If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:	
Referral Result	-Select-
If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:	
Date of Result	/ /
Save Save and Add Another Cancel	

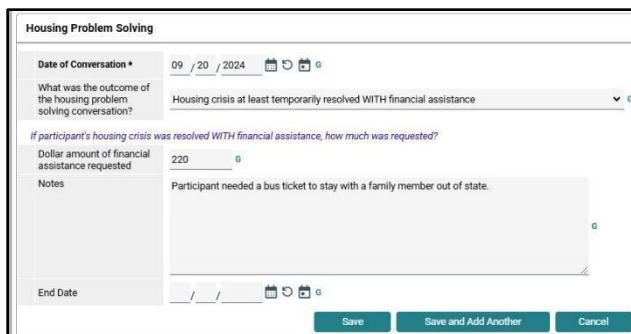
2. Housing Problem Solving

Do not enter any protected personal information such as names or health conditions.

Click **Add** and enter information.

Once done, click **Save**.

Click **Save & Exit**.

A screenshot of a web form titled "Housing Problem Solving". It includes a "Date of Conversation" field set to 09 / 20 / 2024. A dropdown menu shows "Housing crisis at least temporarily resolved WITH financial assistance". Below, a text input field contains "220". A "Notes" section has a text area with "Participant needed a bus ticket to stay with a family member out of state." At the bottom are "Save", "Save and Add Another", and "Cancel" buttons.

C. Housing Preferences & Matching tab.

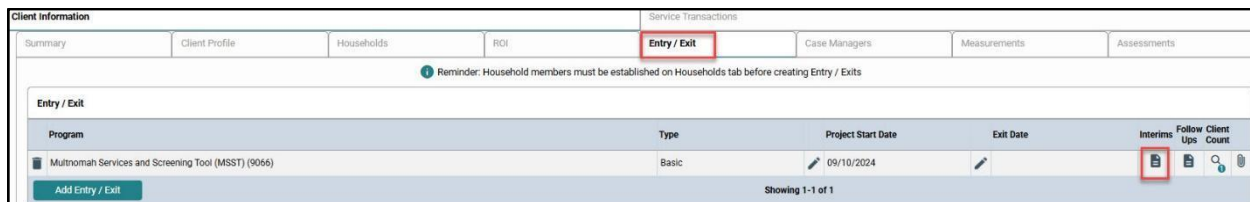


Do not complete this part unless HSD staff notifies you that participants are in the priority pool!

HSD staff will analyze data in the MSST assessment to determine which households will have housing priority so this part should be completed only **after** you are informed to do so. Once you have a greenlight from HSD staff, reach out to participants to fill out this tab.

How to enter Housing Preferences & Matching through Interims

Go to the **Entry/Exit** tab, look for the MSST entry (as participants may have several entries). Click the book icon under **Interims**.

A screenshot of a software interface with a "Client Information" header. Below it are tabs: Summary, Client Profile, Households, ROI, Entry / Exit (highlighted with a red box), Case Managers, Measurements, and Assessments. A reminder message states: "Reminder: Household members must be established on Households tab before creating Entry / Exits". Below this is a table with columns: Program, Type, Project Start Date, Exit Date, Interims, and Follow Up Count. The first row shows "Multnomah Services and Screening Tool (MSST) (9066)", "Basic", "09/10/2024", and a book icon in the "Interims" column (highlighted with a red box). At the bottom is an "Add Entry / Exit" button and "Showing 1-1 of 1".

Click **Add Interim Review**.

Interim Review Type: select Update.

Review Date: enter the date of Housing Preferences Assessment.

Click **Save & Continue**.

Interim Review Data	
Entry / Exit Provider	Multnomah Services and Screening Tool (MSST) (9066)
Entry / Exit Type	Basic
Interim Review Type *	Update
Review Date *	10 / 01 / 2024

Click **Housing Preferences & Matching** tab and enter data.

Select an Assessment			
☒ Multnomah Services and Screening Tool (MSST) Instructions	☒ Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access)	☒ Referral Events & Problem Solving (MultCo Coordinated Access)	☒ Housing Preferences & Matching (MultCo Coordinated Access)

Make sure all fields are completed. Missing information may cause delays in the housing match process.

Some data may be populated from previous entries. Therefore, always review and make sure data is accurate and up to date.

Hit **Save & Exit** once done.

For adult-only households: When Housing Preference data entry is completed, please email adultca@multco.us. This helps HSD to review the answers immediately, and offer available housing resources.

D. Exiting Households

Exit households who are inactive (unable to be contacted) or have found housing outside of Coordinated Access resources. Follow “Coordinated Access Policies for Adults and Families” outreach procedures before determining a household is inactive. Do not exit households who are still in need of Coordinated Access housing resources. Contact hmishelp@multco.us with any questions about exits.