



Multnomah Screening Services Tool (MSST) Data 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](#).

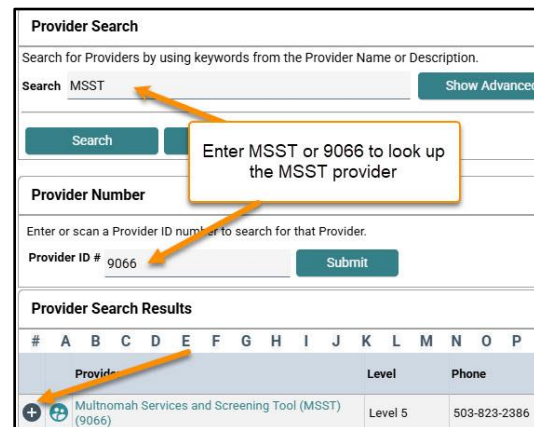
Release of Information

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



The screenshot shows the 'Client Information' menu with tabs for Summary, Client Profile, Households, ROI, and Entry / Exit. The 'ROI' tab is selected. Below the menu, there is a 'Release of Information' section with a table containing columns for Provider and Permission. The 'Add Release of Information' button is highlighted with an orange arrow.







- 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**.



The screenshot shows the 'Provider Search' form. It has a search box with 'MSST' entered and a 'Show Advanced' button. Below the search box is a 'Search' button. There is a 'Provider Number' section with a text box for 'Provider ID #' containing '9066' and a 'Submit' button. A callout box points to the search box with the text 'Enter MSST or 9066 to look up the MSST provider'. Below the search section is a 'Provider Search Results' table with columns for #, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Provider, Level, and Phone. The first row shows 'Multnomah Services and Screening Tool (MSST) (9066)' at 'Level 5' with phone number '503-823-2386'. A green plus sign is next to the provider name.

- 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 Verbal Consent.
- Witness:** Enter the name of the person identified in the Witness field of the Verbal ROI form.
- Click **Save Release of Information**, then click **Exit**.

The correct ROI should look like this.

| Release of Information | | | | | | |
|---|--|--|------------------|------------|------------|---|
| | Provider | | Permission | Start Date | End Date | |
|  |  Multnomah Services and Screening Tool (MSST) | | Yes | 09/10/2024 | 09/10/2031 |  |
|  |  Do Good Multnomah - Agency | | Yes | 09/10/2024 | 09/10/2031 |  |
| Add Release of Information | | | Showing 1-2 of 2 | | | |

Entry/Exit

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

| Client Information | | | | Service Transactions | | | | | | | |
|--|----------------|--------------------|-----|----------------------|---------------|---------|------|--------------------|------------------|--|--|
| Summary | Client Profile | Households | ROI | Entry / Exit | Case Managers | | | | | | |
| <div>Entry / Exit</div> <table border="1"> <thead> <tr> <th>Program</th> <th>Type</th> <th>Project Start Date</th> </tr> </thead> <tbody> <tr> <td colspan="3">Add Entry / Exit</td> </tr> </tbody> </table> | | | | | | Program | Type | Project Start Date | Add Entry / Exit | | |
| Program | Type | Project Start Date | | | | | | | | | |
| Add Entry / Exit | | | | | | | | | | | |

- 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) (S256) Search My Provider

Type * Basic

Project Start Date * 09 / 10 / 2024

Under Entry/Exit, do not place your 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)

- 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.

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

- Participants refuse to complete the assessment.
- Participants are ineligible for Coordinated Access.

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 NOT

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    |
| End Date | / /    |
| Assessment Location | Walk-in/Service Provider  |
| Assessment Type | In Person  |
| Assessment Level | Housing Needs Assessment  |
| Prioritization Status | -Select-  |

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.

| Housing History / Prior Living Situation | |
|---|--|
| Ask this (Q only visible if person is unhoused): "What is the approximate date you became homeless m | |
| Approximate date this episode of homelessness started | 07 / 01 / 2024    |
| Ask this (Q only visible if person is unhoused): "Regardless of where you stayed last night, how many ti like that in the past three years?" | |
| 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 | One time (HUD)  |
| Ask this (Q only visible if person is unhoused): "What is the total number of months you have been on t three years?" | |
| Total number of months homeless on the street, in ES or SH in the past three years | 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

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**.

| Client Information | | | | Service Transactions | | | |
|---|----------------|--------------------|-----------|----------------------|------------|--------------|-------------|
| Summary | Client Profile | Households | ROI | Entry / Exit | Managers | Case Plans | Assessments |
| Entry / Exit | | | | | | | |
| Program | Type | Project Start Date | Exit Date | Interims | Follow Ups | Client Count | |
| Multnomah Services and Screening Tool (MSST) (9066) | Basic | 09/10/2025 | | | | | |
| Add Entry / Exit | | | | 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.

| 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 **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 | | | |
|--|---|--|---|
| <input checked="" type="radio"/> Multnomah Services and Screening Tool (MSST) Instructions | <input checked="" type="radio"/> Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access) | <input checked="" type="radio"/> Referral Events & Problem Solving (MultCo Coordinated Access) | <input checked="" type="radio"/> 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 | Managers | Case Plans | Assessments |
| Entry / Exit | | | | | | | |
| Program | | Type | Project Start Date | Exit Date | Interims | Follow Ups | Client Count |
| Multnomah Services and Screening Tool (MSST) (9066) | | Basic | 09/10/2025 | | | | |
| 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.

| 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 **Save & Continue**.

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**.

The screenshot shows the 'Coordinated Entry Event' form. It includes fields for 'Start Date' (09 / 10 / 2024), 'End Date' (empty), and 'Date of Event' (09 / 20 / 2024). The 'Event' dropdown is set to 'Problem Solving/Diversion/Rapid Resolution intervention or service'. Below this, there are conditional questions: 'If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:' with a 'Yes' dropdown; 'If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:' with a '-Select-' dropdown; and 'If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:' with a 'Location of Crisis Housing or Permanent Housing Referral' dropdown and a 'Please choose a provider.' search field. At the bottom, there are 'Save', 'Save and Add Another', and 'Cancel' buttons.

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**.

The screenshot shows the 'Housing Problem Solving' form. It includes a 'Date of Conversation' field (09 / 20 / 2024). The 'What was the outcome of the housing problem solving conversation?' dropdown is set to 'Housing crisis at least temporarily resolved WITH financial assistance'. Below this, there is a question 'If participant's housing crisis was resolved WITH financial assistance, how much was requested?' with a 'Dollar amount of financial assistance requested' field (220). A 'Notes' text area contains the text 'Participant needed a bus ticket to stay with a family member out of state.' At the bottom, there 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**.

| Client Information | | | | Service Transactions | | | |
|---|----------------|--------------------|-----------|----------------------|------------|--------------|-------------|
| Summary | Client Profile | Households | ROI | Entry / Exit | Managers | Case Plans | Assessments |
| Entry / Exit | | | | | | | |
| Program | Type | Project Start Date | Exit Date | Interims | Follow Ups | Client Count | |
| Multnomah Services and Screening Tool (MSST) (9066) | Basic | 09/10/2025 | | | | | |
| Add Entry / Exit | | | | Showing 1-1 of 1 | | | |

Click **Add Interim Review**.

Interim Review Type: select Update.

Review Date: enter the date of Housing Preferences Assessment.

| 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 **Save & Continue**.

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

| Select an Assessment | | | |
|---|--|---|--|
| <input checked="" type="checkbox"/> Multnomah Services and Screening Tool (MSST) Instructions | <input checked="" type="checkbox"/> Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access) | <input checked="" type="checkbox"/> Referral Events & Problem Solving (MultCo Coordinated Access) | <input checked="" type="checkbox"/> 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.