

MSST Common Errors and Data Quality

Coordinated Access Policies (page 8) - General Reassessment Policy

The MSST needs to be updated under the following circumstances:

- More than six 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.)

To complete a General Reassessment, the assessor should redo the entire MSST with the household. To enter into HMIS*, create an interim assessment in the existing MSST entry. Enter new data via the interim.

* HMIS = Homeless Management Information System

Coordinated Access Policies (page 9) - Assessment Revision Policy

Households who are not yet eligible to receive a General Reassessment may be eligible for revisions to their MSST assessment with prior approval from HSD. An Assessor may request revisions to a household's MSST under the following circumstances:

- Information and self-report on the MSST were underreported or misreported by the household
- There have been significant circumstance changes that would impact the household's answers on the assessment (e.g. new diagnosis for disability or updates to criminal background)

If a household needs a MSST revision, the Assessor needs to complete the [MSST Revision Request Form](#) and return it to HSD for review.

Coordinated Access Policies (page 9) - Assessment Revision Policy

The MSST Revision Request Worksheet must be accompanied by documentation to support the revision. Examples of documentation include:

- *HMIS records*
- *Documentation from an institution such as a behavioral health facility, hospital, jail, etc.*
- *Letter/written explanation from a service provider that has worked directly with the participant and can confirm that information on the assessment is inaccurate and includes a more accurate depiction of the participant's barriers to housing*

MSST Revision Requests are reviewed by the HSD Coordinated Access Staff. The results are emailed to the requesting party within two weeks of receipt.

If a revision is necessary, HSD Coordinated Access Staff will create a new interim assessment with the updated MSST information and input notes in HMIS to explain the changes. Please be aware that a score revision does not guarantee placement in the Priority Pool.

Question 7: "Where did you sleep last night?" must match the selection in the drop down area.

For example if they said "I slept in my car" the correct drop down answer would be:

"Unsheltered homeless situation: place not meant for human habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) (HUD)

Prior/Current Living Situation

Where did you sleep last night?

I slept in my car G

Make one selection in Prior Living Situation below based on participant's response to the prior question. DO NOT read Prior Living Situation options aloud.

Prior Living Situation

Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) (HUD) G

Coordinated Entry Assessment Field

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-  

Coordinated Entry Assessment Field

- Enter the Coordinated Entry Assessment element during initial assessment
- Enter the Coordinated Entry Assessment when completing an interim review MSST assessment (after six months, or when household composition changes)
 - Training resource for review: [MSST training video](#)
 - [Training Resources](#) page including one-on-one support appointments
 - [MSST Handbook](#)
- You do not need to complete this element for Housing Preferences and Matching Tool (but still enter HPMT as an interim review)

Episodes of homelessness discrepancies

- For “What is the approximate date you became homeless most recently”
 - This should be the date of their **current incident/episode of homelessness**. For example, if they were housed until four months ago, list the specific date. They became homeless four months ago.
- For “Regardless of where you stayed last night, how many times have you been on the street, in shelters, on someone’s couch, or anything like that in the past three years?”
 - This is about episodes of homelessness, ie: the number of times **they have been housed and unhoused in the last three years.**
- If the approximate date the household became homeless most recently is more than three years ago, the answer to “Regardless of where you stayed last night, how many times have you been on the street, in shelters, on someone’s couch, or anything like that in the past three years?” should be one.

17: What is the approximate date you became homeless most recently?

18. Regardless of where you stayed last night, how many times have you been on the street, in shelters, on someone's couch, or anything like that in the past three years?

Housing History / Prior Living Situation

Ask this (Q only visible if person is unhoused): "What is the approximate date you became homeless most recently?" Leave blank if person doesn't know or prefers not to answer.

Approximate date this episode of homelessness started

01 / 01 / 2020



Ask this (Q only visible if person is unhoused): "Regardless of where you stayed last night, how many times have you been on the street, in shelters, on someone's couch, or anything 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

Four or more times (HUD)



Housing History / Prior Living Situation

Ask this (Q only visible if person is unhoused): "What is the approximate date you became homeless most recently?" Leave blank if person doesn't know or prefers not to answer.

Approximate date this episode of homelessness started

01 / 01 / 2020



Ask this (Q only visible if person is unhoused): "Regardless of where you stayed last night, how many times have you been on the street, in shelters, on someone's couch, or anything 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)



Household size/ type issues.

Question 12 + 32- Household of 1 answers yes to #32

12: Including yourself, how many people currently live in your household?

32: Do any other household members have disabling conditions or other health conditions that impact your ability to secure housing? It doesn't have to be diagnosed.

Including yourself, how many people currently live in your household? G

Do any other members of your household have disabling conditions or other health conditions that impact your ability to secure housing? G

If this participant is a single, adult-only household, please update question 32 to 'no.'



Household size/ type issues.

If this participant is a part of a larger household, update their household size in the MSST assessment and update the household using the household function in HMIS.



ID	Type	Head of Household	Relationship
425599	Single Individual		
	*Case, Justin A	Yes	Self

[HMIS Training Video Login](#) Module 2: HMIS Data Entry (MSST)- "Creating a New Household"

Households should only complete one MSST as a household unit and answers should reflect the situation of the whole household.

Please do not create MSST entries for additional household members. If a previously MSSTed household joins a new household, please reach out to adultca@multco.us so we can close their original MSST assessment.

Household size/ type issues.

Question 33: Answers when there are no minors in the household

“For households with minor children”: In total, how many health or disabling conditions are present in the entire household that might impact your ability to secure housing?

If this is an adult only household. Please keep this field as “select” (blank result)

For households with minor children:

In total, how many health or disabling conditions are present in the entire household that might impact your ability to secure housing?



Culturally-Specific Services

If available, would you like to be considered for culturally-specific services?

Yes

Culturally-specific services means services provided by and for people who speak your language, share your culture, or share your experiences.

THIS DOES NOT MAKE PARTICIPANTS INELIGIBLE FOR OTHER HOUSING SERVICES.

If yes: proceed with the following series of questions only if culturally-specific services are requested.

Would you be interested in culturally specific services for African Americans?

Yes

Would you be interested in culturally specific services for Native Americans and Alaska Natives?

Yes

Would you be interested in culturally specific services for the Hispanic/Latino/Latina/Latinx community?

Yes

Would you be interested in culturally specific services for immigrants and refugees?

Yes

Would you be interested in culturally specific services for LGBTQIA2S+?

Yes

If yes to wanting culturally-specific services for immigrants and refugees:

Which of the following services for immigrants and refugees would you be interested in?

Slavic

Please read the script

39. If available, would you like to be considered for culturally specific services?

If a client requests Culturally Specific Services for a community they don't identify as being a part of or says "yes" to all CSS options...

39. If available, would you like to be considered for culturally specific services?

Requests Culturally Specific Services for a community they don't identify as being a part of or says "yes" to all CSS options

We acknowledge that it can be difficult and uncomfortable navigating approaching these interactions with empathy while making sure assessment questions are answered accurately. Your role is to utilize the [Guide to Conducting the CA Tools](#) and your personal training to draw out the most accurate and complete information from a household.

Accurate information on the MSST ensures that households are referred to programs that truly align with their specific needs. This allows us to connect them with the most appropriate connections and ultimately leading to more sustainable housing outcomes.

39. If available, would you like to be considered for culturally specific services?

Friendly reminder that answering "yes" to every culturally specific service question **does not guarantee a household will enter the priority pool or be housed faster.** These questions are **designed to match households with appropriate services** and serve as a strategy to address the disproportionate experience of homelessness among people of color. While we understand why someone might strategically answer "yes" to these questions, doing so can undermine community efforts and allow disparities to continue.

Additionally, answering "no" to culturally specific service questions does not screen anyone out or make a household ineligible for services.

39. If available, would you like to be considered for culturally specific services?

Approach with curiosity: If a household says they are interested in all services, acknowledge it naturally. The goal is to understand their journey, not to challenge their experience.

Maintaining Integrity: If a household explicitly suggests they are answering specifically to "speed up the process", "say whatever I need to get housed", or "will take any services as long as we get housed" let them know if they are not explicitly interested in those services, it would be best to answer "no" and make a comment in the notes field that they are open to working with any provider.

Use the Notes Field: Instead of changing the primary data, document the conversation in the notes. Ex: "Household expressed interest in culturally specific services and is open to working with any provider who can assist their current needs."