



# Multnomah Screening Services Tool (MSST) HMIS Data Entry Handbook

This handbook provides instructions on the data entry workflow for the MSST in HMIS.

## Have questions?

- For assistance with programmatic Coordinated Access questions or questions related to specific MSST assessments:
  - Contact [adultca@multco.us](mailto:adultca@multco.us) for adult-only households.
  - Contact [familyca@multco.us](mailto:familyca@multco.us) for families with minor children households.
- For assistance with technical HMIS questions, contact [hmishelp@multco.us](mailto:hmishelp@multco.us).

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Before adding any new MSST data, check the Entry/Exit tab in the participant's record to confirm whether the participant already has an open MSST entry.

If the participant already has an open MSST entry, DO NOT CREATE A NEW ONE. Contact [adultca@multco.us](mailto:adultca@multco.us) or [familyca@multco.us](mailto:familyca@multco.us) for assistance.

If you believe the participant already has a MSST entry in HMIS but you cannot see it, request assistance at [hmishelp@multco.us](mailto:hmishelp@multco.us).

## Release of Information

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



- Only include the Head of Household. Leave other household members unchecked.
- **Provider:** The default selection is your login provider (your agency). To add the MSST provider:

- Click **Search** next to your login provider.
- Look up the MSST provider by entering "MSST" in the search field. Then click **Search**.

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
+																

Alternatively, enter **9066** in the provider ID # field.

- Click **the green plus sign** to add the provider.
  - Both your login provider and the MSST provider now appear in the *Provider Search Select Results* section. Keep both providers.
- Click **Exit**.

On the next screen, enter information as follows:

- **Release Granted:** Select “Yes” or “No” based on the participant’s answer to the Verbal ROI form.
  - *Note: Consent is necessary. Participants who do not consent to share their MSST data will not appear on the Coordinated Access list.*
- **Start Date:** Select the date the MSST was completed, *even if the ROI was signed after the MSST.*
- **End Date:** Enter the date that is exactly seven years after the Start Date.
- **Documentation:** Select “Verbal Consent”.
- **Witness:** Enter the name of the person identified in the Witness field of the Verbal ROI form.
- Click **Save Release of Information.**

Correctly entered ROIs look like this:

The screenshot shows a table titled "Release of Information" with columns for Provider, Start Date, and End Date. Two rows are shown, both with a "Yes" in the "Release Granted" column. Callouts explain that the start dates match the MSST assessment date and that the end dates are seven years after the start date. A note also indicates that one ROI is for the agency login provider and one is for the MSST.

Release of Information		Provider	Start Date	End Date
		[Your agency login provider]	05/18/2026	05/18/2033
		Multnomah Services and Screening Tool (MSST)	05/18/2026	05/18/2033

Cont'd next page


## Create MSST Entry

- Click the **Entry/Exit** tab. Then, click **Add Entry/Exit**.



The screenshot shows a software interface with a top navigation bar containing 'Client Information' and 'Service Transactions'. Below this is a sub-navigation bar with tabs: 'Summary', 'Client Profile', 'Households', 'ROI', 'Entry / Exit', and 'Case Managers'. The 'Entry / Exit' tab is selected and highlighted with an orange arrow. Below the tabs is a table with columns 'Program', 'Type', and 'Project Start Date'. The table is currently empty, displaying 'No matches.' at the bottom right. A blue button labeled 'Add Entry / Exit' is located at the bottom left of the table area, with an orange arrow pointing to it.

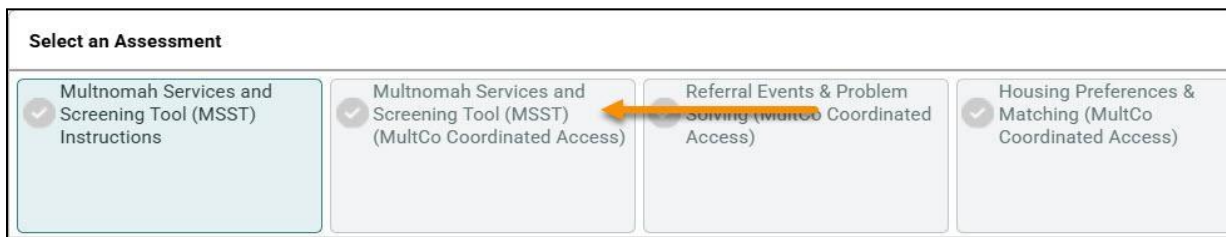
Only include the head of household in the MSST entry. Leave other household members unchecked. There is a question in the MSST that asks how many members are in their household, so this should only be created for one household member, the head of household.

- **Provider:** Defaults to your agency login provider. Click **Search** to look up the MSST provider by entering “MSST” in the *Search* field. Then, click **Search**.
- Click the  to the left of the MSST provider (#9066).

Back on the *Project Start Data* screen:

- **Type:** Select “Basic”.
- **Project Start Date:** Enter the MSST assessment date.
- Click **Save & Continue**.

Enter assessment data: Multnomah Services and Screening Tool (MSST).



The screenshot shows a screen titled 'Select an Assessment'. It contains four selectable options, each with a radio button and a checkmark icon. The options are: 1. 'Multnomah Services and Screening Tool (MSST) Instructions' (selected), 2. 'Multnomah Services and Screening Tool (MSST) (MultCo Coordinated Access)' (highlighted with an orange arrow), 3. 'Referral Events & Problem Solving (MultCo Coordinated Access)', and 4. 'Housing Preferences & Matching (MultCo Coordinated Access)'.

*Cont'd next page*

- Review the formatting key at the top of the MSST assessment to understand the meaning of different text formats:

**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 to any questions.**
- 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.

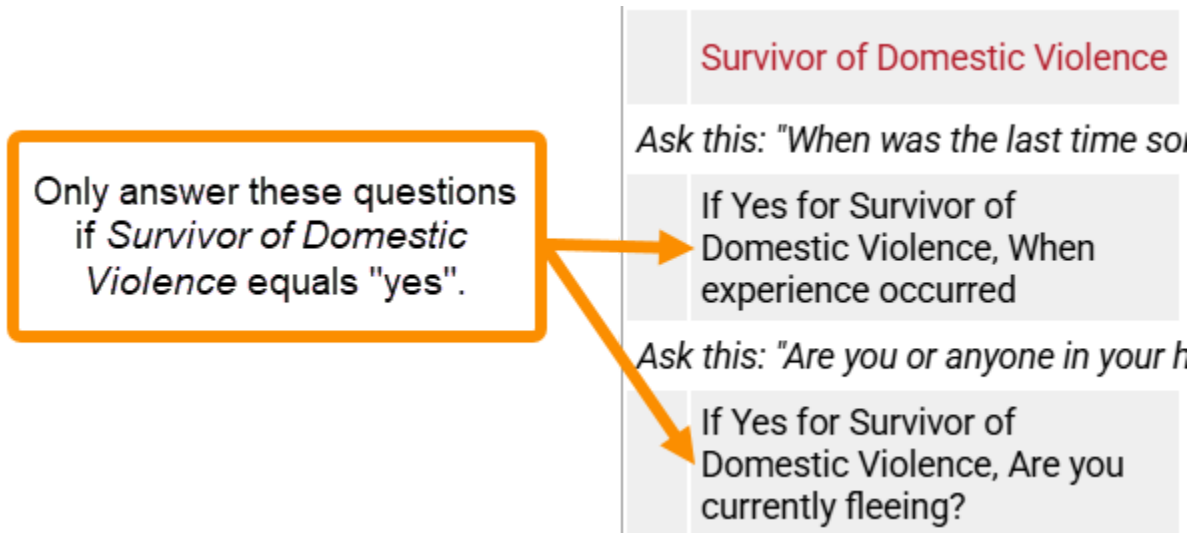
## 2. What are your pronouns (select all that apply)

- Click **Add** and enter a response.
- Leave the default **Start Date**, which matches the MSST Start Date.
- **What are your pronouns?:** Select the best response.
- **Write-in Response:** Only answer this question if you answered “Other (write-in below)” to the previous question.
- **End Date:** Leave blank.
- If the participant uses multiple sets of pronouns (e.g. both He/Him & They/Them), click **Save and Add Another**. Repeat as needed.
- When all pronouns have been entered, click **Save**.

*Cont'd next page*

### 3. Survivor of Domestic Violence

- If the answer to Survivor of Domestic Violence is “yes”, answer the next two questions as well. Otherwise, skip them.



### 4. Prior/Current Living Situation

- **Where did you sleep last night?:** Enter the response provided by the participant.
- **Prior Living Situation:** This is the place the participant stayed *on the day of the MSST assessment*. Select the most appropriate response from the dropdown.
  - **Rental Subsidy Type:** This question only appears if the answer to *Prior Living Situation* is "Rental by client, with ongoing housing subsidy."
- **Length of Stay in Previous Place:** Select the most appropriate response from the dropdown.
  - Note: Another question may appear directly below this question, based on previous answers.
    - If the question reads "Did you stay less than 90 days?", it will be automatically answered and you can't edit it.
    - If the question reads "Did you stay less than 7 nights", answer accordingly.

- **On the night before did you stay on the streets, ES or SH?:** This question only appears if the participant has a *Prior Living Situation* in an institutional setting and stayed there for less than 90 days. This question looks like this:

*If participant has been in an institutional/temporary/permanent housing si*

*If you see a question directly below this line, ask this: "On t*

On the night before did you stay on the streets, ES or SH?

-Select- v G

Skip to the next question if this question does not appear.

*If a question does not appear directly above this line, skip to the next.*

- The three remaining questions in this section are as follows:

*Ask this: "Are you currently at risk of losing your housing and becoming literally homeless within 14 days?"*

Do you think that you will be living in shelter, on the street or in your car within 14 days?

-Select- v G

Are you seeking shelter/a safe place to sleep tonight?

-Select- v G

If shelter is not available (or if not seeking shelter), where do you plan to sleep tonight?

- Answer these questions.
  - The top two questions (“Do you think...” & “Are you seeking...”) are essential to help determine if a Family Shelter Waitlist entry should be created for the participant. See the *Create Family Shelter Waitlist (FSWL) Entry* section below for more information.

## 5. Household Size and Composition

- **Relationship to Head of Household:** *This question does not appear on the PDF version of the MSST but should be answered in HMIS.*
  - Select “Self (head of household)” for all MSST entries.
  - *Note:* Other household members should not be added to a given MSST assessment. If multiple household members complete MSST assessments individually, create a separate MSST entry for each person.

- The next four questions are as follows:

Including yourself, how many people currently live in your household?
Of those, how many are under age 18?
How many of those children are younger than 5 years old?
Are there any children under 18 that are not currently in your household but are likely to join your household in the future? This includes any children who would live with you if you moved to a different housing situation.

The second and fourth questions (“Of those, how many...” & “Are there any children...”) are essential to help determine if a Family Shelter Waitlist entry should be created for the participant. See the *Create Family Shelter Waitlist (FSWL) Entry* section below for more information.

- The final two questions in this section are as follows:

Is anyone in your household currently pregnant or expecting a new child in the next 9 months?
Including yourself, how many adults in your household are 55 years old or older?

Answer both of these questions.















*Cont'd next page*

- Read & follow the helper text in blue.
  - *Only proceed to the next section if the helper text indicates that you should do so.*
  - If the helper text indicates that you should *not* proceed, scroll to the bottom of the assessment, then click **Save & Exit**.

## 6. Coordinated Entry Assessment

Click **Add** and answer the following:








- **Date of Assessment:** Enter the date of the MSST assessment.
- **End date:** leave blank
- **Assessment Location:** select one
- **Assessment Type:** select one
- **Assessment Level:** Select “Housing Needs Assessment.”
- **Prioritization Status:** leave blank.
- Click **Save**.

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

*Three questions appear in this section only if the Prior Living Situation question above identifies a “homeless situation”. See screenshot.*

- If these questions do not appear, skip to the next visible question.
- If these questions do appear, answer all three.
  - Note: It’s important that these questions are consistent with one another. For example, if someone’s *Approximate date this episode of homelessness started* is a date from more than 12 months ago, the answer to *Total numbers of months homeless on the street, in ES or SH in the past three years* should be “More than 12 months.”

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  

- 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: the number of times they have been housed and unhoused in the last three years.
  - If they were housed, then went to shelter, were housed again, and then returned to shelter, you would mark “Two times”.
  - If they have been continuously unhoused in the last 3 years, you would mark “One time”.
- The final three questions in this section are as follows:

Ask this: “In what neighborhood or part of town do you usually stay?”

In what area of town do you spend your day?	<input type="text"/>	G
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*THIS QUESTION IS FOR ADULT-ONLY HOUSEHOLDS (WITH NO MINOR CHILDREN)*

Have you or any of your ancestors (including a parent, guardian, or grandparent) ever lived in North or Northeast Portland?	<input type="text" value="-Select-"/>	G
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If yes to the previous question: have you applied for housing through the City's North/Northeast Portland Preference Policy?	<input type="text" value="-Select-"/>	G
--	---------------------------------------	---

*If yes to ever living in North or Northeast Portland and participant has not applied for the City's NNE Preferen*

- **In what area of town do you spend your day?:** Enter the participant’s response.
- The last two questions are for adult-only households. Skip these questions for family households.

*Cont’d next page*

## 8. Income

- **Annual Income:** Enter the total household income, including **all** household members.
- **Household Area Median Income (“HH AMI”):** To calculate the household’s Area Median Income (HH AMI), visit <https://www.portland.gov/phb/income-rent-and-utility-limits>
  - Note: Please notify us at [hmishelp@multco.us](mailto:hmishelp@multco.us) if the above url is broken.

## 9. Demographic Information

- **Date of Birth:** Enter the actual birthdate if possible. If the participant does not want to share their actual birthdate, ask to use an approximate birthdate. Leave DOB blank if participants prefer not to answer.
- **Date of Birth Type:** Select the most appropriate response.
- **What is your age range?:** Select a self-reported age range.

## 10. Gender and Race & Ethnicity

*Hold the “Ctrl” on PC or “Cmd” key on Mac and select multiple options, if necessary.*

To learn more about the Gender and Race & Ethnicity write-in fields, visit these websites:

[https://johs.us/wp-content/uploads/2024/08/Gender-Write-Ins-in-HMIS\\_Mar2024.pdf](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](https://johs.us/wp-content/uploads/2024/08/Race-Write-Ins-in-HMIS_Mar2024.pdf)

## 11. Other MSST Sections

Complete each of the following sections:

**Do not assume participant answers based on your own observations.**

- Health
- Eviction History
- Documentation Accessibility
- Legal Challenges
- Culturally Specific Services
- Social Support
- Contact Information
- Secondary Contact Person (optional)
- Participant Feedback Survey
- Assessor Information and Observation

- When *all* sections are completed, click **Save & Exit**.
- See the next section called “Create Family Shelter Waitlist (FSWL) Entry” to determine if a FSWL entry needs to be created.

## Create Family Shelter Waitlist (FSWL) Entry

*After completing the data entry for the MSST, create an FSWL entry only if:*

- *The household has an open MSST entry (i.e. lacking an Exit Date) **AND***
- *The household is fleeing DV (Q6b) **OR** is currently at risk of losing housing and becoming literally homeless within 14 days (Q10) **OR** is seeking shelter (Q11) **AND***
- *The household includes one or more kids under 18 years of age (Q13) **OR** there are children under 18 that are not currently in your household but are likely to join the household in the future (Q14)*

*These criteria are described (without reference to the open MSST entry) in the screenshot on the next page.*

*Cont'd next page*

Ask this: "Are you or anyone in your household currently fleeing?"

If Yes for Survivor of Domestic Violence, Are you currently fleeing?

Answer must be "Yes" to one of these questions

Ask this: "Are you currently at risk of living in shelter, on the street or in your car within 14 days?"

Do you think that you will be living in shelter, on the street or in your car within 14 days?

AND

Are you seeking shelter/a safe place to sleep tonight?

Shelter is not available

Answer to "Of those..." question must be one ("1") or greater

OR

Answer to "Are there any..." question must be "Yes"

household

Of those, how many are under age 18?

How many of those children are younger than 5 years old?

Are there any children under 18 that are not currently in your household but are likely to join your household in the future? This includes any children who would live with you if you moved to a different housing situation.

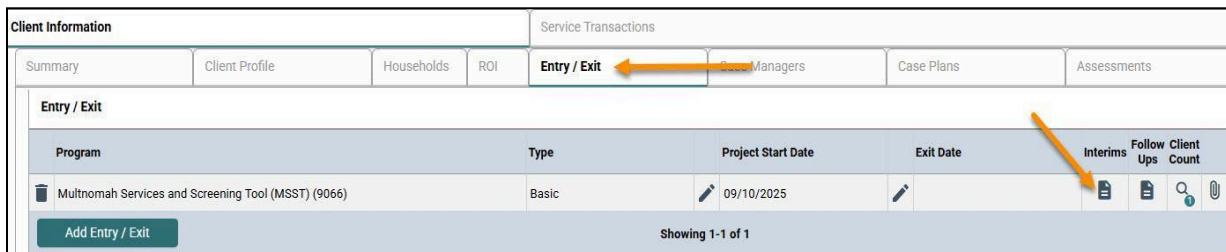
For families with minor children with the following criteria.



## ! Updating a MSST Assessment via an Interim

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 most recent MSST entry. Click the page icon for that MSST entry under the **Interims** header.



Client Information				Service Transactions			
Summary	Client Profile	Households	ROI	<b>Entry / Exit</b>	Case 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					

- Click **Add Interim Review**.
- **Interim Review Type:** Select "Update".
- **Review Date:** Enter the date of the most recent MSST assessment.
- Click **Save & Continue**.
- Click the *Multnomah Services and Screening Tool (MSST)* assessment and enter new data as needed.

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

Cont'd next page

- Enter a new *Coordinated Entry Assessment* response whenever a household is re-assessed with the MSST.

To add a new *Coordinated Entry Assessment* response, click **Add**. Then, answer the following:

- **Date of Assessment:** Enter the date of the MSST assessment.
- **End date:** leave blank
- **Assessment Location:** select one
- **Assessment Type:** select one
- **Assessment Level:** Select “Housing Needs Assessment.”
- **Prioritization Status:** leave blank.
- Click **Save**.

Enter assessment data: Referral Events & Problem Solving.

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

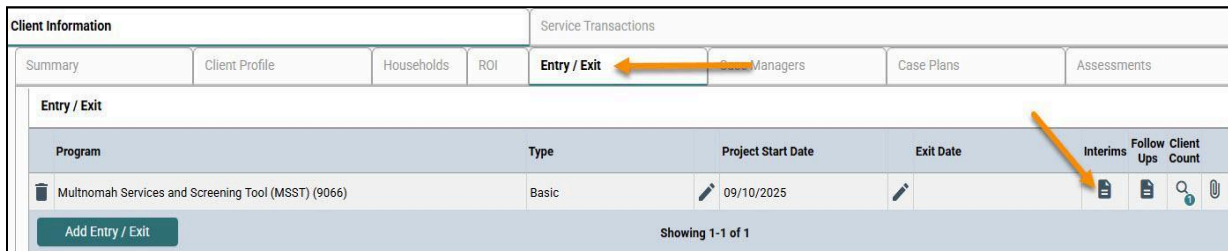
If HPS happens on the same day as the MSST, enter HPS data through the Referral Events & Problem Solving tab *at entry*.

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 part of the MSST assessment.

### Enter Housing Problem Solving (HPS) data through an interim.

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	<b>Entry / Exit</b>	Case Managers	Case Plans	Assessments
<b>Entry / Exit</b>							
Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count	
Multnomah Services and Screening Tool (MSST) (9066)	Basic	09/10/2025					
<a href="#">Add Entry / Exit</a>							
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**.

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



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

*Cont'd next page*

## 1. Coordinated Entry Event

MSST assessors should enter one Coordinated Entry Event response for each instance of Housing Problem Solving.

HSD staff also enter data in this section related to referrals to housing programs.

To enter a Coordinated Entry Event related to Housing Problem Solving:

- Click **Add**.
- **Date of Event:** Enter the date of the HPS conversation.
- **Event:** Select “Problem Solving/Diversion/Rapid Resolution intervention or service.”
- Answer the next question:

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

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

-Select-

- Leave the remaining questions blank.
- Click **Save**.

Cont'd next page

## 2. Housing Problem Solving

- Click **Add**.
- **Date of Conversation:** Enter the date of the HPS conversation.
- Complete the remaining questions.
- Add notes as needed.
  - *Do not enter any personal protected information (PPI) into this notes field. PPI includes names, addresses, phone numbers or anything else that could identify a specific person.*
- **End Date:** Leave this field blank.
- Click **Save**.
- Click **Save & Exit**.

## Enter assessment data: Housing Preferences & Matching




*Only complete this assessment if HSD staff notify you that the participant is in the priority pool.*

*Only add data to this assessment when instructed to do so by HSD staff. Once you get the go-ahead from HSD staff, contact participant to complete the Housing Preferences & Matching assessment.*

- In the **Entry/Exit** tab, click the book icon under the **Interims** header for the most recent, open MSST entry.
  - Data must always be entered into the Housing Preferences & Matching assessment *through an interim*.

Client Information				Service Transactions			
Summary	Client Profile	Households	ROI	Entry / Exit	Case 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    11 : 17 : 11

- Click **Save & Continue**.
- Click **Housing Preferences & Matching** assessment 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)
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*Make sure all fields are completed. Missing information may cause delays in the housing match process.*

*Some data may be populated from previous entries. Always review and ensure data is accurate and up to date.*

- Click **Save & Exit**, once done.

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

## Closing a MSST Entry

- *Do not close MSST entries if you work at a service provider agency.*
- *If you believe a MSST entry should be closed, contact [adultca@multco.us](mailto:adultca@multco.us) or [familyca@multco.us](mailto:familyca@multco.us).*

## Need more help?

- For assistance with programmatic Coordinated Access questions or questions related to specific MSST assessments:
  - Contact [adultca@multco.us](mailto:adultca@multco.us) for adult-only households.
  - Contact [familyca@multco.us](mailto:familyca@multco.us) for family households.
- For assistance with technical HMIS questions or broken urls in this document, contact [hmishelp@multco.us](mailto:hmishelp@multco.us).

~ End ~

## Document Revision History

### June '26:

- Updated:
  - FSWL entry instructions
  - url to AMI tables
  - Instructions for Coordinated Entry Event & Housing Problem Solving assessments
  - Instructions & descriptions for Prior Living Situation questions
  - Various screenshots
- Added instructions & screenshots for previously missing questions
- Made various, minor language & formatting adjustments for clarity & consistency