

TalkingPoint

VOLUME 4

ISSUE 4

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

Inside This Issue

Income Changes 1

SSSES 2

Alias Field 2

Non-Enrollment
Report for SUN CS 2

Dear Dorothy 2

Work Sessions 3

ServicePoint Train-
ing and Assistance 3

Mind Tickler (win a
prize!) 3

DCHS SP Data Team

Dorothy Carroll
Kathy Knapp
Maria Lamb
David Nguyen
Sherry Yan
Peggy Samolinski

Newsletter Editor

Sherry Yan

[Data Helpline](#)

(503) 970-4408

servicepoint@multco.us



MULTNOMAH
COUNTY



Income Changes by Kathy Knapp

Monthly Income and Non-Cash Benefits now only apply to **housing, shelter, and anti-poverty programs**. New Entry and Exit assessments have been rolled out to many providers to reflect this change. If this change applies to you, you should have already attended a training regarding this change.

In addition, several aspects of data collection for income and benefits are also changing:

- **Income must now be entered for children**, as well as adults and unaccompanied youth. All children in a household are now required to have an answer for:
 - Income received from any source in last 30 days?
 - Non-Cash Benefits received from any source in last 30 days?When the answer to either of these questions is 'Yes', there should also be a corresponding record with sources and dollar amounts added to Monthly Income and/or Non-Cash Benefits (just as it has always worked for adults).
- **Income and benefits must be reviewed and updated (if necessary) every 12 months** that a client is enrolled in a program.

You will need to indicate whether or not their income has changed in the **Required Annual Review Evaluation** assessment. If it has changed, you will also need to enter the changes.

The RARE is entered in the Assessments Tab

Assessments	
Select an Assessment	
Required Annual Review Evaluation	Submit



- For the **'Income (or Non-Cash Benefits) received from any source in the last 30 days'** questions, each time an Entry, Annual Review, or Exit is entered, you just need to determine if the existing answer (if there is one) is still correct.

Income received from any source in past 30 days? Yes (HUD)

If it **IS** correct, then you don't have to do anything else with this question.

If it's **NOT** correct, then just change the answer (and be sure to click **Save!**)

- **Stop automatically entering income and benefit records for each Entry and Exit date.**
Because income and benefits are intended to be universal across all programs at your agency, you will need to review all active records (those that have **Start Dates**, but no End Dates) every time you add a new income interval.
- **Also stop automatically entering the End Date as the day after the Start Date.**
Instead, you should now only enter End Dates for income that is no longer being received by the client. And the End Date should be the day **BEFORE** the current interval date (Entry, Annual Review, Exit).
If the income is still being received, then the End Date should be blank.

Monthly Income				
	Start Date *	Source of Income	Last 30 Day Income	End Date
	04/30/2012	TANF Temporary Assistance for Needy Families (HUD)	US\$452.00	

- **Income data for clients served since 7/1/2012 should reflect these changes**
But we are doing this clean-up for you internally, so you don't have to worry about it!
- **Contact the ServicePoint helpline at (503) 970-4408 or servicepoint@multco.us if you have any questions**

SSSES

By Sherry Yan

Most SSSES Case Mangers should be aware that there are a few minor changes to ServicePoint since the start of the school year.

One change is that the list of services that you can select when entering service transactions has changed. The list of services that is currently available is:

- Case Management
- Education
- Group Skill Building
- Recreation

These changes are effective for any ServicePoint data entry on or after December 1st. This means that SSSES service provided in November will have to be listed as either case management, education, group skill building or recreation. You will not have to go back and make any changes to services provided before November 1 (7/1/12-10/31/12).



Another change to SSSES is there are now two fields to collect student ID numbers, the eSIS number field and the Synergy number field. The Parkrose School District will no longer use eSIS and has begun to use the Synergy Number. The remaining school districts will continue to use eSIS for this school year.

Alias Field

The Alias field can be very useful to avoid duplicating clients. The client search is a phonetic search—anything that contains or sounds like the name you enter will display in the results. The search results will not match nicknames however. If I enter a client William Clinton in ServicePoint and search for him as William (the name on his records), I will find him. However, if I search for him with the name that he goes by (his nickname), Bill, I will not find him.

If I add Bill in the Alias field, then my client will show up regardless of whether I search for him as William or Bill. Any name entered in the First name field will search the First name field and Alias field.

Keep in mind any name entered in the last name field will not search the alias field. It will only search for clients with that last name or sound like that last name. For instance I have a client Norma Jeane Mortenson and I add her alias in the Alias field: Marilyn Monroe. If I search for Marilyn Monroe, I will not find her. However, If I just search by Marilyn, I will find her in the search results under Norma Jean Mortenson with an Alias of Marilyn Monroe.

Client Results				
	ID	Name ^	Date of Birth	Alias
	778	Mortenson, Norma Jeane	06/01/1926	Marilyn Monroe
	779	vos Savant, Marilyn		
1-2 of 2				


If you have questions about how to add an alias or using the Alias field, please see our [Using the Alias Field](#) handout on our [website](#) or contact the helpline.

Non-Enrollment Report

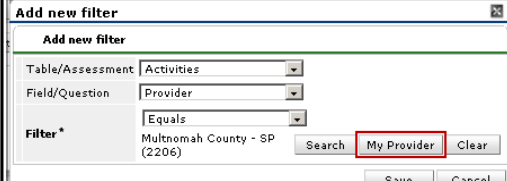
The Non-Enrollment report for **SUN Community Schools** is ready. To run the report to view the attendance for any Non-Enrollment activities for FY13 (July 1 2012-June 30 2013), go to ReportWriter (click the Reports button in the left hand menu).

Click the magnifying glass next to SUN CS Non Enrollment Counts 2012-2013.

The report will open in the Preview tab. Click the Filters tab to specify your school. Click the pencil next to the line that specifies Multnomah County as the school (Activities.Provider Equals Multnomah County - SP).

 Activities.Provider Equals Multnomah County - SP (2206)

A window will open up, click on the My Provider Button then click Save.



Return to the Preview tab. Here you will be able to view the data that has been entered for your Non-Enrollment events. The report can be downloaded as a Win-Zip file and can be opened in CVS format. Simply click the Download Full Report button in the lower left hand corner and you will be prompted to save the file somewhere on your computer.

Contact the [Helpline](#) with any questions!

Dear Dorothy

Dear Dorothy,

I work in a program that serves youth. A part of our data entry is that we are required to enter an eSIS number for all of our students. However I have a couple of students who attend Parkrose High School and they don't have an eSIS number. What should I do?

Data Helpline

Fax

503-970-4408

503-988-3332

Email:

ServicePoint@multco.us

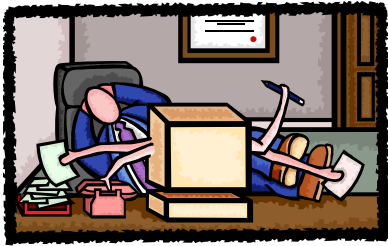
No Student IDEA

Dear No Student IDEA,

Parkrose is located in the Parkrose School District (SD). Parkrose School District is using a new type of student data system called Synergy. Any program that requires you to collect an eSIS number will now ask you to collect a Synergy number for students in the Parkrose SD. If your student attends a Parkrose school, leave the eSIS number blank, and enter a Synergy number. If your student attends a school in another school district (e.g. Centennial, David Douglas, Gresham, PPS, or Reynolds), leave the Synergy field blank and enter an eSIS number.



Work Sessions



In order to assist you with meeting your data entry deadlines, Multnomah County offers Work Sessions. These Work Sessions are an opportunity to review best practices, receive an ART refresher, or just have a member of the data team enter your data alongside you at our computer lab at 421 SW Oak Street.

Remember, during Work Sessions time spent with you may be limited due to demand.

Work Sessions are scheduled for the morning of the second Monday of the month. Our next Work Sessions will be **Monday January 14th** and **Monday February 11th** from 9AM-12PM. Just check in at the reception desk in the Department of County Human Services on the first floor. See you then!

Please feel free to contact the [helpline](#) if you have a suggestion for an alternative Work Session date, or simply let us know you're coming.

ServicePoint Training and Assistance

New User Training

You will always find the ServicePoint Training Calendar on our website:

<http://web.multco.us/sun/servicepoint>.

Our next scheduled ServicePoint New User Classes are **Friday January 11th & 25th** and **February 8th**. Be sure to sign up before the classes fill. Please contact us to sign-up or schedule alternative times.

Data Entry Refresher and Help

If you have already had ServicePoint training, but are still having trouble getting data entry done, call us. A Data Management Team member can often come to work with you at your location, assisting with data entry, as well as helping you to become more comfortable with ServicePoint.

Custom Classes

If several staff from your agency would like to be trained together, call us. We can often schedule a customized class at your convenience.



ServicePoint Mind Tickler

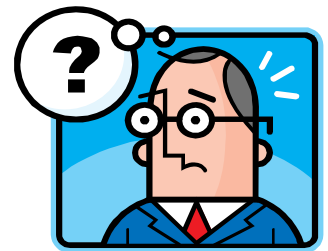
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday January 14th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email ServicePoint@multco.us for your chance to win. Congratulations to **July's winner Virgie Ruiz**, of Self-Enhancement. Give it a try and get your coffee (or tea or hot chocolate) buzz on!!! All the answers can be found in each of the articles in this newsletter.

Pop Quiz

1. If your program requires you to enter income, which clients needs to have income and benefit questions answered?
2. Who needs to have a Synergy number entered into ServicePoint?
3. How do I run the Non-enrollment report for a SUN school?

Fill In the Blank (You will find these sentences in articles contained in this newsletter)

1. For the 'Income (or Non-Cash Benefits) received from any source in the last 30 days' questions, each time an _____, _____, or _____ is entered, you just need to determine if the existing answer (if there is one) is still correct.
2. Any name entered in the first name field will search the _____ field and _____ field.
3. Instead, you should now only enter End Dates for income that is no longer _____ by the client. And the End Date should be _____ the current interval date (Entry, Annual Review, Exit).



Visit us on the Web for **Forms, Training Calendar, Manuals, Updates** and more!

<http://web.multco.us/sun/servicepoint>