

TalkingPoint

VOLUME 5

ISSUE 1

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

ServicePoint Blurbs By Sherry Yan

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**MULTNOMAH
COUNTY**

Exit Date Reminder

When exiting a client, the Exit Date should be the same as the last date of service. Do not set the Exit Date as the first day of the following month.

For example, if a client's last service date was June 30th, the Exit Date should be 6/30/12. A common mistake is to enter the Exit Date for 7/1/12. By setting the Exit Date for July 1st, this client is still enrolled in your program for this fiscal year, but this client will not have participated in services for this fiscal year.

Remember, the Exit Date is always the last date of service.

SUN Schools are not required to exit clients.

Anti-Poverty Case Management

There is a **change** to the funding source question for APCM for Fiscal Year 2013. This question is answered in Section IV in the ServicePoint record of the Head of Household. This question will be changed at the end of July to CSBG or County General. For any APCM clients that are enrolled on or after July 1 2012 you must select either CSBG or County General. You will not need to make any changes to existing clients who were entered prior to July 1 2012.

SUN School Entries

Anyone who attends a SUN School activity must have a ServicePoint Entry for each school where they attend an activity. If they do not have an Entry into your school, they will not show up in your program outcomes reports and reports such as the Blank Attendance report. If they attend an activity at your school, make sure you create an Entry for your school, even if they have an Entry at another school already.

AFP

AFP staff, remember to check your AFP ServicePoint data. Your program recently received an email regarding your data. Please (with sugar and a cherry on top) check your data! Agency reports on AFP are based on your ServicePoint data.

SSSES

Summer break is in full swing for many SSSES clients. Some clients may continue to participate in services during the summer break. Other clients will choose to pursue other interests during the summer months. If you know that a client is taking a break just for the summer, you should not Exit the client in ServicePoint if they are coming back when school starts or within 3 months. Remember, there is a 3 month period for the client to either resume participating in services or they can be exited when the school year starts again (but remember their Exit Date should be the last date of service, not in September).

Privacy Notice By Sherry Yan

If you are scratching your head and asking yourself ‘what is a privacy notice?’ please be sure to read this article.

Each agency that uses ServicePoint must have an [Agency Participation Agreement](#) (it is a document that is typically signed by your agency’s executive director). This agreement discusses several items, such as computers, confidentiality and data. This agreement also states that a [Privacy Notice to Clients](#) must be posted in program offices. You can find this notice, in addition to a more [detailed notice](#) that can be handed out to clients as requested on our website: multco.us/sun/servicepoint.

Each agency must have this notice posted. An agency may choose to post their own notice, and if you choose to post your own notice, please remember that you will have to track any changes (with dates) you make to your notice for the entire time your agency uses ServicePoint.

Please ensure that you are in compliance and have this notice posted at your agency! If you have questions regarding this or any other ServicePoint documents, please feel free to contact us at (503) 970-4408 or servicepoint@multco.us.

Schedule ART Reports By Sherry Yan

Did you know that you can schedule ART reports if you have an ART license? Scheduling ART reports allows you to do other work in ServicePoint (or any of the other many non-ServicePoint related things you do) while you wait for your report to run. Scheduled ART reports are sent to your ART inbox (the first folder you see in the ART window). You can schedule a report once, or you can schedule recurring reports (for instance you could set it up so that your No Service in 90 days report runs automatically every quarter, or better yet—every month!).

To schedule an ART report, click the magnifying glass to the left of the report name and then click schedule report or simply click the schedule report icon (it’s the last icon on the right)—see picture at the bottom of this article.

The report prompts will then appear. Enter your prompts for the report. If you are scheduling a report, remember that the Effective Date is the day you run the report. If you are just running a report, that is always today’s date. However, if you are scheduling a report, remember to change the Effective Date to the date the report will actually be run (the date you are scheduling the report to be run).

You might be asking yourself, ‘hey, but I want to run recurring reports—I want my data to be perfect so I’m going to run my report every month so what should my effective date be?’ If you are running recurring reports, then the Effective Date should be the last date you have scheduled the report to run. So if you are running your report every month on the 16th for the rest of the fiscal year, your Effective Date is July 16th 2013 (the last day you plan on running the report).

Once you have entered your report prompts, you will need to enter Schedule prompts (when and how many times do you want to run the report). Enter the prompts:



Name: Name you want the report saved as

Format: Excel or PDF

Interval: How often you want the report run

Start Date: Not the start date of the data, this is the day you want to schedule the report for

End Date: The last date, and time, you want to run the report, make sure it is not the exact date and time as the Start Date (I don’t know about you, but my ART reports never run immediately)

 Client Caseload_No Service Recorded In At Least 90 Days 2012-07-03 08:46 

Dear Dorothy

Data Helpline

503-970-4408

Fax

503-988-3332

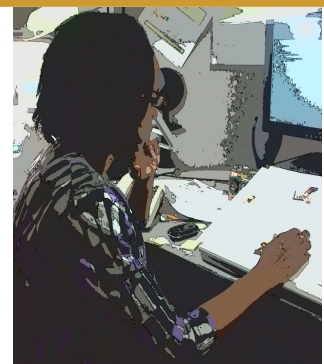
Email:

ServicePoint@multco.us

Dear Dorothy,

I have a client who was living in an apartment when he entered my program. I am confused by the three different “rental by client” options for the Residence Prior to Program Entry and Exit Destination questions at Entry and Exit. What should I pick?

Where Does He Live



Dear Where Does He Live:

The option you should select depends on whether your client is receiving a rental subsidy at the time of Entry or Exit. The residence options are:

- **Rental by Client, No Subsidy** (this means the client’s housing type is a rental and he receives no assistance with his rent)
- **Rental by Client, with VASH Housing Subsidy** (this means the client’s housing type is a rental and he receives a VASH housing subsidy—this is a very specific subsidy from the Veteran’s Administration and in Portland is only provided by one agency. . . so it is pretty rare for a client to have a VASH subsidy)
- **Rental by Client, with non-VASH Housing Subsidy** (this means the client’s housing type is a rental and he receives assistance with his rent that is not a VASH subsidy—e.g. Section 8, Public Housing, etc).

Select the rental option that fits your client’s subsidy type: none, VASH, or non-VASH.

Contact the Multnomah County helpline if you have questions.

Work Sessions



In order to assist you with meeting your data entry deadlines, Multnomah County introduced 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!

Remember, Work Sessions are all morning on the second Monday of the month, and are on a first come first serve basis.

Time spent with you may be limited due to demand.

The next Work Sessions are on **Monday August 13th and Monday September 10th** from 9AM-12PM in our computer lab at 421 SW Oak St. Just check in at the reception desk in the Department of County Human Services on the first floor. See you then!

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 Class is **Friday July 22nd**. Be sure to sign up before the classes fill. Please contact us to sign-up or schedule alternative times. See our website for more training dates.

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

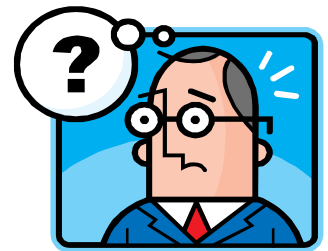
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by July 30th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Congratulations to Hillary Houck, of Human Solutions, who was June's winner. Email ServicePoint@multco.us for your chance to win. Give it a try and 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. What should be a client's Exit Date?
2. What are the 5 Schedule prompts when scheduling ART reports?
3. Where does your agency post their Privacy Notice and where can you find a copy of it?

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

1. There is a change to the _____ question for APCM for Fiscal Year 2013.
2. Remember, the Exit Date is always the _____.
3. Rental by Client, _____ (this means the client's housing type is a rental and he receives a _____—this is a very specific subsidy from the Veteran's Administration and in Portland is only provided by one agency. . . so it is pretty rare for a client to have a _____).



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

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