

TalkingPoint

VOLUME 4

ISSUE 2

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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CONTACT THE HELPLINE

Most ServicePoint errors can be avoided by simply contacting the Multnomah County ServicePoint Helpline if you notice anything unusual or you are not certain what to do.

It's not uncommon to experience some data entry errors when entering ServicePoint data. Sometimes users are not 100% certain what they should be doing and try entering data anyway. ServicePoint doesn't tell you that you are doing it wrong—so it's easy to assume it's right. However, a few months later, or even at the end of the year, you get an email or a phone call that you entered your data incorrectly. Or maybe your supervisor runs a report and the number of clients you served was too low, but you know you entered the data. Remember—ServicePoint DOES NOT tell you that you did your data entry wrong. If you are not 100% certain how to enter data—don't just try it and see what happens. Contact the Multnomah County ServicePoint Helpline at (503) 970-4408 or servicepoint@multco.us before proceeding. We're here to help!

DUPLICATE CLIENTS

You can avoid entering duplicate clients by performing a thorough search before clicking "Add New Client With This Information". I recommend doing a search by first name only. If I see a very similar client name in the search results (e.g. I am looking for Arron Nguyen and instead

find Aaron Nguyen), I check the date of birth to verify that this is my client.

If I do not find my client, then I will do a second search by last name only. If I see a similar name (e.g. I find Billy Washington when I am looking for William Washington) I compare the date of birth to check if this is my client.

If you know your client has participated in other programs at your agency that use ServicePoint but you cannot find the client—contact the helpline! Finding existing clients will save you a lot of data entry and prevent duplicates. Many of the client's demographic data will pre-fill for you and you simply have to verify that it is correct.

If you search for your client and see 2 records with the same name and date of birth, contact the Multnomah County ServicePoint Helpline. We will provide instructions on how to fix the problem.

DUPLICATE ENTRIES

The Entry into your provider (the program at your agency) is how your client is enrolled into your program. Every client needs one Entry into each program they participate in. The Entry and Exit dates should reflect the dates that they participated in services.

If a client has an Entry into your provider with an Entry Date and no Exit Date that means that the client is currently enrolled in your program and should be receiving services. They do not need another Entry. A client should only have one Entry at a time

for each program. If a client was exited in the past and returns, you will need to create a new Entry for them.

If you have missing data that needs to be entered into an Entry, simply click the pencil next to the Entry Date and you can add any missing data to the Entry.

Type	Entry Date
Basic	 12/07/2011

Never click the Add Entry/Exit button to enter missing data to an existing Entry or to Exit a client.

Remember that an Entry is a snapshot of a client on a particular day, the day that they enter your program. This is not data that should be updated.

DUPLICATE ACTIVITIES

Are you certain that you have entered an activity in ActivityPoint, but are now unable to find the activity? Don't just create a new activity! Make sure that you have checked the Include Closed Activities checkbox.

Include Closed Activities	☒
Start Date	/ /
End Date	/ /

Even if you are searching with Start and End Dates that are in the past, ServicePoint will not find the activity unless you click the Include Closed Activities checkbox. If you still cannot find your activity, please contact the ServicePoint Helpline for assistance before creating another activity.

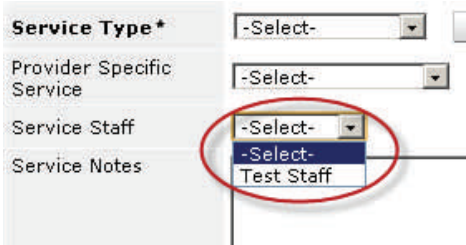


**MULTNOMAH
COUNTY**

Service Staff

As many of you are aware, the field for Service Staff in the Service Transaction section of ServicePoint was not included in the upgrade to ServicePoint 5. This field allowed you to select the name of the staff person providing the service from a pull down menu.

We have some good news—the Service Staff field has returned! You can now find Service Staff between Provider Specific Service and Service Notes.



Every provider has the same pull down menu that was in place before the upgrade. The Service Staff field is not a list of users with ServicePoint licenses. The Service Staff field is a list of staff who directly deliver services, provided to us by your agency. If your Service Staff list is not up to date, please have your supervisor email servicepoint@multco.us with an update list.

After the upgrade to ServicePoint 5 we announced to users that the name of the service staff could be typed into the Service Notes field until the Service Staff field returned. Any service transactions added between 08/08/11 and 01/31/12 that have a staff name typed into the Service Notes field will have the Service Staff field entered by Multnomah County. Users are responsible for entering staff in the Service Staff field from February 1st forward. If you have not entered a staff person in the Service Notes for any services entered into ServicePoint between 08/08/11 and 01/31/12, and your program requires Service Staff to be entered, you are responsible for entering Service Staff.

SUN Community Schools do not use the Service Transactions section of ServicePoint and are not affected.

If you have any questions, please contact the Multnomah County Helpline at (503) 970-4408 or servicepoint@multco.us.

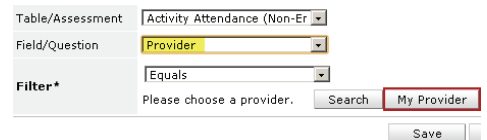


Non-Enrollment Report

The Non-Enrollment report for **SUN Community Schools** is ready. To run the report to view the attendance for any Non-Enrollment activities for FY12 (July 1 2011-June 30 2012), go to ReportWriter (click the Reports button in the left hand menu).

Click the magnifying glass next to SUN CS Non Enrollment Counts 2011-2012.

The report will open in the Preview tab. Click the Filters tab to add a filter. Click the Add Filter button and a window will open up. Select Provider from the Field/Questions menu, click the My Provider button, then 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,

Sometimes when I am entering my data, I go to answer a required question in ServicePoint and the only answer available is -Select-. How can I fix this problem? Missing It Again

Data Helpline

503-970-4408

Fax

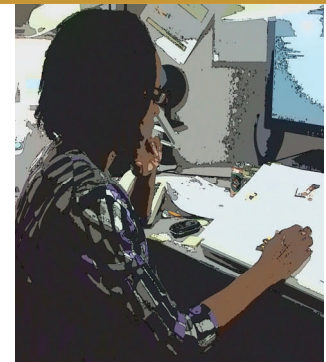
503-988-3332

Email:

ServicePoint@multco.us

Dear MIA,

Clear everything in your browser history (e.g. your temporary internet files, cookies, cache and etc). If you are not certain how to clear your browser history, contact the Multnomah County ServicePoint helpline at servicepoint@multco.us

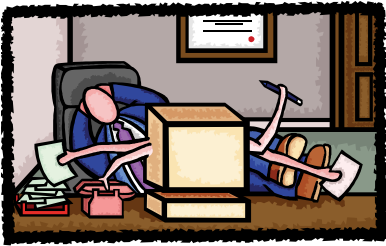


Dear Dorothy, I work at a SUN Community School. I entered a Thanksgiving Day activity in ServicePoint. I went to go take attendance for it and I cannot find the activity. Should I just enter it again? Hide and Seek

Dear Hide and Seek,

If you are certain you have already entered it you should not enter the activity again! If you enter it again, you will still not be able to find it again in a search. A common mistake is that people forget to check the Include Closed Activities checkbox. Even if you are searching in a specific date range (e.g. Thanksgiving) you will not find it unless you check the box.

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 Session is on **Monday March 12th** 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 March 23rd**. 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

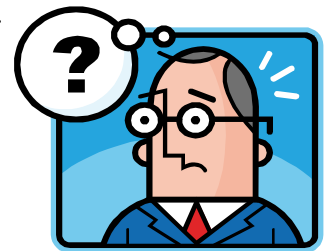
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday March 19th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Congratulations to Kat Bonahm, of Impact Northwest's Kelly SUN School. Email ServicePoint@multco.us for your chance to win. Give it a try and 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 are your personal search procedures to ensure that you do not duplicate clients?
2. How can you update your Service Staff pull down menu?
3. How do you search for a closed activity in ActivityPoint?

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

1. Remember—ServicePoint DOES NOT tell you that _____. If you are not 100% certain how to enter data—don't just try it and see what happens
2. If you search for your client and see 2 records with the same name and date of birth, contact the _____.
3. The Service Staff field is not a list of _____. The Service Staff field is a list of staff who directly deliver services, provided to us by your agency.



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

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