

# TalkingPoint

VOLUME 4

ISSUE 3

DEPARTMENT OF COUNTY HUMAN SERVICES  
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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ServicePoint users may have noticed that in addition to the Add Service button there is an Add Multiple Service button. The multiple service button can be used to add more than one service into a client's Service Transaction record at one time. The multiple services window will display a section for each Service Type. Most Multnomah County programs have one service type (Basic Needs) and use the Provider Specific Service to specify the type of service (e.g. Case Management, Skill Building, Client Assistance).

In this case, you will see one section to enter service. To enter multiple services:

- Enter 1 for the Number of Services

## Multiple Services by Sherry Yan

Number of Services *	<input type="text" value="1"/>
Start Date *	<input type="text" value="04/30/2012"/>
End Date	<input type="text" value=""/>
Service	(B) Basic Needs
Provider Specific Service	Case Management
Service Staff	Test Staff

Service Costs	
Funding Sources	
Source	
Add Funding Source	
Number of Units	<input type="text" value="2.25"/>
Unit Type	Hours
Cost of Units	<input type="text" value=""/>
Status *	Identified

- Enter the Start Date (the last day of the service month if you are entering cumulative services for the month)
- Select a Provider Specific Service
- Select the Service Staff,
- Enter the Number of Units
- Enter the Unit Type
- Select a Status (it can be any

of the three options: Closed, In Progress, or Identified).

Click Add Another to enter the next service. Repeat the process again in the section that now appears.

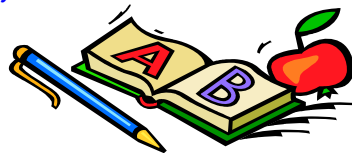
A few programs use the Service Type question to select the type of service being provided and do not use Provider Specific Service. For these programs you will see one section and will have to specify the service type in the Service field from a pull down menu. Click Add Another to enter the next service. Repeat the process again in the section that now appears.

If you have questions about how to enter Multiple Services, please feel free to contact the [helpline](#) for further instruction.

## SUN Community Schools by Sherry Yan

The sun is out and that can only mean one thing—the school year is almost over! Teacher surveys have been sent out for repeat students (30 days or more). If you are not up to date on your attendance, please enter your attendance. While teacher surveys have been distributed, a new list of repeat students will be generated soon for end of the year data analysis on OAKS testing.

In addition to updating your attendance, do not forget to look at your data quality report, which can be found in the SUN Community Schools folder in ART. The data quality report lists every student with an active Entry in your SUN school who has at-

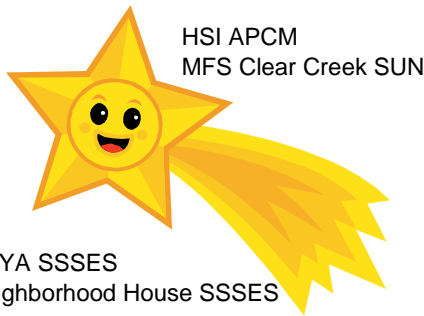


tended an activity in the time period you specified in the report prompts. Any missing or not up to date data will be indicated in red font. Remember to enter any missing eSIS numbers so that our evaluator can collect data from the school districts. Many schools leave the risk factor question blank at the beginning of the year for students because they do not know the students well enough to answer the question yes or no during registration. Don't forget to go back in and answer the risk factor question for any students who do not have an answer.

SUN Schools sometimes provide child care so that care givers are able to attend activities at that site. Child care is a valuable service that can enable adults to attend an ESL class or participate in yoga, but it is not an activity that is entered into ServicePoint. Please contact [Wilma Goudy](#) with any questions.

Finally, as SUN sites begin preparation for summer session, please feel free to contact the [helpline](#) if you have questions on how to accurately represent summer session activities. Sites often offer programming that differs from the school year so please contact us if you have questions. We would rather help you set it up right at the start than fix it later! **Remember to collect all your summer demographic data!**

## Rising Stars



NAYA SSES  
Neighborhood House SSES

April kicked off spring cleaning for Multnomah County ServicePoint users.

All ServicePoint users should have received an email asking that users look at the client caseload report for this fiscal year as well as the No Service in 90 Days and Program Outcomes report for their program and to have data cleaned up by April 23rd. Not all users have access to ServicePoint's reporting tool, ART, but each program and agency has a designated user with access to ART. If you are not sure who has access to ART for your program, contact the Multnomah County ServicePoint helpline below.

Everyone can fall behind with their ServicePoint, and it can be difficult to balance data entry with providing services. We would like to recognize a few rising stars, providers who may have fallen behind or had data issues but promptly responded to the data management team's spring cleaning email, updated their data, and addressed any necessary issues.




Thank you for your hard work:

- ✧ **Human Solutions Anti-Poverty Case Management**
- ✧ **Metropolitan Family Service Clear Creek SUN School**
- ✧ **NAYA SSES**
- ✧ **Neighborhood House SSES**

Need help becoming the next rising star? Work Sessions are a great way to get caught up on data entry or clean up any data issues. There will be additional Work Sessions on Friday May 25th and Friday June 29th. Please see the article on Page 3 for more details.

Don't get caught in a data crunch at the end of the year!

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

Action for Prosperity Matrix		
	Data Entry Date	Matrix Interval
	01/14/2012	6-Month
	10/04/2012	3-Month
	07/01/2012	Entry
<input type="button" value="Add"/>		

## Matrix

There are 4 steps to enrolling a client in a program in ServicePoint (once you have found or created the client record in ServicePoint): **1:** create a new or use an existing household, **2:** add an Entry, **3:** complete any applicable assessments, and **4:** enter service transactions. Not all programs have an assessment. Some programs have an assessment that is a matrix, for example Action for Prosperity II or Youth Gang Prevention services.

Matrices are completed at program entry, every 3 months during participation in services and again at exit (some programs may also have a follow up matrix). If a client has completed a matrix within one month of exit and the matrix scores have not changed, simply change the previous Matrix Interval question to Exit. If there is any change in the matrix score, you will need to enter a new matrix. For example if a client had entered the program July 1st and exited January 27th, add an Entry Matrix for July 1st, October 1st and January 1st. If the client's situation on Jan. 27th was the same as Jan. 1st, click the pencil next to the Jan. 1st matrix assessment and change the Matrix Interval from 6 Months to Exit. If the Jan. 27th scores are different from the Jan. 1st scores (e.g. the client got a job on Jan 20th), click the Add button to add a new matrix. If you have not received guidance on completing a matrix, contact the [helpline](#).

**\*Youth Gang Prevention Services** will have a matrix assessment required July 1st 2012 forward. The matrix is currently visible in the assessment tab.

## Dear Dorothy

Dear Dorothy,

**I received an email alerting me that the security certificate that allowed my computer to access ServicePoint expired. I tried to install the new one, but it is still not working. Can you help me? Can't Access ServicePoint Anymore**

Data Helpline

Fax

503-970-4408

503-988-3332

Email:

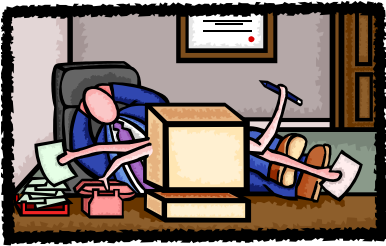
[ServicePoint@multco.us](mailto:ServicePoint@multco.us)

Dear CASA,

A few users are having difficulty installing the new certificate. Ensure that you are using the correct password (some users have been using the old password: chies5phie). Also uninstall the old certificate before installing the new certificate. Do not use an old bookmark, type in the URL: <https://portland.servicept.com>. If you are still having difficulty or if you are not certain how to complete these steps, contact the Multnomah County ServicePoint helpline at [servicepoint@multco.us](mailto:servicepoint@multco.us) or (503) 970-4408.



## 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.

**There will be no Work Session on June 11th.** If you need a Work Session in June, please contact the Multnomah County [helpline](#) to check availability. We will offer additional Work Sessions on **Friday May 25th and Friday June 29th.**

Our regular Work Session schedule (the 2nd Monday of the month) will resume on **Monday July 9th** from 9AM-12PM. 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 June 8th and Friday June 22nd**. 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

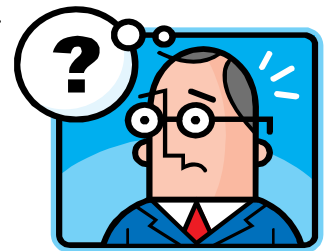
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday May 21st to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email [ServicePoint@multco.us](mailto:ServicePoint@multco.us) for your chance to win. Congratulations to **March's winner Jacki Phillips**, of Human Solutions. 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 fields need to be answered to enter a service through Add a Multiple Service (e.g. Start Date)?
2. How often is a matrix assessment completed and entered into ServicePoint?
3. How is childcare for a SUN School activity entered into ServicePoint?

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

1. Matrices are completed at \_\_\_\_\_, every \_\_\_\_\_ during \_\_\_\_\_ and again at \_\_\_\_\_ (some programs may also have a follow up matrix).
2. The data quality report lists every student with an \_\_\_\_\_ in your SUN school who has \_\_\_\_\_ an activity in the time period you specified in the report prompts.
3. The multiple services window will display a section for each \_\_\_\_\_.



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

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