

TalkingPoint

VOLUME 4

ISSUE I

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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ServicePoint 5.x

By Sherry Yan

Welcome to ServicePoint 5! Since the August 8th upgrade, ServicePoint has a new look.

For the most part, ServicePoint still functions as it did in the previous version. Some improvements were made to the system, and unfortunately some previous functionality has been lost, mostly in ActivityPoint. If you are having issues with ServicePoint, please do not hesitate to let us know! We will work with the software vendor to address any issues you are having since the upgrade or work with you if you need additional help learning the new version.

Never hesitate to contact the Multnomah County ServicePoint helpline at (503) 970-4408 or email us at servicepoint@multco.us.

Some users have experienced bumps in the road, so thank you to everyone for their patience during this time. Everyone with a ServicePoint license before the upgrade has attended a demonstration of the new system. The ServicePoint team is currently providing training to new users (those who have not used ServicePoint in the past). If you have new staff waiting for a training, submit a [New User Set Up](#) form found on our website:

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

We will contact the new user and schedule a training for them.

RELEASE OF INFORMATION

The ServicePoint Release of Information is no longer required in ServicePoint. You are still required to obtain one from your client for your case file, if necessary.

You will still see a tab called ROI, but you are not required to enter anything into that tab. You will also see the Release of Information status underneath the client name. You can disregard this if it says None or Expired.

Name, Cilent (801)

Release of Information: None

ART 3.0

Users with an ART license have noticed that ART now opens directly from within ServicePoint. Users will also see the addition of a new prompt to all ART reports: EDA Provider. EDA Provider is set at '-Default Provider-' and should be changed to the provider you want to see data for in the report (e.g. Human Solutions: Anti-Poverty Case Management - SP(2481)).

SECTION VIII.

SSSES ONLY

Parental Release of Information?

SHELTERPOINT

You MUST still change your Enter Data As provider to your ShelterPoint provider BEFORE entering ShelterPoint data. When you click the ShelterPoint button in the left hand menu, you are able to select your provider from a pull down menu to view your shelter inventory.

View Shelter Inventory	
Provider*	Multnomah County - SP
Unit List*	-Select-

You MUST be entering data as your ShelterPoint provider before checking in clients. Although you are able to select your ShelterPoint provider even if you are not entering data as that provider. When you check in clients, ShelterPoint automatically creates an Entry into your Enter Data As provider. If you are not in your ShelterPoint provider, you will create an entry into the wrong provider!!!

SSSES & YGPS Question

By Sherry Yan

There is a new question in the SSSES and YGPS Entry. You must now specify whether there is a client release of information in the case file for every SSSES client in ServicePoint.

This change is retro-active to July 1. Any clients who received service since July 1st, 2011 must have this question answered.

SECTION III.

Youth Gang Prevention Services

Parental Release of Information?	-Select-
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SUN Community Schools

By Sherry Yan

I hope everyone is off to a great start to the school year! September was not only the start of a new school year, but also the start of a new version of ServicePoint, including ActivityPoint.

Some SUN Community School users (ok, maybe many) experienced some difficulties after the upgrade to version 5. We are actively working with the vendor to resolve certain issues, such as enabling users to enroll a student in multiple activities through the activity tab in ClientPoint. Other issues, such as difficulties running ART reports, we believe have been successfully resolved.

If you are experiencing difficulties, please contact the Multnomah County helpline at servicepoint@multco.us and we will work toward resolving any outstanding issues. If any modifications were made during the upgrade that have negatively impacted your work, please feel free to email us a description of the change and how it

has impacted your work and we will forward that to the software vendor and work towards a solution.

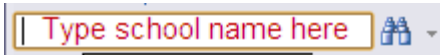
To that end, a survey will be sent out to each SUN school regarding the ServicePoint upgrade and each school's use of ServicePoint in December. We look forward to hearing from all 65 SUN schools and learning more about how you use ServicePoint and how we can help.

ART REPORTS

SUN CS users will have noticed that in addition to the EDA provider prompt, there has been another change to ART reports that affect SUN CS reports. In FY11, ART reports relied on a provider group, 'SUNCS (FY11) (307)'. Since the upgrade, SUN CS reports will now prompt for a specific school. Simply click on the 'School(s)' prompt, type



your school name in the search field and then click on the binoculars icon



Click binoculars to find your school

Duplicate clients

By Sherry Yan

Please remember that if you see a client's name in ServicePoint, do not randomly select one of them to enter your data under or write '(Duplicate)' or 'do not use' in the client's name. If you see your client's name twice then please call the helpline.

Smith, Aaron(#158625)	12/02/1987
Smith, Aaron(#159624)	12/02/1987

Call the Multnomah County
ServicePoint Helpline

There are several steps that need to be completed to combine these records, and you can refer to them in the June 2010 issue of TalkingPoint. Remember to contact the ServicePoint team with the Client IDs to ensure that you are eliminating data from the correct account.

Please contact the helpline if you see duplicate clients in the system and we will walk you through the steps.

Dear Dorothy

Dear Dorothy,

I made a mistake on my client's name. Do I need to delete the client and re-create her with the correct name or can you fix it? Misnamed

Data Helpline

503-970-4408

Fax

503-988-3332

Email:

ServicePoint@multco.us

Dear Misnamed,

You should not re-create the client in ServicePoint! You can actually change the name yourself in the Client Profile tab. Make sure this is your client and then click on the pencil next to Client Record and you can edit the name of the client or change the Social Security Number Data Quality Question (required for all housing-related programs).



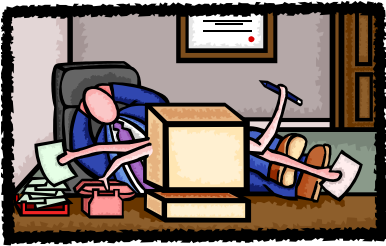
Dear Dorothy,

I was entering my data and when I went to answer a question, I clicked on the pull down menu and the only option is 'Select', am I missing something? Missing Its Answer

Dear MIA,

Try clearing everything in your browser history (e.g. your temporary internet files, cookies, cache and etc). That will usually resolve the issue. If not, contact the Multnomah County ServicePoint helpline at servicepoint@multco.us

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 December 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 Classes are **Friday Dec 9th and Friday Dec 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

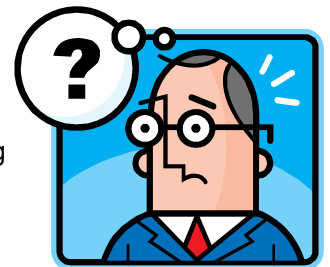
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday December 12th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email ServicePoint@multco.us for your chance to win. Give it a try and get your coffee (or tea or hot chocolate) buzz on!!! All the answers can be found in each of the articles in this newsletter.

Pop Quiz

1. What is the contact information for the Multnomah County ServicePoint Helpline?
2. What should you do if you are encountering difficulties or notice errors when you are doing your data entry for ServicePoint?
3. What is the new question in the SSSSES and YGPS Entry?

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

1. Simply click on the pencil next to _____ and you can edit the name of the client or change the Social Security Number Data Quality Question (required for all housing-related programs).
2. You MUST still change your Enter Data As provider to your _____ provider BEFORE entering ShelterPoint data.
3. The ServicePoint _____ is no longer required in ServicePoint.



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

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