TalkingPoint

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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MULTNOMAH COUNTY

For Your Information
By Sherry Yan

RISK FACTORS

Staff who enroll youth into the Services for Educational Success (SSSES) program and Youth Gang Prevention Services (YGPS) program must select whether or not the student has any risk factors that could impact academic success. If the student has risk factors, you must specify which risk factors. Please specify **all** risk factors that are applicable to the client. Specifying risk factors assists us with our data evaluation and gives us a better picture of the issues that young people deal with.

SUN Community Schools must select whether or not the student has risk factors, and is required to specify what the risk factors are. Some agencies may still require SUN schools to specify what the risk factors are for their own internal data collection. Please check with your supervisor for your agency's policy.

ART UPGRADE

Users with ART licenses may have noticed that the list of providers in Multnomah County ART reports is no longer in alphabetical order. This is a result of a recent upgrade from Bowman.

Remember that all Multnomah County provider groups begin with 'DSCP.' You are able to search for provider groups in the field next to the binocular icon. Simply type in 'DSCP' in the search field and click the binocular icon and you will only see Multnomah County providers, which all begin with DSCP.
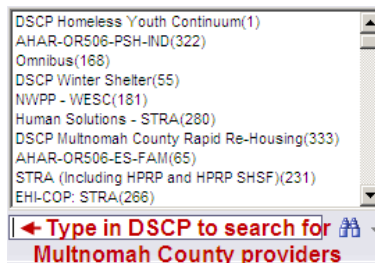
SUN (QUARTERLY) PROGRESS REPORT

Users at SUN Community Schools may have noticed that the provider group for this report has changed as a result of the recent ART update. Most SUN CS reports use the provider group 'DSCP SUNCS (FY11) (307)'; however we have recently had to change the provider list to the list of individual schools. You should still run this report in the same manner as before, but instead of selecting DSCP SUNCS (FY11)(307), you will now select the individual name of the school you are running the report on.

SUN Community School Supervisors—you must continue to run the report in the same manner as before this change. Remember to change your provider in ART by clicking the upper right hand purple link and changing your provider to the school you are running the report for. Then click on the SUN Quarterly Progress Report and enter the prompts, only select the name of the school instead of the DSCP provider. You may still need to filter for the specific school. You can also refer to the October 2010 TalkingPoint which discusses this report in more detail.

Please feel free to contact the ServicePoint helpline for further information.

ENTRY TYPES

Multnomah County uses only two types for Entry/Exit type:

- Basic Entry/Exit

- HUD-40118

Any Multnomah County program that provides housing or housing related services uses the HUD-40118 type. All other programs us the Basic Entry/Exit type. APCM does not provide housing services directly, but these services may be provided by another program (i.e. STRA) for these clients so they are a basic entry type. Please contact us if your program has been using a combination of Basic and HUD because your clients are not being reported correctly.

Entry/Exit
By Sherry Yan

Entries in the Entry/Exit section of ServicePoint let us know that your client is enrolled in your program and this is where you enter your client's demographic information.

SINGLE ENTRY PER PROGRAM

A client should only have **ONE** active entry into your program at any given time. If a client has an entry date and there is no corresponding exit date, then your client does not need another entry.

Entry Date	Exit Date
01/25/2011	

If a client has a previous entry into your program and exited your program and has since returned for services, you will need to create a new entry.

Entry Date	Exit Date
01/25/2011	
01/01/2004	02/01/2010

DUPLICATE ENTRIES

If a client has two <u>open</u> entries into your program at any given time, the entry with the most recent date (the duplicate entry) needs to be deleted (unless the older entry should have an exit date).

Entry Date	Exit Date
06/25/2010	
03/07/2010	

Needs to be deleted

Just click the trash can on the far left hand side, next to your program name to delete the duplicate entry.

Program
Click trash can to delete

The information entered in an entry is a snapshot of the client's situation on that date and does not need to be updated. For instance, if your client entered your program on March 7th and did not have health insurance, and then started to receive health insurance later, you should not update that information. The entry data is specific to the entry date.

ADDING SOMEONE TO AN EXISTING ENTRY

If you need to add people to a household that already has an entry into your program, be careful not to create a duplicate entry for those who already have one.

To add a new household member to an existing entry, simply add that person to the existing household. Then click on the pencil next to the entry date for the head of household (or other member with an existing entry). At the top of the screen, beneath the list of those included in the entry, you will see a pull down menu with a list of household members who are not included in this entry. Simply select the household member you wish to add to the entry, and then click the "Add Related Entry/Exit" Button to the right of the pull down menu.

Name	Entry Date
▶ Test, Just A, Sr	03/07/2011
-Select-	03/0

-Select-
(Household #109203) just Testy

Add Related Entry/Exit

Dear Dorothy

Dear Dorothy,

I work at a SUN Community School and I entered into ClientPoint some adults who came to my Holiday Decoration activity. I didn't have any demographic information for them and now my data quality report shows that I have all of this missing data. What can I do?

Seeing UnKnowns

Data Helpline	Fax
503-970-4408	503-988-3332

Email:
ServicePoint@multco.us

Dear SUN,

Remember there are two types of activities: enrollment events and non-enrollment events. At enrollment events (even if they are one time enrollment events), you are required to collect demographic information on <u>each</u> person that attends for both youth and adults. Non-enrollment events, however, do not require you to collect data on each individual; instead you enter the total number of people who attended your activity, broken down by age (youth or adult) and race.

Your options now are to either change your activity to a non-enrollment event and participants will no longer show up as missing data or you can collect and enter the demographic information on everyone who attended your activity.

If you are entering data for the adults in enrollment activities, remember to collect the following demographic information on them in addition to their name: date of birth, gender, race, ethnicity, and primary language.

Got a question for Dorothy? Send it to 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 April 11th** 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 Apr. 8th and Friday Apr. 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 March 28th 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 must be done if a client has duplicate entries?
2. Which program(s) must specify risk factors for clients, and which do not need to specify risk factors?
3. What is the difference between a non-enrollment event and an enrollment event?

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

1. A client should only have ____ active entry into your program at any given time.
2. Please specify ____ risk factors that are applicable to the client.
3. Remember that all Multnomah County provider groups begin with ____.

Visit us on the Web for **Forms, Training Calendar, Manuals, Updates** and more!
http://web.multco.us/sun/servicepoint