

TalkingPoint

VOLUME 3

ISSUE 8

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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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 14th** 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 March 11th and Friday March 25th**. 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.



DCHS SP Data Team

Dorothy Carroll
Kathy Knapp
Maria Lamb
Sherry Yan
Peggy Samolinski

Newsletter Editor
Sherry Yan

PCDS Update

We have updated our exit screen for PCDS to include a question about immunization status at exit. In addition to completing the child supplemental assessment during a child's enrollment in PCDS, you will also have to include their immunization status at the time of exit. This change is retro-active to July 1 2010. Any children exited since 07/01/10 will need to have this question answered at exit. You may select: 'Yes; Up-to-date'; 'No; Not up-to-date'; 'Exempt'; or 'Unknown'. If you have any questions, please do not hesitate to contact the ServicePoint helpline.



MULTNOMAH
COUNTY

ServicePoint Superstar



We have selected Merrill Sturgill of Mount Hood Community College to be the ServicePoint Superstar of February. Merrill works for the Parent and Child Development Program. Merrill performs all of the ServicePoint data entry for her program. Merrill was nominated by her supervisor for her data completeness and for keeping client services up to date in ServicePoint. As of last month, Merrill was not missing any data elements.

If issues arise with ServicePoint, Merrill works with the ServicePoint team to resolve the issue. Merrill's supervisor says that 'we are very proud to have her as our Program Assistant.'

Great job Merrill! We appreciate your hard work.

If you know of someone who should be the next ServicePoint Superstar, please tell us!

What Makes a ServicePoint Superstar?

- ⇒ Meeting deadlines for data entry and clean up.
- ⇒ Asking questions, offering suggestions, providing constructive comments.
- ⇒ Using resources wisely: reading the manual and emailing or calling the ServicePoint Helpline when questions arise.
- ⇒ Having a positive attitude about ServicePoint, and encouraging the same in others!

Dear Dorothy

Dear Dorothy,

I am entering a client into ServicePoint and I noticed that the question 'Is client a Chronically Homeless Single?' is gone and instead it says 'Is Client Chronically Homeless?' How do I answer this question and do I need to make any changes to my old clients?

Am I Chronically Homeless?

Data Helpline

503-970-4408

Fax

503-988-3332

Email:

ServicePoint@multco.us

Dear Chronically Homeless,

Good eye! This question has been changed in keeping with the expanded definition of chronically homeless. You no longer must be a single individual to be chronically homeless and thus we have removed the word single from the question. The change is effective immediately and you do not need to retroactively change any answers for clients you have already entered.

The answer is yes if the client meets 3 conditions:

- The individual is 18 years of age or older
AND
- has a disabling condition
AND
- has lived in a place not meant for habitation/safe haven/emergency shelter for more than consecutive year OR 4 separate episodes of homelessness in the last 3 years .

