TalkingPoint

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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MULTNOMAH COUNTY

Important Reminders
By Sherry Yan

HALF YEARLY REPORTS

Happy New Year everyone!

The start of the new year means that we have made it through half of Fiscal Year 2011.

The Multnomah County ServicePoint Data Management team requires that all data for the first half of the Fiscal Year (July 1 2010 to December 31 2010) be entered into ServicePoint by January 15th 2011. Please also note that your agency may require you to enter your data into ServicePoint before this deadline for internal agency review. Please check with your supervisor if you have a question about internal data entry deadlines.

Half Yearly reports will be run after the January 15th data entry deadline. Make sure that your data is entered and accurate in ServicePoint.

HOUSING SERVICES

Multnomah County housing services are no longer entered as a service transaction in ServicePoint. Multnomah County housing services are now entered in ShelterPoint. This only affects the housing portion of the program. Clients must still be entered in the original main provider in addition to ShelterPoint. Clients are first entered into ServicePoint in the main provider with their demographic information, other non-housing services (such as case management) and exit and program outcomes. If a client receives housing (including any shelter and transitional housing), they must have a 'Date In' in ShelterPoint **in addition** to any entry in the main provider. When a client is no longer receiving housing services, the client must be given a Date Out in ShelterPoint. When the client no longer receives any services (i.e. case management) then they also need to have an exit date in the main provider.

To view who is currently receiving housing services, change your provider to your ShelterPoint provider. Click on the green ShelterPoint tab. If you have only one bed list, you will see everyone currently receiving housing in your program—provided of course that you are up to date on your data entry. If you have more than one bed list, simply select the bed list of interest to see who is receiving housing.

As of July 1st 2010, HUD Family Futures no longer enters transitional housing (dollars or nights) in ServicePoint. Clients simply receive a 'Date In' and 'Date Out' in ShelterPoint. Clients who receive transitional housing dollars will need both an entry into HUD Family Futures and into your agency's HUD FF ShelterPoint provider. Please call the helpline if you have any questions

SUN COMMUNITY SCHOOLS AND DATE OF BIRTH

Please remember that a student's date of birth needs to be entered into ServicePoint. Please do not enter a fake or approximate date of birth if you do not know a student's date of birth. Please ask the student or the student's parent for the date of birth. A date of birth of January 1 (01/01) should not be entered for students unless their legal date of birth is January 1st.

A student's date of birth, like their eSIS number, is used to help identify students and assist our data evaluator in tracking the progress that SUN students are making.

While we have made exceptions for adults enrolled in SUN Community School activities, the dates of birth for school-age participants should be entered correctly. Please enter a student's correct date of birth.

Helpful Reminders
By Sherry Yan

NEW MULTNOMAH COUNTY WEBSITE

Multnomah County has moved their website and the new Multnomah County ServicePoint informational website can be found at:

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

The same information that was on the old website can now be found at the above URL. The current edition of TalkingPoint, as well as several old editions, can be found on our website. You will also find a monthly calendar with our training schedule and important data entry dates and office closures. Also available on our website are various forms, such as requesting a new user account or a privacy notice.

Visit the site and let us know what you think.

We're Here to Help
By Sherry Yan

ServicePoint can be tricky for many of us. There are a lot of aspects that can be confusing and if steps are taken in the wrong order or missing altogether, ART reports may not be accurately reflecting your work.

If you have any questions regarding data entry or reports, never hesitate to contact a member of the ServicePoint data management team. You may also telephone the Multnomah County ServicePoint helpline at (503) 970-4408 Monday through Friday 8AM to 4:30PM. If no one is available, please leave a voice message and your call will be returned promptly. You may also email the helpline at

servicepoint@multco.us.

If you would like a refresher in any aspect of ServicePoint or make sure you are up to date on proper Service-Point data entry, please contact the helpline and a member of the team would be more than happy to schedule an appointment with you.

Upcoming office closures
By Sherry Yan

There will be an upcoming office closure next month.

We will be closed on :

- Monday February 21st 2011

If you have any reporting needs, please allow ample time for processing when you submit your request.

Please feel free to email the helpline and we will respond promptly once our offices open:

servicepoint@multco.us.

Dear Dorothy

Dear Dorothy,

I work within a program where my clients are youth. Almost all of my clients live at home with their parents and I have been entering their Residence Prior to Program Entry as Staying with Family permanent tenure. Someone told me that was wrong. What should the answer be?

Parents Are Family

Data Helpline	Fax
503-970-4408	503-988-3332
Email:	
ServicePoint@multco.us	

Dear Parents,

Parents are indeed family, but this question relates more to the **type of housing** your kids live in, *not who they live with*. What type of housing was this youth living in when s/he entered the program? Common types of housing for youth programs include 'Rental by client' (there are separate choices for with or without subsidy) and 'Owned by client' (again, with or without subsidy). If the youth lives in housing that is owned without a housing subsidy, the correct answer for the residence prior question is 'Owned by client, no housing subsidy.' If the youth lives in a rental with Section 8, the correct answer for this youth is "Rental by client, with other (non-VASH) housing subsidy.' Choose whatever answer best fits your client's housing type, whether that be Foster Care, a place not meant for habitation, or a rental.

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 February 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 and come enjoy a Valentine's Day chocolate while you enter in your ServicePoint data!

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 Feb. 11th and Friday Feb 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.

ServicePoint Mind Tickler

Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday January 31st 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. How can you contact the Multnomah County ServicePoint helpline?
2. How can you view who is currently receiving housing services in ShelterPoint?
3. What is the residence prior question in program entries asking for?

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

1. Multnomah County has moved their website and the new Multnomah County ServicePoint informational website can be found at: _____
2. Half Yearly reports will be run after the _____ _____ _____ _____ _____.
3. Please enter a student's _____ date of birth.

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