

# TalkingPoint

VOLUME 3

ISSUE 5

DEPARTMENT OF COUNTY HUMAN SERVICES  
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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### DCHS SP Data Team

Dorothy Carroll  
Kathy Knapp  
Maria Lamb  
Sherry Yan  
Peggy Samolinski

Newsletter Editor  
Sherry Yan



MULTNOMAH  
COUNTY

## Helpful Reminders

by Sherry Yan



### TRAINING

We offer two regularly scheduled training sessions a month on Friday mornings. The calendar can be found on our website:  
[www.co.multnomah.or.us/servicepoint](http://www.co.multnomah.or.us/servicepoint)

A reminder to **supervisors**: we request that new users have actual client data to enter during their training. This provides a hands-on training and ensures that users get the most out of training. Training is most helpful to new staff after they have had enough time in their new position to have obtained actual client data. This allows users to delve into the nuances of data entry, and how data entry directly relates to the questions that need to be asked at client intake.

All requests for a new license must be signed by a supervisor or manager at the agency requesting a new license.

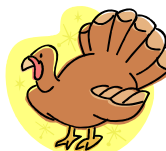
### TEST CLIENTS/ DATA

Please remember that only actual clients who are being served by your agency should be entered into ServicePoint. Test clients should never be created in ServicePoint nor should anyone who is not eligible for services or anyone who does not receive services be entered into ServicePoint. Please do not ever enter test or fake data.

## CHILDREN'S LEVY ART REPORT

Many SUN Community Schools and their supervisors have inquired regarding the Children's Levy report found in ART. Please note that there are **only 7 SUN CS** that receive funding directly from the Children's Levy. This report is meant for those 7 schools. If your school is not included in the report prompt, you are not a Children's Levy funded SUN Community School. Many SUN Community Schools have a specific activity or two that is offered by an activity partner that receives funding from Children's Levy. This does not make you Children's Levy funded SUN Community School. The Children's Levy ART report is a specific report run at the end of the school year for the 7 Children's Levy schools. It is not a report that is run to obtain reporting data for your activity partners who may be funded by the Children's Levy.

If you need specific data for one of your activity providers, please feel free to call or email the ServicePoint helpline with the specific data that you need to obtain. We can either direct you to the appropriate report or see if it is possible to have a report written for your specific needs. Please keep in mind that a request for a new report can take a couple of weeks to complete. Often we are able to provide a report earlier than two weeks but cannot guarantee it.



## EXIT DATE

The exit date and the last date of service should be the same date. There should not be a significant gap in services between the date of the last service provided and the exit date. For example, if you provided the last service to a client in May 30th 2010, your exit date should not be November 2010. The exit date should be May 30th 2010 and the exit questions should be answered as if it were May 30th.

Conversely, if your exit date is 11/24/10, your last service should not be 11/30/10. Your last date of service should be 11/24/10.

## SCHOOLS

Many programs are required to enter the specific school that a school-age person is attending. Please keep in mind that this is the current school the student is attending, that is, the school the student is attending on the entry date. Please only pick 1 school.

Also please keep in mind that there are many schools which are K-8 schools. Before typing in the name of the elementary or middle school the child is attending in the Other field, make sure it is not listed in the pull-down menu for k-8 schools. For example, if the student is in the 3rd grade at Lent, you will not find Lent under Elementary schools because it is a K-8 school. Please do not type in Lent in the Other field for elementary schools.

## Helpful Reminders (Continued)

By Sherry Yan

### HOUSING OUTCOMES

Most programs that have a housing component have an assessment to track housing outcomes. The DSCP housing outcomes assessments are begun when a client exits from housing—this is the same date as their Date Out from ShelterPoint.

The purpose of the assessment is to track how well clients are able to maintain their housing once they leave the program. All Multnomah County programs who provide housing or shelter use ShelterPoint to track those services. Multnomah County uses ShelterPoint Date In and Date Out to track who is being served with housing at any given time. The City of Portland uses the housing outcomes assessment to track who is receiving housing at any given time. Please make sure you know who is in charge of data management for the program you are providing housing for and what the data entry requirements are.

If you are uncertain regarding how to enter housing outcomes, please feel free to contact the helpline for instructions or to be directed to those in charge of your data management.



### HELPLINE

In case you weren't aware, Multnomah County maintains a telephone number (503) 970-4408 and email account to answer questions from you—our users.

We make every attempt to make sure that a member of the data management team is available from 8am to 4:30pm Monday through Friday to answer questions. There will be times, such as team or division meetings, when no staff are available to reply to inquiries. Messages left on the voicemail and emails will be returned as promptly as possible. If you don't receive a response, never hesitate to contact the helpline again to check on our progress resolving your issue.

If you need your password reset, you can call the helpline. If you need a report run, email the helpline. Remember, we're here to help you.

You are always free to contact individual members of the team, however the helpline serves as a centralized available contact point for assistance.

## New Email Addresses

By Sherry Yan



Multnomah County has recently changed its email provider. One result of the change that occurred in October 2010 is that we now have shorter email addresses.

Multnomah County email addresses will no longer end in @co.multnomah.or.us but now end in @multco.us. The part of the address before @ remains the same.

There will be a grace period where staff will still receive emails sent to the old address. Please update your address books with the new email address.

The new ServicePoint email is [ServicePoint@multco.us](mailto:ServicePoint@multco.us).

If you have individual members of the data management team or your program development specialists in your address book, please update their email addresses with the new ending.

### Upcoming Change . . .

For everyone, except SUN Community Schools, you will soon notice a small change in the entry screen for clients. There will be a slight re-arrangement of questions to accommodate new HUD requirements. Look for more details in the next TalkingPoint. Stay Tuned.

## Dear Dorothy

Dear Dorothy,

I am a supervisor who oversees several SUN Community Schools. When I go into Activity Point and am entering data as a specific school, I still see activities for other schools. What is going on?

Seeing UnNecessarily

Data Helpline

Fax

503-970-4408

503-988-3332

Email:

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

Dear SUN,

Unfortunately there is a glitch in Activity Point.

Regardless of whether you are signed in to enter data at the agency level or at a specific school level you will see the activities for **every** school you have access to in ServicePoint (please do not ever enter data at the agency level, data is always entered at the school level.) This is true not only of supervisors, but anyone who has access to multiple schools. It is imperative that if you have access to multiple schools, you click on the activity name to see which school the is providing the activity.

Got a question for Dorothy? Send it to [ServicePoint@multco.us](mailto: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 13th** 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:

[www.co.multnomah.or.us/servicepoint](http://www.co.multnomah.or.us/servicepoint)

Our next scheduled ServicePoint New User Class is **Friday Dec. 10th**. 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 Friday November 26th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email [ServicePoint@co.multnomah.or.us](mailto:ServicePoint@co.multnomah.or.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. When should new staff receive ServicePoint training?
2. Who should be entered into ServicePoint?
3. When are Multnomah County housing outcomes assessments begun?

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

1. Please note that there are **only** \_\_\_\_ **SUN CS** that receive funding directly from the Children's Levy.
2. The exit date and the last date of service should be \_\_\_\_ \_\_\_\_ \_\_\_\_.
3. The new ServicePoint email is \_\_\_\_.

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

<http://www.co.multnomah.or.us/servicepoint>