TalkingPoint

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MULTNOMAH COUNTY

Fiscal Year 2011 Updates
by Sherry Yan

NEW RISK FACTORS

We have recently added several new risk factors (at user request) for those in the **SSSES** and **YGPS** programs who must specify Risk Factor Type for their clients. (**SUN Community Schools** also identify students with risk factors, but they are not required to specify the type.) We are currently discussing additional factors to be added to the list—please feel free to contact us if there are risk factors affecting your clients not on the current revised list. The question to ask yourself when identifying risk factors is: "Does this student have this risk factor, regardless of its affect on the students academic performance?" For example, academic performance is not always impacted for every student in foster care, but it is still considered a risk factor. So you would answer yes in ServicePoint.

Behavioral Issues
Delinquent Behavior New
English not Primary Language
Family Issues: Alcohol & Drugs
Family Issues: Criminality   new
Family Issues: Discord
Family Issues: Domestic Violence
Family Issues: Mental Health
Foster Care
Gang Involvement (or Risk of)
Homelessness
Individualized Education Program (IEP)
Mental Health   New
Poor Academic Performance
Poor Class Attendance
Poverty
Substance Abuse
Suspension/Expulsion
Teen Pregnancy

SUN COMMUNITY SCHOOLS

1. ART REPORTS

As many of you may have noticed, we have begun the process for changing the default provider for most SUN Community School (SUNCS) ART reports — all applicable reports should be updated by November 1st. Previously, you simply selected the name of your school at the report prompt. This year, reports will run as provider group "DSCP SUNCS (FY11) (307)." This provider group includes every current SUNCS in Fiscal Year 2010-11.

Begin Activity Start Date: : 7/1/2010 12:00:00
Provider Group: : DSCP SUNCS (FY11)(307)
End Activity Start Date: : 7/1/2011 12:00:00 A

Note that if you change the DSCP SUN CS (FY11) provider group at the report prompt, your report may not include the correct data!

For most users, reports will only display your individual school's data. If you are a supervisor for several schools and would like to see only one school, first change the name of your parent provider in the upper right corner of the screen:

portland_live: username
Agency Name - SP
Click here to change providers

Then select the desired school in the Activity Provider list at the top of the report:

Analysis context: Activity Provider (All values)
Select the name of the school you want data for

2. DISABLING CONDITION

Multnomah County is no longer requiring SUN Community Schools to specify whether students have a disabling condition. However, you will still see it at the bottom of the Entry screen with a note indicating that it is for historical reporting only.

ANTI-POVERTY CASE MANAGEMENT

Last year, every adult in a household had to answer the Case Plan Goal questions for APCM at exit. Effective July 1, 2010, these questions only need to be answered in the Head of Household's record, on behalf of the household as a whole. For example, if one or more members of the household had a particular goal in their case plan, (i.e. income self-sufficiency), and at least one achieved their goal, you would select "Achieved Goal" in the Head of Household's exit record. Similarly, if one household member made progress toward a goal, and one did not, select "Progress Made Toward Goal". As long as one person achieved or made progress, the whole household is considered to have achieved or made progress toward a given goal.

Fiscal Year 2011 Updates (cont.)
by Sherry Yan

HOMELESS YOUTH CONTINUUM

Effective October 1, 2010, users in the Homeless Youth Continuum (HYC) will notice that the Assessment section has changed, and there are new Exit questions.

The 'DSCP HYC Initial Assessment' has changed to 'DSCP HYC Assessment and Assertive Engagement'. We will track the history of assessments a client receives rather than the very first assessment after the first Entry into ServicePoint. Click the 'Add' button next to Assessment History to add the date the latest assessment occurred, and at which agency. Below the Assessment History is also the Assertive Engagement History. This is a new assessment to track each time a client begins the Assertive Engagement process. Click the 'Add' button next to Assertive Engagement History to add the latest Assertive Engagement Date, as well as the agency.

The exit questions in Section IV have also changed for HYC effective October 1st. All clients exiting HYC must answer Client Status at Exit in Section IV —whether they were an Assertive Engagement client or they only received basic services. Clients who were assertively engaged must answer an additional ten exit questions: the first seven are regarding their experiences during enrollment, and the last three pertain to the time of exit.

Again, changes to HYC are effective from October 1, 2010. All clients assessed, engaged, and/or exited from October 1st on are required to have this data in their records.

SSSES

As a reminder, only students who participate in case management are required to answer the case plan goals at exit. This was also the case in fiscal year 2010.

ALCOHOL, TOBACCO AND OTHER DRUG SERVICES

Effective July 1, 2010, there are changes to the Entry and Exit questions for ATOD. Section IX in the Entry now contains several questions pertaining to the week before a youth entered the program.

Section III of the Exit also includes those same questions regarding the week prior to exit, and any referral for treatment.

Remember, anyone entering or exiting ATOD since July 1, 2010 must have these questions answered.
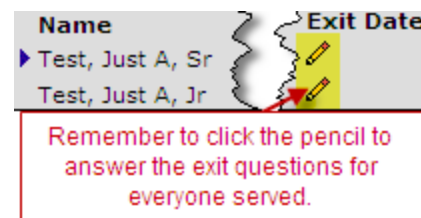

PCDS

As of July 1, 2010, there is a new question at PCDS Exit for the Head of Household, as well as new questions to be answered for each child who received services, in addition to the four parent survey questions already asked of adults.

In the Exit, all adults will continue to answer Section I (which is the same as it was in FY 10). The four parent survey questions are still in Section VI, but now there is an additional question for the Head of Household, as well as a new section for children. Please note, every child served in the program must have answers to the appropriate questions in the children's section.

You must remember to answer the applicable questions for <u>every adult and every child</u> served. Remember to click on the pencil next to the exit date to answer the appropriate questions for each adult and then the appropriate questions for each child.

Services in PCDS should continue to be entered into ServicePoint as they were last year. If you entered all services under one person, for the specific clients who received the services, or attached services to everyone in the household, you can continue to do so. Services will still be counted appropriately in ART reports.

ServicePoint Superstar

ServicePoint Superstar

Janet Harayama
New Avenues for Youth

October 2010

We have selected Janet Harayama at New Avenues for Youth, to be the ServicePoint Superstar of October. Janet is the Quality Assurance Specialist at NAFY, and she has become extremely knowledgeable in ServicePoint data entry and clean up since joining New Avenues in February.

Janet works hard to make sure ServicePoint data entry is correct, and completed in a timely manner. She takes the time to review her agency's internal client database to ensure that every client receiving services is en-

tered into ServicePoint. If Janet notices inconsistencies or issues, she does not hesitate to contact a member of the data management team to troubleshoot the problem. Janet requests reviews or refreshers when necessary to ensure that she and her agency are entering data properly.

Way to go Janet! We appreciate your hard work and positive attitude.

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.

⇨ Using resources wisely: reading the manual and emailing or calling the ServicePoint Helpline when questions arise.

⇨ Asking questions, offering suggestions, providing constructive comments.

⇨ Having a positive attitude about data collection, and encouraging the same in others!

ServicePoint Training and Assistance

New User Training

You will always find the ServicePoint Training Calendar on our website: www.co.multnomah.or.us/servicepoint

Our next scheduled ServicePoint New User Class is **Friday Nov. 12th.** 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.
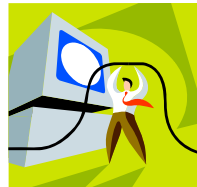
ServicePoint Mind Tickler

Be the first one to email all the correct answers (both the Pop Quiz and the Fill In the Blank) to ServicePoint@co.multnomah.or.us and win a **$5 gift card to Starbucks**. 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. Name 3 updates that were made to ServicePoint in Fiscal Year 2011. Were any updates applicable to your program (please state your program)?

2. What is the default provider group when running an ART report for SUN schools?

3. You are conducting an intake on a Kuwaiti woman and she is seeking guidance on what race to select. What would you tell her?

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

1. Please do not use staff observation to select a ____ ___ or ___ or responses to other questions.

2. Remember to click on the ___ next to the exit date to answer the appropriate questions for each adult and then the appropriate questions for each child.

3. Make sure that you are changing your effective date (it needs to be the ——— —- as the ——— you run the report), as well as selecting the right Begin and End dates

Visit us on the Web for **Forms, Training Calendar, Manuals, Updates** and more!
http://www.co.multnomah.or.us/servicepoint

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 November 8th** 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!

Race and Ethnicity
By Sherry Yan

All clients must have an answer in their ServicePoint Entry for Race and Ethnicity (Hispanic/Latino). These answers must be self-reported—whatever race or ethnicity the client identifies as their race or ethnicity is what should be entered into ServicePoint. Please do not use staff observation to select a client's race or ethnicity or responses to other questions. Please remember that race and ethnicity are two distinct questions in ServicePoint.

If a client does not identify with one of the five ServicePoint race categories, then you may select 'Other' as the race. For clients who do not wish to disclose their race, you should select 'Refused.' If a client does not know their race, select 'Unknown.' To assist you, we have listed the HUD definitions for each race in the next column, which are used in ServicePoint to define race and ethnicity for all programs.

American Indian or Alaska Native:
A person having origins in any of the original peoples of North, Central and South America, and who maintains tribal affiliation or community attachment.

Asian:
A person having origins in any of the original peoples of the Far East, SE Asia or the Indian subcontinent (i.e. Malaysia or Pakistan).

Black or African American:
A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander:
A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.

White:
A person having origins in any of the original peoples of Europe, the Middle East or North Africa.

Hispanic or Latino:
A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture of origin, regardless of race.

Please remember that 'Hispanic or Latino' is not a race, it's an ethnicity. You must answer race as well as Ethnicity for each Hispanic/Latino client.

Dear Dorothy

Dear Dorothy,

I want to run a report to check how I am doing on my outcomes for the first quarter to make sure I am getting off to the right start. However, I get weird numbers when I run my program's Outcome Report. What is going on? How do I make sure I am on track for this year.

Starting Off Ahead and Right

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

Email:
ServicePoint@co.multnomah.or.us

Dear SOAR,

If you are a SUN Community School, then your SUN Quarterly Progress report is available to you currently. Make sure that you are changing your effective date (it needs to be the same date as the date you run the report), as well as selecting the right Begin and End dates.

If you are not a SUN Community School, an outcomes report should be available to you by the end of November. Please remember that each fiscal year, outcome reports must be updated for each program. Reports for the current fiscal year will be located in "FY11" in the "SCP Program Outcomes" folder. Look forward to our announcement in TalkingPoint when these reports are ready.

Got a question for Dorothy? Send it to ServicePoint@co.multnomah.or.us.