TalkingPoint

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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MULTNOMAH COUNTY

Did you know?
by Sherry Yan

CLIENTS IN DIFFERENT PROGRAMS AT THE SAME AGENCY

Have you ever been referred a client from a program at your agency, who you know is in ServicePoint, but you can't see them? Did you know that you can contact the ServicePoint team and we will make the client visible to you?

For example, say Eric Gotts, was enrolled in Parent and Child Development Services at your agency a few years ago. He is now enrolled in school, yet is struggling academically and his former PCDS parent educator asks you in the SSSES department if you can work with him. You search for Eric (and any Gotts) to no avail and just cannot find him in Service-Point. You know that Eric is in ServicePoint, but you can't find him. Eric was entered into ServicePoint before users could see clients in different programs at the same agency. If Eric had been created recently, you would be able to add your data to Eric's existing account. Call or email the ServicePoint helpline and we will modify Eric's account so that you are able to see Eric's account and add your data.

SERVICES
*Remember, SUN Community Schools do not enter any Service Transactions into ServicePoint, rather they enter and track Activities and attendance!

Did you know that there are 3 ways to view the service transactions page? The displays are: Needs, Services, and All.

Display Needs is the default view when you first sign onto ServicePoint and enter the Service Transactions Page. It simply displays the need. Remember, Multnomah County reports services, not needs. But because ServicePoint requires a need a client is given a need only once for an entry into a program and it is always basic.

To enter the first service, click the Add Need/Service button and you will create the need and the first service at the same time.

ONLY click this button when entering the first service in your program

While creating more than one need is not wrong, it can clutter up your screen. Also, if you start attaching services to random needs, your services will no longer be in chronological order.

(Note: Display All View)

To add additional services, just click the pencil next to the need for your program. Just skip down to the **Service** section:

Click the pencil to add additional services

Do not change the need information, just enter the new service information. Services can be summed and entered for the entire month.
Remember that every service must have:

- A start date (the last day of the month services were provided)
- Blank end date
- The staff providing the service (if you do not see the name on the list, contact the ServicePoint team)
- The Provider-Specific service (the type of service, i.e. case management)
- Number of units (round hours to the nearest 0.25)
- Type of unit (hours or dollars)

Did you know you can view a list of the services entered for a client in ServicePoint?

To view a more detailed list of service transactions entered for a client, click the Display Services button.

Displays the need and the services attached to the need — Displays service information

The Display All button will show each need followed by all the services attached to that need.

HOUSING ASSESSMENTS
Did you know that housing related follow-up assessments must be begun at time of placement into housing or shelter? Questions pertaining to placement (type of placement, reporting program, etc) and placement dates must be answered at housing placement. Follow up questions will be answered at follow up due dates.

ServicePoint Superstar

S   **ServicePoint Superstar**

   Tiffany Tucker
   Insights

   September 2010

We have selected Tiffany Tucker at Insights, a program of Janus Youth, to be the ServicePoint Superstar of September. Tiffany works in the Home-Safe program, helping pregnant teenagers with housing.

Tiffany is extremely knowledgeable in ServicePoint data entry and works hard to get her ServicePoint data entered, done correctly and in a timely manner.

If Tiffany has any questions regarding new data entry procedures, she does not hesitate to contact a member of the data management team.

If issues arise with ServicePoint, Tiffany works with the ServicePoint team to resolve the issue.

Great job Tiffany! We appreciate your hard work.
If <u>you</u> 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 ServicePoint, 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 Classes is **Friday Oct. 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, getting data entry done, 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 to ServicePoint@co.multnomah.or.us and win a **$5 gift card to Starbucks**. Give it a try and get your coffee (or tea) buzz on!!! All the answers can be found in each of the articles in this newsletter.

Pop Quiz

1.   What do you do if you know a client is in ServicePoint but you cannot see their account?

2.   What is included in the user agreement you sign when you receive your ServicePoint account?

3.   When are housing related follow-up assessments begun?

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

1.   Did you know that there are 3 ways to view the service transactions page? The displays are: _____, ____ and ____.

2.   Please do not check programs the person will not be entering data as. Each program has _____ _____ _____ requirements.

3.   Remember, Work Sessions are all morning on the _____ _____ of the month and are on a first come first serve basis.

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

ServicePoint Licenses
by Sherry Yan

To log onto ServicePoint, you must have a license and be issued a username and password. In order to run reports, you must be issued an additional ART license. Licenses are requested by a supervisor or manager at your agency. Licenses are provided at no cost to your agency—however they are NOT free. Multnomah County (or the City or Portland) pays for each and every license (and an additional charge if you have an ART license).

We highly encourage those who need to enter data on a regular basis or are responsible for an agency's data quality to request and use their ServicePoint licenses.

DO YOU NEED A LICENSE?
Do you have an extremely small case load ?

Do you have a case load of only one or two clients at a time? Then you may not want to have a ServicePoint account. Data must be entered into ServicePoint in an exact way otherwise it will not report correctly. In these cases it is better to ask a colleague in your program who enters data into ServicePoint on a regular basis to enter your data. Users who enter data on a consistent basis are less likely to make mistakes that cause clients to not show up on reports. Use their expertise!

Do you only need to enter data once or twice a year?

If you enter data infrequently, chances are that you are helping out a program that has other people entering their data throughout the year. Why not come to a work session where you can have a member of the ServicePoint team enter data alongside them? If you only enter data on rare occasions, you will miss updates on data entry procedures and be unaware of changes made to ServicePoint. By having your data entry personnel come to a work session you'll be able to have data entered by people who are familiar with ServicePoint and the latest updates.

Please consider having regular ServicePoint staff attend one of our **monthly** work sessions instead of requesting a license for someone who will only use it once or twice a year. Take advantage of the experience of the ServicePoint team! If you have a strong need for data entry help, please feel free to contact the ServicePoint team and we will do our best to find a way to meet your needs.

Are you a supervisor who does not do any data entry?

Was the last time you signed into ServicePoint several months ago or even longer? Do you only sign on a couple of times a year to run reports? Does a staff member you supervise also have an ART license to run reports? Then you may not need a license. All ART reports can be saved in either PDF format or as an Excel spreadsheet. Your staff, who are knowledgeable in running reports and the quirks that are found in reports, can save them for your review. The ServicePoint staff also makes every effort to send out periodic reports to help you track your staff's work throughout the year. Remember that if your staff are unavailable to run a report for you, you can always request a report be run for you by emailing the helpline. We will try to run your report the same day, but may need a day or two depending on our workload.

We are able to offer work sessions and customized and individual classes for you staff. In the past, we have also been able to assist with occasional data entry help to help your staff in certain situations. Please help us continue to offer these services by only requesting and maintaining a license if you need one.

SUN COMMUNITY SCHOOLS
As many of you gear up for the start of the school year and your staff are returning or you have new staff and you are thinking about who will need a ServicePoint license remember each SUN Community School is allocated two ServicePoint licenses and one ART license. When requesting additional licenses, please keep in mind how many licenses you already have. If you are in a unique situation and need a temporary license, always feel free to contact the ServicePoint team and we can try to work out a solution that works for everyone.

USER AGREEMENT FORMS
Please remember that everyone with a ServicePoint license signs a user agreement form. Part of this agreement is that users will not share their log in information with others. Please do not lend your username and password to others. Also, do not log onto your account and allow others to enter your data—this includes other staff members, interns, students at your school, and even your twin brother.
A blank copy of the user agreement can be found on our website by click the User Agreement Forms and Procedures link.

SUPERVISORS—REQUESTING NEW USER ACCOUNTS
If you have a new staff member you must fax a User Set Up or Disable form requesting a new account. Specify the projects that the new staff will be entering data for on the left hand side. If this person is also going to be providing services, please check the box to the right of the project name under the Add to Dropdown column to add their name to the service list. Please do not check programs the person will not be entering data for. Each program has different data entry requirements.

CHANGED JOB FUNCTIONS OR DEPARTING STAFF
If your job functions are changing or you are leaving the agency and will no longer need ServicePoint, please let us know. You do not need to hold onto a license for a new person. We can give that new person a license when they start.

Please fill out a User Set Up or Disable form found on our website by clicking the User Agreement Forms and Procedures link.

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 simply to have a member of the data team enter your data alongside you!
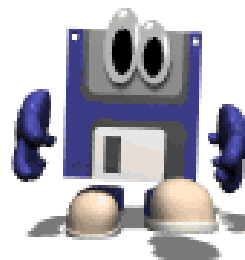
Remember, Work Sessions are all morning on the second Monday of the month and are on a first come first serve basis. Time spent with you may be limited due to demand.
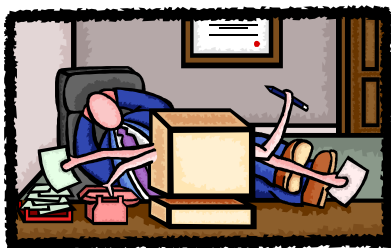
The next Work Session is on **Monday October 11th** from 9AM-12PM in our computer lab at 421 SW Oak St. Just check in at the reception desk in the Department of County Human Services on the first floor. See you then!

SUN COMMUNITY SCHOOLS

In order to provide support to you at the hectic start of the new school year, we are offering special work sessions dedicated to SUN Community Schools on several Fridays. If you would like help entering data from one of our ServicePoint team members, please feel free to stop by. **SUN CS Work Sessions are from 9am-3pm and will be Oct. 1, Oct. 8 and Oct. 15.**

SUN Community Schools Data Entry Help

Now that the school year has kicked off, it's time to enter and enroll all those students into ServicePoint. To help you start the year right, we are offering each SUN Community School 8 hours of data entry help from now through the end of October.

If you haven't contacted the ServicePoint helpline, please email servicepoint@co.multnomah.or.us several days/times that would be convenient to send someone out to help you enter your data.
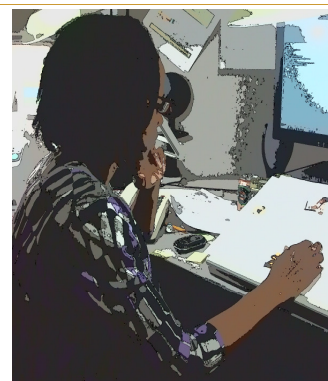
Dear Dorothy

Dear Dorothy,

I am a SUN site manager. I entered a bunch of kids into ServicePoint at the beginning of the summer, and won't be serving them until the school year starts again (several months after they attended their last activity). Does this mean that I have to exit them and re-enter them into ServicePoint.

Still Serving Kids

Dear Still Serving,

You do not need to exit clients and re-enter them, even if they didn't attend for a whole year! Multnomah County has never required that SUN Community Schools exit people from ServicePoint. Other ServicePoint providers are required to exit clients who are inactive after a certain time period. SUN schools are not required to do this. Some SUN schools do exit their clients, but only do so when they would like to shorten their enrollment lists because they do not want to search through all those kids who have long since moved on.

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

Email:
ServicePoint@co.multnomah.or.us

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