

## No Service in 90 Days Report

### Purpose of Report:

The No Service in 90 Days report is to be used to support your program's effort to have valid and reliable data in ServicePoint. This report shows which clients are currently open (i.e., do not have an Exit Date) and have not had a Service Transaction recorded in ServicePoint for at least 90 days.

### How to Run the Report:

\*\*\* Go to Public Folder → Multnomah County → SUN Service System (OR User Reports) → Client Caseload\_No Service Recorded In At Least 90 Days

\*\*\* Click on "View Reports"

Reports Prompts:

*EDA Provider:* Don't change

*Effective Date:* Change to current date

*Provider:* Select the Provider(s) you want to include in the report

Click "RUN Query"

Save to your computer as an Excel file

### Details of Report:

Clients only appear on this report if they do not have an exit date and if they have not had a Service Transaction recorded in at least 90 days. There are Report Notes at the top of the page that will help explain what you are seeing. The columns are:

- *Provider*—the Entry Provider related to the information in that line. Only Providers you selected in the Prompt above will appear here.
- *SUN SS Contract*—the Region or Culturally-Specific contract for your agency and that client (N/A for Community Services providers)
- *Client ID*—the client's ServicePoint ID
- *Entry Exit Household ID*—the Household ID for that client and their household members who entered the program together; only shows a number if there is more than one person in a household entered a program on the same day, they will have an
- *Head of Household*—
- *Name & Date of Birth*—
- *Entry Date*—the Entry Date for this provider; this will be shaded yellow if the client has more than one open Entry for this provider.
- *Last Service Date*—the last date a Service Transaction was recorded for this client under this provider; no date here means there have been services recorded for this client under this provider.

- *Days Since Last Service*—the number of days since the last Service Transaction was recorded; this will be shaded blue if it's been more than 6 months and red if more than a year.

### **What to Do with This Information**

If a client appears on this report, most likely one of two things is happening: either the client has been receiving services but those services have not been updated in ServicePoint, or the client should have already been exited.

- If the services need to be updated, enter those services for each month as you normally would
- If the client has not been receiving services and should have been exited, the Exit Date should be the last day they received services (not the current date).

The other thing that will cause a client to appear on this report is that their name is not being checked to be included in the Service Transactions their family members receive.

### **Other Notes about This Report**

If client has both a current and a previous entry into same program with no services provided for the current entry, they'll show up on this report. Once you enter their current services, they will not be on the report the next time.