

# Data Management Team Satisfaction Survey 2015

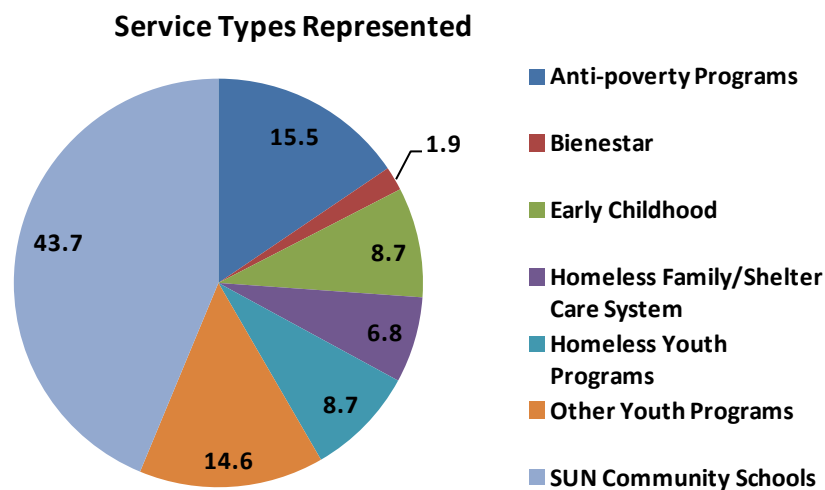
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## Overview

Multnomah County's Department of County Human Services data management team (DMT) implements an annual satisfaction survey to providers and their staff who utilize ServicePoint. The purpose of the survey is to capture provider satisfaction with data entry, reporting, trainings, resources, and DMT staff interactions in order to improve services and facilitate provider interface with ServicePoint. The survey is an on-line questionnaire consisting of 18 close-ended (likert scale, multiple choice) and open-ended (text/narrative) questions. The questionnaire is divided into four domains: Training and Support, Data entry, ART reports and DMT. This report highlights the overall findings from the 2015 questionnaire.

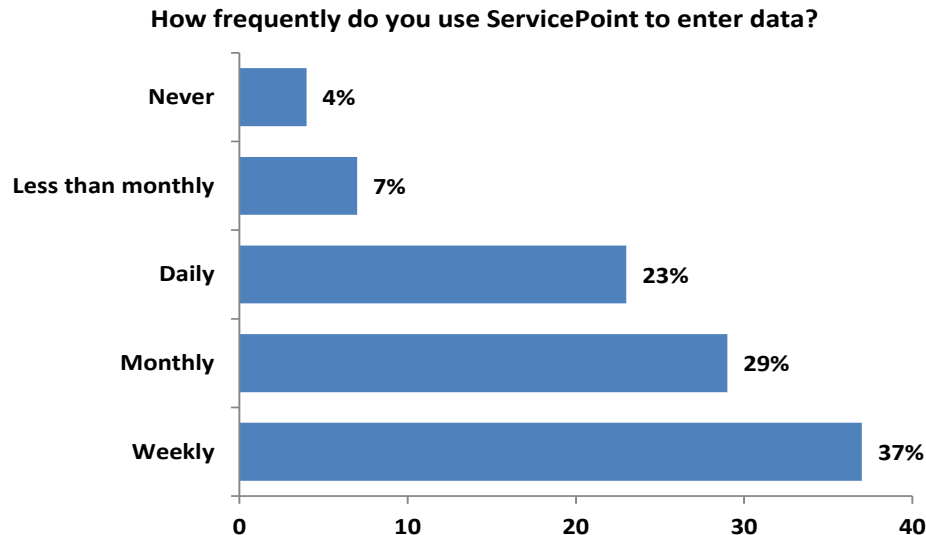
### *Who is using Service Point?*

There were 104 survey respondents.<sup>1</sup> The number of respondents was down by 24% from last year's 137 respondents. Seven programs were represented in this year's survey findings: Anti-poverty programs (AFP II, AFP-FUP, APCM, HBR, SHSF), *Bienestar*, Early Childhood (PCDS), Homeless Family/Shelter Care System, Home Youth Programs, Other youth programs (YGPS, CSEC, SSSES, SUN CS CM, ATOD, SMY, Alt Schools) and SUN Community Schools. Of those, 44% reported using ServicePoint to track information for SUN Community Schools. This was followed by Anti-poverty and Other youth programs at 15% each, respectively.



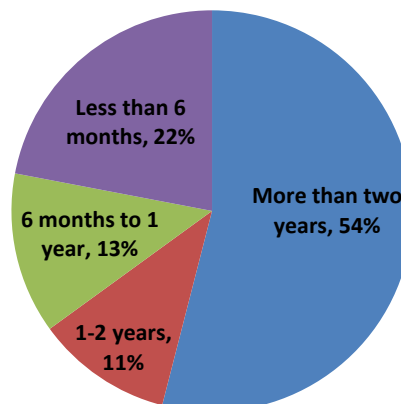
<sup>1</sup> Three hundred and twenty five ServicePoint Users were invited to complete the survey; however, many email addresses were no longer in use. As a result, a proportion of this number was not available to participate.

Most respondents used ServicePoint to enter program data. Frequency of ServicePoint usage ranged from daily to less than once a month. Frequency of use broken down by type of use suggests that those that enter data (40%) and run ART reports (33%) prefer to do so weekly, while those that supervise data entry staff prefer to use ServicePoint monthly (37%). Overall, over one third of respondents used ServicePoint weekly, this was followed by monthly (29%) and daily (23%) (see graph below). Only 4% of respondents had yet to use ServicePoint at the time the survey was administered.



ServicePoint user experience for survey respondents ranged from “More than two years” to “Less than 6 months”. Most survey respondents fell on either end of the range with over half (54%) having “More than two years” of experience with ServicePoint and almost one quarter with “Less than 6 months” experience (22%).

**How long have you been using ServicePoint?**



## ***Training and Support***

Survey participants were asked to rate their satisfaction with the first training they received from the Multnomah County DMT. Overall, there was a high level of satisfaction (92%) with the first training where 49% of respondents were satisfied and 43% were very satisfied. Explanations for the high level of satisfaction ranged from staff's helpfulness and efficaciousness to detailed one-on-one support.

- *“Emily was amazing-very helpful and responsive to all questions”*
- *“The instructor gave great detail and presented her presentation very well.”*
- *“Clear, personal, one-on-one attention was much appreciated.”*

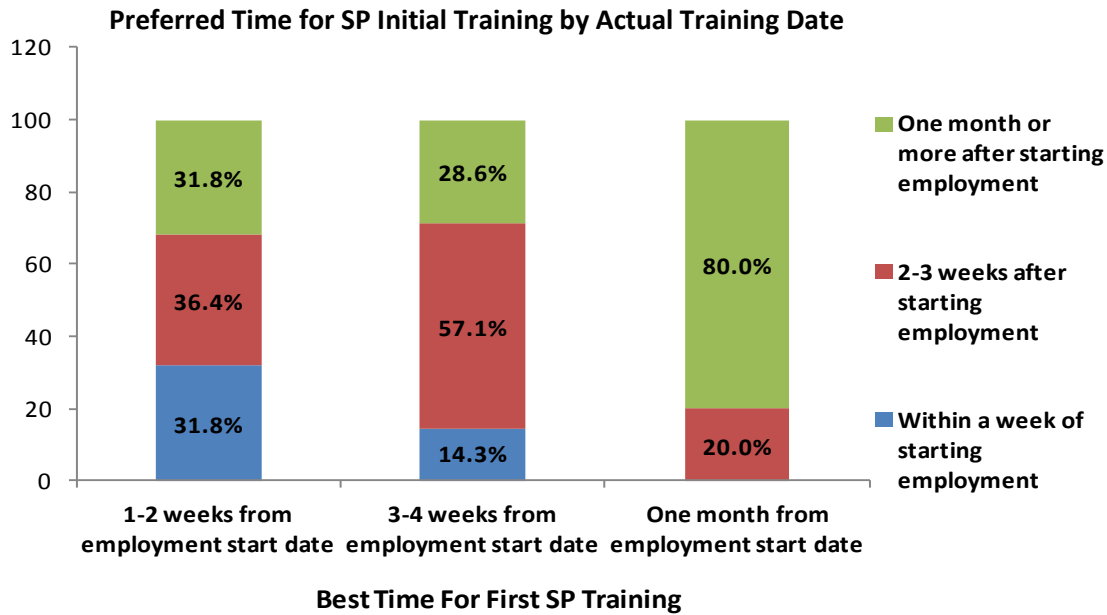
However, some respondents mentioned needing longer trainings and more hands on practice during the trainings in order to feel more comfortable with data entry. A little over 10% reported satisfaction with the training staff but felt that ServicePoint was not user friendly.

- *“...it takes a lot of practice in using service point before you actually get it down”*
- *“It would have been helpful to do actual entry while in training.”*
- *“I think my confusion with using service point at times comes with the formatting and user-friendliness of the actual database.”*

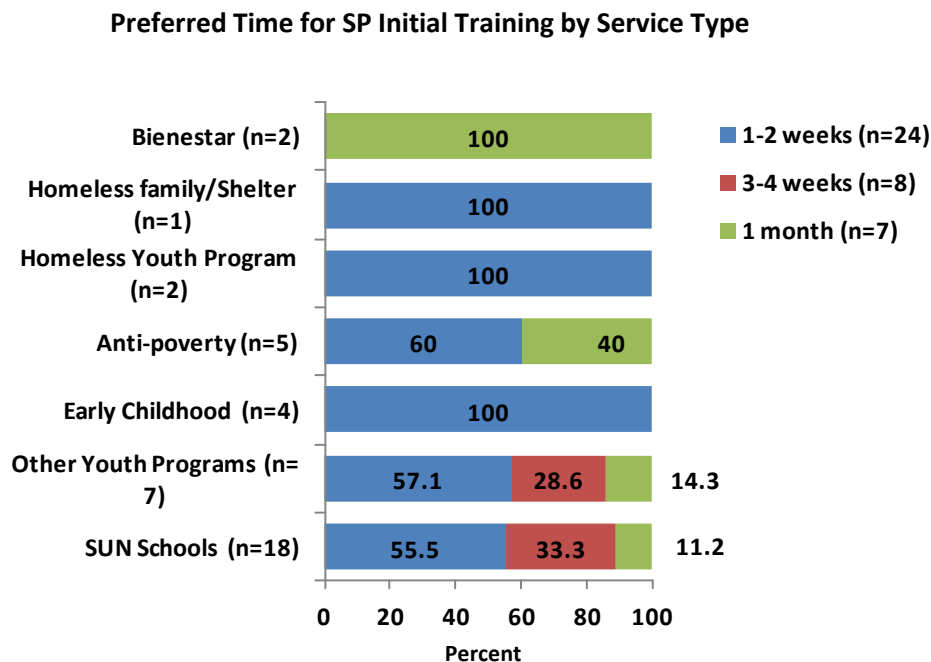
## **Initial ServicePoint Training Timeline**

Findings suggest that employees are receiving their first ServicePoint (SP) training later into their employment with almost half receiving their first training one month or more after employment and 37% two to four weeks into employment. Conversely, less than one quarter of respondents received their initial training within their first week of employment. Respondents were also asked when they thought was the best time to receive the initial ServicePoint training. Overall, 65% of respondents selected 1-2 weeks from employment start date.

In addition, of the 13 respondents who received their first training one month or more after starting employment, 7 or 54% thought the best time for the training was 1-2 weeks from employment start date (see table below).

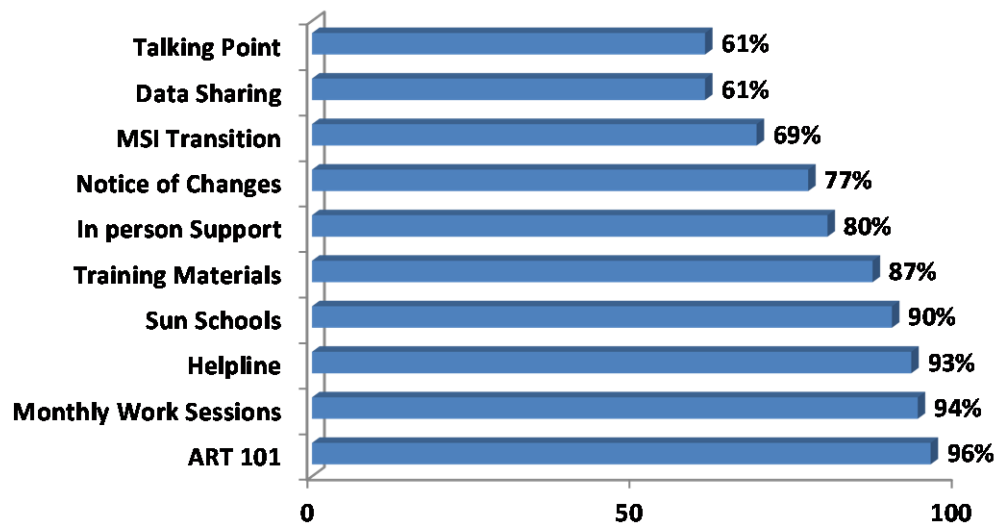


Survey responses broken down by service type suggest that the best time for employees first Service Point training varies depending on the service type and the populations they serve. For instance, more than half of SUN schools and other youth program staff preferred their training at 1-2 weeks from employment start date. All survey respondents who work with homelessness programs preferred their training within 1-2 weeks of employment. Conversely, all of *Bienestar* staff preferred their training one-month from employment start date.



Survey participants were asked to rate their satisfaction on various forms of support and training received in the past year from the DMT. The forms of support ranged from helpline, in-person, talking point, training materials, monthly work sessions, SUN Schools, ART 101 trainings, notice of changes, data sharing and MSI transition. Overall satisfaction level was high with training and support received in the past year. Of the ten types of support services mentioned four were rated at 90% satisfaction: helpline, monthly work sessions, SUN Schools, and ART 101.

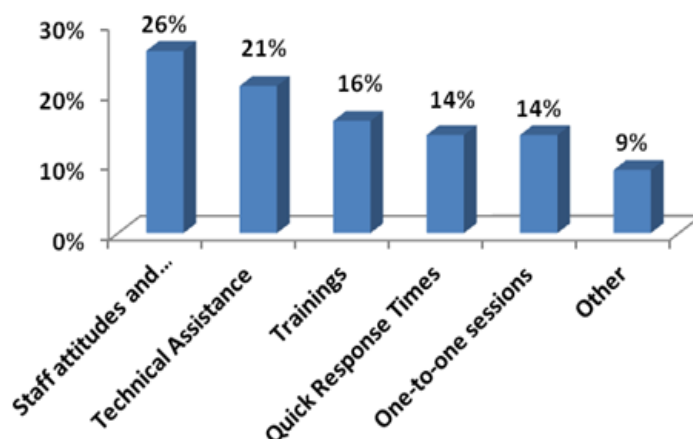
**What has worked especially well w/ training and support?**



Survey respondents were asked to list which methods of training and support worked especially well for them. Over one quarter reported staff attitudes and approach were especially helpful to them, knowledgeable and helpful technical assistance staff followed at 21%. Trainings were also mentioned by 16% of respondents. Other types of assistance, such as ServicePoint handbooks, notice of changes and on-site trainings were also mentioned (9%).

- *“Having access to staff through the helpline and the work sessions.”*
- *“Fast response to questions and concerns, and a team effort to problem solve”*
- *“One-on-one communications and relationships with support team staff.”*
- *“Staff are knowledgeable and flexible.”*
- *”Staff availability to help is great and the fact that they are willing to visit us is amazing.”*
- *“The help desk is amazing; they always are very supportive and helpful.”*

### Rate your satisfaction w/training and support received from DMT in the past

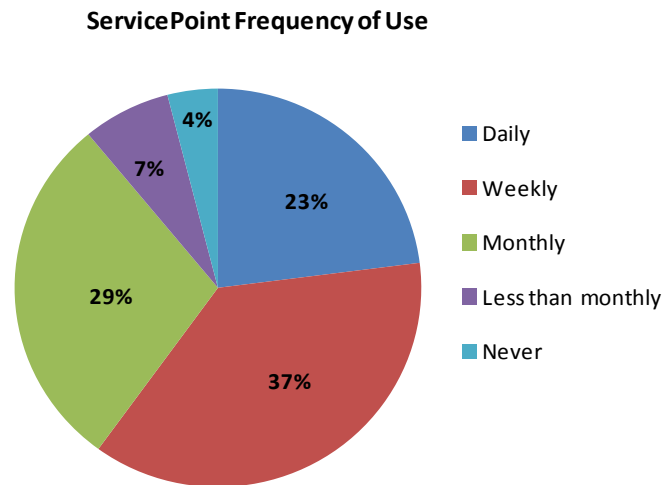


In addition to providing feedback on what has worked well survey participants were asked to provide suggestions for improving data team trainings and support. The top two recommendations offered were periodic refresher trainings and improving DMT staff knowledge of the data collection needs of each service, at 30% each respectively. This was followed by minimizing the number of changes to ServicePoint and providing more one-to-one support, 17% each respectively.

- *"Maybe a follow-up training after six months."*
- *"Periodic refresher courses."*
- *"Sometimes I feel as though the person who is explaining doesn't know anything more than I do [about program]."*
- *"Well, the frequent changes [ServicePoint] are frustrating sometimes, but I don't know anything can be done about it."*
- *'A training for everyone then additional time for people to ask one-on-one questions.'*

## Data Entry

This section of the questionnaire was designed to capture data entry usage and needs of respondents. With regard to notifications of data entry changes to each service type participants were asked to select their preferred method or methods of communication for data entry changes. Almost half preferred email as the main method of communication, this was followed by all methods (e.g., one-to-one, SP handbook, and emails) at 24% and one-to-one training/workshops at 21%.



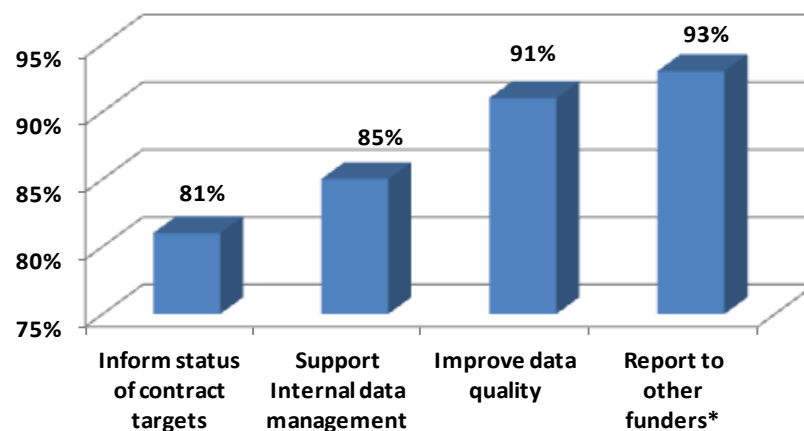
Regarding frequency of usage, over one-third of respondents used ServicePoint weekly, 29% used it monthly and 23% daily. Four percent of respondents had not used ServicePoint at the time of survey administration (see figure below). In addition, length of ServicePoint usage ranged from less than six months to more than two years. Most survey respondent's length of use fell either at more than two years (54%) or less than six months (22%).



## ART Reporting

Survey respondents were asked to rate their satisfaction with the various types of ART reports. Of the 104 survey respondents 65 (62%) ran ART reports. The types ranged from reports that support internal data management, inform the status of contract targets (e.g., O&O's), improve data quality, and reports to other funders. Survey findings suggest that most participants (91%) were satisfied with reports that help improve data quality, such as *data quality report*, *missing data*, and *No Service in 90 days*. This was followed by reports that support internal data management (85%) and those that inform the status of contract targets (81%). Of the 65 ServicePoint users who rated ART reports 30 reported a satisfaction rate of 93%.

**Rate satisfaction with different types of ART Reports**



\*Does not include "not applicable" responses in final calculation.

Staff was also asked to provide some suggestions for what has worked especially well with ART reports. The wide variety of reports accessible to staff, the clean and readable formats and the amount of detail in each report were mentioned.

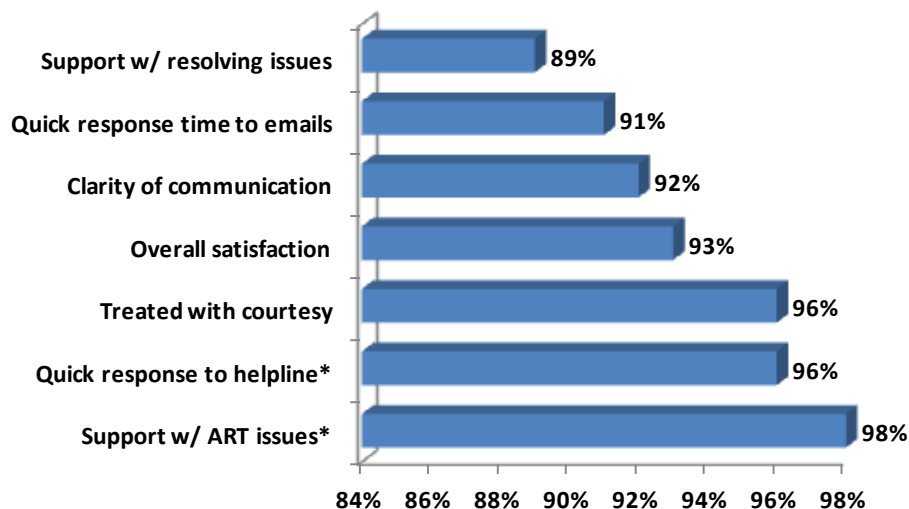
- *"Reports are fairly detailed and it is nice they are downloadable in Excel."*
- *"The upgrade and simplification of ART reports done by Katie."*
- *Some of the SUN reports are really powerful and I appreciate that they get updated in response to feedback."*

Staff suggestions for improving ART reports ranged from adding the teacher's name on the daily attendance, improving speed of reports, to giving ART users more autonomy in designing the reports.

## Data Management Team

Survey participants were asked to rate their satisfaction with data management staff over the past year across a range of services: response time to emails and helpline, support received to resolve issues (including ART specific), courtesy of staff, clarity of communication, and overall satisfaction with services. Across these services data management staff was the most common service (96%) rated highly for the courteous manner in which they treated users where 74% were very satisfied. This was followed by DMT's clarity of communication (92%) and rapid response time to emails (91%). Of the ServicePoint users that utilized the helpline 96% were satisfied with the support received. Additionally, support with resolving ART issues was also not commonly used among survey respondents. Of those that did rate this service 98% were satisfied with the support received.

**Rate satisfaction with DMT staff over past year**



\*Does not include "not applicable" responses in final calculation.

Survey respondents were asked to provide suggestions for improving interactions with the data team, suggestions for improvement were as follows: following up after the initial conversation has been completed with the data team, assigning one contact person per provider/service to maintain consistency, schedule point in time chats, and provide more frequent ServicePoint trainings as well as periodic refresher trainings.

- *"Keep that back and forth interaction to figure things out..."*
- *"I think it would be nice to have one contact person for our agency."*
- *"I still think a point in time chat is a cool idea."*
- *"Hold trainings for new employees and current employees more often, not just when HUD changes things."*

## ***Summary***

There were 104 survey respondents for this year's satisfaction survey. This response rate was down by 24% from last year (n=137). Almost half of the ServicePoint users who completed the survey were staff from SUN Community Schools. Most survey respondents used ServicePoint to enter program data weekly, with the exception of those that supervise data entry staff, who prefer to do so monthly.

Of the 104 respondents, more than half had been using ServicePoint for more than two years. ServicePoint users were generally satisfied with the support and trainings received from DCHS's data management team (DMT). Generally respondents were highly satisfied with the quality of their interactions with DMT staff and felt supported when data entry or ServicePoint issues arose.

With regard to being notified of data entry changes almost half preferred email as the main method of communication, this was followed by all methods available (e.g., email, one-to-one, and ServicePoint handbook). Survey findings suggest that most participants were satisfied with ART reports that help improve data quality; followed by reports that support internal data management and those that inform the status of contract targets. Data management team satisfaction was high overall. Survey respondents reported high satisfaction with staff's courteous manner, clarity of communication and rapid response time to emails.

## **Recommendations**

Some notable findings from survey respondents were the desire to have the initial ServicePoint training provided within 1-2 weeks from employment start date, more one-to-one sessions, and periodic refresher trainings. Specifically around trainings, survey respondents suggested more practice time during the training and slower transitions between screens to allow trainees to follow along. With regard to support, some ServicePoint users would like data management training staff to have more in-depth knowledge of their service's data entry needs in order to assist with trouble shooting.

Additional recommendations include following up on a call or email after the initial call/email to ensure all issues have been resolved. Suggestions for improvement also include assigning one contact person per provider to maintain consistency, and scheduling point in time chats.