

TalkingPoint

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DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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(503) 970-4408
servicepoint@multco.us
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Data Round-Up

By Sherry Yan

WHY YOUR DATA IS IMPORTANT!

A big part of all of our work is ServicePoint and entering the work that we do with clients. Often times it seems as though we sit at our computers and tap away on our keyboards into a big black void.

Rest assured, all of that clickity-clack is not in vain! The data that is entered into ServicePoint is used for a variety of purposes.

Our funders often request annual reports. We provide them reports based on the data entered in ServicePoint.

Our divisions also have a program evaluator who generates reports on the programs funded by the SUN Service System and Community Services. Reports for the SUN Service system can be found on our website at <http://multco.us/sun/research-and-evaluations>.

ServicePoint data is also used to provide Program Spe-

cialists on staff (here at Multnomah County) reports on your program's outcomes and outputs. These reports are used to monitor contract compliance. Are you serving the number of clients you should be? Are you meeting your outcomes?

REVIEW REPORTS!

Reports that are given to Program Specialists for contract compliance are available in ServicePoint to anyone who has a reporting (ART) license in ServicePoint.

Anyone with an ART license at your agency is able to provide you with the exact same reports your contract person receives about your program.

Someone at your agency should be periodically (at least quarterly) running the following 3 reports to monitor your data and make sure you and your co-workers are on track and data superstars:

- **No Service in 90 Days (not for SUN Schools)**
- **Program Outcomes**
- **Data Quality Report (DQP)**

If you aren't sure who has a reporting license at your agency, contact the helpline!

If you are the person at your agency who has an ART license, please make sure that you are regularly running reports and sharing them with staff so that they can make any necessary corrections and someone can ensure that your data is accurate.

Basic instructions for [running](#) and [scheduling](#) ART reports can be found in the [Manuals/Guides](#) section of our website. Unlike ServicePoint data itself, you can't mess up reports! Feel free to run a report and see what happens. If you spend more than 5 or 10 minutes running a report and can't figure out what is going on, stop and call us!

If you're a case manager and someone at your agency sends you a report and you have no idea how to read the report, call the helpline. We are happy to schedule a time with users to review reports.

Your work matters! ServicePoint is how we tell the story of your work, so make sure that your data matters!



ServicePoint Upgrade

Many of you are already aware that ServicePoint was recently upgraded.

The biggest change for most users will be in the way that service transactions are entered. The rest of the changes are relatively minor.

Please take a moment to review our handout regarding

the upgrade on our [website](#), in the [Manuals/Guides](#) section. If your data entry does not require service transactions, you can skip to page 2 of the handout.

Please note that Multnomah County programs do not use Funding Source as a part of our service transactions. If you are a Multnomah County user who also uses Funding

Source for other non-Multnomah County programs, please make sure you connect with the administrator for those programs to ensure you are aware of all of the changes.

Contact the helpline if you need assistance or have any questions regarding the upgrade.



They're here! They're here! They're here! *By Sherry Yan*

Please join the Multnomah County ServicePoint Data Management Team in welcoming some long-anticipated new staff!

Emily Gardner is joining the team as a new data technician. She, along with our team all-star Dorothy Carroll, will be providing training and technical assistance to Multnomah County ServicePoint users.

Emily joins Multnomah County from Outside In, where she was a Data and Reporting Specialist for homeless youth programs. Emily is a data superstar, and is sure to have a guiding hand ready or word of encouragement!

Be sure to be on the lookout for emails from Emily regarding reports, data quality and other ServicePoint-related issues. If you have any questions, or would simply like to welcome her, please feel free to contact her at:

Emily.Gardner@multco.us

(503) 988-5729

Mult. Co. SP Helpline: (503) 970-4408

Chris Rentzel is joining the team as a part-time Data Analyst. Chris will be providing much-needed support to our internal team and is tenaciously working away at solving our ServicePoint woes!

Chris joins us from data management team in the Mental Health and Addiction Services Division. If you receive an email from Chris, be sure to give him a warm welcome!

You can reach Chris at

Chris.Rentzel@multco.us.

Licenses

Any user who views, enters or reports data using ServicePoint must have a ServicePoint license and have signed the [User Agreement](#). Please note that a reporting license is an addition to the ServicePoint license, so not all users receive a reporting license.

Please remember that part of the [User Agreement](#) is that you will not share your log-in information with others. This also means that you should not log into the system and allow others to use your account and enter data—this includes other staff members, interns, students at your school and even your twin!

If you or someone you know needs access to ServicePoint and does not have a license, contact the [ServicePoint helpline](#).

Inclusive Identity

The last edition of TalkingPoint reviewed a new Race & Ethnicity data collection method, which is called 'Inclusive Identity (Race/Ethnicity/Origin)' in ServicePoint. Any programs funded by the Multnomah County Department of County Human Services (DCHS) must collect race and ethnicity data in accordance with the new [policy](#), by using the Inclusive Identity sub-assessment. **Inclusive Identity is easy to miss**—and many users have! Please

make sure that any clients with an Entry on or after 7/1/13 (or any SUN CS students who attend during or after Fall 2013) have Inclusive Identity entered. If your program's funder (e.g. HUD) has their own policy, you may need to report race/ethnicity multiple ways. **Be sure that you are clicking 'Add' and entering the self-identifies identity for each of your clients!** There should be at least one line in each record if Inclusive Identity is entered.

Gender

All clients with an Entry Date on or after 7/1/13 must have at least one Inclusive Identity recorded (click Add below)

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	Please add all that apply (Race/Ethnicity/Origin):
<input type="button" value="Add"/>	
Primary Language	<input type="text" value="-Select-"/>

Annual Review

Do you enter income into ServicePoint? In the last issue of TalkingPoint we mentioned that programs that require income to be collected must have an annual income and disability review, which occurs near the client's program anniversary date.

A [handout](#) has been posted on our [website](#) in the [Manuals/Guides](#) section. It can be found at: http://multco.us/sites/default/files/sun/documents/annual_review_rare_servicepoint_data_entry.pdf

If you have any questions about how to enter an annual review, or who needs a review, contact the helpline!

Did you know . . .

After you search for a client in ClientPoint using the Name fields, and return to the search screen, the last search will display. Any text typed in the First, Middle, or Last Name fields will remain in those fields and the search results from that last search will be displayed.

Many users highlight any text entered and manually delete it, but . . .

[Did you know](#) that there is a 'Clear' button that will erase anything in the search fields? It is located next to 'Search.'

Client Search

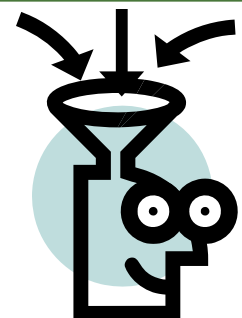
Please Search the System before adding a New Client.

Name	First	Middle	Last	Suffix
Alias	ServicePoint		Client	
Social Security Number				
Social Security Number Data Quality				
Exact Match				

Client Number

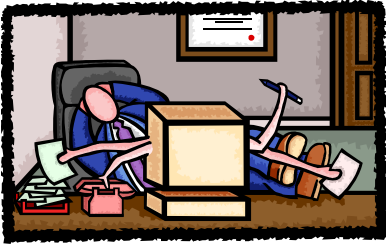
Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #



QUESTIONS? COMMENTS?
CONTACT THE MULTNOMAH COUNTY SERVICEPOINT HELPLINE
servicepoint@multco.us or (503) 970-4408

Work Sessions



In order to assist you with meeting your data entry deadlines, Multnomah County offers 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 in our computer lab at 421 SW Oak Street.

Remember, during Work Sessions time spent with you may be limited due to demand.

There has been a slight change: Work

Sessions are now scheduled for the morning of the **third Monday** and **second Friday** of the month. Our next Work Sessions will be **Mon. 11/18, Fri. 12/13, Mon. 12/16, and Fri. 1/10** from 9AM-12PM. Just check in at the reception desk in the Department of County Human Services on the first floor. See you then!

Please feel free to contact the [helpline](#) if you have a suggestion for an alternative Work Session date, or simply let us know you're coming.

ServicePoint Training and Assistance

New User Training

You will always find the ServicePoint Training Calendar on our website:

<http://web.multco.us/sun/servicepoint>.

Our next scheduled ServicePoint New User Classes is **Friday November 22nd, Friday December 6th, and Friday December 20th**.

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

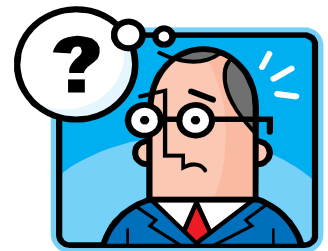
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday November 25th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email ServicePoint@multco.us for your chance to win. Congratulations to **July's winner Patti Haack**, at MFS's Clear Creek SUN. Give it 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. What could you be doing to monitor your own data?
2. Where can you find information regarding the recent ServicePoint upgrade?
3. Where should you enter Inclusive Identity in a client's ServicePoint record?

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

1. A handout has been posted on our website in the Manuals/Guides section. It can be found at: _____. If you have any questions about how to enter an annual review, or who needs a review, contact the helpline!
2. Please remember that part of the _____ is that you will not share your log-in information with others.
3. Someone at your agency should be periodically running the following 3 reports to monitor your data and make sure you and your co-workers are on track and data superstars:
 - _____
 - _____
 - _____



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

<http://web.multco.us/sun/servicepoint>