

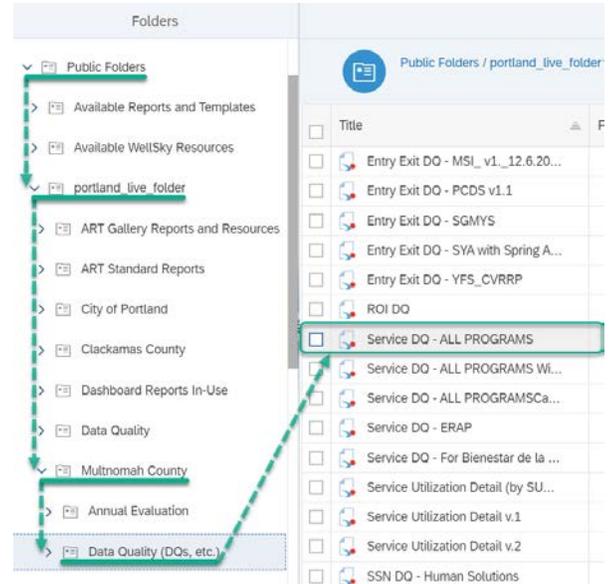
# Services Data Quality (DQ) – ALL Programs

The Services DQ report shows all active clients who have not had a Service Transaction recorded in ServicePoint for at least 90 days as well as any clients who have services without a program entry, or services that fall outside of an entry/exit episode. This report can be used to support the validity and reliability of your program’s data.

Review this report every other month as part of your ongoing data quality efforts.

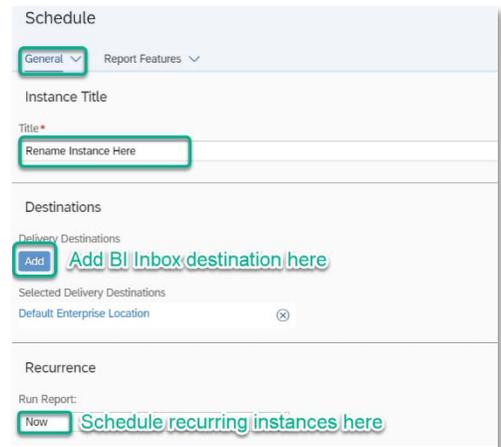
## 1 Folder Path in SAP Business Objects:

Public Folder ➤ portland\_live\_folder ➤ Multnomah County ➤ Data Quality (DQPs, etc.) ➤ **Service DQ – ALL PROGRAMS**



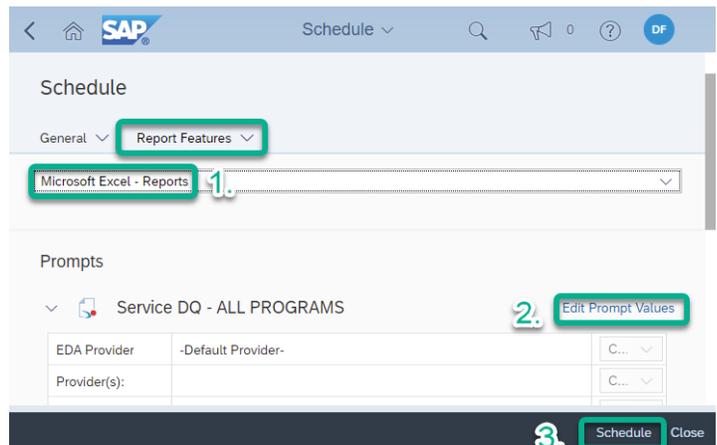
## In the General tab

- Rename report instance
- Add 'BI Inbox' to Delivery Destinations
- Recurrence (run report now or recurring) – *for recurring reports, the end date should be set far into the future.*



## In the 'Report Features' tab

1. Change Format to 'Microsoft Excel - Reports'
2. Select 'Edit Prompt Values' to set report parameters (see prompts below)
3. Click 'Schedule' when ready to run



**'Schedule' the Report with the Following Prompts:**

- EDA Provider: skip this prompt
- Provider(s): Use Select button to choose your programs
- Enter Effective Date: today's date, or date in the future
- Start Date: first date of timeframe you want to review
- Day AFTER End Date: one day after the end of the timeframe you want to review

**Reading the Services DQ – ALL Programs** (The notes below also appear at the top of the report.)

**SCENARIO #1- Clients below have had NO SERVICES for 90+ Days**

**The CLIENTS Below have had NO SERVICES in 90+ DAYS:**

In the 'Days Since Last Service' column, BLUE = more than 6 mos. without service, RED = more than 1 yr without service

Questions? Contact the ServicePoint Helpline at 503.970.4408 or ServicePoint@multco.us

Report Run on: 8/4/16

Service Provider	User Updating	Household Uid	Client Uid	Last Name	First Name	Entry Date	Last Service Date	Days Since Last Service
Janus Youth Programs: Changes RHY_TLP Program - SP(4915)	Emily Gardner	190828	375015	Mouse	Mickey	2/10/2015	10/12/2015	297
Janus Youth Programs: Changes RHY_TLP Program - SP(4915)	Emily Gardner		641169	Duck	Daisy	2/10/2015	10/12/2015	297
Janus Youth Programs: Changes RHY_TLP Program - SP(4915)	Emily Gardner	308798	597331	Cat	Tom	9/7/2015	4/1/2016	125

- 1 Only active (non-exited) clients will appear on this report
- 2 'Entry Household ID' - a number will only appear if there is more than 1 household member
- 3 An Entry Date shaded yellow means the client has overlapping entries - **Contact the ServicePoint Helpline**
- 4 'Last Service Date' - no date here means client has **no services** entered by this provider
- 5 'Days Since Last Service' - will be shaded blue if more than 6 months and red if more than a year

**Ideally your report will show ZERO clients.** Clients who appear either need to be caught up on data entry in ServicePoint, or they need to be exited.

## Next Steps in Data Clean-up for clients with no services in 90 days:

- ❶ If the services need to be updated, enter those services for each month as you normally would.
- ❷ Clients may appear on this report because their name is *not* being checked to be included in the service transactions their family members receive. Check for that scenario before exiting the client.
- ❸ Clients who have exited and re-entered the program, but have no services entered yet for their *current* entry will also appear on this report. Once you enter their current services, they will not appear again.
- ❹ If the client has *not* been receiving services, **exit them as of their LAST SERVICE DATE** (not current date).

## SCENARIO #2 - Clients below have SERVICES but NO PROGRAM ENTRY

The Clients Below have SERVICES, but NO PROGRAM ENTRY:					
Questions? Contact the ServicePoint Helpline at 503.970.4408 or ServicePoint@multco.us				Report Run on: 8/4/16	
Service Provider	Service Staff	Household Uid	Client Uid	Last Name	First Name
Janus Youth Programs: Family First - SP(5194)	Emily Gardner	201126	733811	Simpson	Bart
Janus Youth Programs: Family First - SP(5194)	Emily Gardner	322541	621786	Flintstone	Fred
Janus Youth Programs: Family First - SP(5194)	Emily Gardner		621787	Flintstone	Wilma

### SOLUTION: ADD A PROGRAM ENTRY

Click 'Add Entry/Exit' button to create a new entry to your program. Set the Entry Date back to the EARLIEST Service Date

**NOTE:** If the client's household already has a program entry, add him or her to *that* entry. In a family member's profile, click the pencil next to the appropriate program entry. Then click 'Include Additional Household Members' and search for the client you'd like to add.

**NOTE:** If the client had a service recorded by *mistake*, remove incorrect services by Viewing Entire Service History and deleting the Need that's associated with the incorrect service\*

**Entry/Exit Data**

Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's E previous Assessment will still be attached to that Assessment rec

Provider\* Multnomah County - SP (2206)

Type\* Basic

**Household Members Associated with this Entry / Exit**

	Name	Head of Household	Entry Date	Exit Date	Interims
	(1) Test, Justin A, Sr	Yes	02/06/2015		
	(58100) Test, Just A, Jr	No	03/12/2015		
	(124079) Test, Shelter	No	03/01/2015		

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## SCENARIO #3 – Clients below have SERVICES OUTSIDE of their Program Entry Dates

The following clients have SERVICES OUTSIDE of their Program Entry Dates:

Questions? Call the ServicePoint Helpline at: 503.970.4408)

Client ID	Household ID	First Name	Last Name	Age	Latest Service Date & Staff
12345	11111	Don	Knotts	15.1	2014/08/31 - Kinnison, Sam

### SOLUTION: EXTEND ENTRY/EXIT DATES TO INCLUDE ALL SERVICES

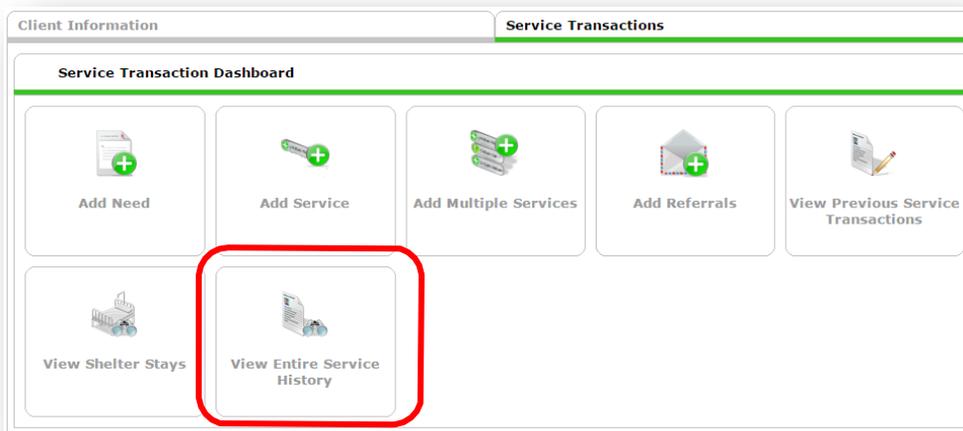
If the service date falls **BEFORE** the Entry Date, back date the entry by clicking the pencil next to the entry date and changing the entry date in the first window. **NOTE: When backdating Entry/Exit dates, you will lose the responses to all questions.** We recommend printing a screenshot of the entry page to make it easier to re-answer all of the questions.

If the service date falls **LESS THAN 90 DAYS AFTER** the Exit Date, simply click the pencil next to the exit date and changing the exit date to match the last service date in the first window. You will **not** lose responses to exit questions if you are changing to a **later** date.

If the service date falls **MORE THAN 90 DAYS AFTER** the Exit Date, create a new program entry as of that service date.

**NOTE:** If the client had a service recorded *by mistake*, remove incorrect services by Viewing Entire Service History and deleting the Need that's associated with the incorrect service\*

*\*Whenever you enter a service for a client, ServicePoint generates a corresponding Need. In order to remove the service, you MUST delete the Need.*



All Service Transactions							
Select Dates		Start Date	End Date				
-Select-		/ /	/ /		Search		
	Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal	
	Need	03/30/2015	Native American Youth Association: Homeless Youth Continuum - SP	Basic Needs	Identified		
	Service	03/30/2015	Native American Youth Association: Homeless Youth Continuum - SP	Basic Needs			

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