TalkingPoint

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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MULTNOMAH COUNTY

SUN Community School Adults
By Sherry Yan

Each SUN Community School is contracted to serve a certain number of adults in enrolled activities—usually 50 or 35 adults, depending on the level of funding the school receives. These 50 (or 35) adults should be enrolled in educational activities, such as ESL or Adult Cooking Class.

Recurring activities are automatically entered into ServicePoint as enrollment events —that is, demographic data should be entered into ServicePoint. The following data should be collected and entered into ServicePoint for adults who are involved in enrollment activities:

• Date of birth

• Gender

• Race and ethnicity

• Primary language

This data may either be collected in a registration form or on a sign in sheet. Any adult who does not wish to disclose her or his demographic information has that right. You may select 'Refused' for anyone who does not wish to inform you of their demographic data. 'Refused' is a choice for gender, race, and ethnicity. If a client refuses to disclose their primary language, you may select 'Other' and then type in 'Refused' as their primary language.

'Don't Know' is also an option for many demographic questions. Please keep in mind that 'Don't Know' means that the client does not know the answer, i.e. was asked the question and replied 'I don't know'. It does not mean that you, the person entering the data, do not know the answer to the question.

If an adult enrolled in a SUN Community School does not wish to report their date of birth, you may enter their date of birth as 01/01/1970. This only applies to **adults** enrolled in activities at SUN Community Schools. SUN schools are still expected to report a student's actual date of birth. Fake or filler dates of birth are not acceptable for students. Adults and children enrolled in any other program in Multnomah County are not permitted to have a 1/1/70 date of birth.

Keep in mind that one-time activities can either be enrollment or non-enrollment events. With non-enrollment events, you are not required to enter or to collect client-specific demographic information. Non-enrollment activities simply require you to enter the number of people who attended your activity broken down by age and race. You are required to collect and enter demographic data for anyone that attends an **enrollment** activity—even if it is just a one-time enrollment activity.

While it can be difficult to obtain information on adult participants in SUN CS activities, it is expected that all SUN schools will do their best to collect this information for anyone enrolled in an enrollment event.

SUN CS RELEASE OF INFORMATION

All participants enrolled in a SUN school activity should have a ServicePoint ROI—both adults and students. Simply click the orange ROI button to add a ServicePoint ROI.

This is different than the Parental Release that is included on your registration form. The ServicePoint ROI is not an authorization to share information with the school—that is the parental release.

Interim Data Management Team Member
By Sherry Yan

One of our data management team members, Sherry Yan, will be away on leave for a few months. During her absence David Nguyen will work with the data team to ensure that all of your ServicePoint needs are met!

David has been a ServicePoint user for a number of years. He first began using ServicePoint while working as a case manager for the Youth Gang Prevention Services program at IRCO. Some of you may already be familiar with David when he provided ServicePoint data entry assistance during the fall registration period at SUN Community Schools on behalf of Multnomah County.

Be sure to be on the lookout for emails from David.

Please help us to welcome our new interim ServicePoint data guru!

Spring Cleaning
By Sherry Yan

It's that time of year when the days are getting longer—finally! What does this mean, besides losing an hour of sleep to daylight savings time? It's time to do a little spring data cleaning! The end of March is also the end of the third quarter. The fourth quarter is a great time to start thinking about the completeness and accuracy of your data. The end of the school and fiscal year creeps up quickly on everyone and it can be easy to find yourself missing a lot of data and scrambling to enter it before the end of the year deadline in addition to correcting any data entry mistakes.

Now is a great time to request that your supervisor (or other agency designated staff member) run a data quality report or program outcomes report for you to see what data you are missing and if you are well on your way to meeting your program outcomes. If you don't know who is able to run ART reports at your agency, please feel free to contact the ServicePoint HelpLine and we will be happy to point you in the right direction.

Happy Cleaning!

Dear Dorothy

Dear Dorothy,

When I search for one of my clients in ClientPoint, I see their name twice in the results list. How do I know which one to use and why does this happen?

Seeing Double

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

Email:
ServicePoint@multco.us

Dear Double,

The first thing you want to do is check and see if the date of birth is the same. If the name and date of birth are the same, then it is the same client. This means that someone in your program didn't search for the client (or didn't do a thorough search) and just simply added the client as a duplicate. You should contact the helpline with the two Client IDs of your client and we will tell you which one you must use. This is important because another program at your agency could also have data in the account that you are unaware of. All the data from the duplicate account, the one you will not use, must be transferred into the one you will use. Data from the duplicate account then needs to be deleted and then send an email to the HelpLine and we will make it so you no longer see two names. I always recommend doing a thorough search. First I look by just the last name, because you never know if someone was entered by a nickname rather than their legal name, i.e. Bob verses Robert. Then I look by just the first name because it is easy to misspell the last name. Doing a thorough search will prevent you from duplicating clients and can save you a lot of time down the road.

Got a question for Dorothy? Send it to ServicePoint@multco.us.

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 just 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 May 9th** 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!

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 are **Friday May 13th and Friday May 27th.** 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, 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 May 2nd to be entered in a lottery to win a **$5 gift card to Starbucks**. Email ServicePoint@multco.us for your chance to win. 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. Congratulations to last month's winner Jacki Phillips, at Human Solutions, who correctly answered all the questions in the March 2010 Mind Tickler!

Pop Quiz

1. What does 'Don't Know' mean when selected as an answer in ServicePoint?
2. What is the procedure when you search for your client in ServicePoint and see the client's name twice?
3. Which participants need a ServicePoint ROI?

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

1. You may select _____ for anyone who does not wish to inform you of their demographic data.

2. With _____ events, you are not required to enter or to collect client-specific demographic information.

3. Now is a great time to request that your supervisor (or other agency designated staff member) run a _____ report or _____ report for you to see what data you are missing and if you are well on your way to meeting your program outcomes.

> Visit us on the Web for **Forms, Training Calendar, Manuals, Updates** and more!
> http://web.multco.us/sun/servicepoint