

TalkingPoint

VOLUME 3

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DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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MULTNOMAH
COUNTY

The ART Report

by Sherry Yan

If you're asking yourself who is this Art guy and why do I need a report about him, then you need to read this article!!!

ART INTRO

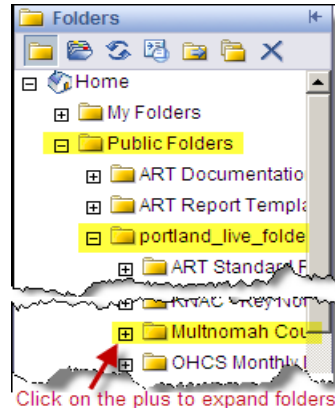
ART is the **A**dvanced **R**eporting **T**ool. ART is available currently to some users of ServicePoint and a license is given to at least one person per agency or school. A link to ART can be found on the ServicePoint home page or under the Reports tab under Custom Reports. Information that you or your staff enter into ServicePoint can be pulled out with an ART report. ART can give you reports on how many clients you have served this year, what services you have given clients, what data you are missing, etc. If you put it into ServicePoint then you can probably report on it.

ART 101

ALL ART reports for Multnomah County are found in the Multnomah County folder. The default setting is for ART to open in 'Public Folders'. Within that you will find the 'Portland_live_folder' and within that, 'Multnomah County'. To expand folders and see subfolders, simply click on the plus sign next to the name of the folder. Not all folders have subfolders, so if you don't see anything when you click on the plus sign, don't worry.

To run a report, simply click on the name of the report. A window will pop up with a prompt.

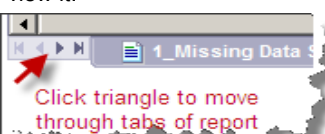
ALL reports will prompt for information. The default information may not give you the report you want and you may have to change the information. You will be required to choose an **effective date** and a pro-



Click on the plus to expand folders

vider for all reports. The effective date is always today's date! This simply says that "I want to use the most current data entered." Always make sure that you choose the right provider, otherwise no data may display in the report. Your provider may be your agency name and program (i.e. Camp Fire USA: SUN-Mill Park), or it may simply be DSCP followed by your program (i.e. DSCP SSES). If you are running a report for YGPS and leave the default provider as SSES, you will most likely be looking at an empty report. Some reports will also ask you for a begin date and an end date. If you would like to run a report for the fiscal year, choose 7/1/2009 12AM as the start date and 7/1/2010 12AM as the end date (12AM is the default time).

Many reports have multiple tabs and pages. A tab contains a different aspect of the report. A page is a continuation of data in the tab. Tabs are found at the bottom of the report. To move through the tabs, click on the arrow shaped like a triangle and then click on the tab of interest to view it.



Click triangle to move through tabs of report

The page number you are view-

ing is displayed at the top next to the zoom field. To turn the page, you can click the arrow as shown below.



Click here to turn the page

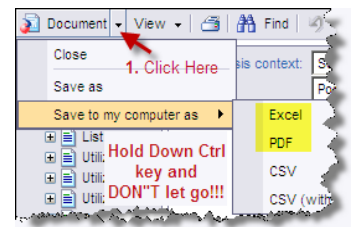
CHANGING PROVIDERS

For many of us, when we sign onto ServicePoint and ART, we sign on at the agency level (SEI), not at the program level (SEI SSES). Running reports at the agency level will not include the data that you want. Always check what your provider is (even if you've changed the provider in ServicePoint). You can see how you are signed in at the upper right-hand corner of ART, underneath your username.

portland_live:: username
Catholic Charities - SP
This should be your program name, not agency.
Click to change to the program

SAVING REPORTS

Now that you've run the report, you may want to save it. ART gives you the option of saving reports in either PDF or Excel format. In the upper left hand, click on Document → Save to my computer as. Hold down the 'Ctrl' key and click on Excel or PDF. **DO NOT LET GO** until a box opens asking if you want to save or open the file. This may take up to a minute! If you do not hold the Ctrl key you will not be allowed to save.



If you are interested in personalizing your ART settings, give us a call and we'll be more than happy to help! Happy reporting!

ServicePoint Superstar



We have selected **Sandi Blackwood**, at Gilbert Heights Elementary School, as the ServicePoint Superstar for July.

Sandi is the Site Manager for the SUN School at Gilbert Heights (which is run by Portland Campfire.)

Sandi has kept up to date with her data entry—entering students into ServicePoint, enrolling them into activities and taking attendance for those activities.

If there are questions, Sandi does not hesitate to call the Data Management Team for assistance. When reports are sent out, Sandi is always responsive and prompt.

Great job Sandi!

If you know of someone at your agency who should be the next ServicePoint Superstar, please tell us!

What Makes a ServicePoint Superstar?

- ⇒ Meeting deadlines for data entry and clean up.
- ⇒ Asking questions, offering suggestions, providing constructive comments.
- ⇒ Using resources wisely: reading the manual and emailing or calling the ServicePoint Help Line when questions arise.
- ⇒ Having a positive attitude about ServicePoint, and encouraging the same in others!

ServicePoint Training and Assistance

New User Training

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

www.co.multnomah.or.us/servicepoint

Our next scheduled ServicePoint New User Classes are **Friday August 13th and Friday August 27th**. 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, getting data entry done, 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

Be the first one to email all the correct answers to ServicePoint@co.multnomah.or.us and win a

\$5 gift card to Starbucks. Give it a try and get your coffee (or tea) buzz on!!!

All the answers can be found in each of the articles in this newsletter.

Pop Quiz

1. What does ART stand for?
2. Name 3 projects impacted by the change in ShelterPoint and whether your project (or one of them) will be impacted (please state what your project is).
3. When I run an ART report, what should I put as my effective date?
4. When is the first Work Session to be offered by Multnomah County?
5. What date will data for fiscal year 2010 be frozen?
6. What is the Entry/Exit Household ID?



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

<http://www.co.multnomah.or.us/servicepoint>

Housing Data Moving To ShelterPoint

As Of 7/1/2010 By Kathy Knapp

Starting July 1, 2010, and as part of the revised HUD data standards for 2010, all DSCP shelter data must be entered into ShelterPoint instead of ClientPoint Service Transactions. Distinct shelter-specific providers will also be created (in addition to current providers) in ServicePoint to distinguish between shelter and non-shelter services in a single program.

For example, HUD Family Futures will have a separate shelter provider called HUD Family Futures-Transitional Housing that will only contain ShelterPoint data.

WHICH PROJECTS ARE IMPACTED?

HUD considers all housing services to be shelter, including Transitional Housing, so all projects providing shelter services are impacted, even if they are not specifically funded by HUD grants.

JULY SITE VISITS

The Data Management Team is in the process of scheduling site visits to discuss the best bedlist configurations for agency shelters and housing units. If appropriate, trainings will also be conducted on-site, otherwise, trainings will be scheduled for later in July or early August.



ShelterPoint projects will include:

- Girls Transitional Housing
- Homeless Youth Continuum
- HUD Family Futures
- HUD HomeSafe
- HUD Horizons Youth
- HUD Pathways Mental Health Housing
- Runaway Shelter
- Willow Tree
- Winter Shelter

DATA FOR THE LAST FISCAL YEAR

Because the new data standards impact annual housing reports due for the Continuum of Care in October 2010, all shelter data entered for FY2010 will be re-entered into

ShelterPoint by Multnomah County and City of Portland staff. **This will not impact County reporting for FY2010** — it will just be in addition to what has already been entered in Service Transactions.

Please contact Kathy Knapp at 503-988-6295 x24194 if you have any questions about the changeover to ShelterPoint.

Introducing Work Sessions

- Are you behind on your data entry?
- Are your computers really slow?
- Don't think you can have all your data for the previous month entered by the 15th?
- Are you a new user and not 100% comfortable with data entry?

If you answered yes to any one of the above questions, then you may be interested in participating in a work session at Multnomah County. On the **second Monday of each month** (starting on Monday August 9th) from 9 AM to 12 PM, we will make our computer lab and at least one ServicePoint staff member available to answer questions, review procedure, or even help with data entry.



Work sessions are on a drop-in basis at 421 SW Oak St (check in with the 1st floor receptionist). Assistance will be provided on a first come first serve basis. Time spent with each person may be limited depending on demand. If you would like to call ahead to reserve some time, we more than welcome that. Anyone and everyone is welcome!

Data Helpline

503-970-4408

Fax

503-988-3332

Email:

ServicePoint@co.multnomah.or.us

Duplicate Client Update

In the last TalkingPoint, we discussed the procedure for dealing with duplicate clients. However, as many of you have noted, you are able to see clients in other programs at your agency. Other providers in your agency are able to enter their data into clients created by other programs. For example, if your agency's PCDS program created a household and later one of their children enrolled in SSES, SSES can use the Client ID created by PCDS. Therefore, if you see a duplicate client, you should email the

ServicePoint helpline **before** deleting client information and we will help you determine which record to keep and which to delete. Also, if you know a client has been entered into ServicePoint by another program in your agency but you do not see the client, email us and we will unlock the record so you can view it. This will prevent duplications, but also allow demographic information to pre-fill—which means less work for you!

End of Year Data Freeze

By Sherry Yan

WATCH



Happy New Year. . . Fiscal Year 2011 that means. As many of you know we are now in the first couple of weeks of Fiscal Year 2011. This means that end of year reporting is happening for 2010.

For consistency in data reporting, **we will be freezing your data on July 30!** Yes . . . This includes you and your data.

For FY2010 (July 1st 2009 to June 30th 2010) year-end reporting and monitoring purposes **we will only be reporting on data entered on or before July 30th!** Any data entry or any modifications entered after that date will NOT show up in our reporting.

Please (with sugar sprinkled on top) look at your data quality, your services and the number of clients you have served. After July 30th reports given to your contract liaison and other personnel will only include data entered before the freeze. Make sure the data that you have in ServicePoint is the data you want.

Dear Dorothy

Dear Dorothy,

I spent all morning entering the data for my program. When I was done I ran the Data Quality report in ART to make sure I didn't miss anything. But none of the data I just entered showed up!! Did I enter it wrong? I can see the answers in ServicePoint, but not ART. What's going on?

Sincerely, ART Heist

Dear ART Heist,

Don't worry—your data is still there and you did nothing wrong! There is a twelve hour delay between data entered into ServicePoint and data that can be reported out of ART. Because ServicePoint is a large, live database that hundreds of people (like you!) can enter data into any time of day, it would literally shut down the system if people were also reporting from that live database. So, every twelve hours a copy is made of ServicePoint and then ART pulls data out of that copy. That copy (also called the “refresh”) takes about an hour and happens around noon and around midnight everyday. So, relax—all of your hard work entering your client's information will show up when you run the report after the next refresh!



Dear Dorothy,

On certain ART reports (like my data quality report) it says Entry/Exit Household ID. I don't know what that is. How do I fix it? I don't see that question anywhere in the client's record.

Signed, Dazed and Confused

Dear Dazed,

There is no place to enter a Household ID. This is a number that is generated by ServicePoint when an entry is created for a household with two or more individuals. However, many of you have households that have only one individual, and a quirk of ServicePoint is that it does not assign a number if there is only one person in the household. You may also see it if you are only providing service to one person in the household. That one person would be the only one in that household who would have an entry even though there were multiple people in the household.

What you do need to worry about is if you provide services to multiple people in a household or if that column says 'NO HOUSEHOLD CREATED'. Clients' services will often not show up on ART reports if you have not created a household for them.

Entry/Exit HouseholdID
No Entry/Exit HouseholdID*
NO HOUSEHOLD CREATED

Ignore if you only serve 1 individual in a household
Create Household

Household Information - 0 Households - Click to Expand

Client Profile

Click Here

To create a household, go to the profile page (1st page of the client's record) and click on the blue link for Household Information.

Now click on the 'Start New Household' button and a window will pop up asking you which household type and etc. After you answer the questions and click 'Start NEW household' you will have created a household for your client! Also, remember to make sure you

Households Overview - Click to Collapse

Add Client to Existing Household			Start New Household			
Type	Count	Relationship	Date Entered	Date Removed	Head of Household	Monthly Income
No Households found for this client.						

Click Here

change the entry date to the day they entered the program!

Got a question for Dorothy? Send it to ServicePoint@co.multnomah.or.us.