

# TalkingPoint

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DEPARTMENT OF COUNTY HUMAN SERVICES  
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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Spring has finally arrived, which also means that it's time for spring cleaning. Get your data in order now so that you have plenty of time to enjoy the summer sun.

You and your co-workers should be reviewing your data quality on a regular monthly basis. We have developed a series of reports to assist you in evaluating your data and ensuring that it is complete and accurate. If you've fallen behind on your data quality, now is a great time to get caught up before the end of year crunch.

Each program at each agency has a designated person who is able to run reports for your program and provide them to users. If you are unsure who is responsible for providing your reports, please contact the Multnomah County ServicePoint helpline.

### NO SERVICE IN 90 DAYS

A great first step is to review your No Service in 90 Days report. This report is for any program that enters service transactions into ServicePoint. If you do not enter service transactions for your program (for example SUN Community Schools) this report is not for your use. The No Service in 90 Days report lists any clients who have an active Entry into your program (an Entry Date and no Exit Date) and have not received a service (that was entered in ServicePoint) in the 90 days before the report was run.

This report contains 2 tabs: All Clients and By Household. All Clients lists anyone who is active and has not received services in the past 90 days.

## Spring Cleaning Sherry Yan

The By Household tab only lists active clients who are designated the Head of Household in ServicePoint and have not received service in the past 90 days.

All Clients in the period / By Household /

All Clients ↑  
Head of Household Only ↑

Programs that do not serve all the members of the household (e.g. SSSES, which only serves school-age youth) should just review the All Clients tab.

Programs that serve the entire household (e.g. Anti-Poverty Case Management) will find it helpful to first review the By Household tab. Programs that serve households often focus on one person—the Head of Household. Reviewing the By Household tab can give you a good idea of which households have not recently participated in service. After making the necessary corrections, it is important to remember to re-run the report and review the All Clients tab. This will help you find clients who are not receiving services even though the head of household is—or clients you may have forgotten to exit with the rest of the household.

Any clients who appear on the No Service in 90 Days report either need to have their service records updated to reflect any services they are currently participating in, or they need to be exited from the program. If a client on the report needs to be exited from the program, please be sure to use the last day they participated in service as their Exit Date.

A client may appear in multiple lines in the report.

Client Uid	Name (DOB)	Entry Date
275552	Client, Sally O	3/8/2012
678790	Client, Daughter (3/18/02)	3/8/2012
678790	Client, Daughter (3/18/02)	3/8/2012

Typically, that means that the client has multiple active Entries into the program—which is a data entry error.

Entry/Exits		
Program	Type	Entry Date
Multnomah County - SP	Basic	12/01/2011
Multnomah County - SP	Basic	12/01/2011

Contact the Multnomah County ServicePoint helpline for assistance on how to correct a duplicate Entry.

## DATA QUALITY REPORTS

There is a data quality report (in the Data Quality FY13 folder in ART) specific for each program (e.g. HUD Family Futures, PCDS, etc.) This report is best saved as an Excel document, which allows you to easily scroll through the report and sort or filter clients. There are three tabs to the report: Missing Summary, Missing Entry Exit, and Actual Entry Exit.

The Missing Summary tab includes a count of Active Clients (anyone with an active Entry in your program during the reporting period) and exited clients. It may include other counts, depending on the program (e.g. programs that serve households may include a household count, or an Active Entry/Exit count or a Youth count, etc). The Missing Summary is a table of all of the data elements required by your particular program and lists the number of clients who have that data



## DATA QUALITY REPORTS (CONTINUED)

element missing:

Entry	MISSING Count	
	DOB	2
	DOB Type	2
	Gender	2
	Race	3
	Ethnicity	4

The left side of the table is color coded: blue for Entry data and yellow for Exit data.

There is also a count in the Missing Summary for Post-Dated Exits—that counts clients with an Exit Date in the future.

Exited Households	8
Exited Clients	23
Post-Dated Exits	

Any Exit data entered into ServicePoint with a future date will be counted as missing in your data quality report—even though it is entered into ServicePoint.

The second tab is the Missing Entry Exit tab, which only displays clients who are missing one or more data elements. Each client has a row (a line) in the report for each Entry into the program. Each data element (e.g. date of birth, gender) required by the program has its own column.

Last Name	First Name	DOB	Gender
Client	A		
Client	B		
Client	C		

If a client has an answer to the required data element or that particular data element is not required for the client (e.g. school client is attending is not required for adults) the cell will be blank. If a client is missing an answer to the data element, it will say Missing in the cell.

Last Name	First Name	School
Client	Silly	
Client	Daughter	MISSING

## Spring Cleaning Continued

If a client has multiple Entries into the program in the reporting period, the client will have multiple lines in the report. If these are duplicate Entries, contact the Multnomah County ServicePoint helpline for assistance. If there are multiple Entries because a client has exited the program and returned for services in the same reporting period, simply enter the missing data. If a client has multiple rows in a report, each row may be different. Each row reflects the missing data for that Entry/Exit. A client may have answered a data element in one Entry, but it's missing in another Entry. In the picture below you can see that Daughter Client was enrolled in the program March 2011 to July 2011 and at that time the question regarding parental release was not answered. Then in December 2011 she re-entered the program and the parental release question was answered at that time. An answer to the parental release question needs to be added to the March 2011 Entry.

Last Name	First Name	Entry Date	Exit Date	Parental Release
Client	Daughter	3/10/2011	7/26/2011	MISSING
Client	Daughter	12/14/2011	6/26/2012	

The third tab of the report is the Actual Entry Exit tab. This tab lists any active clients in the reporting period and the response entered in that Entry for each data element. The Actual Entry Exit tab should be reviewed to ensure that the data you are entering is accurate. Be sure that you are reviewing each client's data at least once during their enrollment into the program. If you have saved this report to Excel, you can create a custom auto-filter that allows you to look for clients entered after a certain date. For example, if you already reviewed all of your active clients last month, you could filter for any clients who entered the program this month.

Similar to the Missing Entry Exit tab, if a client has multiple Entries in the reporting period the client will have multiple lines in the report. Each line will

reflect the data entered into the client's ServicePoint record for that particular Entry. Some data elements may be the same for each Entry (e.g. date of birth) but some data elements may be different (e.g. the school they attended at Entry may be different.)

Last Name	First Name	Entry Date	Gender	School
Client	Daughter	3/10/2011	Female	Parklane
Client	Daughter	12/14/2011	Female	Centennial

If you have questions about reading your data quality report or how to get a copy of the report, please contact the Multnomah County ServicePoint helpline.

## SUN COMMUNITY SCHOOLS DATA QUALITY REPORTS

In addition to the data quality report discussed above, there are two alternative data quality reports available to SUN Community Schools. The data quality report discussed above is not located in the SUN Community Schools folder in ART, but is located in the data quality folder with the data quality reports for other programs.

The two additional data quality reports are available in the SUN Community Schools folder in ART and should be familiar to SUN Schools already. One report is for clients who are enrolled in an activity for the reporting period, and the other one is for clients who have attended an activity in the reporting period.

[Data Quality\\_SUN Missing Entry Demographics\\_Attended Activity](#)  
[Data Quality\\_SUN Missing Entry Demographics\\_Enrolled in Activity](#)

The Enrolled in Activity report is a great report to run if you are entering your registration forms and enrolling students into activities before your activities start. This will allow you to determine who is missing data without having to wait for attendance to be entered into ServicePoint.

Both of the data quality reports in the SUN Community School folders have three tabs: SUN Demos Students and no DOB, SUN Demos Adults, and No Entry Exits.

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



## Spring Cleaning Continued

### SUN COMMUNITY SCHOOLS DATA QUALITY REPORTS (CONTINUED)

The Students and No DOB tab lists anyone 19 and younger and anyone who does not have a date of birth entered into ServicePoint. It includes answers to the required data elements for SUN schools. If a piece of data is missing or out of date it will be displayed in red font. If it is missing, it will say Missing.

Parental releases are only required to be entered into ServicePoint for SUN schools located in the Portland Public School district. If your school is not located at a PPS school, you can delete the columns for Parental Release and release year. If a student does not have a parental release entered into ServicePoint, it will display Missing in red font. You should not be entering a release year if the student does not have a yes or no parental release on file (i.e. they signed the form but didn't indicate yes or no). If a client has an old release (e.g. a yes parental release from last year) the release year will be in red font.

Parental Release	Release Year
Missing	2012-13
Yes	2011-12
Yes	2012-13
No	2012-13

The report will also list if the client has a risk factor, yes or no. If the client does not have a yes or no entered into ServicePoint, it will say Missing in red font.

Risk Factors
Missing
Yes
No

Student ID numbers are required for any student who attends the school that your program is located at during the day. For FY13 there are two types of student ID numbers: eSIS numbers and Synergy numbers. Parkrose school district uses Synergy numbers; all other school districts (Centennial, David Douglas, Gresham, PPS, Reynolds) use eSIS numbers.

If a student does not have a student ID number listed, it will say Missing in red font. If you have indicated that a student does not attend the school during the day and the Student ID number field is blank, it will display OK (indicating that the number is not considered missing.)

eSIS Number
675191
OK
Missing

If a student does not attend your school but participates in SUN, be sure to let ServicePoint know by answering the Enrollment Status question on the profile section.

Enrollment Status	-Select-
Current Grade Level	-Select-
Does youth have any risk factors?	Enrolled at this school
Risk Factor(s)? (Y/N)	Enrolled at another school
ADDITIONAL Risk Factor Details	Home school
	Expelled
	Dropped out

The Students and no DOB tab also list the data elements in the Entry.

DOB	Gender	Race	Ethnicity	Language
6/23/04	Male	Missing	Hispanic/Latino	Spanish
5/9/03	Female	Other	Hispanic/Latino	Spanish

Anything missing is in red.

The second tab of this report is the Adults tab. This tab lists anyone 20 year old and older, and the answers to their demographic questions.

The third tab is the No Entry Exits tab. This tab will list clients (enrolled or attending an activity) who do not have an Entry into your SUN School. If anyone is listed in this tab, they are not being counted as attending your school's activities. Go to the client's ServicePoint record and add an Entry for your SUN school.

Program	Type	Entry Date	Exit Date
Add Entry / Exit			No matches.

If all your clients have an Entry into your SUN school, you will see a window when your report comes up that there is no data in No Entry Exit. If you see the following pop-up when you run the report, you do not have any clients who are enrolled or attending activities without an Entry into your SUN school. Great job!

Retrieving Data
No data to retrieve in No Entry/Exit
OK

If you have any questions about data quality, please contact the Multnomah County ServicePoint helpline: [servicepoint@multco.us](mailto:servicepoint@multco.us) or 503-970-4408.

## Dear Dorothy

Dear Dorothy,

I've been having problems with ServicePoint crashing. Chrome prompts me to either "kill the page" or "wait." When I wait, nothing happens. I have to kill the page, log in again and start over. Any suggestions?

Data Helpline

Fax

503-970-4408

503-988-3332

Email:

[ServicePoint@multco.us](mailto:ServicePoint@multco.us)

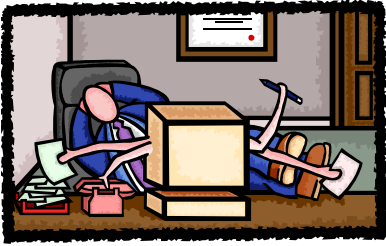
### Brain Freezing Frequently

Dear BFF,

We have heard reports of users having issues with ServicePoint freezing when using the Chrome browser. We have been in contact with the software vendor regarding this issue. They are investigating, and have found that the issue is primarily with Chrome. If you are having issues with ServicePoint crashing, try switching to another browser (e.g. Firefox or Internet Explorer) for the rest of the day. Unfortunately the software vendor believes this issue will not be resolved in the near future. Thanks for letting us know and we'll keep you updated!



## 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.

Work Sessions are scheduled for the

morning of the second Monday and third Friday of the month. Our next Work Sessions will be **Monday June 10th & Friday June 21st** and **Monday July 8th & Friday July 19th** 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 are **Friday June 7th & 14th**. 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.

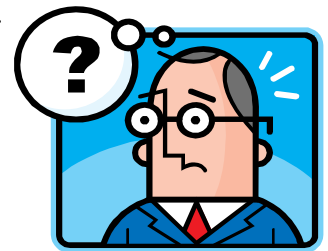


## ServicePoint Mind Tickler

Email the correct answers (both the Pop Quiz and the Fill In the Blank) by **Monday June 3rd** to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email [ServicePoint@multco.us](mailto:ServicePoint@multco.us) for your chance to win. Congratulations to **April's winner Leslie Jones**, of Janus Youth Programs. 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 reports should you review to check your data quality? Do you have any suggestions for what might help your data quality efforts personally?
2. Name the person responsible for providing data quality reports to you.
3. What can you do if you are using Chrome and ServicePoint keeps freezing?



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

1. The No Service in 90 Days report lists any clients who have an \_\_\_\_\_ into your program (an Entry Date and no Exit Date) and have not received a service (that was entered in ServicePoint) in the \_\_\_\_\_ days before the report was run.
2. There is a data quality report (in the \_\_\_\_\_ FY13 folder in ART) specific for each program (e.g. HUD Family Futures, PCDS, etc.) This report is best saved as an \_\_\_\_\_ document, which allows you to easily scroll through the report and sort or filter clients.
3. The two additional data quality reports are available in the SUN Community Schools folder in ART and should be familiar to SUN Schools already. One report is for clients who are \_\_\_\_\_ in an activity for the reporting period, and the other one is for clients who have \_\_\_\_\_ an activity in the reporting period.

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

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