

TalkingPoint

VOLUME 5

ISSUE 1
JULY 2013

DEPARTMENT OF COUNTY HUMAN SERVICES
SUN SERVICE SYSTEM & COMMUNITY SERVICES

Inside This Issue

FY14 Updates 1-2

Did You Know . . . 2

Work Sessions 3

ServicePoint Training and Assistance 3

Mind Tickler (win a prize!) 3

DCHS SP Data Team
Dorothy Carroll
Kathy Knapp
Sherry Yan
Peggy Samolinski

Newsletter Editor
Sherry Yan

[Data Helpline](#)
(503) 970-4408

servicepoint@multco.us



Happy Fiscal New Year everyone! July 1 was the start of the FY14 fiscal year, which means that everyone should be wrapping up their data entry and any necessary clean up by July 15th. We will begin running end of year reports on July 16th—so make sure your data entry is for the year is completed by the July 15th deadline.

Below are some changes this year that many of you are already aware of.

RACE & ETHNICITY
Effective July 1, the Multnomah County Department of Human Services will begin collecting race and ethnicity data in accordance with a new policy. Please see our website for more detailed information on the [policy](#).

In ServicePoint there is a new Inclusive Identity sub-assessment where you will enter this data:

Inclusive Identity (Race/Ethnicity/Origin)
Start Date *
Add

Registration/Intake forms should now all be updated to include the new question:

DCHS Race & Ethnicity Question

What is your race or origin? Mark as many boxes as apply.

- | | |
|---|--|
| <input type="checkbox"/> African | <input type="checkbox"/> Native American or Alaska Native |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> Slavic |
| <input type="checkbox"/> Latino/Hispanic | <input type="checkbox"/> White |
| <input type="checkbox"/> Middle Eastern | <input type="checkbox"/> Decline to Answer |

For detailed instructions on how to enter data in this sub-assessment, please visit our [website](#) (in the [Manuals/Guides](#) section.)

FY14 Updates Sherry Yan

Please remember that you should only use the Inclusive Identity sub-assessment if the client was able to select their Race/Ethnicity from the new DCHS question. Any clients with an Entry Date on or after 7/1/13 will need to have this question answered. Non-SUN School clients with an Entry prior to July 1 will not need to have their race and ethnicity entered using the Inclusive Identity sub-assessments.

Many programs ([non Anti-Poverty and housing related programs](#)) will only be required to enter data in the Inclusive Identity sub-assessment.

[Anti-Poverty and housing related programs](#) are required to continue collecting Race and Ethnicity as they have been prior to July 1 and collect it using the new DCHS method.

Many [SUN Schools](#) distributed and received summer registration forms prior to this July 1 date and were not able to include registration forms with the new DCHS Race & Ethnicity question. Those students should have their race and Ethnicity entered using the method prior to July 1. Any registration forms distributed after July 1 must contain the new question and the students should have their data entered in the new Inclusive Identity sub-assessment. Anyone attending activities during or after Fall 2013 must have their race and ethnicity entered using the Inclusive Identity sub-assessment.

[SUN Schools](#) will continue to

see both the prior method and the Inclusive Identity in their Entry screen for a period of time.

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	
Add	
Race	-Select-
Race-Additional	-Select-
Ethnicity (Hispanic/Latino)	-Select-

[ATOD, CHI, PCDS, SSES, SMYS, and YGPS](#) will no longer see the prior method in their Entry screen. This means that if a client who entered the program prior to July 1 is missing their race or ethnicity you will not be able to enter into ServicePoint using the prior method. If the client is missing race or ethnicity in ServicePoint and you did not collect it using the DCHS question, you will need to re-collect race and ethnicity using the DCHS question and enter it into the Inclusive Identity sub-assessment.

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	
Add	

ity sub-assessment.

[Anti-Poverty and housing related programs](#) will continue to see both the prior method and the Inclusive Identity method in ServicePoint to allow them to enter data using both questions.

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	
Add	
Race	-Select-
Race-Additional	-Select-
Ethnicity (Hispanic/Latino)	-Select-

Feel free to visit our [website](#) for more information on how to collect race and ethnicity enter it in ServicePoint.



FY14 Updates *Continued*

NEW ENTRY/EXIT SCREEN

On July 1st, users who enter data for **ATOD, PCDS, SSSES and SMYS** may have noticed that their Entry and Exit screens were much shorter. We have removed all the anti-poverty and housing related questions.

NEW CONTINUUM OF CARE QUESTION

Programs in the Continuum of Care (i.e. Anti-Poverty and housing related programs) have a new Entry question—Level of Family Income. Any clients who are identified as the Head of Household and have an Entry Date on or after 7/1/13 will need to have this question answered.

The Level of Family Income question (found in Section IIb) reports a family's income as a percentage range of the federal poverty guidelines. If you hover over the question itself in ServicePoint, a window will display with the federal poverty guidelines.

SECTION IIb.
Complete this section for Head of Household ONLY:
NEW Required Question Below for FY14

Level of Family Income (% HHS Guidelines) -Select-

SECTION IIb.
AKA: FPL

HHS Poverty Guidelines are available at <http://aspe.hhs.gov/poverty/>.

SECTION IIb.
2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA
Persons in family/household Poverty guideline
For families/households with more than 8 persons, add \$4,020 for each additional person.

1	\$11,490
2	15,510
3	19,530
4	23,550
5	27,570
6	31,590
7	35,610
8	39,630

For example, a family of 3 has a household income of \$8124. The poverty guideline for a family of 3 (as pictured above) is \$19,530. \$8124 is 42% of the guideline, therefore you would select 'Up to 50%' from pull-down menu.

HOMELESS YOUTH CONTINUUM

There are new services added to the homeless youth continuum—RISE and Other Support Services. Any client with an active Entry should now have service(s) entered. Any clients with an active Entry who have not received a service in 90 days should be Exited.

PARENT CHILD DEVELOPMENT SERVICES

The child supplemental has been removed. There is no longer an assessment for PCDS. The questions regarding child development and screening have been moved to the Entry and Exit screens, in addition to a new question regarding hearing screenings.

There has also been a slight change to the services for FY14. Skill-building is now split into individual skill-building and group skill-building. Transportation has also been removed. Transportation services should not be reported in ServicePoint.

ACTION FOR PROSPERITY II

As of FY14, only the actual participant in AFPII should have an Entry (i.e. the WSI Participant). Household members of the AFPII participant no longer need an Entry into AFPII. Household members will still need an Entry into the dual enrollment program (the program that is paying for the AFPII case man-

agement). Clients should be entered into the dual enrollment program first, and then enrolled into AFPII.

Because only the WSI participant will have an Entry, anyone with an Entry Date on or after 7/1/13 will need to have a matrix completed and entered into their ServicePoint record.

For example, Kyra and her son David are in need of Anti-Poverty services. Kyra is unemployed and would be a good fit for the AFPII program. Kyra will also be enrolled into APCM to pay for this family's case management. Kyra and David should first be entered into the agency's APCM program. Both would receive an Entry into APCM. Kyra would then have an Entry created into AFPII (along with a matrix.) Because David will not participate in WSI services, he will not receive an Entry into AFPII or receive a matrix.

There is also change to the data that must be collected every 3 months during program participation. The DSCP_AFPII Progress and Follow-Up assessment must be completed every 3 months during program enrollment. In addition to the matrix, you must also complete the housing and employment questions and update income.

ANNUAL INCOME REVIEW

If your program requires you to collect income, remember to update income on the client's yearly anniversary. To update income, click on the Assessments tab, and select Required Annual Review Evaluation from the pull down menu.

Did you know . . .

Did you know in a student's ClientPoint record for SUN schools, you can view all of the current and past activities the student has been enrolled in? Click on the Activities tab in the student's record. The default when you first sign on is to view the current activities a student is enrolled in.

Client Information

Summary | Client Profile | Households | ROI

☒ Current Activities ☐ Past Activities ☐ All Activities

▼ Enrolled Activities

Activity Name	Enroll Date
Su13 Circus Camp by Motion Magic	04/2
Su13 Peter Pan Drama Camp	04/2

You may also view the client's activities that have already ended (e.g. the activities from last year) by clicking 'Past Activities.' Clicking All Activities will display both the current activities and the previous activities the client was enrolled in.

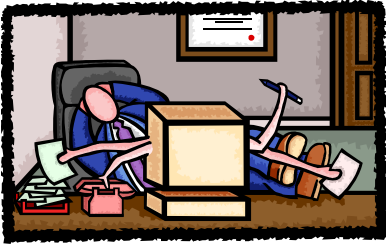
Have you ever come to a question and just forgot what the question meant? Housing Status, what does that mean!?! Well, **did you know** that if you hover over a question or click on the question text, a definition will pop up?

Housing Status -Select-

21d Literally homeless:
21d Places not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground
21d A supervised public place with designated shelter designated

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 **Fri. July 19th, Fri. 8/9, Mon. 8/19 and Fri. 9/13** 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 July 26th, August 2nd, and August 16th**. 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

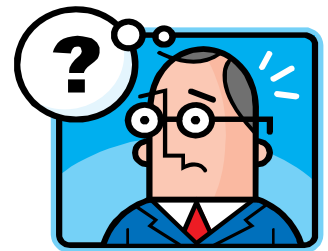
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by **Monday July 29th** to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email ServicePoint@multco.us for your chance to win. Congratulations to **May's winner Jacki Phillips**, of Human Solutions. Give it a try 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. Where can you find more information regarding the new Department of County Human Services Race and Ethnicity Policy?
2. Are there any changes to your program (please list the programs you work in and/or enter data for in ServicePoint)
3. How can you check which activities a client is currently enrolled in, and any activities they were enrolled in that have already ended?

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

1. Well, did you know that if you _____ a question or _____ on the question text, a definition will pop up?.
2. Effective July 1, the Multnomah County Department of Human Services will begin collecting _____ and _____ data in accordance with a new policy.
3. Programs in the Continuum of Care (i.e. _____-_____ and _____ related programs) have a new Entry question—Level of Family Income.



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

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