

# TalkingPoint

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DEPARTMENT OF COUNTY HUMAN SERVICES  
SUN SERVICE SYSTEM & COMMUNITY SERVICES

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(503) 970-4408

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## Common ServicePoint Issues by Sherry Yan

### ENTRY

Every client who participates in services must have an Entry created in ServicePoint. The Entry is what tells reports that this client is participating in the program. If a client does not have an Entry, the client will not show up in any reports.

A client may be listed as a member of a household and not necessarily be participating in services. A client listed in the household does not necessarily mean that this client has an Entry. If a client is listed in the Household section of ServicePoint, this means that the client is a part of the household, not that they are participating in your program.

Households		
ID	Type	
7	Couple With No Children	
	*Knope, Leslie	
	Wyatt, Ben	

A client needs to have a line in the Entry/Exit section of ServicePoint in order to show up on reports.

Entry/Exits	
Program	Type
Multnomah County - SP	Basic
Add Entry / Exit	
Showing 1	

Leslie has the above Entry into my Multnomah County program. Her significant other Ben, however, does not have an Entry. Ben will not appear in reports, even if he has services in his ServicePoint record.

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

Please remember that many of our anti-poverty programs require that you enroll everyone in the household (since everyone in the household benefits from services). Please check with your supervisor if you are unsure whether your program requires you to create an Entry for everyone in the household.

### SERVICES OUTSIDE OF THE PROGRAM ENTRY OR EXIT DATE

All service transactions in a client's ServicePoint record should fall between their Entry and Exit Dates. Services that are provided before the Entry Date or after the Exit Date will not be included during your program evaluation.

For example if you entered services for a client in December 2012 and the client's Entry Date is 1/2/13, the client's December 2012 services won't be included in the evaluation.

### NON-SERVICES

You should only be entering actual services that clients received. Creating a service transaction in ServicePoint to add a service note to a client's record or indicate that the client did not participate in services is incorrect.

Most programs do not require Service Notes to be entered into ServicePoint. Service Notes should only be entered

for services that the client actually participated in. For example, you should not create a service transaction with blank service hours or 0 service hours just to note that the client was unable or did not participate for that particular month.

### RELATED ENTRIES OR SERVICES

Many of you know that it's relatively easy to create a related Entry for household members (indicating that household members are participating in the program together) and to create related services for those household members (indicating that the client participated in this particular service with other members of their household). To create a related Entry or service, click the checkbox next to the other household member's names.

This will create a related En-

- ☐ (7) Couple With No Children  
☒ (18) Knope, Leslie  
☒ (19) Wyatt, Ben

try or service for anyone whose name is checked. However if you make a mistake and need to delete the service or the Entry, you will need to go into **each** person's record and delete that Entry or service.

If you have questions or would like more ServicePoint tips and best practices, please contact the Multnomah County ServicePoint helpline at (503) 970-4408 or [servicepoint@multco.us](mailto:servicepoint@multco.us).

## PCDS Home Visits

Are you entering your home visits for the Parent and Child Development Services program correctly? Properly entering your home visits into ServicePoint is vital for ensuring that this service will be reported accurately for your clients.

The home visit is actually a multi-part service in ServicePoint. First you will create a service transaction with a provider specific service of home visit with 1 contact. Then you will enter the kind(s) of service that the client participated in during the home visit.

For example, if I went on a home visit with a family in March, I would go into the primary parent's record, and click Add Service, and enter a service of 1 home visit for March. **The service unit for a home visit during any given month is always 1**—even if you provided multiple home visits to the family in a given month.

Service Start Date	Provider Specific Service	Service Units
03/11/2013	Home Visit (Contacts)	1

The service unit should never be more than 1, even if you provided multiple home visits for the month. You should still enter this into ServicePoint as 1 home visit.

Service Start Date	Provider Specific Service	Service Units
03/31/2013	Home Visit (Contacts)	2

Do not enter two separate service transactions for home visits in the same month (even if they were on separate days).

Entering more than one home visit during a given month may cause your outcomes

report to not recognize any home visits for

Service Start Date	Provider Specific Service	Service Units
03/23/2013	Home Visit (Contacts)	1
03/11/2013	Home Visit (Contacts)	1

the given family in that month.

The second part of recording home visits is to record the kinds of service provided during the home visit and the amount of time for each service. The hours of service during the home visit must be recorded separate from the home visit. For example, if I completed a home visit in March and spent 1.5 hours on case management and 0.5 hours on a developmental screening I would need to enter 3 separate service transactions for the 1 home visit.

Service Start Date	Provider Specific Service	Service Units
03/11/2013	Developmental Screening (Hours)	0.5
03/11/2013	Case Management (Hours)	1.5
03/11/2013	Home Visit (Contacts)	1

Questions? Contact the Multnomah County ServicePoint helpline at (503) 970-4408 or [servicepoint@multco.us](mailto:servicepoint@multco.us).



## ART Effective Date

ART is the reporting tool used by ServicePoint and is what we use to help us determine your data quality and program outputs and outcomes. Each program has a designated person that is able to run reports for them (if you want to know who that person is, please contact the helpline)

If you are the designated person to run ART reports for your program, you should know that there is a minor change to the effective date. This change applies to ART reports in the Multnomah County folder; other reports (e.g. HUD APRs) may have different requirements. We have always instructed users who manually run reports (i.e. don't schedule them) that the effective date in the report prompt should be today. However, you should make the effective date the day after the date you run the report—that is tomorrow.

For example, if I wanted to run a report on March 16th in the afternoon to check that February data had been entered, I would put 3/17/13 as my effective date. By putting 3/17/13 as my effective date (and waiting to run my report in the afternoon after the mid-day refresh), I will include any data entered before 10:30 or 11 am on March 16th in my report. If you are just used to putting today as the effective date and forget (or maybe you just like that handy dandy 'Today' button) don't fret. If I were to put 3/16 when I ran the report, my report would still run, but it would not include any data entered on that day.

Questions? [contact us](mailto:contact@multco.us) (or) 503) 970-4408

## Dear Dorothy

Dear Dorothy,

I work at a SUN Community School. What reports should I be running?

SUN School

Data Helpline

Fax

503-970-4408

503-988-3332

Email:

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

Dear SUN School,

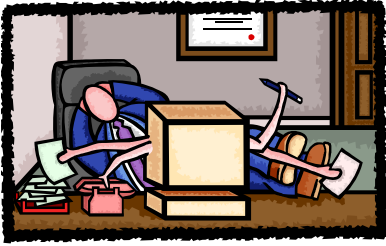
Each SUN School decides which reports to run. There are three ART reports (Data Quality\_SUN Missing Entry Demographics\_Attended Activity, Repeat Participants (Students Only) and SUN (Quarterly) Progress report) and one ReportWriter report (SUN CS Non-

Enrollment Counts 2012-2013) that Multnomah County runs each quarter to monitor contract compliance. Many of our SUN schools also choose to run additional ART reports to help them with their day to day operations (such as Blank Attendance, Daily Sign-Out, and Student Schedules). Samples of all of the ART reports available to SUN Schools are found on our website <http://multco.us/sun/servicepoint>. After reviewing the samples, please feel free to contact the helpline to help you brainstorm what reports would work best for your site.

Got a question for Dorothy? Send it to [ServicePoint@multco.us](mailto:ServicePoint@multco.us).



## 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 at 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 of the month. Our next Work Sessions will be **Monday 4/8, Monday 5/13 and Friday 5/17** 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 **April 12th & 26th and May 3rd & 10th**. 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

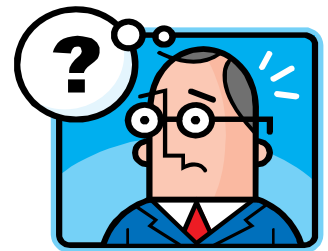
Email the correct answers (both the Pop Quiz and the Fill In the Blank) by Monday April 15th to be entered in a lottery to win a **\$5 gift card to Starbucks**. Email [ServicePoint@multco.us](mailto:ServicePoint@multco.us) for your chance to win. Congratulations to **Jan's winner Ben Baldizon**, of Metropolitan Family Service. 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 news-

### Pop Quiz

1. How do you create a related Entry?
2. If a client receives a home visit on March 11th and March 27th, how many service units should I enter for home visits in the month of March?
3. What should my ART Effective Date be?

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

1. You should only be entering \_\_\_\_\_ services that clients received.
2. All service transactions in a client's ServicePoint record should fall between their \_\_\_\_\_ and \_\_\_\_\_ Dates.
3. Each program has a designated person that is able to run reports for them (if you don't have an ART license and want to know who that person is, please contact the \_\_\_\_\_).



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

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