

SERVICEPOINT EXPANSION PROJECT

Agencies within the 5 Continuums, who will be moving into SP have received information about the costs associated with SP. Funding sources to cover the cost of SP can come from federal CoC grants, ESG funds and any remaining Homeless Prevention and Rapid Re-housing (HPRP) funds. OHCS is looking at HMIS as an eligible expenditure in the state funded homeless programs, no final decisions have been made yet. Most agencies have already set aside funds out of their CoC grants to cover some of the costs. If you are a ROCC member agency, you will be receiving a memo of understanding from OHCS for the payment of the licenses and fees sometime in September 2011. We will have more information from the OHCS fiscal department soon about how payment will be structured. The Portland Housing Bureau will be contracting directly with the remaining 3 Continuums.

We have been discussing the importance of having regional system administrators, especially for the 7 regions of the ROCC. Lane, Central and Jackson County continuums have pretty much identified who their system administrators are.

Because of the nature of the diverse agencies throughout the regions of the ROCC, we are rethinking what we previously thought would be required of the system administrators. We think that each region should have one or two people who will be able to do the following:

- Learn ServicePoint well enough to assist others within their agencies service area and/or coordinate with another system administrator from another agency within your region, so that all agencies within each region has access to a system administrator. This is still an on-going discussion, so please be thinking about questions and/or concerns about who this person(s) will be within your region and how will everyone coordinate to make sure there is coverage. The Portland Housing Bureau (PHB) will assist as much as possible, but it is to our benefit to have system administrators throughout the regions to make this a smooth transition and ensure on-going quality data collection.
- We need the System Administrators to help set up program and program profiles, as well as service transaction codes (AIRS), etc... for the agencies within your service area.
- The System Administrator should be able to make decisions about tree structure, as well as decisions around data sharing amongst fellow providers. This is also an on-going discussion that has not been decided yet.
- We need the System Administrator to help the PHB get the user agreements in place, PKI certificates and the URL , and help with making sure all users in your region are set up for training.
- System Administrators will be the direct liaison with the local CoC coordinator

All training will be held via the PHB WebEx system (similar to a Webinar)

These discussions have been taking place during the weekly HMIS meeting every Thursday from 10 a.m. – 12 p.m. via GoToMeeting.

Please send an e-mail to Ann Brown ann.brown@hcs.state.or.us if you would like to be involved in these meetings and you will be added to the e-mail list and will receive the link to the GoTo Meeting each week just prior to the meeting.

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Lane County Implementation Status

Lane County began the transition to ServicePoint In July and “went live” on August 5th.

We began the process with their designated System Administrator, Lisë Stuart, attending training in June for our local administrators as we transitioned to the upgraded ServicePoint version 5. [We don't expect that the balance of state will need this level of training at this time.]

Wendy and Hunter worked with Lisë to gather information needed for User Training and for creating Agency and programs in ServicePoint, this proves to be an ongoing process.

End User training took place via multiple WebEx sessions during July. We consider the training to be a “100-Level” course, and will give you the basics to start using ServicePoint. Additional learning opportunities with more advanced information (101, 102 etc...) will be provided as we continue to move forward.

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Word of Wisdom from Lane County to new system administrators

- Keep a spreadsheet of all potential users with program affiliation, training dates, User agreement dates and account set up. You are purchasing all these licenses- so you need to know who's who (whom). If you have a limited number that you can purchase- create a flexible rule for license distribution.
- Know your programs and funders- it drives the set-up of the Profiles in ServicePoint
- Say hello to your little friend, the AIRS taxonomy. Since my first job here at Lane County was The Lane database for Info & Referral (ah, memories J) I became overly acquainted with this gigantic taxonomy. You can get to know the taxonomy at <http://www.211taxonomy.org/search/drilldown>
- Lots of FTE for system admins- this has been almost 100% of my time since July. Most of it regarding our contracts- purchased services- and trying to figure out how to set up the new programs so I can run reports using both OPUS and ServicePoint data this first year.
- Play with the bar scanner that you can purchase at Office Depot <http://www.officedepot.com/a/products/159195/Adesso-NuScan-1000U-Bar-Code-Reader/> for about\$70. I didn't do this and I should have.
- Get your IGA or contract with Portland routed early so you can purchase licenses when you need them.
- Get each program a spreadsheet of their OPUS data at the beginning of the process. I didn't do this and I have some programs hung-up, waiting for this info.
- Hunter and Wendy are incredibly reliable and responsive. They definitely will help you make this happen.

Lisë Stuart, Management Analyst
Lane County Human Services Commission

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Adjusted Timeline

Phase 1 is complete:

We have upgraded to ServicePoint version 5.4
Lane County users are now online
We continue to tailor ServicePoint to meet their needs.

Phase 2 is revised

Tentatively:

9/12 – 9/13

- Instead of a Sys Admin training: Agency Admin session 1 – overview only
- What we need to set up programs, program profile, service transaction codes (AIRS), etc...

9/14- as long as it takes/as needed

- Set up programs into ServicePoint

9/21 – 9/30 “ish” (longer is/as needed)

- New User Trainings – go live once training is complete and (Agency Agreement and) User Agreements are in place

TBD

- Agency Admin training – how to change passwords, edit AIRS codes, etc...

We will continue to operate as overall System Administrator

Phase 3 - TBD

But similar to phase 2 but no earlier than 2 weeks post when phase 2 users are online