DHS Youth User Group Webinar November 19, 2008

User Questions and Responses

Data Sharing

1. If we are not sharing information with other agencies, do we still need a signed consent?

   Yes. The client consent must be signed to include a client's name in ServicePoint. The Release of Information is a different document that gives you permission to share with another provider.

Data Requirements

2. What is considered a permanent place to live?

   Where the client has lived 90 days or more. Shelters and time-limited housing, such as transitional housing should not be considered as permanent addresses.

Backdating – Universal Assessment and Barriers Assessment

3. Regardless of when the Universal Assessment and Barriers Assessments are completed, you always do back date mode and date it using the entry date?

   The assessment date should always match the program entry date (the entry date on the orange entry/exit button), no matter the date you and your client discuss the assessment questions. The only time you would not use backdate mode is if you enter the data on the client's program entry date. This is true for the Universal and Barriers assessments. You should not backdate the DHS Youth Assessment.

4. Can the start date be before the assessment date?

   No. The assessment date and the program entry date should always be the same for the Universal Assessment and Barriers Assessments. On the DHS Youth Assessment only, the program entry date can be earlier than the assessment start date.

DHS Youth Assessment

5. Before we only had to enter clients who had completed milestones. Now we need to enter those working on milestones and those completing milestones?

   Yes. Previously clients who were being served, but did not complete milestones during the quarter were reported only on the Demographics report. Now these clients will also be included in the DHS Youth report.

   Start dates for milestones (and for some, portions of milestones) have been added. This requirement began in July this year and will help keep track of which milestones are in progress and which have been completed each quarter.

Barriers Assessment

6. Sometimes the mental health and chemical use is not clearly evident as a barrier until later. Should we still enter them?

    Yes, go ahead and add them later, but the barrier should exist when the client enters your program. BE SURE TO BACKDATE!

7. If something changes for client status in the Barriers Assessment we do not need to have a new dated assessment but we just delete under the history box, and then go and enter the new information--this is not for a mistake but for a client status change? Basically, do we do the same process for a status change as we do for a mistake in the barriers assessment?

    No. The Barriers should reflect the client's situation when she enters your program. If the situation changes after she entered your program you don't need to go back to the Barriers and make a change. Go back only if you find that her situation at entry was not recorded correctly.

Reporting

8. The start date of reports is the first day of the quarter right?

    Yes. That’s right.

9. Are things that are missing on data check reports always in red or are some blank?

   We try to alert you to errors by formatting cells that are missing data in red on data check reports, but that hasn’t been done in every case. In some cases, it has been difficult to make the program show red only for the clients who SHOULD have the information, but don’t. We don’t want the cell to show red if the data isn’t necessary. We will, however, continue to add this formatting as time allows.