



# Introduction to STARS Reports

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## Agenda

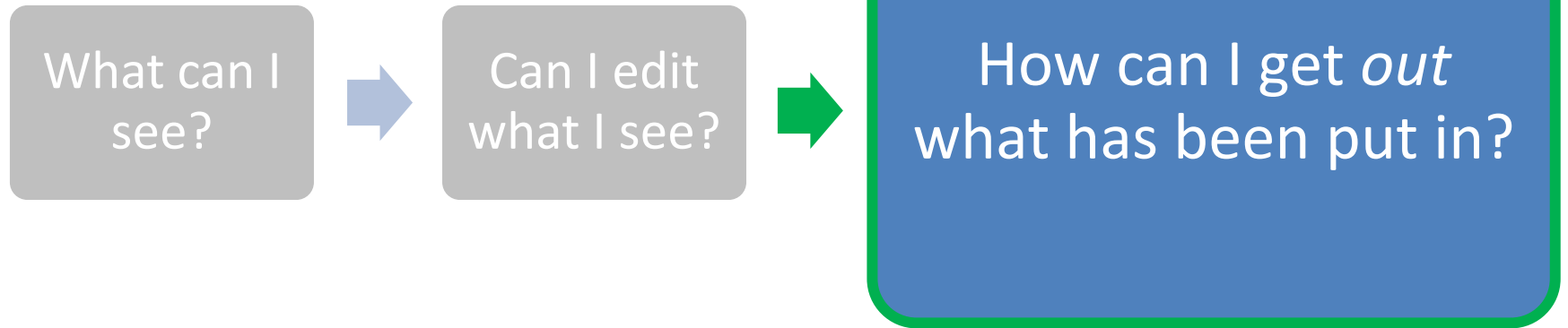
- Overview of STARS Reports
- Performance Measure Report
- Resource Report
- I-800 Medicare Unique IDs Report
- Q&A
- Resources



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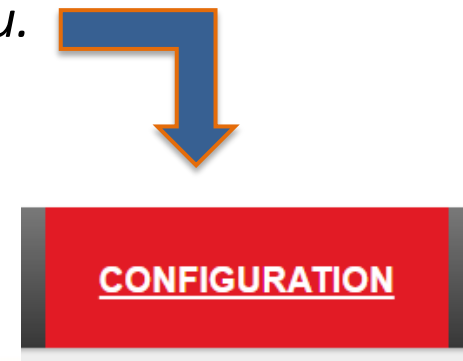
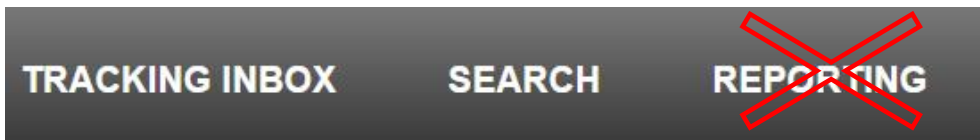
# **OVERVIEW OF STARS REPORTS**

# The STARS Question We Will Address Today



# STARS Searching and Reports Tools: What are the Differences?

1. Tracking Inbox: Search data entered by you and about you using column headings to sort in ascending or descending order.
2. Search Menu: Data entered by anyone, as long as it is visible to your role, using search tools to filter.
3. Reports: When released, reports will quantify aggregated data..
  - *They will appear under a Configuration menu.*
  - *The Reporting menu will not be applicable.*



## STARS Reports

1. SHIP Performance Measure Report
2. Resource Report
3. 1-800-Medicare Unique IDs Report

## Role-Based Report Capabilities

<b>STARS Role</b>	<b>PM Report Access</b>	<b>Unique ID Report Access</b>	<b>Resource Report Access</b>
<b>SHIP Director</b>	• State, sub-state or site level report	• State, sub-state or site level report	• State, sub-state or site level report
<b>SHIP Assistant Director</b>	• State, sub-state or site level report	• State, sub-state or site level report	• State, sub-state or site level report
<b>Sub-State Manager</b>	• Sub-state or site level report	No access	• Sub-state or site level report
<b>Site Manager</b>	• Site-level report	No access	• Site-level report

## Role-Based Report Capabilities

- No Report access for :
  - State staff
  - Sub-state staff
  - Site staff
  - Team Member
  - Submitter



## STARS Reports: What's New

- Performance Measure Report:
  - Available to run for any period of time
    - Limited to 1 year of data
  - Beginning later in 2018, reports will not be distributed quarterly
- Resource Report:
  - Can be run any time
  - ACL will run each state's report in STARS—no SHIP submission required
- Requests for unique data outside of “canned” reports can be done anytime through advanced search



Leslie Green, ACL

# **PERFORMANCE MEASURES REPORT**

## Performance Measure Report – PM1

### **PM1: Client Contacts**

**Percentage of total client contacts per Medicare beneficiaries in the state.**

### **STARS data used – PM 1 Client Contacts:**

- All Beneficiary Contact Forms and SHIP Beneficiary Additional Sessions forms that have at least one topics discussed selected

## Performance Measure Report – PM2

### PM2: Outreach Contacts

Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the State.

### STARS data used – PM 2 Outreach Contacts:

- Number of Attendees reported on the group Outreach and Education form
  - *Note: Estimated number of people reached in Media Outreach and Education forms does not count*

## Performance Measure Report – PM3

### **PM3: Medicare Beneficiaries Under 65**

**Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.**

### **STARS data used – PM 3 Medicare Beneficiaries Under 65:**

- All Beneficiary Contact Forms and SHIP Additional Beneficiary Session forms with both "Receiving or applying for Social Security Disability or Medicare disability" and "64 or younger" selected.

## Performance Measure Report – PM4

### PM4: Hard-to-Reach Contacts

Percentage of low-income, rural, and non-native English contacts per total “hard-to-reach” Medicare beneficiaries in the State.

### STARS data used – PM4: Hard-to-Reach Contacts:

- All Beneficiary Contact Forms and Beneficiary Additional Sessions forms with at least one hard-to-reach demographic
- The designated "hard to reach" selections are:
  - Low income: “Beneficiary Monthly Income” = Below 150% FPL
  - Non-native English speaker: “English as a Primary Language” = No
  - Rural: County needs to meet ACL’s classification

## Performance Measure Report – PM5

### PM5: Enrollment Contacts

Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.

### STARS data used – PM5 Enrollment Contacts:

- Beneficiary Contact Forms and SHIP Beneficiary Additional Sessions forms with at least one enrollment topic selected under the Topics Discussed

# Accessing STARS Reports

HOME TRACKING INBOX SEARCH REPORTING **CONFIGURATION**

Configuration » Pages » Shared Pages »

PAGES ▶ SHARED PAGES  
DASHBOARD OPTIONS

Shared Pages Dashboard Options

Name	Description	Business Key
▶ 1-800 Medicare Unique ID's Report - State	This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.	report.1800MedicareUniqueIDsStateReport
▶ Performance Measure Report - State and User	This launch page launches the State and User PM Reports.	report.PerformanceMeasureReportStateUser
▶ Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport



# To Run a Performance Measure Report

1. Choose state, sub-state or site, then date range
2. Choose format (excel is the default)
3. Click Launch

**1)\* Please select your State, Sub-State, or Site:**

State / Sub-state / Org:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

**2)\* Please select a format. It is recommended you use the default setting (Microsoft Excel).**

Microsoft Excel - (Recommended)

PDF

Rich Text File (rtf)

HTML

Launch Report



Performance Measure Report

**DEMO**



SHIP TA Center

# RESOURCE REPORT

## About the Resource Report

- The Resource Report will be used to gather metrics on the various demographics of users in the system. The report will provide a summary of active users and the number of hours spent on activities during a date range.
- A team member will be deemed active if they have time entered on the Activity form or if they conducted a session during the report date range.

## Sources of Data for the Resource Report

- Forms
  - Beneficiary Contact Form: *Date, Time Spent and Session Conducted By*
  - Group Outreach and Education Form: *Date, Time Spent and Session Conducted By*
  - Media Outreach and Education Form: *Date, Time Spent and Session Conducted By*
  - Activity Form (attached to Team Member Form): *Month, Year, Total Minutes*
- Data Displayed but not used as a filter: Paid Status, Role, Demographics

# To Run a Resource Report

1)\* Please select your State, Sub-State, or Site:

State Hierarchy:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

Click the arrow to see your hierarchy and make a selection

Enter your date range

2)\* Please select a format. It is recommended you use the default setting (Adobe PDF).

PDF - (Recommended)

Microsoft Excel

Rich Text File (rtf)

HTML

Launch Report

PDF recommended but not required

# SHIP State Resource Report:

Virginia SHIP

Run date: 8/14/18 12:00 AM

	SHIP Personnel by Paid Status			Hours Spent				
	SHIP-Paid	In-Kind	Volunteer	Beneficiary	Group	Media	Other Activities	Total
SHIP Director	2	2	0	0	0	0	0	0
Assistant Director	1	0	0	120	120	0	90	330
State Staff	2	0	0	0	0	0	180	180
Sub-state Manager	1	1	0	45	4	0	0	49
Sub-state Staff	0	0	0	0	0	0	0	0
Site Manager	3	0	0	110	124	0	120	354
Site Staff	0	1	0	60	0	0	0	60
Team Member	3	1	1	350	30	195	0	575
STARS User	1	0	2	300	1,386	600	100	2,386
<b>Total</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>985</b>	<b>1,664</b>	<b>795</b>	<b>490</b>	<b>3,934</b>

Hours Spent	SHIP-Paid	In-Kind	Volunteer
Beneficiary Contact	250	105	630
Group Outreach	1,014	34	616
Media Outreach	20	115	660
Other Activities	390	0	0
<b>Total</b>	<b>1,674</b>	<b>254</b>	<b>1,906</b>



Resource Report: Top Half of the Report

# Resource Report: Bottom Half of the Report

## Number of Total Active Counselors with the Following Characteristics

Years of SHIP Service	
Less Than 1 Year	12
1 Year Up to 3	7
3 Years Up to 5	2
More Than 5 Years	2

Counselor Age	
Less Than 65	13
65 Years or Older	8

Counselor Gender	
Female	10
Male	5
Other	5
Not Collected	1

Counselor Race	
American Indian / Alaskan Native	2
Asian	3
Black or African American	4
Native Hawaiian or Pacific Islander	0
Hispanic/Latino	1
White	7
Other	5
Not Collected	2

Counselor Languages		
	Primary	Secondary
English	16	0
Chinese	2	2
Korean	0	0
Russian	0	1
Spanish	0	1
Vietnamese	0	0
Other	3	4





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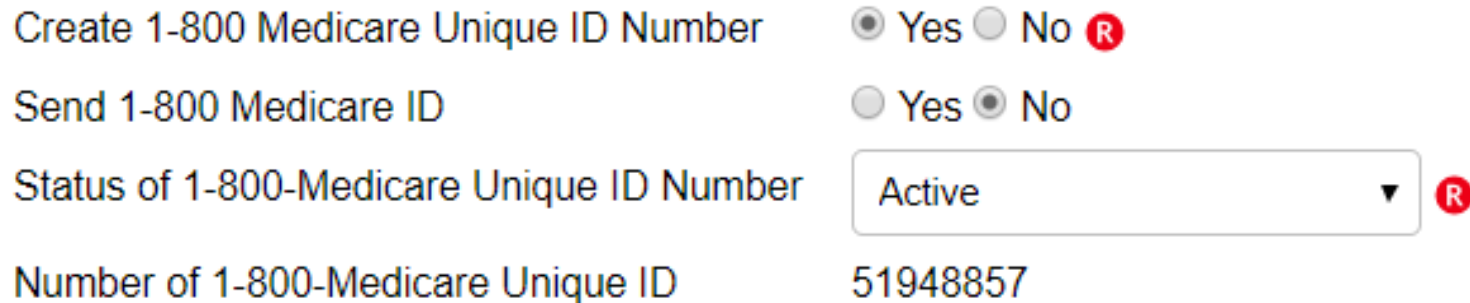
**1-800-MEDICARE UNIQUE IDS**

## About the 1-800-Medicare Unique ID Report

- This report will assist ACL in providing the Centers for Medicare and Medicaid Services (CMS) a list of users who have active 1800 Medicare IDs in the system.
- State-level Unique ID report is for SHIP Director and SHIP Assistant Director users only and for their state/territory only
- Important: SHIP counselors will use their NPR-generated Unique ID through 2018. STARS-generated Unique ID will not be recognized by CMS until January 2019.
  - The SHIP Unique ID program will continue to operate the same as it always has. All that is changing is the number itself

## Location of Data in STARS – Team Member Form

During the STARS launch phase, these fields for a team member with a Unique ID will likely look like this:



Create 1-800 Medicare Unique ID Number	<input checked="" type="radio"/> Yes <input type="radio"/> No <sup>R</sup>
Send 1-800 Medicare ID	<input type="radio"/> Yes <input checked="" type="radio"/> No
Status of 1-800-Medicare Unique ID Number	Active <sup>R</sup>
Number of 1-800-Medicare Unique ID	51948857

During the 2018 STARS Launch, SHIP Director and SHIP Assistant Director Users can select “Yes” to create a Unique ID, but should not send the Unique ID until preparing for the January 1, 2019 change.

# How to Run a 1-800-Medicare Unique ID Report

**1)\*** Please select a State, Sub-State, or Site:

State Hierarchy:

Click the arrow to see your hierarchy

**2)\*** Please select a format. It is recommended you use the default setting (Microsoft Excel).

Microsoft Excel - (Recommended)

PDF

Rich Text File (rtf)

HTML

Excel recommended but not required

Launch Report

## Unique ID Report Layout

- The sample below is from a test site with test data.

Virginia SHIP

~

1-800 Medicare ID Listing

Report run on: 8/14/18 12:00 AM

First Name:	Last Name:	Organization:	State:	County:	Status:	1-800 Medicare ID:
Edward	Sims	Virginia Site 1020	Virginia	Prince William	Active	51752197
Ida	Nygaard	Virginia Site 1020	Virginia	Prince William	Active	51854104
Li	Min	Virginia Site 1020	Virginia	Prince William	Active	51174913



**QUESTIONS?**

## SHIP TA Center



# STARS Landing Page

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□ <https://stars.entellitrak.com>

## SHIP Tracking and Reporting System (STARS)

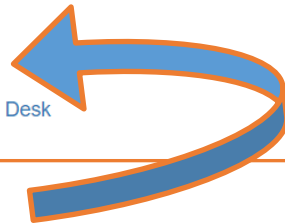


Welcome to the STARS (SHIP Tracking and Reporting System) Landing Page!

Log into STARS

### Need Help with STARS?

- STARS manual, job aids, and support resources: SHIP TA Center
- STARS technical issues or questions: Contact the Booz Allen STARS Help Desk



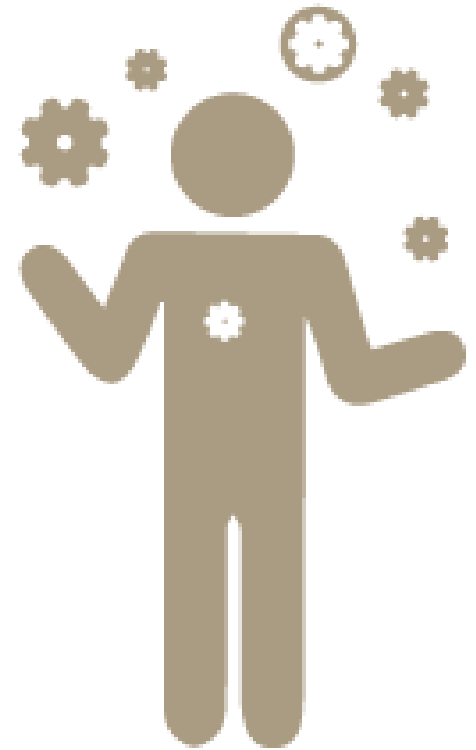
- Contains link to SHIP TA Center STARS training materials, including webinar PowerPoints, recordings, and job aids (coming later in 2018 - ACL's STARS manual)
- Contains link to Booz Allen STARS Help Desk



# STARS Job Aid Updates

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- STARS User Basics
  - ▣ *One for STARS Submitter role*
  - ▣ *One for all other roles*
- Beneficiary Contact Form
- Group Outreach and Education Form
- Media Outreach and Education Form
- Team Members
- STARS Launch
- FAQs
- **STARS Searches (New!)**
- Reports



# Other Written Resources

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- PowerPoints for every STARS topic
- User Roles at-a-glance (one page overview)
- STARS Roll-Out Timeline (one page)
- Beneficiary Contact Form definitions
- Group Outreach and Education definitions
- Media Outreach and Education definitions
- Printable versions of the STARS forms
- STARS Security Slick Sheet
- **STARS Manual**



# STARS Webinar Series

**STARS Searches and Reports (monthly,  
August - October)**

**Beneficiary Contact Form  
(monthly through October)**

**Group and Media Outreach Forms  
(monthly through October)**

**About this series**

- Intended for all users invited by their SHIP leaders

# Webinars and Other STARS Resources

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- Future Webinar Announcements
  - ▣ Provided to the SHIP director listserv and to director/administrator users at [www.shiptacenter.org](http://www.shiptacenter.org)



- Webinar PPTs, webinar recordings, job aids, forms, and other resources
  - ▣ Posted under “Need Help” on the STARS landing page

Welcome to the STARS (SHIP Tracking

Log into STARS

Need Help with STARS?

- STARS manual, job aids, and support resources: SHIP TA Center
- STARS technical issues or questions: Contact the Booz Allen STARS Help Desk

# What's the difference?

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## \* [www.shiptacenter.org](http://www.shiptacenter.org)

- ❑ Operated by the SHIP TA Center
- ❑ Houses resources to help SHIPs train and manage their programs and educate the public
- ❑ Supported by the SHIP TA Center



## \* STARS

- ❑ Operated by ACL and Booz Allen Hamilton
- ❑ SHIP data reporting system
- ❑ Contains links to all STARS training materials for all Users
- ❑ Supported by ACL, Booz Allen Hamilton, and the SHIP TA Center



\* Both require logging in, but they are separate systems and require separate accounts (think **apples** and **oranges**)

# Individualized Technical Assistance

- For STARS technical assistance, contact the STARS help desk at Booz Allen Hamilton:
  - [boozallenstarshelpdesk@bah.com](mailto:boozallenstarshelpdesk@bah.com) or 703-377-4424
- For questions about job aids and other STARS support resources, contact the SHIP TA Center,
  - [stars@shiptacenter.org](mailto:stars@shiptacenter.org) or 877-839-2675
- Today's Speakers:
  - Leslie Green: [leslie.green@acl.hhs.gov](mailto:leslie.green@acl.hhs.gov)
  - Dennis Smithe: [dsmithe@shiptacenter.org](mailto:dsmithe@shiptacenter.org)
  - Ginny Paulson: [gpaulson@shiptacenter.org](mailto:gpaulson@shiptacenter.org)