



Introduction to STARS Reports

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Agenda

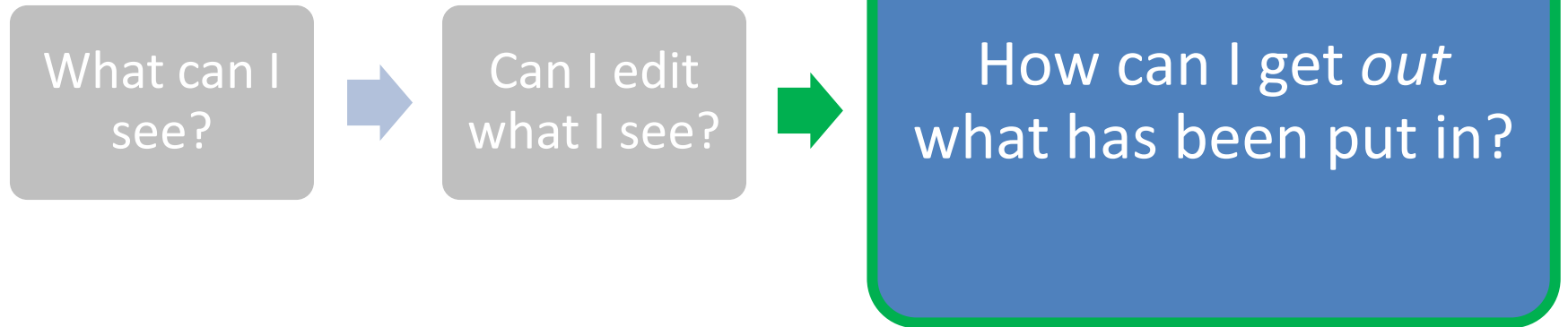
- Overview of STARS Reports
- Performance Measure Report
- Resource Report
- I-800 Medicare Unique IDs Report
- Q&A
- Resources



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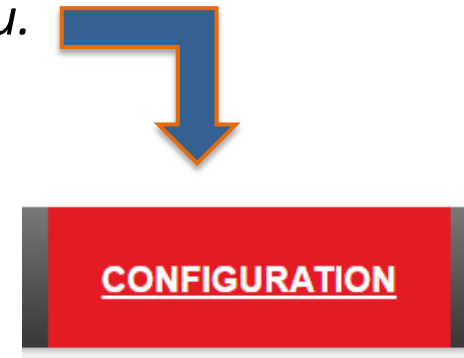
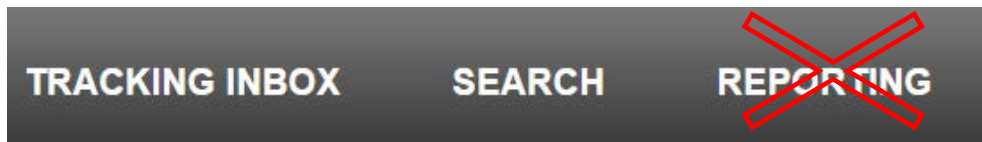
OVERVIEW OF STARS REPORTS

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

STARS Role	PM Report Access	Unique ID Report Access	Resource Report Access
SHIP Director	<ul style="list-style-type: none"> • State, sub-state or site level report 	<ul style="list-style-type: none"> • State, sub-state or site level report 	<ul style="list-style-type: none"> • State, sub-state or site level report
SHIP Assistant Director	<ul style="list-style-type: none"> • State, sub-state or site level report 	<ul style="list-style-type: none"> • State, sub-state or site level report 	<ul style="list-style-type: none"> • State, sub-state or site level report
Sub-State Manager	<ul style="list-style-type: none"> • Sub-state or site level report 	No access	<ul style="list-style-type: none"> • Sub-state or site level report
Site Manager	<ul style="list-style-type: none"> • Site-level report 	No access	<ul style="list-style-type: none"> • 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



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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)* 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

1. Choose state, sub-state or site, then date range

2. Choose format (excel is the default)

3. Click Launch



Performance Measure Report

DEMO



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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
Total	13	5	3	985	1,664	795	490	3,934

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
Total	1,674	254	1,906



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:



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)

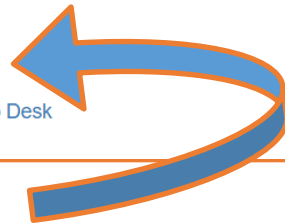


Welcome to the STARS (SHIP Tracking and Reporting System) Landing Page!

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

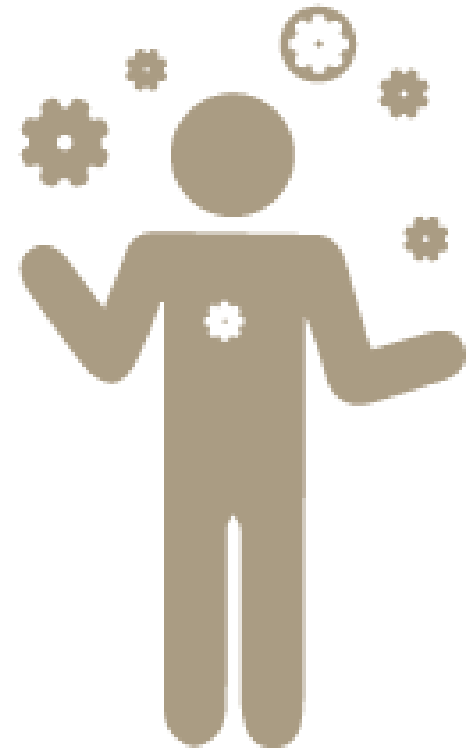


- Contains link to SHIP TA Center STARS training materials, including webinar PowerPoints, recordings, and job aids (coming later in 2018 - ACL's STARS manual)
- Contains link to Booz Allen STARS Help Desk

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



- 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

- ❑ 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 or 703-377-4424
- For questions about job aids and other STARS support resources, contact the SHIP TA Center,
 - stars@shiptacenter.org or 877-839-2675
- Today's Speakers:
 - Leslie Green: leslie.green@acl.hhs.gov
 - Dennis Smithe: dsmithe@shiptacenter.org
 - Ginny Paulson: gpaulson@shiptacenter.org