NEW YORK STATE OF OPPORTUNITY | Office for the Aging

Health Insurance Information, Counseling and Assistance Program (HIICAP) Reporting

November 6, 2019

Manage Data Like RockSTARS

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NYS HIICAP Data Snapshot

2018-2019 Program Year

- Total Client Contacts: 117,696
- Group Outreach and Education events: 4251
- Media Outreach and Education events: 2437

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NYS HIICAP Data Snapshot

As a program, we have trained over 750 counselors and dedicated 137,000 hours to counseling Medicare beneficiaries!!

Data Reporting

Health Insurance Information, Counseling and Assistance Program (HIICAP), referred to on a federal level as State Health Insurance Assistance Program (SHIP), Medicare Improvements for Patients and Provider Act (MIPPA) and the Fully Integrated Duals Advantage (FIDA) data can be reported ***one*** of two ways:

- Directly into the federal web-based SHIP Tracking and Reporting System (STARS).

Or

- Through the Statewide Client Data System that utilizes an Application Programming Interface (API) model to schedule and automatically upload data from the proprietary system (PeerPlace) to STARS.

STARS Reporting Considerations

- For those entering data directly into the federal STARS reporting system, please follow the Administration for Community Living (ACL) reporting requirements.

Date Monthly Effort occurred	Data Entry Due Dates for Efforts
April	May 31
May	June 30
June	July 31
July	August 31
August	September 30
September	October 31
October	November 30
November	December 31
December	January 31
January	February 28
February	March 31
March	April 30

Note: Aggregate totals for Beneficiary Contacts, Group Outreach and Education, and Media Outreach and Education obtained from the Federal STARS system also need to be reported in the NYSOFA Client Data System for purposes of the quarterly Consolidated Area Agency Reporting System (CAARS) report.

New York Statewide Client Data System Reporting Considerations

For those reporting through the **<u>New York Statewide Client Data System</u>** that utilizes an API model to schedule and automatically upload data from the proprietary system to STARS.

<u>Can be Sent via API:</u>

- Beneficiary Contact form
- Group Outreach & Education form
- Media Outreach & Education form

<u>Cannot be Sent via API:</u>

- Additional Sessions form
- Additional Presenters form
- Team Member form (created by NYSOFA only)
- Activity forms
- Attachments to forms
- Update forms
- Delete forms

All data that currently cannot be sent through the API process should be directly entered in STARS.

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STARS

STARS Registration

- STARS Update 19-10: The NYS State HIICAP Team (Helen Fang and Heather Leddick) will continue to create new STARS Team Member Profiles within the SHIP Tracking and Reporting System (STARS) for your agency. Please do not create new Team Members yourself.
- In order to register new counselors and volunteers in the STARS system, you will need to send a completed team member profile form to our office via fax 518-486-2225. Team member profile forms were sent out in STARS Update 19-10.
- Once we receive the completed form, we will then create the new team member in STARS. New users will then receive a Welcome to STARS email with log in information.

Welcome to STARS!

You've been registered as a user of the SHIP Tracking and Reporting System (STARS). You should have received your username in a separate email.

Please click here to use the password reset tool to create a temporary system password.

After logging into the system with your **temporary password**, you can change your **temporary password** to a **personal password** by clicking here.

If you have any questions, please contact your administrator or the Booz Allen STARS Help Desk.

Have a great day!

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STARS User Roles

STARS User Roles Overview: At-A-Glance Reference

Capabilities by Role	SHIP Director	SHIP Assistant Director	State Staff	Sub-State Manager	Sub-State Staff	Site Manager	Site Staff	***Team Member	***STARS Submitter
Beneficiary Contact Forms (child object = Beneficiary Additional Sessions) Group Outreach Forms and Media Outreach Forms (child object = Additional Team Members)									
Create new forms; **Edit** *those* forms; **Add child objects** to *those* forms	yes	yes	yes	yes*	yes*	yes*	yes*	yes*	yes*
Edit forms about own efforts entered by others, + **Add child objects** to *those* forms	yes	yes	yes	yes	yes	yes	yes	yes	yes
View but not edit a form entered *by* others *about* others' efforts	yes	yes	yes	yes*	yes*	yes*	yes*	yes*	no
Edit forms entered by others *about* others' efforts + **Add child objects** to those forms	yes	yes	yes	yes*	yes*	yes*	yes*	no	no
Team Member Forms (child object = Activity Form)									
Create and **edit** Team Member forms	yes**	yes**	yes**	yes**	no	yes**	no	no	no
View Team Member forms	yes	yes	yes	yes*	yes*	yes*	yes*	no	no
Add/edit Activity forms (child object) to Team Member forms *entered by others*	yes	yes	yes	yes*	yes*	yes*	yes*	no	no
View own Team Member form and **add/edit** own Activity Forms (child objects)	yes	yes	yes	yes	yes	yes	yes	yes	yes
Search menu and Configuration menu (i.e. Reports)									
Use Search menu	yes	yes	yes	yes*	yes*	yes*	yes*	yes*	no
Generate Performance Measures Report and Resource Report (see Configuration menu)	yes	yes	yes	yes*	no	yes*	no	no	no
Unique IDs									
Unique IDs: create/manage/generate report	yes	yes	no	no	no	no	no	no	no
Unique ID: view own number (on Team Member form)	yes	yes	yes	yes	yes	yes	yes	yes	yes
Unique IDs: view *others'* numbers	yes	yes	no	no	no	no	no	no	no
Delete data	yes	yes	no	no	no	no	no	no	no

KEY: * *At and below* their level on the hierarchy; ** Roles lower than their own (and at and below their level on the hierarchy); *** Can be aligned at any level of the hierarchy (site, sub-state, or state); No asterisk = no additional hierarchy-related conditions apply. [Child object definition: A form that belongs to another another form (has a "parent" form). The Beneficiary Contact Form is the parent to the Beneficiary Additional Sessions form.]

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STARS User Roles

- Stars Submitter: assigned to all HIICAP volunteers
- Site Staff: assigned to all HIICAP & NY Connects Staff
- Site Manager: assigned to all HIICAP & NY Connects Coordinators

SHIP Unique ID's

<u>120 Days of Counseling Inactivity and Unique IDs</u>

- 120 days of team member inactivity will lead to automatic inactivation of the CMS Unique ID, CMS Unique ID Inactivity is defined as one of the following:

  1) Team member has not logged into STARS for 120 days; OR

  2) No beneficiary contact forms or Beneficiary Additional Session forms have been linked to the team member via any STARS *Session Conducted By* fields for 120 days.

- Inactivated Unique IDs must be reactivated by a SHIP director or SHIP administrator user of STARS. Reactivate ID by updating the team member's Status of Unique ID to "Active." More details about the STARS inactivity rules are provided in Chapter 2 – User Basics.

Note: After 120 days of no reported counseling activities – ACL revokes CMS SHIP Unique IDs without notice to individual counselor or to the State HIICAP Office.

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Beneficiary Contact Form

Beneficiary Contact Form

Don’t sell yourself short- key reporting reminders

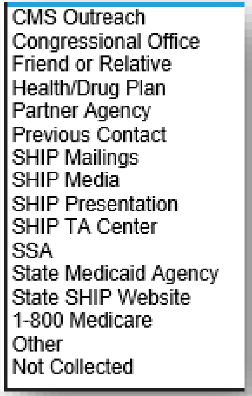
- Age – under 64
- Income – should be below 150% of federal poverty levels, if topics are Medicare buy-in, Medicaid spend-down (Pool-trust), Medicaid claims, Medicaid Application & Recertification, LIS/MSP application assistance.
- Topics – if Benefit Explanation is checked off , counselor should also consider checking Eligibility Screening, collect as many topics as possible.
- MIPPA Radio Button – make sure related topics are checked off, Income below 150% of the Federal Poverty Level.
- Consider developing simple reporting forms for volunteers and/or community partners.

Note: The beneficiary form is located under the units entry screen of the client intake in the NY Statewide Client Data System.

How Did Beneficiary Learn About SHIP

This required field tracks how beneficiaries (or caregivers) learned about your program. It is increasingly important information to have. It can measure effective outreach methods, and this data is used by ACL for education purposes at the national level.

- Updated options include:
  - Congressional Office
  - Health/Drug Plan
  - SHIP TA Center
  - Social Security Administration (SSA)
  - State Medicaid Agency



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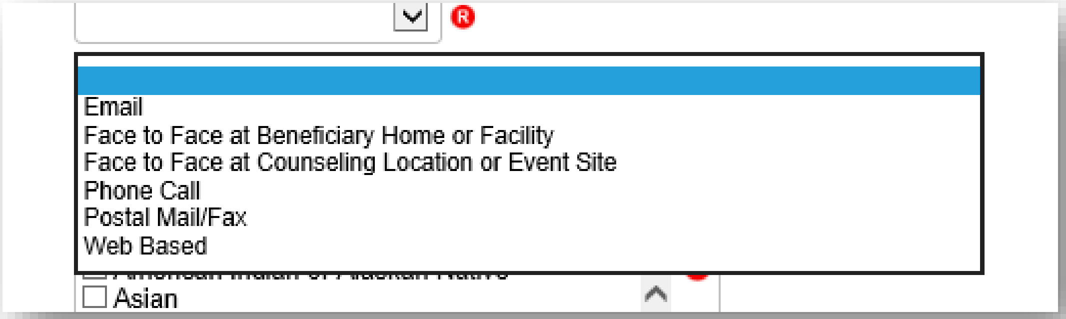
Method of Contact

- The options under *Method of Contact*
  - This option would be selected when using things such as website chat options to counsel a beneficiary (i.e. Skype or agency website chat)



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Beneficiary Race

The *Beneficiary Race* field is a checklist, allowing you to check all that apply. You are limited to the options shown.

- [ ] American Indian or Alaskan Native
- [ ] Asian
- [ ] Black or African American
- [ ] Hispanic or Latino
- [ ] Native Hawaiian or Other Pacific Islander
- [ ] White
- [ ] Not Collected

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Topics Discussed - Additional Topics

- A whole new category of topics has been added under the header *Additional Topic Details* which includes:
  - Ambulance
  - Dental/Vision/Hearing
  - DMEPOS
  - Duals Demonstration
  - Home Health Care
  - Hospice
  - Hospital
  - New Medicare Card
  - Preventive Benefits
  - Skilled Nursing Facility

Additional Contacts on Same Issue

- When to use the *SHIP Additional Sessions*:
  - Group (multiple) contacts involving the same complex issue(s)
  - Document multiple contacts, time spent, and topics discussed to a resolution
- When ***NOT*** to use the *SHIP Additional Sessions*:
  - Same SHIP counselor has multiple contacts on the same day with the same beneficiary or representative (edit and resave form instead)
  - Two or more SHIP counselors help the same beneficiary or representative on the same day (enter multiple forms)

Part D/MA-PD Cost Comparison Data

ACL uses STARS to collect data related to the cost changes as result of enrollment in PDP/MA-PD plans available through the Medicare Plan Finder (MPF). By collecting this data, SHIPs can demonstrate the impact of their work on behalf of beneficiaries in three ways:

- Data on the number of beneficiaries who receive PDP/MA-PD enrollment assistance from SHIP's
- Data on average cost change per beneficiary who received PDP/MA-PD enrollment assistance from SHIP's
- Data on the reported total of PDP/MA-PD cost change for each state.

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Part D/MA-PD Cost Comparison Data

The cost data reported for PDP/MA-PD enrollment must be auditable for ACL to verify and share the numbers reported. Therefore, for SHIPs to accurately report this element, ACL requires supporting documentation when cost change data is reported. ACL and SHIPs will periodically review reported cost change data and remove it if it lacks required verification (remainder of form will be unchanged).

How to Report PDP/MA-PD Enrollment Data

- Reporting PDP/MA-PD enrollment cost data on the BCF in STARS consists of 4 steps:
  1. Collect Plan Cost Information
  2. Assist Beneficiary with Enrollment
  3. Enter Data in STARS
  4. Attach Verification

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Part D/MA-PD Cost Comparison Data – Supporting Documentation

Your Plan Comparison

« Return to previous page

Select the tabs below for more detailed information about the plan health benefits, drug costs and coverage and star ratings.

My Current Profile | Update Search

Zip Code: 19428
Current Coverage: Original Medicare, Aetna Medicare Rx Saver (PDP) (S5810-040-0)
Current Subsidy: No Extra Help [?]
Drug List ID: 4208158208
Password Date: 03/20/2018

Important Coverage Information

Symbols

N Nationwide Coverage

* Estimated

Overview | Health & Drug Plan Benefits | Drug Costs & Coverage | Star Ratings | Manage Drugs

Aetna Medicare Rx Saver (PDP)	Humana Walmart Rx Plan (PDP)	EnvisionRxPlus (PDP)
(S5810-040) Plan Type: PDP **Organization:** Aetna Medicare	(S5884-152) Plan Type: PDP **Organization:** Humana Insurance Company	(S7694-006) Plan Type: PDP **Organization:** EnvisionRx Plus
Members: 1-877-238-6211 711(TTY/TDD) **Non Members:** 1-855-338-7030 711(TTY/TDD)	**Members:** 1-800-281-6918 711(TTY/TDD) **Non Members:** 1-800-706-0872 711(TTY/TDD)	**Members:** 1-866-250-2005 711(TTY/TDD) **Non Members:** 1-888-377-1439 711(TTY/TDD)
Coverage: Provides drug coverage only. NOTE: Health Plan Benefits are based on Original Medicare	**Coverage:** Provides drug coverage only. NOTE: Health Plan Benefits are based on Original Medicare	**Coverage:** Provides drug coverage only. NOTE: Health Plan Benefits are based on Original Medicare
N	N Enroll	N Enroll

+ **Fixed Costs**

− **Estimate of What YOU Will Pay for Drug Plan Premium and Drug Costs**

Cost at Giant Pharmacy		Cost at Giant Pharmacy		Cost at CVS Pharmacy	
Enrollment Today [?]	**$445.50**	**Enrollment Today** [?]	**$250.20**	**Enrollment Today** [?]	**$131.40**
Cost at CVS Pharmacy		Cost at CVS Pharmacy		Cost at Giant Pharmacy	
Enrollment Today [?]	**$355.50**	**Enrollment Today** [?]	**$300.60**	**Enrollment Today** [?]	**$131.40**

Part D/MA-PD Cost Comparison Data – Supporting Documentation

Step 1 Personal Information | Step 2 Review | Step 3 Read and Submit | Step 4 Confirmation

Enrollment Request Received

Print

Your 2017 enrollment request was received and will be processed by: **Magellan Rx Medicare Basic (PDP) (S4607-020-000)** and your Confirmation Number is: **96770929599795**

Name: **Jane SMith**

Please contact the plan directly with any additional questions.

Magellan Rx Medicare Basic (PDP)
15950 North 76th Street Suite 200
Scottsdale, AZ, 85260
Phone: 1-800-424-5870
Website: medicare.magellanrx.com

This confirmation number can be used to help track the online enrollment, but it is not proof of membership. Please wait at least 10 days before calling the

Group Outreach & Media Outreach Forms

Public And Media Form (PAM)

Splitting the PAM Form

Split SHIP NPR Public And Media (PAM) form into **two** forms in STARS:

1. Group Outreach and Education
2. Media Outreach and Education

* Note this is still a combined report in the NY Statewide Client Data System it appears as the Public and Media Report under program tools. It combines both Group Outreach and Education and Media Outreach and Education data.

Group Outreach & Education Reporting

Report

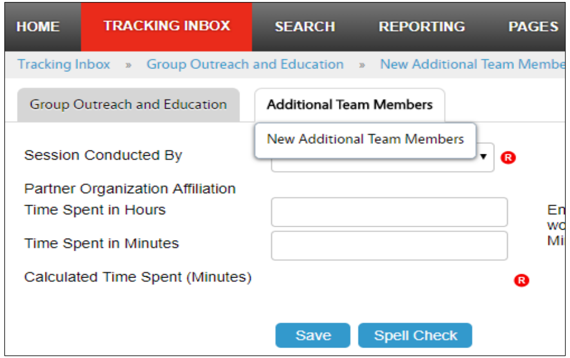
1. Interactive presentations
2. Booth/Exhibits, Health fairs, and County events
3. Enrollment Events

*GOE data count towards SHIP Performance Measure #2 – Number of Attendees

*Select date range for multiday events

Session Conducted By and Additional Team Members

- ➢ Main form allows one team member in Session Conducted By dropdown box
- ➢ Click "Additional Team Member" tab after saving the main form to report team participants.



Note: Additional team members cannot be sent through Application Programming Interface (API)

Additional Event Details and Time

- Your Partner Organization Affiliation Will auto-populate when you save the form
- NEW feature: activity date range
- Intended Audience: Split Intended Audience and Target Beneficiary Group in two boxes
- Target Beneficiary Group has been Consolidated Target Beneficiary Group options to mirror other ACL system fields

Media Outreach & Education (MOE)

- Report all other media outreach and education

  (Billboards, email blasts, print ads & articles, radio, television, electronic activities such as Facebook & agency website.)

- Wide range of Geographic Coverage selections

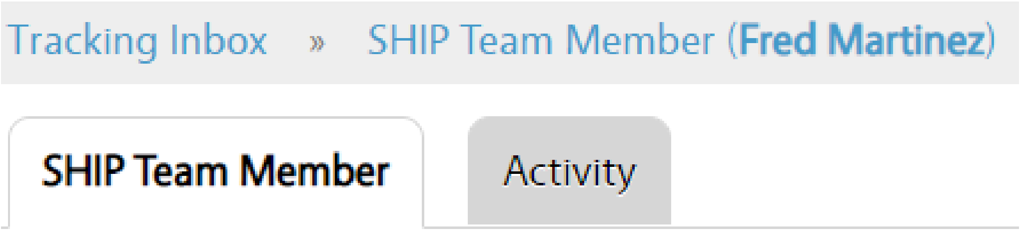
  (Zip code, counties, state-wide, multi-state, regional, national.)

- Select date range for multiday events and campaigns

Activity Form

Activity Form

The ***Activity* tab** is associated with each saved team member profile in STARS. This is how you access the Activity Form in STARS.



The ***Activity Form*** is used to report Team member activity hours in minutes that have not already been reported on the Beneficiary Contact, Group Outreach and Education Contact, and Media Outreach and Education Contact forms. Time spent should be entered at minimum on a monthly basis.

Activity Form

Program Management/Team member Management

• Providing staff and volunteer recruitment, retention, and supervision;
• Overseeing, preparing, and analyzing data reports;
• Scheduling meeting and trainings; and
• Providing travel reimbursements to volunteers, etc.

Administrative Support

• Providing data entry, copying, filing, mailing; and
• Other paid or in-kind agency staff who help to manage day to day operations such as receptionists, accountants managing grant dollars, and Executive Directors managing overall agency functions, etc.

Other SHIP Activities

• Activities related to orientation and training, until training form is made available in STARS;
• Mentoring volunteers;
• Brochure distribution;
• SHIP or MIPPA marketing, informational, and educational materials that are publicized, disseminated and distributed to partner organizations and other local community sites, includes travel to deliver the information, etc.; and
• Team member travel to outreach and training events

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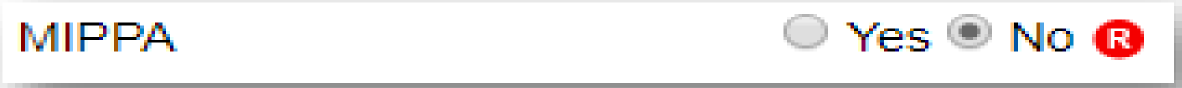
MIPPA

MIPPA Performance Measures

PM1: Overall MIPPA Contacts	Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State
PM2: Overall Persons Reached through Outreach	Total number of people reached as reported on group outreach and education forms
PM3: MIPPA Target Populations	Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)
PM4: Contacts with Applications Submitted	Percentage of forms with applications submitted compared to overall MIPPA contacts reported in PM1

MIPPA Reporting



- MIPPA is a required field you will receive a validation error if you leave this filed blank.

- Select “Yes” radio button when outreach includes MIPPA topics such as: Extra Help/LIS, Medicaid or the Medicare Savings Program.

Note for PeerPlace users if MIPPA is left blank it will default to “no” in STARS, you can identify and correct these records directly in the STARS system.

MIPPA Elements

- **Beneficiary Contact Forms** that have at least <u>one</u> of the following checked in the Topics area will count for MIPPA and PM5

Qualifying MIPPA Topics Discussed*		
Part D Low Income Subsidy (LIS/Extra Help)	Medicaid	Additional Topic Details
Application Assistance	Application Submission	Preventive Services
Application Submission	Benefit Explanation	
Benefit Explanation	Buy-In Coordination	
Eligibility/Screening	Eligibility/Screening	
LI NET/BAE	Medicaid Application Assistance	
	MSP Application Assistance	
	Recertification	

**Income level for MIPPA Clients should be indicated as below 150% of Federal Poverty Level*

MIPPA Elements

- **Outreach and Media Forms** that have one item in each of the following areas checked will count:

Target Beneficiary Group:

- Low Income ***or***
- Rural (rural counties should also check off Low Income to ensure MIPPA count)

\+

Topics:

- Extra Help/LIS,
- Medicaid,
- MSP, **or**
- Preventive Services

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Performance Measures

Performance Measures Report: What Has and Hasn't Changed

- What has changed:
  - Can be generated directly by STARS users with roles that can run reports
  - Can be run for any time period
    - The system will limit time frame to one year or less
  - Reports will not be distributed quarterly
    - Instead, users generate reports as needed, including ACL

- What hasn't changed:
  - The performance measures themselves
  - The look and feel of the 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. This is the largest section of the beneficiary contact form, be sure to check as many options necessary to fully explain beneficiary assistance.

Accessing the Performance Measures Report

Step 1

HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION **CONFIGURATION**

Configuration » Pages » Shared Pages »

PAGES ▸ SHARED PAGES

DASHBOARD OPTIONS

Step 2

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

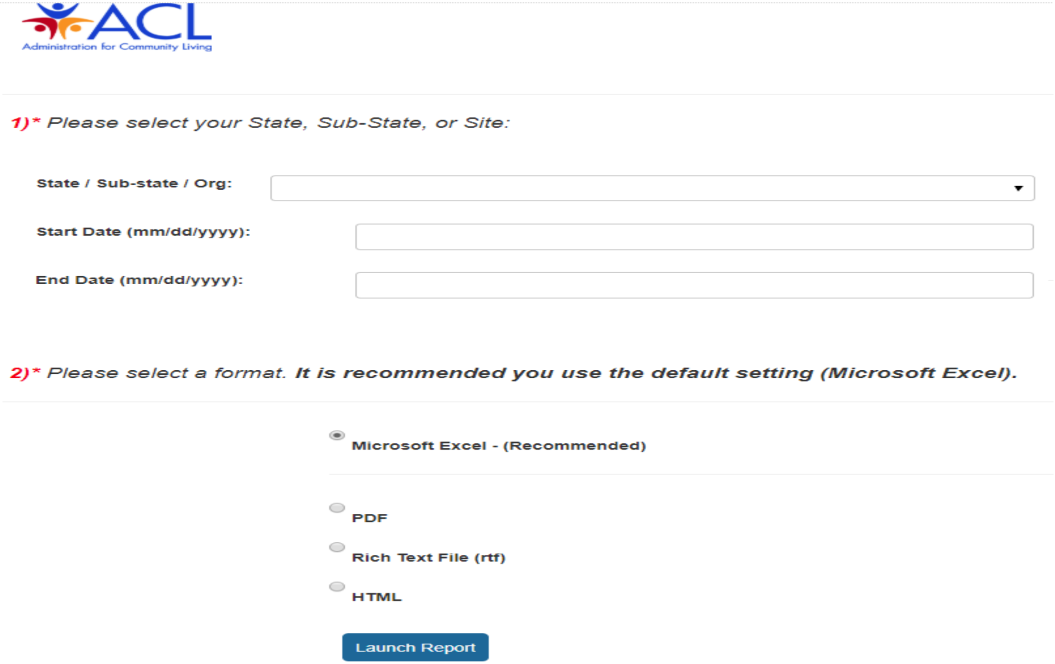
Step 3

To Run a Performance Measure Report

1. Choose your site then date range

2. Choose format (excel is the default)

3. Click Launch


ACL
Administration for Community Living

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

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Sample Performance Measure Report in Excel

Virginia

State PM No Flag Summary

ship state health insurance assistance programs NATIONAL NETWORK

Date Range: ######## - ########

Report run on: ########

		Previous Date	Current Date Range				Current Date	Annual Performance Rating	
State Name	PM	Total # Reached	Medicare Population	Total # Reached	Penetration Rate %	% Change in Total # Reached	Likert Performance Rating	Annual 2017 – 2018 Target Performance	Annual 2017 – 2018 Target Penetration Rate
Virginia	PM 1: Beneficiary Contacts	12	1,402,456	53	0.%	341.67%	Low	Average	16.28
Virginia	PM 2: Group Outreach Contacts	89	1,402,456	639	0.05%	617.98%	Low	Average	14.41
Virginia	PM 3: Medicare Beneficiaries Under 65	4	207,108	6	0.%	50.%	Low	Good	11.47
Virginia	PM 4: Total Hard-to-Reach Contacts	15	793,683	39	0.%	160.%	Low	Good	12.77
Virginia	PM 5: Enrollment Contacts	2	1,402,456	20	0.%	900.%	Low	Good	7.06

* Previous Date 04/01/2017 - 12/31/2017

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Resource Report

About the Resource Report

The Resource Report is used to gather metrics on the various demographics of users in the system. The report provides a summary of active users and the number of hours spent on activities during a date range.

- A team member is deemed active if they have time entered on the Activity form or if they *conducted a session during the report date range.
  **Session Conducted By* field on any form in STARS
- Training time currently pulls from “Other” on Activity Form, but a new Training Form is under development

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Sources of Data for the Resource Report

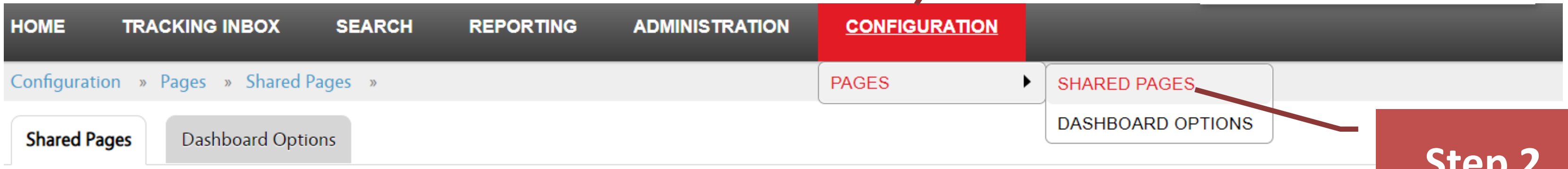
Forms:

- 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

Accessing the Resource Report

Step 1



	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

Step 2

Step 3

To Run a Resource Report

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

Click the arrow to see your hierarchy and make a selection

State Hierarchy:

Start Date (mm/dd/yyyy):

Enter your date range

End Date (mm/dd/yyyy):

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

PDF - (Recommended)

PDF recommended but not required

Microsoft Excel

Rich Text File (rtf)

HTML

Launch Report

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Sample Resource Report

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

ship NATIONAL NETWORK state health insurance assistance programs

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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STARS SEARCH

Search Options

HOME TRACKING INBOX SEARCH REPORTING CONFIGURATION

What would you like to search for?

Advanced Search

- My Saved Searches
- Shared Searches
- Dashboard Options

Beneficiary Contact

- Standard Search
- Advanced Search

Group Outreach and Education

- Standard Search
- Advanced Search

Media Outreach and Education

- Standard Search
- Advanced Search

SHIP Team Member

- Standard Search
- Advanced Search

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STARS Search Standard vs. Advanced

- **When to use a Standard Search:** Standard searches allow you to find, view, and edit all data in STARS available to your role. For example, this is the fastest way to find forms entered by other team members.

- **When to use an Advanced Search:** Use advanced searches when the results you seek aren't available in a standard search, when you wish to export to Excel to manipulate the data, or when you want to access a shared search.

STARS SEARCH

Search Type	Advantages	Disadvantages
Standard	• Easy to define search criteria • Can save for the duration of your session ("remember criteria") • Can sort search results by clicking column headings (like the tracking inboxes)	• Cannot export to Excel • Cannot save criteria for future sessions • No shared search capability • Cannot define the display format of search results
Advanced	• Can export to Excel • Can create more complex search criteria • Can define search results display format (e.g. column preferences) • Can display saved searches on dashboard • Can be use to analyze data for staff training, and provided data for funding and advocacy purposes	• More complex to understand and use • A large number of criteria or columns may lead to increased strain on system performance, potential slowdowns, and potential errors

STARS Resources

Welcome to the SHIP Resource Library!

Search here for resources created by SHIPs or for SHIPs.

Keyword Search

Exact Match

Search

Upload Resource

Subject	Activity	Type	Audience	Source
None selected	None selected	None selected	None selected	None selected

Featured Resources:

STARS Resources Kit

This kit compiles all STARS resources, including the manual, job aids, webinars, tip sheets, and printable forms. On March 5, 2019, all STARS resources were moved to this password-protected Resource Library, at the request of the Administration for C ...

STARS Resources: STARS Manual

Updated 3/18/19! All of the chapters on how to enter data are now complete. The STARS Manual is being published gradually in spring 2019. It is a collaborative effort between ACL and the SHIP TA Center, and it contains these five chapters: 1) Introdu ...

Recently Added:

OCCT Tutorials

In these short, recorded Online Counselor Certification and Training (OCCT) tutorials, learn how to create an exam, schedule an exam, and see exam results for your counselors. They are each between 6 minutes and 18 minutes long. For detailed written ...

OHIC (SMP, SHIP, and MIPPA) Program Reporting Guidelines

This March 2019 document summarizes the deadlines for submitting your SMP/SHIP/ MIPPA program data, financial reports, progress reports, and final reports. If you have any questions or concerns, please reach out to your ACL Project Officer.

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STARS Technical Assistance

- For questions related to the New York State SHIP STARS roll out, contact Heather Leddick or Helen Fang
  - Heather.Leddick@aging.ny.gov
  - Helen.Fang@aging.ny.gov
- For STARS technical assistance such as help with usernames, passwords or your organizational hierarchy, contact the STARS help desk at Booz Allen Hamilton:
  - boozallenstarshelpdesk@bah.com or 703-377-4424
- For questions about webinars, job aids and other STARS support resources, contact the SHIP TA Center,
  - stars@shiptacenter.org or 877-839-2675.

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