Introduction to STARS Reports

Leslie Green (ACL), Ginny Paulson (SHIP TA Center), Dennis Smithe (SHIP TA Center)

August 2018
Agenda

• Overview of STARS Reports
• Performance Measure Report
• Resource Report
• I-800 Medicare Unique IDs Report
• Q&A
• Resources
OVERVIEW OF STARS REPORTS
The STARS Question We Will Address Today

What can I see?

Can I edit what I see?

How can I get out what has been put in?
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.

[Buttons: Tracking Inbox, Search, Reporting, Configuration]
STARS Reports

1. SHIP Performance Measure Report
2. Resource Report
3. 1-800-Medicare Unique IDs Report
## Role-Based Report Capabilities

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SHIP Director</td>
<td>• State, sub-state or site level report</td>
<td>• State, sub-state or site level report</td>
<td>• State, sub-state or site level report</td>
</tr>
<tr>
<td>SHIP Assistant Director</td>
<td>• State, sub-state or site level report</td>
<td>• State, sub-state or site level report</td>
<td>• State, sub-state or site level report</td>
</tr>
<tr>
<td>Sub-State Manager</td>
<td>• Sub-state or site level report</td>
<td>No access</td>
<td>• Sub-state or site level report</td>
</tr>
<tr>
<td>Site Manager</td>
<td>• Site-level report</td>
<td>No access</td>
<td>• Site-level report</td>
</tr>
</tbody>
</table>
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
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

### Table of Shared Pages

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Business Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800 Medicare Unique ID's Report - State</td>
<td>This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.</td>
<td><a href="#">report.1800MedicareUniqueIDsStateReport</a></td>
</tr>
<tr>
<td>Performance Measure Report - State and User</td>
<td>This launch page launches the State and User PM Reports.</td>
<td><a href="#">report.PerformanceMeasureReportStateUser</a></td>
</tr>
</tbody>
</table>
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
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): 

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

- PDF - (Recommended)
- Microsoft Excel
- Rich Text File (rtf)
- HTML

Click the arrow to see your hierarchy and make a selection
Enter your date range

PDF recommended but not required

Launch Report
### Resource Report: Top Half of the Report

**SHIP State Resource Report:**

**Virginia SHIP**

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

<table>
<thead>
<tr>
<th>SHIP Personnel by Paid Status</th>
<th>Benefits</th>
<th>Group</th>
<th>Media</th>
<th>Other Activities</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHIP-Paid</td>
<td>13</td>
<td>5</td>
<td>3</td>
<td></td>
<td>3,934</td>
</tr>
<tr>
<td>In-Kind</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Virginia SHIP**

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

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<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Resource Report:**

**Virginia SHIP**

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

<table>
<thead>
<tr>
<th>Hours Spent</th>
<th>SHIP-Paid</th>
<th>In-Kind</th>
<th>Volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiary Contact</td>
<td>250</td>
<td>105</td>
<td>630</td>
</tr>
<tr>
<td>Group Outreach</td>
<td>1,014</td>
<td>34</td>
<td>616</td>
</tr>
<tr>
<td>Media Outreach</td>
<td>20</td>
<td>115</td>
<td>660</td>
</tr>
<tr>
<td>Other Activities</td>
<td>390</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>1,674</td>
<td>254</td>
<td>1,906</td>
</tr>
</tbody>
</table>
# Resource Report: Bottom Half of the Report

## Number of Total Active Counselors with the Following Characteristics

<table>
<thead>
<tr>
<th>Years of SHIP Service</th>
<th>American Indian / Alaskan Native</th>
<th>Asian</th>
<th>Black or African American</th>
<th>Native Hawaiian or Pacific Islander</th>
<th>Hispanic/Latino</th>
<th>White</th>
<th>Other</th>
<th>Not Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 1 Year</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>1 Year Up to 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Years Up to 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More Than 5 Years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Counselor Race

<table>
<thead>
<tr>
<th>Counselor Languages</th>
<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td>Chinese</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Russian</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Spanish</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

## Counselor Gender

- Female: 10
- Male: 5
- Other: 5
- Not Collected: 1
SHIP TA Center

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.
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**: Yes
- **Send 1-800 Medicare ID**: Yes
- **Status of 1-800-Medicare Unique ID Number**: Active
- **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:

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
Unique ID Report Layout

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

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Organization</th>
<th>State</th>
<th>County</th>
<th>Status</th>
<th>1-800 Medicare ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edward</td>
<td>Sims</td>
<td>Virginia Site 1020</td>
<td>Virginia</td>
<td>Prince William</td>
<td>Active</td>
<td>51752197</td>
</tr>
<tr>
<td>Ida</td>
<td>Nygaard</td>
<td>Virginia Site 1020</td>
<td>Virginia</td>
<td>Prince William</td>
<td>Active</td>
<td>51854104</td>
</tr>
<tr>
<td>Li</td>
<td>Min</td>
<td>Virginia Site 1020</td>
<td>Virginia</td>
<td>Prince William</td>
<td>Active</td>
<td>51174913</td>
</tr>
</tbody>
</table>
QUESTIONS?
STARS Resources, Training, and Support

SHIP TA Center

Webinars

Job Aids

Manual
STARS Landing Page

- [https://stars.entellitrak.com](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

- 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

- 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
<table>
<thead>
<tr>
<th>STARS Webinar Series</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STARS Searches and Reports (monthly, August - October)</strong></td>
</tr>
<tr>
<td><strong>Beneficiary Contact Form</strong></td>
</tr>
<tr>
<td>(monthly through October)</td>
</tr>
<tr>
<td><strong>Group and Media Outreach Forms</strong></td>
</tr>
<tr>
<td>(monthly through October)</td>
</tr>
</tbody>
</table>

**About this series**

- Intended for all users invited by their SHIP leaders
Webinars and Other STARS Resources

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?

<table>
<thead>
<tr>
<th><strong><a href="http://www.shiptacenter.org">www.shiptacenter.org</a></strong></th>
<th><strong>STARS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operated by the SHIP TA Center</td>
<td>Operated by ACL and Booz Allen Hamilton</td>
</tr>
<tr>
<td>Houses resources to help SHIPs train and manage their programs and educate the public</td>
<td>SHIP data reporting system</td>
</tr>
<tr>
<td>Supported by the SHIP TA Center</td>
<td>Contains links to all STARS training materials for all Users</td>
</tr>
<tr>
<td></td>
<td>Supported by ACL, Booz Allen Hamilton, and the SHIP TA Center</td>
</tr>
</tbody>
</table>

* 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: g paulson@shiptacenter.org