Introduction to STARS Reports

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

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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.
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 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
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

### 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>report.1800MedicareUniqueIDsStateReport</td>
</tr>
<tr>
<td>Performance Measure Report - State and User</td>
<td>This launch page launches the State and User PM Reports.</td>
<td>report.PerformanceMeasureReportStateUser</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
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):

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
### 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>Hours Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Beneficiary</td>
</tr>
<tr>
<td>SHIP Director</td>
<td>2</td>
</tr>
<tr>
<td>Assistant Director</td>
<td>1</td>
</tr>
<tr>
<td>State Staff</td>
<td>2</td>
</tr>
<tr>
<td>Sub-state Manager</td>
<td>1</td>
</tr>
<tr>
<td>Sub-state Staff</td>
<td>0</td>
</tr>
<tr>
<td>Site Manager</td>
<td>3</td>
</tr>
<tr>
<td>Site Staff</td>
<td>0</td>
</tr>
<tr>
<td>Team Member</td>
<td>3</td>
</tr>
<tr>
<td>STARS User</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hours Spent</th>
<th>SHIP-Paid</th>
<th>In-Kind</th>
<th>Volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiary</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><strong>Total</strong></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>Counselor Race</th>
<th>Counselor Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 1 Year</td>
<td>American Indian / Alaskan Native 2</td>
<td>English 16</td>
</tr>
<tr>
<td>1 Year Up to 3</td>
<td>Asian 3</td>
<td>Chinese 2</td>
</tr>
<tr>
<td>3 Years Up to 5</td>
<td>Black or African American 4</td>
<td>Korean 0</td>
</tr>
<tr>
<td>More Than 5 Years</td>
<td>Native Hawaiian or Pacific Islander 0</td>
<td>Russian 0</td>
</tr>
<tr>
<td></td>
<td>Hispanic/Latino 1</td>
<td>Spanish 0</td>
</tr>
<tr>
<td></td>
<td>White 7</td>
<td>Vietnamese 0</td>
</tr>
<tr>
<td></td>
<td>Other 5</td>
<td>Other 3</td>
</tr>
<tr>
<td></td>
<td>Not Collected 2</td>
<td>Other 4</td>
</tr>
</tbody>
</table>

## Counselor Age

<table>
<thead>
<tr>
<th>{ clientele }</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 65</td>
</tr>
<tr>
<td>65 Years or Older</td>
</tr>
</tbody>
</table>

## Counselor Gender

<table>
<thead>
<tr>
<th>{ clientele }</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Not Collected</td>
</tr>
</tbody>
</table>
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.
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: 

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.

### Virginia SHIP ~ 1-800 Medicare ID Listing

<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>

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

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?

* [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 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