

STARS FAQ

Thank you for submitting your questions on STARS. This document will be updated periodically as questions arise and answers are received.

Q: When does SHIP NPR no longer accept data for client contacts and PAMs?

A: Last date to enter data into SHIP NPR is June 30. All data, whether old CCs or new CCs, will be entered into the STARS database beginning July 1.

Q: Do passwords expire? If so, how often?

A: Passwords expire every 90 days, but this is suspended until the rollout is complete, on October 1.

Q: Will counselors be able to access SHIP NPR client contacts after July 1?

A: Yes, until November 30th.

- Once you transition to STARS your old data in NPR will be available as read-only until November 30th
- Booz-Allen-Hamilton (BAH) will transfer the data from NPR beginning in October after everyone has transitioned.
- Counselor field on NPR transferred data will be blank in STARS
- Counselor information will be saved in the 4th SUF in the transfer
- Agency name will be saved to the 5th SUF
- If you pull up one of the NPR transferred forms you can update the counselor field upon saving it in STARS if you choose to do so.

Q: What happens to the client contacts in the old SHIP NPR system?

A: Once data is transferred from NPR to STARS, it will be mapped to the state but not down to the site or counselor level. State users (and BAH) will be able to access and reassign data/cases to the local level if needed.

- NPR data will be moved to the state level in STARS
- Only State-level users will be able to see and search this data
- Individual forms can be reassigned to STARS team members and sites by state level staff, BAH, or ACL if needed

Q: Will Oregon counselors be able to see STARS client contacts for other counselors in their agency for clients returning for an additional appointment?

A: Yes. All counselors statewide will have their permissions set to Site Staff.

Site Staff	<ul style="list-style-type: none">• Create and search the activity forms for their site• Update their own activity forms• View Team Members and activities data for their site (i.e. read only)• Unable to delete any type of data
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Q: Training states that STARS can tie together complicated cases. Can this be done across the state (state to sub-state agency, or sub-state agency to sub-state agency) because many clients bounce between state and local offices?

A: Answer TBD.