

Meeting Minutes

CSP ALL Administrators Meeting

December 11, 2012

9:00 am – 11:00 am

Attendees: Mary Schmertz, Amethyst; Renna Abdullah, ARCO; Matt Leiterman, Branden Woodward, CHN; Cheryl Brewer, Karie Gallegos, HFF; Lynda LeClerc, Huck House; Mary Vander Sluis, LSS; Rose Knorwood, Dorlisa Robinson, Maryhaven; Gail Meyers, NCR; Laura Black, Tristan Wonycott, TSA; Lori Varn, VOAGO; Kate Swinford, YWCA; Keiko Takusagawa, Jeremiah Bakerstull, Catherine Kendall, Lianna Barbu, Community Shelter Board.

A) Welcome and Flow of the Day

- 1) **Agenda** – The group did a brief introduction and Catherine walked through the day's agenda.

B) CSB Update

1) CSB Destination/General Area Location

- a) Lianna asked if CSB destination and General Area Location fields can be removed in the system in order for CSP to be eligible for upgrade to 5.7.11. These data fields stopped being used as of 7/1/12. The group did not have any objections. CSB will download the data before the upgrade to save the historical data just in case agencies may need access to the data.

2) **ServicePoint 5.7.9** – Catherine went over the current known issues on Bowman's Customer Care Portal in CSP.

- a) **Effective Date Changes** – Some agencies reported that effective date for some data have changed causing agency's data to show non-compliance in QA. Looking at the timing of when this issue happened, it is suspected that it may have been caused when Bowman was working on the fix for the End of the Day setting. Bowman is not confirming the issue. Catherine asked that agencies run the QA report for FY13 Q1 period and let her know if any new errors are showing up, please provide Client ID#s. Catherine needs as many examples as possible to present to Bowman. If the issue continues in the future, agencies are not held responsible for non-compliant QA data caused by this and should not make 'corrections' at this point.
- b) **Employment data** – After the upgrade to 5.7.9, it was discovered that most employment data was missing. Bowman restored this data recently but some agencies are noticing that all the data did not come back properly. Catherine asked administrators to email her Client ID#s if they see any issues related to employment data.
- c) **Creating the income through EntryExit screen** – When the income record is created through Entry Exit screen, it does not save at the date/time stamp of the exact entry/exit. The fix is being tested by Bowman and it is planned to be released on 12/14/12. However the fix is only available in 5.7.13 environment, so it will not be applied to our site until we can upgrade.
- d) **Need to click 2 times to save data in sub assessment** – Fix is currently scheduled to be released in March 2013.
- e) **Data provider field is defaulting back to CPOA in Shelterpoint**. This is causing a lot of data quality issue in CSP. The fix is coded but the release has been pushed to mid January 2013.
- f) CSB, along with other Ohio HMIS implementation communities are to have a teleconference with Bowman to address delays in fixing all the existing issues on Thursday.

- g) Disconnected family members – Some long term PSH programs are experiencing the family members disconnected from the HoH for no apparent reason. Catherine will make aware this issue to Bowman.
- 3) Monitoring Don't Know/Refused data** – New this year, the percentage of Don't know/Refused data is more important than ever system-wide as HUD is using it to rate the communities for funding decision. If don't know/refused % is more than 10%, points are lost. In our community, the % of Don't know/Refused is in upward trend. For PIT count, CSB had to correct data by looking at the program stay after the client left with Don't know/Refused destinations. The data quality can be improved by shelters/other programs making an educated guess by asking additional questions at exit or right prior to exit.
- a) Jeremiah will send out lists showing if clients returned to emergency shelter/entered PSH, etc. to help rectify as many Unknown destinations as possible.
 - b) CSB will be monitoring the data quality more carefully going forward to minimize the % of Don't know/Refused so as not to decrease the funding amount from HUD.
- 4) End Dating Income and NonCash Benefits Records**
- a) Catherine reminded that is important to ensure records are end-dated when the client exits the program or as otherwise appropriate. Currently open income for exited clients is inflating the average income amounts. The instruction was given as a handout to all administrators. Catherine also demonstrated how the income report found in agency's public folder in ART can be used to find out the open income for data correction.
 - b) When closing the income, users must ensure that:
 - i) The record was created by their agency or CPOA (in the case of emergency shelters), and
 - ii) The record corresponds to an existing EntryExit record for your program.
 - c) Lianna emphasized the importance of correct income/noncash benefit data entry as HUD is measuring performances related to income data such as increase in employment from entry to exit and benefits received at exit. System-wide, our increase in employment from entry to exit rate is particularly lower than HUD's goal. While we acknowledge that clients are, in some cases, discouraged to gain employment in order to keep benefits, collaborating with agencies like COVA and keeping clients employed is a programmatic goal. The correct data entry will help to reach that goal and that choosing not to enter income/noncash benefits will not help system-wide.
 - i) Income records will be monitored during Q2 SA1 QA period and measured starting with Q3 QA period and going forward.
- 5) Data corrections accountability for emergency shelters** – Emergency Shelters' feedback was that it is time-consuming and cumbersome to follow the current procedure for data correction through CPOA. CSB asked whether to maintain the current process or to have emergency shelters accountable for data corrections. The issue is mainly related to income data. If emergency shelters are to correct data, they must backdate to the CPOA contact date/time and they will be held accountable during PR&C. Both the family and single shelters agreed that clients don't always disclose income data at CPOA intake, that they often have to go through the current process to correct it and that it would be easier if they could do the correction themselves. Catherine will consult the proposed plan (i.e., data correction on income data by emergency shelters) with CSB staff to find out the impact on reporting and will convene a meeting with shelters to go over the detail for the change in the data correction procedure, specifically related to income at entry.
- 6) Data Warehouse Project Update**
- a) Catherine shared the minutes from the data warehouse project meeting.
 - b) The project is to create an Ohio-wide database that different systems can access and share information such as public schools, jail, etc. The project is in the planning stage.
 - c) Catherine assured the group that CSB will not upload identifiable client information to this database.

7) ART Report

- a) Outcome Report Distribution – Keiko announced that the updated outcomes report was distributed to agencies (except for the ones who have not turned in their new ART user agreement form). The report can be found in agency's public folder in ART, dated 12.06.2012.

C) CSP Administrators Update

1) Issues/Concerns

- a) Lianna announced that HUD is asking through the annual funding application, whether the HMIS lead agency is doing background checks for HMIS administrators. This means CSB may be required to do background checks for agencies' administrators. CSB's position is to utilize the background checks that agencies are already doing for their employees. However, if it becomes a requirement, CSB will perform the minimum checks required. HUD does not clarify what kind of background check they are looking for.

2) Upcoming CSP Administrator Meetings

- a) CSP Administrator Meeting for PSH/TH/SPC programs 02/12/2013 9a – 10a
- b) CSP ALL Administrator Meeting 03/12/2013 9a – 11a

D) End User Concerns

- 1) Amethyst asked how other agencies are dealing with the data entry of the housing status at entry. Often times, housing status gets changed after client's program entry by shelters that exited the client. NCR and VOA said they are changing it after the client enters their programs and adjusting the time stamp so as not to overlap the time stamp of the day to show correct housing status at entry.

Meeting adjourned.