

Meeting Minutes

CSP ALL Administrators Meeting

January 10, 2012

9:00 am – 11:00 am

Attendees: Mary Schmertz, Amethyst; Betsy Reichley, ARC Ohio; Matt Leiterman, Kathy Hatfield, Branden Woodward, CHN; Kevin Ballard, GCH; Julie Holston, CIS; Stephanie Jordan-Smith, CSS; Brandon Barksdale, LSS; Cheryl Brewer, Karie Gallegos, Monica Morgan, HFF; Amanda Glauer, Lynda LeClerc, Huckleberry House; Rose Knorwood, Maryhaven; Gail Meyers, NCR; Jenn Kowalski, Southeast; Renna Abdullah, Tristan Wonycott, TSA; Lori Varn, VOAGO; Kevin Wampler, YMCA; Kate Swinford, YWCA; Noel Welsh, Keiko Takusagawa, Jeremiah Bakerstull, Catherine Kendall, Lianna Barbu, Community Shelter Board.

1) Welcome and Flow of the Day

- a. Agenda – The group did introductions and Catherine walked through the day’s agenda.

2) CSP 5 Update

- a. ServicePoint 5
 - i. Customer Care Portal Cases – Status Update
 - < Problem with the Shelterpoint – When jumping to Clientpoint, users cannot click. The back date mode reminder box showing up at the bottom of the screen was the cause. Will be moved to the top of the screen in v5.5.5.
 - < Backlogged SSN# corrections – Bowman needs to fix in order for CSB to be able to make edits.
 - < Adding family members – All family members show up in all households, making it harder to select the correct household. Bowman is testing the fix.
 - < Lost data for “Employed?” question – Bowman is working to resolve.
 - < Printing function – Bowman put this case as Quality Improvement. Will be worked on in the future version of CSP.
 - < Adding multiple services under the same need/referral - Pending Bowman’s approval to fix.
 - < CSP was upgraded to v5.5.5.
 - ii. FY13 CSP User License Redistribution Process
 - < A summary of license distribution and estimated costs was reviewed.
 - < Agencies are asked to confirm the numbers of licenses with Catherine.
 - < Agencies are asked to not leave unallocated licenses for a cost efficient contract.
 - iii. New CSP Programs
 - < Catherine mentioned new programs created in CSP such as:
 - CSS Rapid Re-housing
 - CHN In-Reach/Placement/Prevention
 - Southeast Leasing
 - LSS VA
 - Maryhaven Women’s program (Transitional housing)
 - Commons at Livingston
 - YMCA CAH (Critical Access to Housing) and Single Adult Overflow
 - YWCA Single Women Overflow
 - < Lianna mentioned that some of the new programs will be ramped down and there won’t be any activities after 6/30/12 when the HPRP funds run out.

3) CSB Update

- a. HUD Proposed HMIS Rule Review – Comments to HUD are due 2/7/12.
 - < The summary of the proposed rule was reviewed. The rule was kept at high level and much of the details are to be published later this year.

- < Agencies are encouraged to send feedback to CSB ASAP. Notable changes are:
 - ESG to include all shelter and direct housing/rapid re-housing programs.
 - HMIS lead agency (CSB) will need to develop a security plan and designate a security officer.
 - Covered Homeless Organization (CHO) will also need to designate a security officer to ensure security measures are in place.
 - All security officers and administrative users are required to go through background checks.
 - CSB must report security incidents. Details are unknown.
 - CSB must establish a disaster recovery plan.
 - CSB must conduct annual security reviews for CHOs and develop a security checklist.
 - CSB must conduct annual security training (which is expected to be more in depth than the regular online trainings to comply).
 - Data archiving rule has been relaxed.
- b. New GoToTraining website
 - < Catherine demonstrated a new GoTo Training website to show the following.
 - i. How to view training schedules
 - ii. How to register for training
 - iii. How to access training materials
 - < New features include online registration, online poll during training, catalog preview for upcoming training and pre-test to gauge the knowledge level of trainees.
 - < CSB is considering developing pre-recorded trainings on FAQ topics. Positive feedback was received.
 - < Until Catherine sends the link to GoTo Training website, administrators are asked to register their users by emailing her.
- c. CSP 5 Program-specific Online Training: Time has been updated to accommodate staff working different shifts (10am or 2pm).
 - i. Family Emergency Shelter Training is on Wednesday 01/18/2012 10 am – 12 pm – Changed to In-Person training.
 - ii. Single Adult Emergency Shelter Training is on Wednesday 02/01/2012 2 pm – 4 pm
 - iii. PSH & NonEmergency Shelter Training is on Wednesday 01/25/2012 2 pm – 4 pm

4) CSP 5 Administrators Update

- a. Issues/Concerns
 - < As 1/16/12 falls on the holiday, Q2 and S-1 QA reports are due to Catherine by noon on 1/17/12.
- b. Upcoming CSP Administrator Meetings
 - < Agencies are asked to email Catherine topics for next meetings.
 - < It was decided that future meeting dates are to be changed to 1 week after the QA. Catherine to update the schedule.

Next meeting dates (scheduled as of today):

 - i. CSP Administrator Meeting for PSH/TH/SPC programs 02/21/2012 9a – 10a
 - ii. CSP ALL Administrator Meeting 04/17/2012

5) User Concerns

- < Mary asked if there is a way to run audit reports. Catherine asked Mary to email her the detail of the client as only CSB can run the audit reports.
- < Rose asked when agencies can get back their ad-hoc licenses as she needs to modify their own report for UWCO purposes. Bowman is still doing tests on this issue and the date is not determined yet. Catherine asked Rose to send the report to her for modification.

Adjourned.