

Meeting Minutes

CSP ALL Administrators Meeting

January 20, 2009

9:00 am – 11:00 am

CSB

Attendees: Christopher Moore, Amethyst; Kevin Ballard, GCH; Vicky Joe, VOAGO; Beverly Wilkes, Branden Woodward, CHN; Brandon Barksdale, FM/FH; Jennifer Kowalski, FOH; Beth Urban, Julie Holston, CIS; Tammy Tebben, Huckleberry House; Erin Maus, HFF; Kevin Wampler, YMCA; Renna Abdullah, Tiana Brown, The Salvation Army; Stephen Wilson, PNH; Gail Meyers, NCR; Meredith White, CATF; Keiko Takusagawa, Catherine Kendall, Lianna Barbu, Community Shelter Board.

1) Welcome and Flow of the Day

Catherine welcomed attendees and walked through the day's agenda.

2) CSP Update

a. QA Reports finalized

A new QA report has been distributed. Issues with previous zip code are still being worked on. Catherine announced that she will send out QA feedback to agencies today.

b. Outcome Reports update

Bowman will complete the Outcome Reports by 2/21/09. After CSB verifies the reports, they will be distributed to partner agencies. Lianna suggested the Occupancy Report could be useful to the PSH programs for QA purposes.

c. Data Collection Entry/ Time study

- Lianna referred to the email from the office of Special Needs Assistance Programs describing accomplishments for 2008 and its timeline for 2009.
- Results of Time Study from August through December were shared.
- New staffers from The Salvation Army were introduced. Lianna emphasized that agencies must have primary administrator and back up staff for CSP and that training and CSP license are requirements for new staff who enters data in CSP.

d. New data element

A new data element (rent and utility) on the exit page has been added to measure housing affordability/sustainability for successful housing outcome. CIS is now entering this data as a pilot. This information will be utilized to calculate the percentage of total amount of rent and utilities out of exit income. Other agencies are not required to collect this information. Lianna asked for feedback. PSH programs responded that this may not be the best way to measure household sustainability because they do not often capture this information at exit. The group will discuss and give feedback in the next quarterly meeting. CSB is trying to come up with a better measurement for housing affordability to replace the change in income measurement.

3) CSP Administrators Update

a. Feedback on QA

Branden reported that some errors shown on the QA report do not exist and that it is taking them time to verify. Kevin stated that there are some data fields that do not allow editing. CHN advised logging in under a correct program or adjusting the time of back date mode. Meredith reported that all histories are not always showing up. Catherine asked administrators to email client IDs that have problems with data entry/editing. Catherine advised deleting the erroneous record and then, utilizing Back Date mode and entering the correct data.

b. Feedback on online training

Catherine reminded that new users must be trained and certified within 30 days.

c. Feedback on new Income data entry process

Erin asked whether to close open income records created by other agencies. Catherine stated that agencies can close old income records, although it is not a requirement.

4) User Concerns

a. Admin Concerns

- Erin inquired how to filter the year-end report by HoH using report writer. Jennifer will email her how to manipulate data in excel. Once HFF fixes problems with ART, they can run report through ART with no problems.
- Jennifer stated that it is still slow to run QA report. She also requested the second refresh time (2pm) on the same day so that she can verify the corrections she made in the system. Lianna to inquire Bowman about this.
- Branden commented that it would be helpful and save time if QA report shows client ID numbers instead of numbers of errors on the report.

b. End-user Concerns

- Services taxonomy crosswalk will be emailed to all administrators.
- Catherine showed how to set multiple services in advance.
- The group discussed an annual update of long term clients in PSH programs whether it is necessary to close and open the same service again on their anniversaries. Lianna suggested that this concern be addressed at the USHS move up work group meeting on Thursday. CSB is working on the ART report that lists PSH clients whose anniversaries are coming up.
- CIS will address to their evaluators if it is necessary to close case management services in 15-minute increment.
- Administrators reported that data correction in QA is still a time-consuming process.
- Lianna suggested that the group review all the required data elements in the next quarterly all administrators meeting.

5) Implementation Leftovers

- a. Income Migration** – It will stay as it is.
- b. Archiving** – CSB gave feedback to Bowman. Amendments are in progress.
- c. Scanners for high-volume shelters** – CSB purchased scanners. After overflow is over, installation will begin for high volume shelters.

6) Future meetings

- a.** Jennifer Kowalski to share processes for the next single adult program admin meeting on 2/10. Branden will volunteer on 3/31 for the PSH/Other program administrators meeting. There was no volunteer for the family programs.