Meeting Minutes
CSP ALL Administrators Meeting

April 14, 2009
9:00 am – 11:00 am
CSB

Attendees: Kevin Ballard, GCH; Hillary Schultz, Vicky Joe, Lori Varn, VOAGO; Beverly Wilkes, Branden Woodward, CHN; Brandon Barksdale, FM/FH; Beth Urban, Julie Holston, CIS; Tammy Tebben, Carrie Mularz, Huckleberry House; Erin Maus, HFF; Renna Abdullah, The Salvation Army; Stephen Wilson, PNH; Gabby Thompson, YWCA; James Alexander, Maryhaven; Gail Meyers, NCR; Meredith White, CATF; Keiko Takusagawa, Catherine Kendall, Barbara Maravich, Lianna Barbu, Community Shelter Board.

Absent: Jennifer Kowalski, SE/FOH, Christopher Moore, Amethyst, Kevin Wampler, YMCA

1) CSP Administrators Update
a. Feedback on QA
  〈 No major problems were reported. Catherine announced that there will be a few more changes on the QA report for the next QA period as the AMI has changed.
  〈 Catherine handed out QA keys.
b. Training
  〈 Face to face end-user training is scheduled for May 27, 2009 at the Columbus Metropolitan Library. There will be morning and afternoon sessions. Those who are interested should contact Catherine.

2) Welcome and Flow of the Day
a. Agenda – Lianna walked through the day's agenda.
b. Check-in – The group shared their hopes for CSP and their programs in the upcoming year.

3) User Concerns
a. Review Summary of Concerns
  〈 The group reviewed the summary of concerns and added comments.
b. Admin & End-User Concerns
  〈 HFF requested that Bowman improve the canned reports in CSP as they do not work well for families.
  〈 CIS reported that they cannot enter exit records until after 12:30 pm. Catherine to investigate.
  〈 Gladden requested that the SS# be seen or corrected at agency level. Lianna stated that this was the original customization which the group requested and that it needs to be changed collectively as a group and it also involves financial resources.
  〈 CHN commented that QA process still takes time and that there are many kinks in the system that the users must be aware of to prevent errors such as back date mode and entering data at different program levels.

4) CSP Update
a. Data Collection/Entry Time study
  〈 The group reviewed the result. CATF suggested CSB add a footnote on the methodology.
  〈 YWCA shared how they maintain their collection time significantly lower than other programs.
b. Income
  i. Data entry strategy
  〈 The group will send feedback on the instruction sheet which Catherine created by next

week.

⟨ Catherine announced that the sheet will be incorporated into the user manual and that the manual will be available on the CSB website as a password protected document. Admins will receive a password from Catherine.

⟨ As income reports are now based on Provider Creating, Catherine suggested leaving the income created by other agencies intact going forward.

    ii. Ending Sequence – Catherine asked the group to review and share it with their end-users.

    iii. $1 Earned Income – Catherine asked admins not to enter $1 income when suspecting clients have unreported income as it skews the average income amount. Agencies may estimate a reasonable amount based on known info (i.e. client pays $50/mo. rent).

  c. Security/ Client Privacy

    i. Emailing client information – Catherine asked admins not to transmit any type of client private information (name, social security number, etc.) via email in the form of body text, attachment or screen prints and that everybody needs to enforce this rule strictly to their end-users. If the client information must be transmitted, agencies can use the secure fax line or call her.

5) Implementation Leftovers

  a. Archiving –Lianna stated that archiving is in progress and that it must be completed before CSP can be upgraded to newer versions of ServicePoint.

  b. Outcome Reports - Reports will be distributed once Bowman finalizes and CSB completes verification.

  c. Scanners for high-volume shelters – Testing will be done at CSB and will be piloted in July/August.

6) FY10 Planning

  a. Licensing

    i. Review process – The group reviewed the licensing renewal process. ART ad-hoc licenses will not be available until ServicePoint 5.0 is implemented.

    ii. Review Licensing Summary – The summary was reviewed.

    iii. License Request Form – Catherine asked the agencies to submit request forms only when there is a need for additional licenses.

    iv. License Relinquishment Form – Agencies who have extra licenses can relinquish their license by submitting the form. The relinquished licenses will be entered into a pool of available licenses.

  b. New Programs/ Implementation Expansion – Lianna went through upcoming new project items as they relate to all the agencies.

⟨ TSA Direct Housing expansion – TSA will be able to serve single adult women from Nancy's place and Rebecca's place through 6/30/09 on a pilot basis.

⟨ New HUD's Data Standards – To be released in April. Lianna stated that HUD will allow shorter comment period and new standards will be finalized by September at which time agencies will have six months to implement the changes.

⟨ Improve Reporting Capability – Outcomes reports will be distributed soon.

⟨ Scanners will be implemented in Tier 1 shelters.

⟨ Rolling Stock model may be piloted at Tier 2 shelters and new data fields will be tracked in CSP.

⟨ Job to Housing – TSA will implement the project which focuses on job training and rapid re-housing. CSP will track data as a new program. New data fields may be necessary to track depending on HUD regulations.

⟨ SSI/SSDI project – COHHIO will fund benefit specialist position. CSB also applied for funding from United Way for a similar project.

⟨ Upgrade to ServicePoint 5.0 is expected in summer of 2009.

⟨ Diversion Pilot –YWCA diversion data will be tracked in CSP.

⟨ HPRP projects –a number of new projects are planned and to be implemented by September 2009 as a result of Economic Stimulus Grant.
- New DCA program in coordination with other public financial assistance programs
- Adult system single point of contact
- Prevention program for mentally ill

⟨ New change in income measurement to be benchmarked. CIS is piloting Housing Affordability at Exit.

⟨ New usage of other community resources measurement to be benchmarked. CIS is piloting.

⟨ AHAR reporting – It is now required for emergency shelters and transitional housing programs. CSB will report starting with October. High quality data is required.

⟨ United Way will be requesting raw client data from UW funded agencies starting with CY 2010 funding. The data submission requirements are not announced yet. Lianna stated that updating the privacy statements and other related forms may be necessary.

  c. Data Collection/Tracking
    i. New Data Elements & Updated Quick Reference Guide - Catherine walked through the new data elements using the updated quick reference guide. New data only applies to YWCA, CIS and Outreach.
    ii. FY10 Online Training Schedule – The FY10 schedule was distributed. Catherine asked admins to send their users' emails when registering.

7) Future meetings
  a. The group agreed to have all admin meeting in the first week of June and decide if July 28 meeting is necessary.
  b. FY10 Meeting Schedule – Distributed.
  c. Volunteers to share processes for program-specific meetings – There were no volunteers.