Meeting Minutes
CSP ALL Administrators Meeting

July 28, 2009
9:00 am – 10:00 am
CSB
Attendees: Christopher Moore, Amethyst; Betsy Reichley, CATF; Beverly Wilkes, Branden Woodward, CHN; Julie Holston, CIS; Brandon Barksdale, FM/FH; Erin Maus, HFF; Carrie Mularz, Huckleberry House; James Alexander, Maryhaven; Gail Meyers, NCR; Stephen Wilson, PNH; Renna Abdullah, The Salvation Army; Jennifer Kowalski, SE/FOH; Vicky Joe, VOAGO; Jeff Hogle, Kevin Wampler, YMCA; Keiko Takusagawa, Catherine Kendall, Barbara Maravich, Community Shelter Board.
Absent: Kevin Ballard, GCH; Gabby Thompson, YWCA; Stephanie Lunceford, VOAGO; Lianna Barbu, Community Shelter Board

1) **Welcome and Flow of the Day**

    a) Agenda - Catherine walked through the day's agenda.

2) **CSP Update**

    a) Q4 & Annual QA process
        i) QA Process
            ⟨ Catherine encouraged agencies to run QA reports early and seek technical assistance if needed before the deadline as the new QA process and timeline do not allow her to have leniency she used to have. She suggested setting up weekly/bi-weekly QA routine would be helpful.
        ii) QA Boundaries & Limitations
            ⟨ SSN additions/corrections – Catherine asked SSN additions/corrections be submitted via fax on a weekly/bi-weekly basis and that the list of SSN corrected/entered during the QA period be submitted no later than the 2nd day of the month following the end of the quarter.
            ⟨ Duplicate reports – Catherine recommended weekly/biweekly routine of running the report. She asked that the merge request be submitted by via fax COB the first day of the month following the end of a quarter. Email/voicemail notification of fax sent to Catherine will be helpful. After the data is merged, it is measured in QA (It should be 5% or less).
            ⟨ Late submission/failure to submit – Catherine stated that agencies failing to submit QA reports by the deadline or submitting incorrectly run reports will automatically be found noncompliant and added to the Monthly QA roster.
            ⟨ Technical Assistance requests – Unless the problem is system performance or an Art error, Catherine asked that QA specific technical assistance be made prior to the 8th working day of the month following the end of a quarter.
        iii) Question/concerns around QA
            ⟨ Beverly expressed her concern that the time it takes CHN to do the QA is still way too much. CHN essentially has their key staff person working long hours from before end of period to when QA reports are due to CSB to get them done on time. CHN plans to train and involve additional staff for next QA, but it is extremely time consuming. What seems to be most time consuming is to track down things that show up as errors that aren't, in order to explain why they aren't.
    b) CSP upgrade – Catherine announced that HUD released a revised draft of new data standards which is open for public response for 60 days. CSP upgrade to 4.06 will comply with the changes mostly related to HPRP.
    c) Version 4.06- Due to upgrade and CSP customization, the system will not be available on:
        i) Monday August 10, 2009 11:00 am – 2:30 pm
        ii) ServicePoint offline 11:00 am – 12:00 pm

iii) ART offline 11:00 am – 2:30 pm
d) Version 5.0 – Until 4.06 upgrade is completed, 5.0 will not be available.

3) **User/ Admin Concerns**

⟨ Gail requested a quick reference guide for required data elements once the new HUD data standards get finalized.

⟨ Gail requested for FY10 CSP Monthly and Quarterly QA schedule.

⟨ Beverly asked whether the number of "Don't know/Refused" be counted against them in QA. Catherine said "Refuse" is accepted and will not be counted against them. For "Don't know", although it is accepted by HUD, Catherine said it is measured in QA to encourage accurate data entry in CSP. Measuring this answer has not been an issue and will continue to be measured.

⟨ Beverly asked if the upgrade will have any impact on QA reports. Catherine said No.

⟨ Jennifer asked whether the requirement to answer all the income questions still holds true in revised draft of the new data standards. Catherine said yes and that Bowman is working to have the system default the answer to No.

⟨ YMCA asked about the annual update for PSH clients. Catherine said Bowman is working to create a checkbox in CSP to record the update. Jennifer asked if there are no changes, marking the annual update on the client file will be acceptable in the meantime. Catherine said she will check with Lianna. Jennifer said her PSH programs update clients annually on July 1 instead of the client anniversary to simplify the data entry. Gail asked if she can wait updating clients until new HUD data standards are finalized. Catherine said Yes.

⟨ Beverly reported using the new RL form is difficult. Catherine emphasized that the form is only necessary for clients staying in RL unit.

⟨ Renna asked the admins their level of involvement in data entry. Erin said her correcting end users' errors and her entering data herself take about the same time. Jennifer suggested working closely with case managers in the beginning and training them well, otherwise, admins would not have enough time to perform other duties.

4) **Implementation Leftovers**

a) Outcome Reports

⟨ Barbara reported that she and Bowman are working diligently to complete the report this week. While creating a report with accurate income data seems challenging, the report will have useful demographics information and data such as average length of stay and daily occupancy. The report for single adult programs will be released first followed by PSH programs and Family program at last. The movement and recidivism will likely to be added to the report. Due to limited resources at Bowman this will be the last attempt to work on the outcomes report.

⟨ Jennifer shared how she checks her data against POP goals in excel. She also calculates recidivism within her programs. Barbara explained that CSB calculates recidivism system-wide. Jennifer objected to this methodology as agencies can't see each other's entry/exit records. The discussion was tabled to the next meeting and Catherine suggested Lianna be involved in the discussion as well.

b) Scanners for high-volume shelters – Jennifer reported that the pilot is going well.

5) **FY10 Planning**

a) New Programs/ Implementation Expansion

i) RL Leasing/SE Scattered Sites Expansion – Delayed until HUD contract is finalized.

ii) Job2Housing Program– Delayed until HUD contract is finalized.

iii) YWCA Diversion Program – Implemented in CSP.

iv) SSI/SSDI Ohio Project – Benefit specialist is hired and based at YWCA. Implementation starts on August 1.

Adjourned