# Meeting Minutes
# CSP ALL Administrators Meeting

June 16, 2009
9:00 am – 11:00 am
CSB
Attendees: Christopher Moore, Amethyst; Meredith White, CATF; Beverly Wilkes, Branden Woodward, CHN; Beth Urban, CIS; Brandon Barksdale, FM/FH; Kevin Ballard, GCH; Erin Maus, HFF; Carrie Mularz, Huckleberry House; Gail Meyers, NCR; Stephen Wilson, PNH; Renna Abdullah, The Salvation Army; Jennifer Kowalski, SE/FOH; Vicky Joe, Stephanie Jordan-Smith, VOAGO; Kevin Wampler, YMCA; Gabby Thompson, YWCA; Keiko Takusagawa, Catherine Kendall, Barbara Maravich, Lianna Barbu, Community Shelter Board.
Absent: James Alexander, Maryhaven

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

    a.  Agenda - Lianna walked through the day's agenda.

**2) CSP Administrators Update**

    a.  Questions/ concerns around upcoming QA

        〈  Catherine asked if administrators have any concerns for upcoming Q4 and Annual QA. The deadline for the next QA period is July 15th. No major concerns were reported.

    b.  Training concerns/requests – None reported.

    c.  Certification changes

        〈  Lianna announced the interim policy on the CSP certification. The post-test will be administered at CSB going forward. Once the pass rate increases, online post test will be available. CSB is aware of agency staffers' limited time and schedule conflicts and will make the scheduling flexible.

        〈  Catherine proposed the annual recertification for all CSP users. Lianna asked administrators to propose other ideas. Recertification policy is not determined at this point.

        〈  The group discussed the effectiveness of the post-test. Gabby stated that her staff is limited to what they do in CSP and that the comprehensive training and testing do not necessarily apply to them. Beverly and Jennifer asked whether the test gauges user's ability accurately and that if QA process is sufficient. Catherine responded that QA is limited in measurements and there is no other effective ways to test the ability of CSP users. It is not cost or time-efficient to tailor each training/test to each user either.

**3) User Concerns**

    〈  YMCA reported overwriting of exiting client's name. Catherine asked to fax the information as soon as they find out.

    〈  Gail asked if PSH programs can leave the client's profile/service record untouched if there are no changes for the clients showing up on the Client Anniversaries report. Jennifer agreed that it is not a good use of staffer's time to close and open each service transaction annually when there is no change. Catherine suggested that they table the issue to the next week's administrator's meeting for PSH/Other programs. CSB will respond with the correct data standard. Currently, the data dictionary indicates that Services Received to be collected, "in the course of client assessment <u>at least every continuous year the client is in the program</u> and at exit from the program." (page 12)

⟨ Beverly requested that all the emergency shelters to appear as "emergency shelter" in the service transaction to be compliant with HUD requirement. Catherine stated that each agency's administrator can update their program profile to show this correctly. Lianna asked the group to update their program profiles.

## 4) CSP Update

a. New User Manuals – Catherine announced that the new user manual is available on CSB website.

b. New QA Addition & Demo

   ⟨ A report to find duplicate clients has been distributed to agencies. Agencies are asked to run this report and fax the duplicate information to Catherine. CSB will merge duplicate clients for the first run. Duplicate clients will be a new QA compliance measure starting with FY10 Q1 period. Agencies must maintain 95% compliancy.

   ⟨ Catherine ran the report and demonstrated how it looks. Catherine stated that if entering a client as unnamed but a pre-existing profile is found in the system, the pre-existing profile should be utilized and the client not entered as unnamed.

   ⟨ Jennifer asked to add the user creating field to improve their user training.

   ⟨ Jennifer suggested that they clean their own records but Catherine stated that she prefers being able to see audit trail first before merging to prevent any errors. Only System Admin can view the full (cross-agency) audit trail.

   ⟨ Catherine will contact agencies that created a duplicate client after merging to notify that the duplicate profile has been merged to the original and its ID number.

c. CSP upgrade – Catherine announced that refresh time is now taking about 40 minutes every morning.

   a. Referral Tab demo

      ⟨ Catherine demonstrated how to use referral tab when creating DCA referral. It would be easier to navigate than creating a referral under Service Transaction page.

      ⟨ The referral tab must be activated for each program wanting access. Please notify Catherine if desired.

   b. Synchronizing Shelter Created Records

      ⟨ Catherine announced that Entry/Exit records now synchronize with shelter date as long as clients are in ShelterPoint. Erin asked if family members' records will automatically change as well. Catherine has checked this and the answer is no, family members' records do not synch up.

d. HUD Proposed Data Standard Changes

   a. CSB's comments

      ⟨ Lianna stated that the new Data Standards must be implemented in October and that HUD is expected to release the final version before then. She asked the group to review CSB's comments.

## 5) Implementation Leftovers

a. Archiving – Catherine announced that the archiving is completed. Lianna stated that the archiving process expedited CSP's synchronization with Bowman's core implementation process so now we will receive minor upgrades and fixes as they are released. CSB is anticipating full ART access for agencies with ServciePoint 5.0 coming this fall.

b. Outcome Reports

   ⟨ Barbara showed the sample Outcomes Report. Demographic information and other useful data elements such as average length of stay, DCA average, Successful Housing Outcomes are included and the report will cover majority of POP measures.

   ⟨ The report is expected to be released sometime this summer. Bowman is working on the details and CSB is verifying its accuracy.

c. Scanners for high-volume shelters

〈 Installation will be done at Rebecca's place next week and the pilot implemented on July 1. Starter kit including scanner, camera, printer and materials for ID cards will be provided at no initial cost to agencies. However agencies will be required to sign a contract around the use and maintenance of the equipment and be responsible for purchasing their own supplies going forward.

## 6) CSP Awards

〈 CSB awarded gift certificates to Jennifer and Branden for their excellence in data quality and innovative use of CSP.

## 7) FY10 Planning – Lianna gave updates of upcoming new programs.

a. New Programs/ Implementation Expansion
  a. RL Leasing/SE Scattered Sites Expansion – New program is created in CSP. Waiting for HUD's approval to start.
  b. Job2Housing Program – New program to start at TSA.
  c. YWCA Diversion Program – YWCA has been collecting diversion data for a year now. YWCA will collect diversion in CSP starting FY10.
  d. SSI/SSDI Ohio Project – CSB received funding to fund benefit specialist at YWCA. The benefit specialist will help clients apply for SSI/SSDI and other benefits through Ohio Benefits Bank. The position to start on July 1st. There will be a month of training and then, beginning August 1st the benefit specialist will handle 9-10 applications per month. The benefit specialist will also do follow up and will be trained to coordinate with PSH programs.
  e. AHAR Reporting – Lianna stated that emergency shelters and transitional housing programs must be ready for the first AHAR reporting coming up later this year.

## 8) Future meetings

a. Do we need to keep the scheduled July 28 meeting to start the fiscal year?
  〈 The group decided to keep July 28 meeting but to meet only for an hour.
b. FY10 Meeting Schedule
  〈 The schedule for FY10 is distributed. Gladden and Stable Families requested that they attend Family program meeting instead of PSH/Other programs.
c. Volunteers to share processes/experiences for program-specific meetings
  〈 HFF volunteered for the next Family program meeting.
  〈 YMCA volunteered for the next PSH program meeting.