

Meeting Minutes

CSP ALL Administrators Meeting

March 12, 2013

9:00 a.m. – 11:00 a.m.

Attendees: Pam Farrell, ARCO; Matt Leiterman, Branden Woodward, CHN; Julie Holston, CIS; Kevin Ballard, Gladden Community House; Taylor Rose, HandsOn CPOA; Cheryl Brewer, Karie Gallegos, HFF; Lynda LeClerc, Huck House; Mary Vander Sluis, LSS; Dorlisa Robinson, Maryhaven; Gail Meyers, NCR; Leah Tuttamore, Southeast; Laura Black, Tristan Wonycott, TSA; Kim Eberst, Lori Varn, VOAGO; Kevin Wampler, YMCA; Kate Swinford, YWCA; Keiko Takusagawa, Catherine Kendall, Lianna Barbu, Community Shelter Board.

A) Welcome and Flow of the Day

- 1) Agenda – The group did introductions and Catherine walked through the day's agenda.

B) CSB Update

- 1) ServicePoint 5.7.18
 - a) Customer Care Portal Cases – Status Update/ EDD changes
 - < All the ShelterPoint glitches have been fixed. Catherine gave a reminder that shelters may still have to exit clients on the Bedlist manually if they are long-stayers as they were entered before all the fixes were made.
 - b) Bowman to merge current Employment field with the newer Employment field.
 - < It was discovered that Bowman did not bring back the correct Employment field when they restored the data lost in the process of merging Employment data fields. CSP is still using non HUD compliant field. Catherine will reach out to administrators to check the demo site to make sure no data gets lost this time around.
- 2) Monitoring Don't Know/Refused data
 - a) Overall Don't Know/Refused issue
 - < The % of don't know/refused for Last Permanent Address Zip Code and Housing Status is in upward trend. This trend is alarming as HUD is watching the % of don't know/refused closely. Agencies will be held accountable if this % will go above the 5% threshold. It is not acceptable to have an unknown housing status and efforts must be made to identify zip codes.
 - b) Don't know/Refused Destination
 - < Agencies can identify where clients went by looking up the client's Entry Exit records in CSP and/or the next Entry Exit record's answer to location prior to program entry if days between those records are more than 1 day.
 - < CSB distributed the customized list of exit destinations and subsequent shelter records for the past few months for single adult emergency shelters to help them amend the don't know/refused destinations. Agencies are encouraged to enter the best educated guess to the destination field using information available in client file and in CSP. PSH and other types of programs are also encouraged to do the same.
 - c) Last permanent zip code
 - < It is harder for CPOA to get the accurate data for zip code but it is strongly encouraged that agencies make it a point to ask clients for this information and utilize the 'point to the area on the map' method if needed, at entry into shelter.
- 3) Data Warehouse Project Update
 - < Lianna shared the project overview and goals.
 - < The purpose of this project is to create a statewide human services database in

Ohio so that we can match data easily and get a sense of where clients access services. As the first step, all the HMIS implementation data (8 communities statewide) is planned to be combined and entered in the data warehouse. Lianna and Catherine are part of the planning group.

- < Data will be stored and managed at OHFA who already has infrastructure and staff to manage the database. Data will be de-identified and there will be no cost to agencies. Since no concrete database is designed yet, there is no timeline but the project is expected to start somewhere in the next several months.
 - < Feedback and comments from agencies will be brought to RL funder collaborative board and be discussed further.
- 4) New HUD Data Standards – Is expected to be released very soon with many changes.
 - 5) PR&C: trends, patterns & improvements
 - < Catherine shared this year's PR&C result. Overall it was a much better process and produced better result than the previous years. Agencies that passed the PR&C in the first round were commended with bonus from CSB.
 - < Catherine shared the top three non-compliant standards and the issues.
 1. M3(b)
 - Data was not being entered in a timely manner. The standard states that the data gets collected and entered by the 4th working day of the following month. However data entry within 48 hours is strongly recommended.
 - CSP print outs are not being signed by clients (for Single Adult Emergency Shelter only).
 - Some family members were not being entered in CSP.
 2. M3(a)
 - Failing to utilize Back Date Mode when entering retroactive data.
 3. M8(d)
 - CSP users are able to log-on at multiple stations simultaneously.

C) CSP Administrators Update

- 1) Issues/Concerns
 - < Lori asked if there is a way to add the client signature line to verify the CSP print-out data. Currently there is a function in Entry Exit screen to add the lines but not from the ShelterPoint unit data entry screen. Catherine noted the request.
- 2) Upcoming CSP Administrator Meetings
 - a) CSP Administrator Meeting for PSH/TH/SPC programs 05/21/2013 9a – 10a
 - < Topics to be emailed to Catherine. It will be cancelled if there are no topics submitted.
 - b) CSP ALL Administrator Meeting **RESCHEDULED to 06/25/2013** 9a – 11a

D) End User Concerns

- 1) Southeast had some instances where the clients were allowed back in without going through CPOA when a client missed the curfew or changed the bed. The end user confusion was clarified and data was corrected in CSP accordingly.
- 2) Housing status at entry changes after previous shelter changes the housing status at exit and entry exit date/time overlaps. This is an existing issue and when identified, administrators are to contact Catherine for data correction.
- 3) When correcting the incorrect demographic data, the old incorrect data must be deleted. However Admins should only delete errant data entered by their own staff – never data entered by another agency.

E) Data Entry Accountability - Single Adult Emergency Shelters & CPOA Only

- 1) Income/NonCash Benefits Data Entry Accountability
 - < When shelter identifies the incorrect income data, the current policy requires the shelter to contact CPOA to amend the data and keep the copy of the request in the client file. This happens frequently as clients do not always disclose the accurate

income at CPOA intake. The process is time-consuming.

- < Shelters and CPOA agreed that emergency shelters have the right to change/add income/noncash benefits data created by CPOA if the correction is necessary. The procedural change is effective as of today.
- < For no-show on the reservation list, CPOA needs to be watchful and delete the income records created. Otherwise, the open income record will follow the client and skew the income report system-wide. Currently the no-show volume is very low, about 3%, and is considered manageable to correct data.

2) Last Permanent Zip Code

- < It is hard to collect last permanent zip code over the phone by CPOA.
- < It is easier for emergency shelters to update the zip code when they do intake paperwork if correction is needed.
- < The group decided that emergency shelters will now have the right to update the zip code when the data is found to be incorrect. For this data field, emergency shelters retain the ability to ask CPOA to change the field. In such case, shelters need to save the copy of the communication in client file. The procedural change is effective as of today.

Meeting adjourned.