

Meeting Minutes

CSP Agency Administrators Meeting For Family Emergency Shelters

Tuesday March 10, 2009

9:00 am – 10:00 am

Community Shelter Board

Attendees: Renna Abdullah, The Salvation Army; Gabby Thompson, YWCA Family Center; Dennis Bromagem, Homeless Family Foundation; Catherine Kendall, Barbara Maravich, Keiko Takusagawa, Community Shelter Board

1) Welcome and Flow of the Day

The group welcomed Renna from TSA and introduced each other. Dennis attended the meeting on behalf of Erin from HFF. Catherine walked through the agenda for the day.

2) CSP Administrators Update

a. Feedback on new CSP and data migration

To prepare for external report requests, Renna stated that she needed to track and pull income data manually as the ART report does not show “0” income and data before the new income data entry strategy took place in January is not reliable. Gabby agreed that she also keeps manual tracking of income records as the income records are still in progress to be completely accurate. Catherine and Barbara said that ART report can be made available quickly upon request for statistics on demographic information. Catherine suggested that QA report may be able to be modified to track income as it does include null income in the AMI measurement. Catherine also suggested fixing the income records entered before January 09 is an option to improve accuracy of the income records. Renna stated that she will check the income records in CSP when they fill out a DCA check request to make sure what they report on the application matches CSP records. Barbara stated that after January 09, the income data will be more accurate as the agencies practice the new income data entry strategy and the report will match income with the income provider specified.

b. Feedback on data entry changes

Inaccurate data must be deleted and correct data needs to be entered with back date mode. When correcting data that was originally entered incorrectly, it is important to delete the errant record from the data field’s history. It is equally important to use both the Enter Data As function and Back Date Mode to re-enter the data correctly.

c. Training plan

Catherine reviewed the New User Certification policy. She noted that the administrators can self-train their users and give them access to CSP after CSB acknowledges receipt of their signed user agreement. However, new users must be certified by CSB within 30 days. Gabby stated that her IT department was able to resolve the issue with access to online training site.

d. Time Study

The group reviewed the Time Study summary results.

3) User Concerns

a. Admin Concerns

Barbara explained how she pulls numbers for YWCA and TSA performance based contact report. She suggested that Gabby and Renna be in weekly communication to

reconcile their numbers. Catherine ran the report created for this purpose for demonstration.

b. End-user Concerns

Sequentially Ending Income Data – Barbara explained that the income data that is still true for the client even after exit must be ended *after* the client is exited from the program in order for the income to be reported accurately in ART. Catherine asked the administrators to forward this instruction to their end users using the handout distributed. Renna asked if there is a way to check if any past income records were closed before the client was exited. Catherine and Barbara both agreed that such query can be set up in the report but Catherine said it is not required for agencies to correct such past actions.

4) Implementation Leftovers

- a. Archiving – Pending.
- b. Scanners for high-volume shelters – CSB received equipments; pending testing before distribution to shelters.
- c. Training/ Live Site Q&A – Catherine will email Renna the link to the training site.