

Meeting Minutes

CSP All Agencies Administrators Meeting

September 12, 2017 9:00 am – 11:00 am

Location: CSB Conference Room

Attendees: Kevin Hartman, Alvis; Kevin Wampler, YMCA; Betsy McGraw, VOAGO; Taylor Keating, Maryhaven; Miranda Cox, SEMH; Courtney Elrod, Equitas; Tom Jeffire, CHN; Kevin Ballard, GCH; Brianne Benevento, Nichole Hunt, Courtney Kimbrough-Ramirez, HOCO; Marsha Zimmerman, NCR; Rich Agnello, Jason Wetzel, VA; Cara Cox, LSS/FM; Christina Phalen, YWCA; Lianna Barbu, Travis Theders, Jeremiah Bakerstull, Thaddeus Billman, Community Shelter Board.

A. Welcome and Flow of the Day

- a. Travis went over the flow of the day and introductions.

B. Data Quality Report Update

- a. Travis went over the progress on the Destination error rates. On the handout, in the 2016-2017 column, the first number is the original value and the second number is the updated value, post-correction efforts. The last column shows current values for FY18.
- b. All project types have seen an improvement, Outreach projects saw the largest improvement going from 71% to 1%.
- c. All project types achieved their short-term goals, except PSH and RRH projects (see handout). They were just a little short. RRH errors can be attributed to the now closed Navigator project.
- d. Current FY18 numbers are a little higher than CSB would like for some project types, notably PSH & TH. Travis acknowledged that QA on this data had not yet been performed and reminded everyone to be mindful of destination errors during the QA process.
- e. Travis mentioned that the data quality report will continue to be required, at least quarterly, as part of the QA report. It is better to review and make corrections every quarter rather than waiting until the end of the year and having to make corrections for a full 12 month period.
- f. Travis reminded everyone of the long-term goal of < 5% destination error rate. Hopefully this can be achieved for all project types in FY18.

C. System Performance Measures

- a. Lianna reviewed the System Performance Measures for Federal FY17 (10/1/16 – 9/30/17) and compared the results to previous two years of data – see handout.
- b. Three measures – Measures 1, 3 and 7 – may be incorrect for FY17 due to Bowman's report not being updated yet to include the October 2017 Data Standards Changes
- c. Measure 1: Length of Time Persons Remain Homeless
 - i. Looks at Average and Median Length of Time Homeless
 1. We saw a significant increase in both the average and median for FY17 for Emergency Shelter and Transitional Housing. This is not a positive change.
 2. The increase is due to a combination of factors in both the family system and single adult system.

- a. The single adult systems Average LOT increased, partially due to the transition from the Access Ohio Navigator program to the YMCA RRH program.
 - b. For the family system we are seeing a steady increase in the time families spend in shelter.
- d. Measure 2: The Extent to Which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness.
 - i. Compared to last year, we saw a small decrease in the total number of people returning to homelessness within 6 months, which is good.
 - ii. All project types saw either the same or lower rate than last year with the exception of exits from permanent housing, which saw an increase from 4% to 9%.
 - iii. For returns to homelessness within 2 years, we saw increases for Exits from Transitional housing and Permanent Housing. Overall, we are holding steady from last year at 29%. Ideally we would like to see a decrease.
- e. Measure 3: Number of Homeless Persons
 - i. Change in PIT
 - 1. For the Point-In-Time count we have an overall decrease in the number of homeless persons, but for Unsheltered Count we have an increase of 1. This is still small, but to HUD an increase of any amount is bad.
 - ii. Change in Annual Counts
 - 1. This will likely change when Bowman updates their report.
 - 2. We are currently showing a decrease and it is expected to remain as a decrease even after the report is updated.
- f. Measure 4: Employment and Income Growth for Homeless Persons in CoC Programs
 - i. These values are for CoC PSH, HuckHouse TLP and The Salvation Army Job2Housing projects only.
 - ii. We saw a decrease in *Percentage of adults who increased earned income*, from 8% last year to 7% this year. Overall, values are very low. CSB questions if accurate income data is being collected.
 - 1. Marsha (NCR) and Betsy (VOAGO) mentioned that they often see clients who do increase their overall annual income, but quit their job or do not submit income verification before the annual review, since it affects their rent. The consensus of the attendees was that income is accurately captured in CSP.
 - iii. For *non-employment cash income*, which includes SSI/SSDI, we saw an increase from 13% to 21%. This is good and caused an increase to the *change in total income during the report period* from 19% last year to 26% this year.
- g. Measure 5: Number of Persons Who Become Homeless for the 1st Time
 - i. We saw a decrease here, as with the total number of people served, from over 7000 to ~6000. This is a good decrease.
- h. Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing
 - i. We saw a significant decrease in the *percentage of successful exits from Outreach projects* from 76% in FY16 to 53% in FY17. The FY17 numbers closely align with the FY15 value of 55%. Lianna believes that the higher rate in FY16 is due to some incorrect data in the PATH project.

- ii. For *percentage of successful exits from ES, TH and PH-RRH* we saw a decrease from 49% in FY16 to 43% in FY17. This is the lowest value across the three years. The now closed Navigator program negatively impacted this value.
- iii. For *change in exit to or retention of permanent housing* we also have a small decrease from 93% to 91%. The downward trend across the last three years is concerning.

D. HMIS Options

- a. Thaddeus gave an update on the HMIS vendor options CSB has been exploring.
- b. The D&E team had demos with 5 vendors and have narrowed it down to 3 viable options – Social Solutions ETO, CaseWorthy, and Clarity by Bitfocus – aside from staying with Mediware’s ServicePoint.
- c. We don’t yet fully know what ServicePoint 6 will look like, but all three of the above mentioned options are more advanced than the current ServicePoint 5. They are highly customizable and offer strong, real-time reporting options.
- d. We are soliciting feedback from other organizations using these systems and have received recorded demos of each option, which can be made available to attendees.
- e. We are also looking to schedule front-end interface demos of these HMIS options and would like volunteers to sit in on those demos with us.
- f. We are hoping for a better demo of ServicePoint 6 in the near future to better compare our options. Switching vendors will be a huge effort, so we only want to switch if the new option is significantly better.

E. Universal Data Collection Forms

- a. Travis presented universal data collection forms he designed based on HUD-provided templates.
- b. These optional forms offer a few advantages:
 - i. The forms are very similar between project types, making both data sharing and PR&C monitoring visits more streamlined.
 - ii. CSB would be responsible for keeping them up-to-date
 - iii. All required fields would be included
 - iv. Final versions will be fillable PDFs that can be completed on a PC, laptop or tablet.
- c. The consensus of discussion was that the forms would be useful with a few modifications. Travis will update the forms to match the order of data elements in CSP, as well as create separate forms for adults and children. Agencies can provide their own supplementary forms to collect any information required for other funders.
- d. Travis requested admins to send him their current data collection forms to be used for consideration in the redesign.
- e. Taylor (Maryhaven) and Betsy (VOAGO) have volunteered to test the forms once the redesign is complete.

F. PR&C Feedback

- a. Travis outlined trends the PR&C team saw this year and asked for general feedback on the process this year.
- b. Major error trends that the team saw this year were related to sub-assessment data, especially income and disability records. These include creating duplicate entries during annual reviews or choosing incorrect income/disability types (example: accidentally choosing SSI when it should have been SSDI).
- c. Travis asked admins to focus on sub-assessment data entry when training new staff.

- d. Thaddeus mentioned that the quality and accuracy of data seemed better this year than compared to last year, resulting in less re-visits for agencies.
- e. Admins commented that the process this year was good and that feedback was constructive and timely.
- f. Additional feedback can be shared with Travis/Thaddeus via email.

G. VirTru/Email Encryption

- a. CSB is exploring options for data/email encryption to share sensitive data and rely less on faxing and hand-delivery. Currently a lot of time is spent just attempting to communicate.
- b. Travis discussed two options: OpenPGP and VirTru.
 - i. OpenPGP is free, but more complicated to use. PGP is used by the German government, so the security is reliable. Rich voiced concerns that PGP may not be approved for use by the VA, as it is an open source tool.
 - ii. VirTru is an easy to use plugin that integrates with your email client. A few agencies are already using this tool and informed Travis that there is a free option available.
- c. Tom (CHN) discussed that with Office365 there is an option to setup auto email encrypting based on using keywords or hashtags in the subject line.
- d. Courtney mentioned that Equitas uses Barracuda which, similar to Office365, uses keywords in the subject line to trigger encryption.
- e. As a result of the discussion, CSB decided to use the free version of VirTru for encryption purposes. Admins are encouraged to download VirTru for their own use. Replies to emails encrypted with VirTru are automatically encrypted even if the user replying does not have VirTru installed.
- f. This email encryption can also be used to submit QA Reports with full details.

H. Next Meeting is March 13th, 2018

I. Adjourn