Meeting Minutes
CSP All Agencies Administrators Meeting
October 25, 2016 9:00 am – 11:00 am
Location: CSB Conference Room
Attendees: Chelsea Macciomei, William Allyn, Access Ohio; Dreysha Hunt, Betsy McGraw, VOAGO; Christina Phalen, Paula Jenkins, YWCA; Leah Tuttamore, SEMH; Taylor Keating, Maryhaven; Craig Perry, April Harvey, CAIHS; Courtney Elrod, Andrea Ropp, Equitas; Branden Woodward, CHN; Brittani Perdue, Beth Fetzer-Rice, TSA; Sally Dunlap, GCH; Colton Sray, YMCA; Amanda Glauer, Lynda LeClerc Huck House; Glenn Harris, Leena Scott, HOCO; Marsha Zimmerman, NCR; Tiffany McCoy, HFF; Lianna Barbu, Catherine Kendall, Jeremiah Bakerstull, Becky Hamilton, Thaddeus Billman, Community Shelter Board.

A) Welcome and Flow of the Day
1) **Agenda** – Catherine walked through the day's agenda. The group did introductions.

B) CSB Update
1) **CSP Survey Feedback Improvements/Changes** – Lianna reviewed the feedback summary document and asked for comments. Participants stated that training has improved with admin participation.
2) **Access/Navigator project CSP uploads** – Discussion occurred around client documentation in CSP. Navigators and family shelters agreed they will begin to upload documentation into Service Point, with regard to identification, DOB, SSN, and income as available.
3) **HMIS Data Elements data scrolls** – Catherine and Lianna reviewed the new data scrolls. This is a resource to use that HUD is making available to us. These are tutorials on data elements that are required, useful for admins and new users.
4) **HMIS Data Elements changes (A)** – Catherine reviewed changes to Type of Living Situation data elements; this is Bowman's first attempt to do conditional data entry. HUD's purpose is to better track chronic homeless individuals, using HUD's definition.
5) **Ending Veteran Homelessness** – Federal benchmarks were discussed that need to be attained to show HUD and USICH that we ended veteran homelessness. There is work to be done and all partners are around the table to make this happen. Some new data elements were added for programs housing veterans that need to be completed in order to create a veteran "by name list."
6) **HUD System Performance Measures** – Submitted with continuum of care application. HUD will use these as benchmarks to determine if there is improvement next year. Lianna reviewed the new metrics and emphasized the importance of performance for shelters, outreach and the system as a whole. COC scoring will be based on these performance metrics.
7) **CSP Reporting Tool** –
    i. **Qlik Sense**
       – Bowman's new reporting tool for Service Point to roll out beginning mid-late winter.
       – ability to download desktop version to become familiar with the interface.
       – local training available with Results Data.
       – Report Writer is going away with new upgrade of version 6.
       – Microsoft Explorer is the default browser for Service Point 6.

8) **Data collection responsibilities revisited** – It is ultimately the shelter's responsibility to make sure that data is correct. It was asked if shelters would like to take responsibility instead of CPOA to enter four sub-assessment data elements- income, non-cash, benefits, health insurance and disabilities. Shelters representatives were open to the idea and thought that it will reduce data corrections and duplication that is occurring at the current time. HandsOn and shelters added that clients may report to HandsOn one income and then to shelters a different income. Lianna will send email to get confirmation from all shelters that they are in agreement to make this change.

9) **Data collection/entry errors & patterns** – Catherine reviewed income and non-cash benefits related errors, mostly because the households move within the system and dates of entry/exit overlap. The group agreed that collaboration around income changes is more efficient than training users to use specific time stamps.

   a) **Income/sub-assessment collection and entry** – everyone wants to share more information to make sure data is correct on both sides.

   b) **Common area missed in testing?** – It was stated that tests are more difficult. Questions about income and resource person are commonly missed.

   c) **Common errors in data collection?** – Errors pertain to the chronically homeless.

10) **Spiceworks Review** –

   a) **Open/Long-term cases** – Catherine is working to get everything caught up. No new ART reports will be created. Case status is a new field that has been added. Catherine is working to have 24-48 hour response time. There was agreement that administrators can close their own cases if they feel the issue was resolved.

C) CSP Administrators Updates – Next CSP Administrator Meeting is 12/6/16, from 9-11 a.m.

Meeting adjourned.