community**shelter**board

Meeting Minutes
CSP All Administrators Meeting

April 13, 2010
9:00 am – 11:00 am
CSB
Attendees: Christopher Moore, Mary Schmertz, Amethyst; Betsy Reichley, CATF; Beverly Wilkes, Branden Woodward, CHN; Julie Holston, CIS; Brandon Barksdale, FM/FH; Marsha McDonald, Monica Morgan, HFF; Rose Knorwood, Maryhaven; Gail Meyers, NCR; Stephen Wilson, PNH; Jennifer Kowalski, SE/FOH; Lori Varn, Vicky Joe, VOAGO; Kevin Wampler, YMCA; Kate Swinford, YWCA; Isolde Teba, Keiko Takusagawa, Catherine Kendall, Barbara Maravich, Lianna Barbu, Community Shelter Board.

1) Welcome and Flow of the Day

    a. Agenda – Catherine walked through the day's agenda.

2) CSP Update

    a. New HUD Data Standards - HUD released the final Data Standards on 3/29 and the copy was emailed to all the administrators on 3/31.

- Program Descriptors – Catherine reminded all programs to enter Program Descriptors in CSP. Data dictionary and quick reference guide can be used to find out what needs to be entered for which program type.
- Income Collection/Reporting & CoC – The change applies only to PSH/SPC and Transitional Housing programs. CoC is reviewing the new data entry requirement to decide whether to approve the PSH/other programs' request not to comply with the data entry requirement. If the decision is not made by 6/1, PSH/other programs need to comply with the new income data collection/entry requirement. Lianna advised that administrators talk to their supervisors/program directors who may be on CoC Steering Committee to explain how onerous data entry will be if CoC does not approve the recommendation not to comply. The new income data collection/entry applies only to new clients and clients recertified after 6/1.
- SSM Domain was removed.

    b. Annual License Review
- ⟨ Catherine asked the administrators to review the License Summary.
- ⟨ In order to keep the costs at the minimum, agencies are asked to relinquish the unneeded licenses so that they can be reallocated to other agencies in need and avoid incurring extra costs.
- ⟨ If agencies want to relinquish or request additional licenses, they need to submit the form to Catherine no later than 5/15.

    c. QA Report Upgrade – Bowman is still working on the changes. For Q3 QA, agencies will use the current version.

    d. FY11 Performance Measures – Lianna asked agencies to review the measures tracked for the next FY. Any questions can be directed to Lianna.

    e. Housing Affordability –Housing Affordability is a new data element which needs to be tracked for clients exiting starting 7/1/10. Data should be entered in the Monthly Rent & Utilities section on the exit screen. If the information is not available, CSB will footnote the number of clients with unavailable data in the report. This measure is required for Direct Housing, Tier II, Homeless Prevention, PSH, Transitional Housing and SPC programs.

f. CSB Evaluation Survey Results –The annual evaluation is requested by CoC. The result was shared with the group.

3) CSP Administrators Update

a. Feedback on CSP
- 〈 Chris asked about ART usability. Lianna explained that CSB is planning to have training for administrators before making ART ad-hoc licenses available. However, it cannot happen until next Fiscal Year budget starts. Chris then asked CSB to check how much it will cost the agencies to get training using their own funds. Lianna will ask Bowman.
- 〈 Beverly asked how CSB is using ART. Catherine and Barbara said CSB modifies reports already created by Bowman to get raw data and also manipulates data by narrowing down different data elements. Improperly created reports can cause severe performance problems. That is why CSB feels the need to have training for agency administrators.
- 〈 Every agency will get one ad-hoc license and there will be costs for additional licenses.
- 〈 Jenn asked if outcomes report can include HPRP DCA data. Barbara stated that Bowman is still working on fixing the income at exit and any additional changes to the outcomes report will be done afterwards.

b. Live Training
- 〈 Live CSP trainings are scheduled for 6/23 & 6/24. There are seats left for more participants on each day. The last hour will be focused on income data entry for PSH, TH and SPC programs. Agencies are encouraged to send users to the training. Catherine will send out an email calling for registrations by May 20th.

c. Training Schedule – Online training schedule for FY11 was released. Emergency shelter will have monthly trainings and PSH/other programs will have quarterly trainings. Catherine emphasized that the name and email of the user registering need to be emailed to Catherine at least one week prior to the training so that the users can test their PC for online training capability.

d. CSP Upgrade to 5.X
- 〈 Implementation is delayed due to CSP customization. It is estimated to happen in Fall.
- 〈 Once the demo site becomes available, Catherine will ask administrators to review.
- 〈 The impact on reporting and CPOA workflow is unknown. Catherine to attend training in June to get more information.

4) Admin Meeting Management/Future meetings

a. Program-specific Admin Meetings – Only the PSH/Other program group elected to have program –specific Admin meetings in FY2011. The schedule will be revised and redistributed.

b. Meeting Schedule – Per Beverly's suggestion, PSH/Other program meetings will replace the dates scheduled for Family programs. Catherine will update the schedule. There were no volunteers to share processes. Catherine asked the group to email her if they have a discussion topic for future meetings.

5) CPOA Implementation (Only for Single Adult Emergency Shelters)

a. Go Live - Start date is 4/21.
- 〈 All the infraction information need to be entered by 4/16.
- 〈 On 4/19, shelters will fax bedlists to CPOA.
- 〈 On 4/20, CPOA will set up reservation list and give shelters OK to exit clients in the current bedlists.
- 〈 On 4/21, shelters will enter clients to the CPOA bedlist from the reservation list.
- 〈 Jenn to share information sheet for clients directing them to CPOA with other shelters.

⟨ Catherine will release new workflow data entry manual for single adult emergency shelters to reflect changes after CPOA implementation.

b. QA Implications - CSB asked shelters' input for each shelter's accountability.
⟨ The group agreed that each shelter will notify CPOA once they notice data entry errors in client profile. CPOA is responsible for fixing the data.
⟨ On a trial basis, FOH will run QA reports frequently to detect errors and will notify CPOA. CPOA to do the same to minimize errors.
⟨ For quarterly QA, shelters will still run QA report and send it to CSB for exit data QA. CPOA will run QA report and send it to CSB for QA.
⟨ Maryhaven will need to submit QA report as usual as they still do intake and continue to enter all required data.

c. PR&C Implications
⟨ The group decided that CPOA will fix errors entered at the intake as they have back-up documents on file and shelters to notify CPOA if any errors are found.
⟨ Exit data including income will be checked for shelters.

d. Jenn invited CSB to attend weekly single adult emergency shelter meeting (Fri. 9am). Catherine to attend.