

Meeting Minutes

CSP ALL Administrators Meeting

April 19, 2011

9:00 am – 11:00 am

CSB

Attendees: Mary Schmertz, Amethyst; Betsy Reichley, CATF; Matt Leiterman, Branden Woodward, CHN; Julie Holston, CIS; Brandon Barksdale, LSS; Kevin Ballard, GCH; Monica Morgan, HFF; Lynda LeClerc, Carrie Mularz, Huckleberry House; Sharon Hill, Maryhaven; Gail Meyers, NCR; Jenn Kowalski, Southeast; Renna Abdullah, TSA; Vicky Joe, Lori Varn, VOAGO; Kevin Wampler, YMCA; Kate Swinford, Rayshawn Wilson, YWCA; Jeremiah Bakerstull, Isolde Teba, Keiko Takusagawa, Catherine Kendall, Lianna Barbu, Community Shelter Board.

1) Welcome and Flow of the Day

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

2) CSP Update

- a. Outcomes Report
 - < The updated outcomes report was released to agencies in March. This version should have fixed all the issues including the disability numbers.
 - < Lianna went over some of the added measures and additional tabs where agencies can get demographic information on the clients.
 - < Jenn asked how she can monitor more frequently their movements and recidivism that are not accurately calculated on the outcomes report. Both measures have to be calculated manually and the accurate numbers are only reported on SPIR. Lianna responded that 1) neither Bowman nor CSB has capacity to update the outcomes report to calculate these measures accurately; 2) movement calculation takes time and involves system data and sharing with partner agencies goes against CSB's privacy policy; and 3) recidivism cannot be calculated monthly because of the way methodology looks at the clients in a broader period.
- b. QA Report – Catherine to release the updated version today.
- c. Updated QA Keys – Will be available on CSB's website in May.
- d. Survey Results
 - < Results for 2011 were reviewed in detail.
 - < Trend for the last 3 years was also reviewed. CSB's responsiveness and flexibility deteriorated in FY2011. The group provided the following as a feedback: 1) untimely release of the QA report; 2) lack of representation/leadership by CSB to HUD/Bowman and 3) miscommunication around data entry especially on income. Lianna added that recent HUD data standards changes and impact on the reports may have slowed down CSB's response and affected flexibility.
 - < As for accommodations to agency's special needs, VOAGO reported the need for more frequent training due to high staff turnover rate. Pre-certification process is not working for VOAGO.
 - < Southeast expressed frustrations over their proactive effort to improve their outcomes regarding movement and recidivism not being achieved because the data cannot be shared or made available more frequently.
 - < It is apparent that CSB and partner agencies are stretched thin in terms of staff time/resources which can impact CSP administration on both sides.
 - < The result of the user survey will be forwarded to CoC committee.

- e. Transition of Destination field for reporting
 - < Lianna announced that starting July 1, 2012 agencies are no longer required to collect/enter CSB destinations. The updated HUD destinations are sufficient enough to cover all the destinations.
 - < CSB is preparing the updated version of the outcomes report which includes outcomes based on HUD destinations. It is scheduled to be released in July.
- f. CSP License Re-Distribution Process
 - < The group reviewed the license summary. Catherine urged agencies to review and plan to request new or relinquish unnecessary licenses. Catherine will send the email reminders with the due date.

3) CSB Update

- a. ServicePoint 5.x Upgrade
 - < It is necessary to upgrade to CSP 5.x by the end of the year as Bowman will stop supporting the old version. It is important that CSP upgrades to comply with any future HUD data standards.
 - < Catherine reported that the new version looks a lot different but no changes were made to lessen the income data entry burden for PSH programs.
 - < The group decided that October 2011 will be the best time to upgrade.
 - < Catherine asked agencies for cooperation in testing the demo site before the upgrade implementation. As is done in the past, CSB will attempt to set up a computer lab with demo site for a week for agency to test and give feedback.
- b. HEARTH Update – No update. HUD working on updated data standards.
- c. Systems Update
 - a. Prevention – United Way funding continues for CIS. Additional HPRP funding was made available for Gladden.
 - b. Emergency Shelter – As overflow ended, waitlist numbers have gone up for single adult shelters. Lianna urged shelters to increase the number of DCA applications.
 - c. Supportive Housing – Commons at Livingston will be open 7/1/2011. It will offer 50 permanent supportive housing units for veterans. 25 units are targeted to those veterans meeting the Rebuilding Lives eligibility criteria and the other 25 units are reserved for veterans with a certified disability meeting low income guidelines.
 - d. Rapid Re-housing – A new program, CHN In-Reach started. The program is designed to provide expedited housing placement for single adults in the emergency shelters. Shelters are encouraged to work with the program to submit referrals.

4) CSP Administrators Update

- a. ShelterPoint/EntryExit Glitch – Bowman discovered and fixed the issue. Catherine asked the group to report if the issue persists.
- b. The FY12 CSP documents (Forms, Manual, P&Ps, QA/Meeting/Training schedules) are updated and will be posted on CSB's website by May 31, 2011.

5) User Concerns

- < Jenn asked how CSB holds single adult shelters accountable for client data which CPOA entered. Lianna suggested the intake documents scanned by CPOA be verified and signed off by clients. VOAGO reported that they do verifications of CPOA intake documents with clients and have found that clients often report updated income at entry.
- < Lori asked when would be appropriate to enter "Don't know" response. Catherine said when there is no answer or no educated guess can be made, it is acceptable to select "Don't know" response.

Meeting was adjourned. Next CSP all administrators meeting is scheduled for July 19, 2011.