

Meeting Minutes

CSP ALL Administrators Meeting

June 25, 2013

9:00 am – 11:00 am

Attendees: Mary Schmertz, Amethyst; Allen Huff, ARCO; Matt Leiterman, Branden Woodward, CHN; Amy Gordon, Emily Desilets, CIS; Stephanie Andrian, Taylor Rose, HandsOn CPOA; Cheryl Brewer, Karie Gallegos, HFF; Amanda Glauer, Huck House; Mary Vander Sluis, Vic Ward, LSS; Rose Knorwood, Dorlisa Robinson, Maryhaven; Gail Meyers, NCR; Leah Tuttamore, Southeast; Laura Black, TSA; Kim Eberst, Lori Varn, VOAGO; Kevin Wampler, YMCA; Kate Swinford, YWCA; Keiko Takusagawa, Catherine Kendall, Jeremiah Bakerstull, Lianna Barbu, Community Shelter Board.

A) Welcome and Flow of the Day

Catherine walked through the day's agenda. The group did introductions.

B) CSB Update

- 1) ServicePoint 5.7.18 - Customer Care Portal Cases
 - a) The script to fix the time stamp issue that occurred during the system upgrade has been tested successfully in the demo site. It will be implemented in the live site this afternoon between 2 – 3pm. Catherine asked the group to run the reports after that to make sure the fix resolved the issue.
 - b) Once the script to fix the time stamp is completed, another fix for the employment data fields will be implemented. Currently the live site is not using the HUD compliant data field pick list.
- 2) Review CSP User Survey Results
 - < The group was asked to review the survey results.
 - < Lianna identified the areas where the downward trend is observed and asked the group's feedback. Lianna encouraged administrators to contact her or Catherine if additional comments come up.
 - o Policies and procedures adequacy – it is assumed that the policies and procedures manual is adequate by itself but administrators lack familiarity with the manual. Lori stated that the annual review of the document is helpful. Also the document may have been confused with the CSP user manual which needs a significant update.
 - o Training adequacy – Online trainings need to be revisited to see if they are meeting the needs of agencies.
 - o CSB Database Administrator Service – Amanda suggested that some respondents were not clear about the roles of CSB and Bowman and that the confusion may have caused some people to think that the service was not adequate when it was out of CSB's control. In the past year, there were more workflow issues caused by Bowman.
 - o CSP admin meetings – Lianna emphasized that the meetings are for agencies therefore, more participation is needed to make these meetings more useful.
 - o CSP Administration – Allen and Branden suggested that the larger pool of respondents this year with various levels of experience may have been the cause for the decline in this area as people have different understandings of the system, roles and expectations toward CSP and CSB.
 - o Mary and Gail voiced concerns that the survey is used to evaluate Catherine's performance as all may not be due to her performance but to Bowman's or respondents' confusion/level of experiences. Lianna noted the concerns but

stated that this is still a great tool to evaluate CSP and report to CoC so that the survey will continue. However, in the future survey, a question around respondent's years of experience and/or computer skills may need to be added to assess the respondents' level of understanding about CSB and CSP.

- o CSP user manual – The document needs to be read in its entirety by administrators and users. Catherine is in the process of updating the manual.
 - o Trainings are not designed to be comprehensive as each program workflow varies. It is agency administrators' role to train their users if supplemental training is necessary and answer their questions. Catherine is working on the train the trainer sessions and training videos that administrators can use.
 - o In response to all the comments provided in the survey, Lianna stated that CSB is always working on the timeliness and meeting the needs of the agencies in regards to CSP and that all the feedback is greatly appreciated.
- 3) FY13 CSP Awards – The awards went to Gail Meyers (NCR) and Mary Schmertz (Amethyst) for their perseverance and consistency in using Columbus ServicePoint.
 - 4) Review FY14 Policies & Procedures – The group reviewed the entire policy manual.
 - 5) Discuss CSB/Participating Agency Roles & Responsibilities – Discussed in the FY14 Policies and Procedures.
 - 6) Review FY14 M Standards – Catherine read through each standard. They are reviewed during the annual program certification.
 - 7) Discuss Online Trainings – The annual survey showed a downward trend on the effectiveness of the online trainings. Agencies were reminded that in-person trainings are available as long as there are enough users and Catherine is available. It can be more customized to each program's workflow. Agencies are encouraged to email feedback to Catherine/Lianna to improve trainings in general.

C) CSP Administrators Update

- 1) Upcoming CSP Administrator Meetings
 - a) CSP Administrator Meeting for PSH/TH/SPC programs 08/27/2013 9a – 10a
 - b) CSP ALL Administrator Meeting **09/10/2013** 9a – 11a