

Meeting Minutes

CSP All Agencies Administrators Meeting

September 22, 2015 9:00 am – 11:00 am

Attendees: Chelsea Macciomei, Access Ohio; Tracy Tartt, Brigitte Lisath, Amethyst; Andrea Ropp, ARC Ohio; Branden Woodward, CHN; Kevin Ballard, Sally Dunlap, GCH; Tammy Compton, Patrick Fornof, HandsOn CPOA; Karie Gallegos, Sarah Spaner, HFF; Amanda Glauer, Lynda Leclerc, Huck House; Cara Cox, LSS FM; Taylor Keating, Maryhaven; Miranda Cox, Southeast; Laura Black, TSA; Betsy McGraw, Dreysha Hunt, Alexandra Fraser, VOAGO; Kevin Wampler, Colton Sray, YMCA; Paula Jenkins, Christina Phalen, YWCA; Lianna Barbu, Catherine Kendall, Keiko Takusagawa, Jeremiah Bakerstull, Community Shelter Board.

A) Welcome and Flow of the Day

- 1) Agenda - Catherine walked through the day's agenda.

B) CSB Update

- 1) CSP Administrator Award – CSB awarded Tammy Compton of HandsOn Central Ohio for her dedication and collaborative spirit in managing the Coordinated Point of Access in Columbus ServicePoint.
- 2) QA Review Feedback
 - a. Administrators provided feedback on the new QA reports.
 - i. Separation of sub-assessments
 1. Detail tabs, the Entry/Exit and Start/End dates should be next to each other or different colors to assist in identifying which dates they are when the headers are out of view.
 2. Indicator that there are “No” records missing.
 - ii. Addition of newer data elements
 1. Indicator if newer data elements need to be completed for older clients.
 - iii. Other feedback
 1. Males as well as children under 12 are showing up as missing the pregnancy data.
 2. Request a two week rule for making new reports available.
- 3) CSP User Survey Results
 - a. Review – The group reviewed the FY15 survey results. CSP is being used this year more for grant reporting and program evaluation which is a positive sign. Lianna pointed out that agencies no longer need to submit APRs as CSB will be handling all APRs going forward.
 - b. Lianna identified areas that need improvements and asked for administrators' feedback.
 - i. Training – The percentage of administrators who think that the CSP training is inadequate increased. AccessOhio and VOAGO said users often get confused as to what is required to enter as online training is not customized to their specific programs/needs. Although Catherine provides different online trainings per program type, it appears that the standard training may not be sufficient or becomes confusing for users when administrators pre-certify them. Catherine will discuss with Chelsea and Betsy to clarify if there is anything that is left out from the training that needs to be covered. Lianna pointed out that while customized one-on-one training with Catherine is desirable, it is not realistic to have such trainings for each agency. Betsy also expressed interests in having customized ART report trainings. Kevin from YMCA said a summary of recent changes that occurred in CSP will be useful

when pre-certifying his users as well as early notifications when something will be changed in CSP.

- ii. CSP Administrators' meetings – The usefulness of administrators' meetings decreased. Lianna asked the group to give feedback what could be shared during the meetings in order to increase the usefulness of it. Some suggested that sharing technical tips for CSP will be useful.
 - iii. The performance of overall CSB Administration of CSP decreased. Lianna asked what could be improved. It was pointed out that the lack of transparency as to the volume of cases Catherine is handling may lead administrators to interpret as a lack of responsiveness. CSB is considering implementing a ticketing system to improve this area of concern.
- 4) CSP Helpdesk Software demo
- i. Catherine showed a demo of helpdesk system (Spiceworks) that CSB is considering implementing.
 - ii. The purpose of implementing the help desk system is to increase transparency and improve CSB's responsiveness to CSP related issues.
 - iii. CSB will work on trying to create an administrator account for all CSP admins. Issues then can be shared among agencies. Catherine will look into how to send emails only to those who are involved in a particular ticket instead of emailing all users. Administrators will receive log in information once the system is set up.
 - iv. Users will be able to create tickets, set priority and due dates. Users also can search tickets by keywords and add comments to existing tickets to share a similar issue.
 - v. Catherine will look into how secure this system is. Until this is found out, SSN corrections should still be faxed to Catherine. For any client related information, CSP ID should be used instead of names and other identifiable information.

C) CSP Administrators Update

- 1) Issues/Concerns
 - i. Alix requested that CSB share a list of all CSP administrators and backups' contact information. The group agreed that it was good information to share and Catherine will plan to do so.
 - ii. Kevin from GCH said they are having issues with Java. Catherine reminded the group that the latest version of Java is not supported by CSP. If using ART, Chrome is having issues and Firefox is the only recommended browser.
- 2) Upcoming CSP Administrator Meetings
The next all administrator meeting is 12/08/2015 (9a – 11a).

Meeting adjourned.