

Meeting Minutes

CSP Administrators Meeting (Family programs)

December 1, 2009

9:00 am – 10:00 am

CSB

Attendees: Julie Holston, CIS; Michelle Allen, Maryhaven; Beth Fetzer-Rice, Renna Abdullah, TSA; Denise Ansbach, Catherine Kendall, Barbara Maravich, Lianna Barbu, Keiko Takusagawa, CSB.

1) Welcome and Flow of the Day

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

2) CSP Administrators Update

- a. Next CSP Certification Trainings for Family Emergency Shelters are scheduled for December 16th and January 20th 10:00 am – 12:00 pm.
 - ⟨ Catherine asked administrators to email her the names and emails of the users registering for the training. Catherine will send the registrants Go To Meeting invite. Registered users are to check their computer's capabilities for the Go To Meeting website in advance.
- b. HUD Data Standards – HUD still has not released the final notice as of today.
 - ⟨ Catherine sent out the 30 day notice of the new data elements expected to be effective 1/1/2010 by HUD and the new data elements required by UWCO.
 - ⟨ Lianna stated that Program Descriptor data elements are to be entered once and will be included in FY10 Q3 QA. The QA frequency and method after that to be determined.
 - ⟨ Lianna said there will not be any new data elements specific to J2H program required by the HUD evaluator, in response to a question by Beth.
- c. DCA Documentation/Uploading to CSP
 - ⟨ Family programs received document scanners and can now store documents in CSP.
 - ⟨ CSB now accepts DCA applications uploaded in CSP.
 - ⟨ Catherine will finalize the policy around uploading documents in CSP and agencies can start uploading DCA applications upon the receipt of the policy.
 - ⟨ Agencies can still drop-off DCA applications. Scanning is implemented to make the process more convenient and efficient.
 - ⟨ DCA applications are considered temporary documents and will be removed from CSP once Denise prints out the application.
 - ⟨ Catherine demonstrated how to upload documents in CSP. She encouraged administrators to scan and upload permanent documents (e.g. Social Security cards, birth certificates, etc.) as well.
 - ⟨ Agencies are to email Denise the list of clients whose DCA applications are uploaded in CSP on Monday for the week instead of using the checkbox to notify providers by email for each client.
- d. Family System Collaborative Planning Team Update
 - ⟨ Common assessment and goal planning were developed and in pilot phase.
 - ⟨ Final version will be recreated in CSP.
 - ⟨ Renna expressed concerns around using the same goal planning in CSP that it might be a data entry burden for case managers who are using different case management and goals. Lianna said that the actual implementation in CSP will depend on the Collaborative Planning Team's recommendation and

that Renna can give feedback to the team.

e. UWCO Data Requirements

- < Starting 1/1/10, there will be two new data elements required by UWCO. (This does not apply to CIS.)
- < One question is about the immigration status of the client. If the answer is “Yes”, then the next question about the national origin must be answered in the text field.
- < UWCO is considering adding more new data elements but these two elements are the ones that CSB negotiated with UWCO to implement on 1/1/10 for emergency shelters. Lianna cautioned that if the agencies receive funding from UWCO directly, they might be obligated to collect other new data elements.

f. Update on Scanner Usage – Maryhaven gave update.

- < Michelle reported that they are taking client photos and saving them even if their photos are already in CSP.
- < Catherine advised to contact CSB when the photo in CSP does not match with the client and encouraged to use photo ID to confirm the validity of the picture.
- < Agencies are discouraged from deleting pictures uploaded by other agencies.

3) Data Entry in CSP

- a. SSN – Barbara asked administrators to make sure that the SSN and the SSN data quality match when creating a new profile. If the client already exists in the system, data quality field should not be changed because agencies cannot view the full SSN and there is no way to verify the information. If the SSN is missing or incorrect in CSP and agencies obtain the correct SSN, they can notify Catherine via fax.
- b. Zip code of last permanent address – Barbara announced that “Data Unattainable” was added to the dropdown selection for clients whose zip code is unknown instead of using “Other zip code not listed”.

4) User Concerns – Catherine asked agencies to notify her if they encounter any CSP related problems and that the screenshot of the error message would be helpful.

- < Michelle asked if the answers for the old “Homeless Status” question (now replaced with Housing Status) should be updated for all clients as QA report shows incompliance. Lianna stated that the Homeless Status is no longer being measured in quarterly QA as the QA report is not modified to measure the Housing Status. Agencies are only to answer the Housing Status question for new clients.

5) Future meetings – The next meetings are scheduled for:

- a. Dec. 15, 2009 9:00 a.m. PSH/Other
- b. Jan. 12, 2010 9:00 a.m. ALL Admin.
- c. Feb. 9, 2010 9:00 a.m. Single Adult Admin