

Meeting Minutes

CSP All Agencies Administrators Meeting

January 15, 2020 10:00 am – 12:00 pm

Location: Virtual

Attendees: VA- Rich; Netcare- Tara; LSS- Cara, Joy; YWCA- Amber, Betty, Christina; NCR- Marsha; HFF- Crystal G. Melissa, Tiffany; TSA- Brittani, Samantha; YMCA- Cheri, Kevin, Colton; Southeast- Leah; Maryhaven- Heather, Taylor; Gladden- Samantha, Kaitee; CHN- Branden, Katie; Equitas- Courtney; Homefull – Jennifer, Theresa; Community Shelter Board- Lianna Barbu, Thaddeus Billman, Travis Theders, Jeremiah Bakerstull, Katie Goehring

A. Welcome and Flow

- a. Travis went over the agenda of the meeting and introductions.

B. FY20 System Performance Measures – submitted at end of February to HUD

- a. Lianna reviewed the System Performance Measures for Federal FY20 (10/1/19 – 9/30/20)
- b. Measure 1: Length of Time Persons Remain Homeless
 1. Looks at Average and Median Length of Time Homeless.
 2. We saw an increase across the board in FY20, due to the pandemic.
- c. Measure 2: The Extent to Which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness
 1. Compared to last year, the rate of people returning to homelessness within 6 months stayed the same at 11%.
 2. We saw the rate of people returning to homelessness within 6-12 months remain the same as last year at 9%.
 3. We saw small decrease in the rate of people returning to homelessness within 13-24 months, from 11% to 10%.
 4. The rate of people returning to homelessness within 2 years has stayed the same at 30%
 1. Shelters and transitional housing have the highest recidivism rates at 32%.
 2. Rapid rehousing and permanent supportive housing have the lowest recidivism rates at 23%, which show the benefits of permanent housing.
- d. Measure 3: Number of Homeless Persons
 1. There was an increase in the numbers of persons homeless counted during the 2020 PIT count, more than 2,000 people were counted. Sheltered count was 1,600, also at an all-time high for the system. Unsheltered count was also at an all-time high of 433. The 2021 PIT count results are not shown in this report.
 2. For the FY, the number of individuals counted in all shelters for the year has decreased, despite additional shelter capacity being open year-round. In comparison to the previous year, there were around 2,000 fewer persons counted.
- e. Measure 4: Employment and Income Growth for Homeless Persons in CoC Programs
 1. Change in earned income has decreased to 6%, which is at the lowest for the past 5 years, likely due to the impact of the pandemic.
 2. We saw a slight increase in non-employment income from 33% to 34%, which is good news.

3. Total increase in income is 36%, slightly lower than in 2019.
- f. Measure 5: Number of Persons Who Become Homeless for the 1st time
 1. We had 4,874 newly homeless individuals, which is the lowest historically, proportional to the overall decrease in the number sheltered.
- g. Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing
 1. Street outreach success rate: 31%, the lowest historically measured.
 2. Exits from ES, TH, RRH have a 35% success rate, lowest measured historically, a pandemic impact.
 3. We saw an increase in the retention rate for permanent housing, from 96% to 98%, which is good news.
 4. Additionally, there was a 91% increase in the number of individuals who passed away during the 6-month reporting period, which is 2% of entire PSH population and double the previous year's number. This is likely due to overdoses mostly, not necessarily COVID. This finding will also be discussed during agency 1-on-1 meetings.
- h. Travis and Lianna reminded the group that these measures are important because they ultimately determine funding for our CoC, based on the scores HUD determines from the changes year-over-year within our system. In the next Admin meeting we will review how these measurements compare to other CoCs around the nation.

C. HMIS Migration Discussion

- a. Travis reviewed the overall benefits of migrating from ServicePoint to Clarity
 1. Workflows
 1. Workflows can be customized to each program.
 2. Forms can be attached and saved to the program record, allowing electronic signatures for clients and users.
 2. Conditional logic
 1. Clarity provides conditional logic within the workflows, that will minimize common data errors.
 2. Customized logic rules can also be set up to a certain extent.
 3. Data quality
 1. Overall data quality will be improved by conditional logic, which will decrease the time needed for QA and data entry.
 2. Clarity has several data quality reports .
 3. CSB will replicate the current QA as best as possible.
 4. Real-time reporting
 1. Clarity data updates several times throughout the day, making real-time reporting possible. Rather than having to wait 24 hours after making a change to report that change, users will only have to wait 1 hour at most.
 5. Other benefits
 1. BitFocus provides better customer service for technical support.
 2. Many of the other Ohio CoCs are switching over to Clarity.
 3. BitFocus has experience migrating clients from ServicePoint.
- b. Travis presented the licenses structure for Clarity
 1. Travis will send the admins a list of active users this week for confirmation.
 1. It would be ideal to decrease the number of user licenses because purchasing licenses will be more expensive than in ServicePoint.
 2. Travis shared a breakdown of the annual license costs. This breakdown is attached to the GoToMeeting event.
 3. For existing licenses, agencies will pay the renewal cost of \$105/license. This is 25% of the actual licenses cost. CSB will cover 75% of the cost.

4. If agencies need to buy new, additional licenses, agencies will pay a one-time activation fee of \$175 and the annual \$105/license ongoing. So for the 1st year, a new license will cost \$280. Starting with the 2nd year the cost for the specific new license will be \$105.
 5. Embedded data analysis licenses cost \$120, this license is required for more complicated reports or to customize your own. CSB has ensured that all agency admins will have an embedded data analysis license with a few extra licenses available.
 6. Non-CSB funded programs will pay the full amount for end user license renewal of \$420 and any needed data analyses licenses.
2. Travis shared the training and deployment plan with the group
 1. Monthly admin meetings are tentatively scheduled as follows: April 20th, May 19th, and June 23rd.
 2. At least one admin per agency should attend the monthly admin meetings.
 3. Travis will send out invites to the admins for these meetings.
 3. End-user open house calls
 1. End-user open house call hours will be offered on Tuesdays 4:00-4:30 PM and Thursdays 10:30 AM-11:00 AM. These sessions are to familiarize users with the system generally. These sessions are not training sessions.
 2. Travis will send out invites to end-users for these calls.
 4. Training
 1. Admins will be trained first in May, tentatively May 11th and 12th.
 - a. The training will be focused on the End User workflow, as well as the admin capabilities.
 - b. There will be a certification test on the End User workflow so that Admins are able to train End Users.
 2. An admin data migration review is tentatively set for May 17th through June 18th. Agency Admins will help ensure accurate data migration.
 3. The black-out period will be the weekend of June 25th – 27th, but could be longer.
 4. The Go Live date is tentatively scheduled for June 29th
 5. For End User Training, Travis provided 3 options for discussion. Travis will send out a short survey to the admins to get direct feedback.
 - a. Option 1: 5 live training sessions in June – users would be required to attend 1 training session. Users should come to the live session unless there are extreme schedule conflicts. There will be a required certification test.
 - b. Option 2: 1 live training session in June. This session will be recorded, users who are unable to attend are required to watch the recorded training. The users must pass the certification test to gain access to the system.
 - c. Option 3: Train the Trainer – Travis would train the admins to train the end users. Only Admins who attend the training sessions and pass the certification will be permitted to train users. If the Admin does not pass the certification or is unable to attend, the Admin and End Users must attend a backup live training session.
 - d. Travis will send out a survey with these options.
 6. Moving forward, the hope is to provide training videos similar to what is currently on CSB's website.
 7. There will be a training site available for users to become familiar with the system.

5. Travis and Lianna answered several clarifying questions about the transition to Clarity.

D. FY21 Q4 QA Reports

- a. CSP QA will occur in early June for data in Q4 from April through May 2021.
- b. We will use the Clarity provided default QA reports in July and will include the June data left out from the shorter Q4 QA.

E. CSP Administrators Update

- a. Issues/concerns/questions
 1. PR&C will still occur as scheduled, however there aren't any scheduled for the first several weeks of July. The June data will not be included in the PR&C reviews.
 2. End user open calls are meant for End Users, Admins are welcome to attend, but are not required.
 3. CSP Attachments will be provided as part of the HMIS severance package. The attachments will be provided to Clarity. Attachments in Clarity are slightly different in that they can be attached at program or at client level.
 4. There will be a cut-off period to add new employees within CSP, tentatively in May.
 5. There will likely be monthly open office hour calls for Admins after the data migration.
- b. Upcoming CSP Admin meetings – meetings will be monthly from now until June.

F. Next Meeting is April 20th 2021, 9 AM.

G. Adjourn