community**shelter**board

Meeting Minutes
CSP Administrators Meeting

February 10, 2009
9:00 am – 10:00 am
CSB
Attendees: Vicky Joe, VOAGO; Brandon Barksdale, FM/FH; Jennifer Kowalski, FOH; James Alexander, Maryhaven; Keiko Takusagawa, Barbara Maravich, Catherine Kendall, Community Shelter Board.

1) Welcome and Flow of the Day

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

2) CSP Administrators Update

    a. Next Single Adult Training March 4th
    Catherine reminded attendees the next online training for single adult
    Programs is on March 4th.

    b. Primary & Secondary Race
    Catherine stated that CSB had noticed that some agencies are entering the same race as primary and secondary when there is no secondary race. Barbara said that this will cause the system to incorrectly recognize the person as 'multi-race.' Catherine asked agencies not to enter the secondary race when there is none. Jennifer asked what to do when a client is half African American and half Somali and s/he reports primary and secondary race as African American in a different way. Catherine asked not to enter the secondary race even in this case as the system won't recognize the context behind it.

    c. Review of Required Data Elements
    Catherine referred to the chart in CSP Admin training manual that lists all the required data elements in CSP. The group decided that they don't have to review each item at this time. The list is also available on the CSB website.

3) User Concerns

    a. Admin Concerns
        i. Maryhaven is working on correcting the bedlist. Catherine to assist.
        ii. Vicky commented that it would be helpful if technical assistance was communicated in layperson's terms.
        iii. James stated that the ART QA report made it easy to verify their data.
        iv. Jennifer asked when ART report writing capability will be available. Catherine said it is pending.

    b. End-user Concerns
        i. Brandon said that right after implementation he noticed a few cases where clients' names were changed. Jennifer said the audit report helps to identify what happened. Catherine stated that it is easy to write over a client's name as client search and profile pages look alike. CSB to ask Bowman to create a prompt when a user changes the name or to make these pages look different to prevent this mistake from happening.

5) How Southeast is making CSP work for their programs

    a. Presentation on SE-FOH's processes for working with CSP
    Jennifer shared FOH's Quality Assurance methodology. To ensure all the data elements are entered accurately FOH runs report on:
        〈 New data elements every day
        〈 Open income

- ❬ Cross-referencing employment and income, and disability and disability type
- ❬ QA every 2 weeks
- ❬ Bedlist reconciliation
- ❬ Daily census

In addition, they conduct file review and internal semi-annual PR&C review in order to be audit-ready at any time. Jennifer stated that it has helped program managers to manage clients better although it is a rigorous process.

6) Future meetings

Catherine reviewed the meeting schedule with the group.