

Meeting Notes

CSP Agency Administrators Meeting For Family Emergency Shelters

Tuesday June 2, 2009

9:00 am – 9:30 am

Community Shelter Board

Attendees: Gabby Thompson, YWCA; Renna Abdullah, TSA; Stephanie Jordan-Smith, VOAGO; Catherine Kendall, Barbara Maravich, Keiko Takusagawa, Community Shelter Board.

1) CSP Administrators Update

a. Reminders

- i. Closing income records – Catherine explained how to close income records when exiting a client.
 - < When a client exits, review any open income records to determine if the income was created by the user's program/agency. To find out, look for a trash can icon by the income record or click the pencil to open the record and check the history.
 - < If the income was entered by another agency, income records should not be modified at all. If the income was entered by the user's program/agency, the income must be given an end date.
 - < If the income is no longer active, put the actual end date or the same date as exit date whichever comes first when exiting the client. If the income is still active, enter all other exit information and save first. Once saved, enter the end date of the income. In the background, the system puts time stamp slightly later than the exit date on the income record, thus allowing the closed income to be active at the time of the exit.
 - < The group asked if this is a QA concern. Catherine said there is no report in place to check this procedure, thus agencies must make sure that this procedure is followed every time a client exits. Renna said she will resume tracking the income manually again at her program.
 - ii. Do not make changes to other agencies' income records – Catherine emphasized the importance of leaving the income records created by other agency as they are.
- #### b. Privacy & Security – Reviewing the “M Standards”
- < Administrators received the copy of the new M standards. Catherine asked them to review and ask any questions if they have any.

2) User Concerns

- a. Admin Concerns – Renna and Gabby agreed to reconcile and send data for performance-based contract report to Barbara every 10th day of the month going forward.
- b. End-user Concerns – No concerns were reported.

3) Future meetings are scheduled for:

- a. June 16, 2009 9:00 a.m. ALL Admin.
- b. June 23, 2009 9:00 a.m. PSH/Other

The meeting is adjourned.