

# Meeting Minutes

## CSP Administrators Meeting

March 31, 2009

9:00 am – 10:00 am

CSB

Attendees: Tammy Tebben, Carrie Mularz, Huckleberry House; Beverly Wilkes, Branden Woodward, CHN; Christopher Moore, Amethyst; Kevin Wampler, YMCA; James Alexander, Maryhaven; Gail Meyers, NCR; Gabby Thompson, YWCA; Stephen Wilson, Pater Noster House; Catherine Kendall, Barbara Maravich, Keiko Takusagawa, Community Shelter Board.

### 1) Welcome and Flow of the Day

a) **Agenda** - Catherine welcomed attendees and walked through the agenda.

### 2) CSP Administrators Update

#### a) Feedback on income clean-up process

b) Branden reported an incidence where their end user appears to have entered data in 2002 when she was not an employee of CHN. Catherine said this might be a migration issue.

c) **Feedback on data entry changes** – No feedback was reported.

#### d) Training plan

i) Catherine reminded the group the next online training for single adult programs is on 4/8/09. She asked Admins to let her know the users' emails who are interested in attending.

ii) Catherine stated that anybody can attend the program-specific training if interested.

iii) Catherine announced that CSB is planning face to face end user training at the Columbus Metropolitan Library and that the location for ART training is to be determined.

e) **Time Study** – The group reviewed the results.

### 3) User Concerns

#### a) Admin & End-User Concerns

i) All Admins concurred that there are many 'little kinks' that make working with the system frustrating. Although the reporting may be more robust, it is not forgiving of human error which it seems to invite with these 'little kinks'.

ii) Gabby and Beverly reported that while Entering Data As a Level 3 program, if idle for a few minutes the system automatically refreshes to Provider Level 2.

iii) Barbara and Catherine both assured that CSB is in communication with Bowman on a regular basis to request for improvement on the system.

iv) Admins asked for the status of income report and PSH annual client update report. Catherine said they are both in progress.

v) Gail asked if there are any reports available that are comparable to the Columbus Report. Gabby and Kevin said there is a canned report in CSP that can replace the old report but may only work for single programs.

vi) Catherine asked Admins to ensure their end users appreciate the importance of not sending any protected client information via email.

vii) Catherine reminded Admins that end user accounts can be set up under one level 3 program so that when they log in they are already at the Provider Level 3 and they don't have to remember to use the Enter Data As feature. This works best for end users who enter data for only one program.

### 4) Implementation Leftovers

a) **Archiving** – Making progress.

b) **Training/ Live Site Q&A**

- i) Sequentially Ending Income Data – If the End Date for the income is entered prior to the Exit Date being entered and saved, the income will not be recognized as income still relevant at exit. The client’s Exit Date and other exit information must be entered and saved on the EntryExit Exit screen prior to the income record being closed out. Catherine and Barbara said this applies going forward and that agencies aren’t required to re-enter the old records.

**5) How CSP is Working For CHN**

**a) Presentation on CHN’s processes for working with CSP**

- b) Branden shared CHN’s newly developed intake forms.
- c) The most updated forms are centralized in one location.
- d) CSP data entry form is developed as an interactive PDF to mirror the order of questions in CSP to make data entry easier and to help prevent errors.
- e) CHN is already using the new RL Eligibility Forms to give them enough adjustment time.

**6) Future meetings**

- a) **Meeting Schedule** – The next meeting on 4/14 and is required for all administrators. Planning for the next FY will be on agenda including CSP licenses, etc.

**7) Adjourn**