community**shelter**board

# Meeting Minutes
## CSP ALL Administrators Meeting

May 29, 2012
9:00 am – 11:00 am
Attendees: Mary Schmertz, Amethyst; Matt Leiterman, Branden Woodward, CHN; Kevin Ballard, GCH; Julie Holston, CIS; Brandon Barksdale, LSS; Cheryl Brewer, Karie Gallegos, Monica Morgan, HFF; Lynda LeClerc, Huck House; Gail Meyers, NCR; Renna Abdullah, Tristan Wonycott, TSA; Kim Eberst, Lori Varn, VOAGO; Kevin Wampler, Jeff Hogle, YMCA; Kate Swinford, YWCA; Keiko Takusagawa, Jeremiah Bakerstull, Catherine Kendall, Lianna Barbu, Community Shelter Board.

**A) Welcome and Flow of the Day**

1) Agenda – Catherine walked through the day's agenda.

**B) CSB Update**

1) ServicePoint 5.7.1
   a) Customer Care Portal Cases – Status Update
      ⟨ Catherine went through the list of items that Bowman is currently working on.
   b) Issues/ concerns
      ⟨ Other than discussing issues already documented, no new issues were reported by administrators.
   c) Likes/ dislikes
      ⟨ Overall the group reported good feedback.
2) FY13 CSP User License Redistribution Process
      ⟨ The group reviewed the license summary.
      ⟨ ART license summary will be distributed later this week. Ad-hoc licenses are still suspended for those who had them in the past. If testing goes well and ad-hoc licenses are returned to agencies, they will be billed as ART ad-hoc. If testing proves that the security issue still exists, it will be billed as ART viewer.
      ⟨ Lianna reminded agencies to make sure there are no unused licenses and to relinquish them, if any, to maximize the usage of licenses throughout the system and reduce costs..
3) Income Report
      ⟨ CSB created an income report as the income data on the outcomes/QA report has not met the needs of the agencies.  The report can be used to get detail data on the income and to QA income data.
      ⟨ The report will be distributed to agencies later this week. Catherine will notify when it is ready.
      ⟨ Agencies will be asked to clean up the open income records for those clients who exited the program. It is important to be sure agencies are updating only those income records created by their own agency, or in the case of single adult ES, created by CPOA.
      ⟨ The report can be used as a QA tool on a regular basis to maintain accurate income records.
4) PR&C
   a) Policy Document
      ⟨ The updated policy and procedure were reviewed. Lianna went over the new procedures CSB has implemented.
      ⟨ Keiko mentioned that the document describes how CSB pulls data step by step and also lists data elements to be reviewed per program type. Starting FY13, client IDs selected will be shared with agencies no later than 3pm the previous

day of the scheduled visit. Keiko noted that any last minute changes in CSP won't be reflected on the data sheet.

    b) M Standards - Starting FY13, this will be part of the CSP guide. Nothing has changed as HUD has not released the final rules yet.

    5) FY12 CSP User Survey
- ⟨ CSP user survey and survey trend were reviewed. There is a positive trend that agencies are using more data from CSP to evaluate their programs.
- ⟨ On CSB side, timely technical assistance needs improvement. This has been communicated to CSB staff.

## C) CSP Administrators Update

    1) Issues/Concerns
- ⟨ ASOW group raised some concerns that some end users are not having access to CSP after upgrade to 5.7.1 and also some clients who exited around 3am are not showing up on the night's Bedlist. Lianna asked agencies to raise this type of issues at CSP admin meeting so that CSB can investigate. Above two issues are not yet confirmed and details are needed. CSB asked agencies who may be having these issues to report to Catherine.

    2) Upcoming CSP Administrator Meetings
      a) CSP ALL Administrator Meeting 08/28/2012 9a – 11a
      b) CSP Administrator Meeting for PSH/TH/SPC programs 09/18/2012 9a – 10a

## D) User Concerns
- ⟨ Nothing was reported.

**Adjourned.**