

# Meeting Minutes

## CSP Administrators Meeting

September 1, 2009

9:00 am – 10:00 am

CSB

Attendees: Kevin Ballard, GCH; Erin Maus, Monica Morgan, HFF; Renna Abdullah, TSA; Gabby Thompson, YWCA; Catherine Kendall, Barbara Maravich, Lianna Barbu, Keiko Takusagawa, CSB.

**1) Welcome and Flow of the Day** – Catherine walked through the day's agenda.

### 2) CSP Administrators Update

- a. Catherine announced that the next CSP Certification Training for Family Emergency Shelters will be on September 23<sup>rd</sup> 10:00 am – 12:00 pm. Catherine asked agencies to sign up by emailing her.
- b. SSI/SSDI Project Referrals – The group reviewed the SSI/SSDI project referral form and eligibilities. In addition to submitting a referral form, agencies must call and make an appointment with the benefit specialist who is based at YWCA.
- c. 4.06 Upgrade – Upgrade was successful. No major problems were reported.
- d. HUD Data Standards – Catherine urged agencies to review the final draft of the HUD data standards and send comments to HUD.
- e. Family System Collaborative Planning Team Update
  - < Pilot assessment will start at YWCA in September for two months. Family System to decide the final assessment format and it will be transferred to CSP. Next step housing providers then will be able to access in CSP and update it as necessary.
  - < Catherine mentioned that there is Case plan tab in CSP. She asked agencies to give her feedback to see if this is usable for recording clients' goal planning. Lianna said if Case plan tab is not sufficient, new assessment will be set up in CSP for goal planning.

### 3) Outcomes Report

- a. Demo
  - < Barbara reviewed the new outcomes report. Family emergency shelters received the report two weeks ago and had online training last week. YWCA Family Center will receive another version with separate successful outcomes and successful housing outcomes added on the report. Keiko to send the report to Gabby.
  - < Outcomes report for PSH programs will be released this week followed by outcomes report for transitional housing and other programs in late September.
  - < Lianna asked agencies to give CSB feedback and CSB will attempt to modify the report to meet agencies' needs. Modified version will be released in late fall.
  - < The first version released does not differentiate Rolling Stock clients. CSB will try to create another version to separate them.
  - < Agencies will see an increase in average length of stay as the methodology changed in FY10. It is now capturing client's cumulative length of stay.
  - < Movement calculates the percentage of clients who exited and re-entered another emergency shelter in 7 days. It is a good measure to look at single adults cycling in the emergency shelter system.
  - < Income data is available on the report. Barbara cautioned that the data entered prior to January 2009 may not be accurate due to a change in income data entry method.
  - < Working at entry is based on earned income at entry. Gabby asked if income at

exit will be available. Barbara explained that it will require Bowman's work and resources are not available to add this data at this time.

#### 4) User Concerns

- a. Tracking services provided - In the outcomes report training last week, TSA and YWCA became aware that they had not recorded services provided in CSP. They are in the process of back data entry. Renna asked how services should be entered in CSP.
  - < Lianna said agencies can record services by choosing from the quicklist. If a client receives multiple of the same service during the stay, one record will be adequate with the exception of CIS, who are required to record each instance of service.
  - < In response to Stephanie's question, Lianna stated that agencies can record services at exit if it is a short stay program.
  - < Renna asked if she needs to record referral to other agencies in addition to services they provide. Lianna's response was yes for now. Renna then asked if she can refer clients in the same way she does MAP referral. Catherine said yes and that agencies have to create a need first and refer clients just as need must be created first for services. Funding sources, cost of services and unit information don't have to be recorded in services. Catherine asked Renna to send her the list of TSA's common referral places so that she can add to the ResourcePoint.
- b. United Way's new data collection requirement
  - < United Way will be requiring additional data to be collected in CSP starting in January 2010. Lianna said CSB is working to negotiate with UWCO to reduce additional data to be tracked and will discuss in detail at all administrators' meeting in October.

#### 5) Future meetings dates and change were announced.

- a. Sept. 15, 2009 9:00 a.m. PSH/Other has been rescheduled to Thursday Sept. 17, 2009 9:00 a.m.
- b. Oct. 13, 2009 9:00 a.m. ALL Admin.
- c. Nov. 10, 2009 9:00 a.m. Single Adult Admin

Adjourned