

Meeting Minutes

CSP ALL Administrators Meeting

September 17, 2013

9:00 am – 11:00 am

Attendees: Sherry Inskeep, ARCO; Matt Leiterman, Branden Woodward, CHN; Amy Gordon, Emily Desilets, CIS; Kevin Ballard, GCH; Brandon Hellemann, HandsOn CPOA; Cheryl Brewer, Karie Gallegos, HFF; Amanda Glauer, Huck House; Dorlisa Robinson, Maryhaven; Gail Meyers, NCR; Miranda Cox, Southeast; Laura Black, TSA; Kim Eberst, Lori Varn, VOAGO; Anita Pennington, Kevin Wampler, YMCA; Alexandra Fraser, YWCA; Keiko Takusagawa, Catherine Kendall, Jeremiah Bakerstull, Lianna Barbu, Community Shelter Board.

A) Welcome and Flow of the Day

- 1) Agenda – Catherine walked through the day’s agenda and the group did an introduction.

B) CSB Update

- 1) ServicePoint 5.8.6
 - a) Customer Care Portal Cases
 - < Catherine reported that the ART refresh time has been erratic for the past few weeks. The case is still open and being monitored closely.
 - < The issue with deleting the records in CSP has been deferred until the next upgrade.
 - 2) Debut of New QA Reports
 - a) The new QA reports have two types – Emergency Shelter and Non-Emergency Shelter. Both single adult and family emergency shelters should use emergency shelter type. HoH applies to the head of the household for families and all single adults.
 - < Jeremiah and Catherine went over each item to explain what the measures are calculating and to demonstrate how records can be identified for corrections.
 - < New added measures can eventually replace separate reports such as a duplicate client report and HMIS APR data quality report.
 - < There are detail tabs available on the same report to identify clients with erroneous records or issues noted on the summary.
 - < New notable added measures include those that show clients who have a ShelterPoint record but not corresponding EntryExit record and vice versa and clients served by multiple programs at the same time (exclusion of Amethyst, ARCO and Huck House). The report can be run more frequently to identify errors and to do corrections.
 - < The income and noncash sections have been expanded to look at records more closely for data clean up (e.g. closing open income records)
 - b) Timeline for distribution & documentation
 - < Catherine and Jeremiah will work on finalizing the beta version for distribution by the first week of October. Agencies will use the previous version for the next QA but can use the new version in parallel to compare results.
 - < QA keys explaining each measure will be distributed at the same time.
- 3) ESG CAPER report

- a) New 'canned' report from Bowman is available to pull data for ESG CAPER report which is required for emergency shelters/direct housing programs that receive state funding. Administrators can run this report within CSP.

C) CSP Administrators Update

- 1) Issues/Concerns
 - < Catherine alerted emergency shelter administrators that there are clients who are on the reservation list for 2-3 days. She asked that shelters communicate with CPOA to remove no-show clients from the reservation list in a timely manner.
 - < Chrome still has compatibility issues with CSP/ART. Catherine recommended using Firefox instead.
- 2) Upcoming CSP Administrator Meetings
 - a) CSP ALL Administrator Meeting **12/10/2013** 9a – 11a

The meeting was adjourned.