

Meeting Minutes

CSP All Agencies Administrators Meeting

December 8, 2015 9:00 am – 10:00 am

Attendees: Chelsea Macciomei, Access Ohio; Branden Woodward, Rachel Rubey, CHN; Duan Witcher, CAIHS; Tammy Compton, HandsOn CPOA; Karie Gallegos, Sarah Spaner, HFF; Amanda Glauer, Lynda Leclerc, Huck House; Cara Cox, LSS FM; Taylor Keating, Maryhaven; Marsha Zimmerman, NCR; Leah Tuttamore, Southeast; Danielle Lortz, TSA; Betsy McGraw, Alexandra Fraser, VOAGO; Kevin Wampler, YMCA; Paula Jenkins, Christina Phalen, YWCA; Lianna Barbu, Catherine Kendall, Keiko Smith, Jeremiah Bakerstull, Community Shelter Board.

A) Welcome and Flow of the Day -Catherine walked through the day's agenda. The group introduced each other.

B) CSB Update

- 1) Chronically Homeless Definition – HUD's new rule was published on 12/4/15.
 - a. Summary of changes
 - i. Effective date – The effective date is January 15, 2016.
 - ii. Scope of changes
 - < A homeless individual must have documented disability. This requirement has not been changed.
 - < Extent of homelessness has to be either a continuous minimum of 12 months homelessness (i.e., in place not meant for habitation and/or emergency shelter) or at least four occasions of homelessness in the last three years where those occasions add up to at least 12 months. Each occasion can be a minimum of 1 day homelessness and there must be 7 days between the occasions. This is different from local definition of 7 day homelessness separated by 30 days in-between. This definition is effective 1/15/16. Homeless status documented prior to 1/15/16 will not change.
 - < The exception to extent of homelessness is outreach. One day in outreach program counts as 1 month. In case of outreach, a person can have 12 months homelessness when having 12 separate days in outreach program in 12 different months. Branden asked for clarification around HUD's definition of 12 months whether it means 365 days. Lianna will ask HUD for clarifications.
 - < Stays in institution count as homelessness up to 90 days as long as the client was living in place not meant for habitation or emergency shelter immediately prior to the stay. A documentation to support the institution stay is required.
 - iii. Local response
 - < The new definition talks about self-documentation of homelessness. However CSB will not accept this as valid documentation of homelessness as we have outreach programs providing good coverage of the community.
 - < CSB will update the related forms effective 1/15/16.
 - < In CSP there is a question to establish chronic homelessness. While CSB acknowledges the difficulty of answering this question during intake, agencies are asked to answer this question as accurately as possible. HUD will be using this data element for reporting.
- 2) 2016 PIT Count- Catherine and Lianna asked administrators to ensure all data is entered and accurate for the night of January 26th as quickly and accurately as possible and to not change the data after QA.

3) SpiceWorks Online Help Desk system

a. How it is set up

- i. All users are set up as administrators so that there is a transparency of all pending tickets. Administrators are already given information to access the helpdesk. Catherine cannot reset the password for this helpdesk. The password retrieval function is not working properly however Catherine contacted Spiceworks and now appears to be working.

b. How it will work

- i. How to create a ticket – There are two ways to submit tickets. While signed in the system, users can click “Create New Ticket”, or users can email directly to: help@csb.on.spiceworks.com. When creating a ticket online, users must ensure to put “CSB HelpDesk” as ‘Assignee’ or put “CSB Help Desk” on the subject line when creating tickets via email. If ‘Assignee’ is blank, everybody will receive email notifications.
- ii. How to update a case – Users must sign in the online helpdesk and open the ticket to update and directly put notes/response in there.
- iii. Other users can be cc-ed and be brought into the email loop as needed.
- iv. Other reminders
 - < When creating a ticket online, users must put their own name in the ‘Contact’ box.
 - < Users can set priorities and deadlines.
 - o High = Users are unable to use the system.
 - o Medium = Users can use the system, but one or more functions important for day to day use has been severely affected or lost.
 - o Low = A problem is noted, but users are able to use all functions without major difficulty.
 - < Other documents (screenshot, excel, word documents, etc.) can be attached to the tickets. It is however important NOT TO upload client PPI onto this system. CSP ID# is all that is needed to identify a client.
- v. Case closure protocol – Once the ticket is resolved and confirmed, Catherine and Keiko will handle closing of the tickets.
- vi. Helpdesk usage – Until the end of the year, Catherine will respond to tickets created by helpdesk and traditional methods (email, fax, phone) until users become familiar with the system. Starting 1/1/16, any requests sent via email/fax (if they are faxing, it is because they are sending PPI)/phone will not be reviewed. The exceptions are CSP testing results, QA compliance related communications and SSN correction requests. These requests will be handled via email and fax.

C) CSP Administrators Update

4) Issues/Concerns

- a. Duplicate reports – Betsy asked if agencies are to do anything else other than submitting a duplicate report as she is seeing more and more profiles that need merging. Catherine explained that once she finishes training one of the CSB staff, the merging work will be caught up. Catherine also asked administrators to train end users to be careful and not to create additional duplicate profiles in CSP.
- b. The next CSP ALL Administrator Meeting is 3/08/2015 9a – 11a.

Meeting adjourned.