

FY2009 Columbus ServicePoint Report

After almost a year since implementation of the new Columbus ServicePoint (CSP), it is time that we present you with a summary status report of our homeless management information system.

Users are now feeling more comfortable using the new system while the level of understanding and knowledge of the database continues to increase. CSB provided and continues to provide training to all those who need it. Some challenges were noted in partner agency staff learning the new system and data collection requirements. Reporting capabilities still need to improve. Some reports are available for CSB and partner agency usage but we are not yet replicating the reporting capabilities of the old system.

CSB conducted a survey of the CSP Administrators and the results of the survey, shared with all CSP Administrators, show improvement of the CSP operations. CSB will continue to address the items that need and can be improved. CSB intends to continue administering the annual survey and sharing the results with all involved.

An improved quality assurance report is available for CSB and partner agency use. The quality assurance process is allowing agencies to be more in control of their data and its quality. This is significantly better than the process used with the previous system.

CSB implemented a new, online training for CSP end-users and administrators. Trainings are offered on a monthly basis for emergency shelters and quarterly for permanent supportive housing projects. One-on-one training is available as well, based on need. The new training format is positively viewed as it reduces the time commitment for partner agency staff to participate. We also offered a face-to-face training this year to help those that do not feel comfortable yet with the online training setting. A new CSP end-user and administrator certification requirement for usage of the data system was implemented as well as a way to make sure that only qualified users have access to the data system, thus preserving the high quality of our data and its integrity.

As part of the implementation of the new system, we cleaned our “live” site and removed all old and non-active data to an “archive database” that mirrors in functionality our current database. This site will allow us to use old data for historical, research and evaluation purposes, while allowing our “live” site to be cleaner and perform better.

An updated User Manual, CSP Policies and Procedures Manual and all required CSP forms and documentation for FY2010 are available on CSB’s website at <http://www.csb.org/?id=resources.clientdatamgt.csp> .

The CSP Administrator meetings continue to occur and valuable feedback is received at every meeting related to CSP operations. We plan to continue to improve these meetings for the benefit

of both CSB and partner agency staff. We appreciate and we thank all CSP Administrators for their help.

CSB conducted a 6 month time study that tracked the data collection and data entry times necessary for all data elements in CSP. The study showed that the times necessary for data collection and data entry per client are on a decreasing trend that can be attributed to users becoming more knowledgeable about the new data system. The results of the time study were shared with all CSP Administrators.

There are several items that are still in works as they relate to the full implementation of CSP:

- < The creation of an Outcomes Report that all agencies will be able to use is still in process, along with improving the reporting capabilities of CSP, in general. We are hoping that Outcome Reports will be available for agencies to test in July.
- < Implementation of the scanners for the high-volume shelters is scheduled for this summer. We will pilot the scanners with Southeast-Friends of the Homeless Rebecca's Place emergency shelter with plans to implement the scanners in all high-volume shelters prior to the overflow period. This implementation will allow considerable work efficiencies for client intake.

In addition, CSP will go through a significant expansion and change in the next fiscal year. We will:

- < Pilot tracking and reporting on client diversion at the YWCA using CSP;
- < Implement the new SSI Ohio project and track benefits receipt by shelter and supportive housing clients;
- < Implement the new Southeast expansion project (RL Leasing);
- < Implement the new Job 2 Housing pilot program for the Family System;
- < Implement all data tracking requirements related to the HPRP project and the affected programs as well as the HUD new data standards, as they will get released;
- < Upgrade our current version of ServicePoint to its newest version that will be available this fall;
- < Support several other initiatives that all require some level of CSP involvement;

As you can see, we made significant progress in one year but there are still lots of things to do. CSB will continue to update partner agencies annually on the status of the homeless management information system, and we look forward to continuously improving CSP operations. In the meantime we appreciate your feedback and recommendations on how we continue to transform our homeless management information system from a data collection tool to a data management and planning tool that helps in the efficient and effective delivery of your services to clients in need.

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