**Agency Admin Meeting**

Nov 7th, 2018

1:00 – 2:30

151 W 7th Ave RM 258

**Agenda**

* **Sign in/Introductions**
* **Agency Highlight**
	+ Teresa Aslin & Shelly Haase – Womenspace
		- 6 Satellite office, 1 main office, 3 staff at DHS
		- Crisis Line 541-485-6513
		- Main office 541-485-8232 1577 Pearl St 2nd floor 9-4:30
		- Support group 3 days a week.
		- Counseling for clients not ready to flee yet
		- Walk in Front Door Assessor
* **New reporting process**
	+ Due to issues with the ROI Melissa and Lise are no longer able to run quarterly reports to be sent to the state
	+ All agencies are asked to run the ESG-Caper for state funded programs and send them to Melissa. Melissa will send a reminder email and Capers must be received by the 10th of the month.
	+ If you are an agency with sub agencies, sub agencies will need to run the caper and send them to you.
	+ Instructions are located on the website [Quarterly ESG CAPER Reporting](http://www.lanecounty.org/UserFiles/Servers/Server_3585797/File/Government/County%20Departments/Health%20and%20Human%20Services/Human%20Services/HMIS%20ServicePoint/SP%20Instructions/Quarterly%20ESG%20CAPER%20Reporting%20v2.pdf)
	+ Same process will be for the CoC-APR
* **Updating assessments**
	+ HUD verification - Disabilities/Income/None cash benefits
		- Disabilities
			* Don’t change Yes to a No.
			* Start date for the disability is the day the assessment is being completed
		- All verification sections
			* When changing the information you must end date the old entry with yesterday’s date and create a new entry with today’s date. Don’t edit the entry and change from yes to no or no to yes.

* **Camp 99**
	+ Update
		- Campers on the butterfly lot were moved from that location to a Lane County own property on hwy 99. Lane County has contracted with SVDP to do a 2nd Dusk to Dawn site at that location. They will now operate Dusk to Dawn North and South. Transition plan is being created for the south site.
* **New Technology**
	+ CNA
		- Survey ended on Wednesday 11/07. About 1800 people participated. Results are being analyzed and Lise will be writing the Community Needs Assessment
	+ ServicePoint update
		- In our previous meeting we talked about an idea to help with ROIs, that is no longer an option. The ROI situation is still troublesome for everyone. LC is looking into other options.
	+ Help Desk ticket system
		- SysAid is a help desk ticketing program. This program is used in other LC departments. Melissa had a chance to demo it and it is something we will move forward with. Users will email one email and a ticket will be created. Users will be able to go in and view their tickets. Melissa’s goal is to have this up and running by the end of the year
	+ LC HMIS Training
		- Being honest.. LC online training videos are not good and outdated
		- Melissa is looking into other programs to create video training material
		- Video training material will be updated, no timeline for that at this point.
		- Training instructions on the website are updated
			* If you would like specific instructions created or think something is missing from the website please let Melissa know.