**Agency Admin Meeting**

May 30, 2019

9:00 - 10:30AM

LC Rm 254

**Attendees:** Melissa Coloma, Amanda Borta, Lise Stuart, Danielle Bautista, Vanessa Moya, Daniel Dickens, Mike Fleck, Marie Hickman, Bonnie Duke, Nicole Tarricone, Roxann O’Brien, Joshua Muller, Anna Gonzales, Gwen Barnes, Carrie Copeland, Rachel Hunter, Tami Kinman, Leonie Daniels, Eileen Chanti, Eva Savage, Kayla Pollard, Mona Bronson, Casi Totten, Mirtha Sturgo, Emily Lowery, Sarah Finger

* **Sign in/Introductions**
  + Make sure to sign in every meeting
* **Agency Highlight – SVDP 1st Place**
  + Day access center for families
    - Intakes into programs can be done Mon-Fri 8-5, no appointment needed.
    - Must pass background check for sexual offense
    - Front Door Assessments are done every Tuesday by Appointment
  + Family Shelter
    - 19 families low barrier night shelter
    - 90 day program
    - Currently 5 families on the waiting list
  + 1st Place Preschool
    - Availability for 20 literally homeless children
    - Parents with children over 3 are allowed to leave the day access center while the child is in the preschool
  + Youth House for girls
    - 13 girls between 16-18 literally homeless
    - 24 month program and the client signs rental agreement
    - Must have a goal they are striving for. Gets case management.
* **ServicePoint update** 
  + LC Implementation
    - Very close to signing contract for our own implementation.
    - Once contracted is signed, no more than 90 days to make the switch
  + ServicePoint changes with new implementation
    - ROI function will be turned off and all current ROIs will be stripped from the system
    - Will be a new workflow to document ROIs
    - All agencies’ will need to fill out a new Agency Participation form
    - Every user will need to sign a New User Agreement
    - CDBG/CSBG projects that do project Exits every Fiscal Year will no longer have to do the exits. Wellsky will automatically exit these projects for us every fiscal year. These entries will now only be done thru an Entry/Exit and not thru ShelterPoint
  + ServicePoint Licenses
    - Licenses get deleted after 40 days of inactivity. There has been a lot of staff losing their licenses lately. Remind staff to log into ServicePoint every 30 days in order to keep the license.
    - Important to make sure the appropriate staff has a ServicePoint license. If you need a list of your agencies active ServicePoint users let Melissa know and she will send it to you.
    - If you are in need of more licensed users, send in a user agreement to the LCHSHSD Help Desk. We do have licenses available.
* **TAC** 
  + Went thru 10 TAC recommendations.
* **6 & 12 month follow ups - All Projects July 1st** 
  + This is something we will be reporting to the state. Looking at clients that exit to permanent housing and if they are keeping that housing 6-12 months after.
  + Who needs to do these Follow ups
    - If a client exits one of your project into permanent housing. (All projects excluding food panty) You must do a 6 month and 12 month follow up on that client. It’s understood you may not be able to contact the client but you have to have made attempts to reach the client and document it.
  + 6 & 12 month Follow up assessment will be 3 Questions
    - Follow up status – this will be a drop down
      * Client Contacted
      * Other verifiable sources used (ServicePoint, talked with 3rd party)
      * Attempted, unable to contact client
    - Destination - Where is the client living now
    - Since program exit, has household received other rent or deposit assistance?
  + Email will be sent out before July 1st with the instructions on how to do the 6 & 12 month follow ups and the report to run to see who needs to have one.
* **HMIS Data Standards – Oct 1st** 
  + HUD just released the HMIS Data Standards that will go live Oct 1st
  + This document will be sent out in an email soon. Please take a look at the changes and we will discuss in an upcoming meeting.
* **Front Door Assessment**
  + FDA in-person training will be held this summer; date TBA
  + Clarify confusion that if someone only needs access to ServicePoint, they do not need to complete a full FDA training
    - Assessors must complete the training checklist & agreement form before they get access to FDAs. These forms are posted on our website
  + Reminders:
    - Maintain objectivity during the assessment
    - Do not give out client VI-SPDAT scores or # on the CWL
      * We will take in consideration the comment regarding clients’ request to know their VI-SPDAT scores. We will give further guidance on messaging regarding VI-SPDAT scores.
      * Reminder: There are other indicators that determine prioritization on the CWL and referrals to specific programs.
  + Make sure to give a copy of the rights, responsibilities and grievance form to the client & keep a copy on record (do not need to upload in ServicePoint); a current version of this form is posted on the website.
  + Data Quality, common mistakes
    - Ensuring FDA is added – Instructions posted on the website
      * Must have a LC – CE Front Door ROI for the Agency completing the assessment
      * Client’s “Relationship to Head of Household must be “Self”
      * In the assessment , the “Household Type” must be completed
      * In the RECOMMENDATION FOR CENTRAL WAIT LIST Section, the questions: Do you recommend HH to a Waitlist? Must equal “YES”
    - Review 3 year housing history & Length of Time Homeless – Instructions posted on the website
      * Biggest ongoing area of confusion and inconsistencies
      * For past, unused entries add “past assessments”
    - Disabilities
      * Complete entire section – look for green HUD Verification checkbox
      * Answer all 3 question within a YES disability
      * Do not write over exiting entries – refer to “Changing a Disability from NO to YES” instructions posted on website
    - Add notes, comments, replies to Assessor side of Recommendation section not LC side
    - Do not exit past FDAs in ServicePoint; LC does this
    - We are not tracking assessments that are still incomplete after 30 days
* **Next Meeting**
  + Next Agency Admin meeting is July, I will send out a doodle poll. We will need to have a meeting before the new implementation. This meeting will probably not be able to do a doodle poll for. There will be changes that you will all need to be aware of so please make sure someone from your agency is in attendance, there may be an option to call in.